

# AUSLEY & McMULLEN

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April 27, 2022

**VIA: ELECTRONIC FILING**

Mr. Adam Teitzman  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

**Re: Docket No. 20220000-OT  
Peoples Gas System  
2021 DSM Annual Report**

Dear Mr. Teitzman:

Attached for filing in the above docket is People Gas System's responses to Staff's First Data Request (Nos. 1-8) dated April 7, 2022.

Thank you for your assistance in connection with this matter.

Sincerely,



Malcolm N. Means

MNM/bmp  
Attachment

cc: Nora Bordine  
Karen Bramley  
Paula Brown

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 1  
BATES PAGE: 1  
FILED: APRIL 27, 2022**

1. Regarding the Company's conservation research and development (CRD) initiatives that evaluate emerging DSM opportunities, please:
  - A. Identify and describe any new CRD initiatives that were launched in 2021.
  - B. Provide an update on the status of all on-going CRD initiatives that began before 2021, and if applicable, attach interim and/or final reports on work completed in 2021.
- A.**
  - A. Peoples did not launch any new CRD initiatives in 2021.
  - B. Peoples does not have any ongoing or recently completed CRD initiatives and therefore, does not have any reports to provide. The company continues to explore concepts for CRD projects.

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 2  
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- 2.** On Bates Stamp Page 3 of the report, information about the Company's Residential Customer Assisted Audit program indicates that 7,983 audits were conducted in 2021. Were all of these audits conducted as online audits? If applicable, provide a breakdown of the 7,983 audits by type (online, phone, computer-assisted, or other (specify)).
  - A.** Yes, all 7,983 audits were conducted online. Peoples' Residential Customer-Assisted Audit was approved as an online audit program by Order No. PSC-2019-0361-PAA-GU in Docket No. 20180186-GU, issued on August 26, 2019.

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
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- 3.** On Bates Stamp Page 3 of the report, the actual number of program participants in the Residential Customer Assisted Audit program exceeded PGS's projected participation levels. Please describe the reasons why this program exceeded the projected participation level for 2021.
  - A.** 2021 was the first full year of the Residential Online Audit. Peoples believes that the success of the audit can be attributed to its accessibility and customers' desire to manage their usage and save energy. The online audit allows customers to see details about their current usage, identify ways to save energy, and learn about Peoples' other DSM programs at any time of day without needing to schedule an appointment or have an auditor enter their home. Peoples actively promotes the Online Audit to its customers throughout the year.

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 4  
BATES PAGE: 4  
FILED: APRIL 27, 2022**

4. On Bates Stamp Page 3 of the Peoples Gas System's Response to Staff's First Data Request, dated July 2, 2021, the Company stated "The Company plans to launch the Commercial Walk-Through Energy Audit in the 4th quarter of 2021." Please answer the following:
- A. Please identify the date in 2021 the Commercial Walk-Through Energy Audit was launched, and if applicable, provide the actual number of program participants this program attracted in 2021.
  - B. If the Commercial Walk-Through Energy Audit was not launched in the 4th quarter of 2021 as planned, please provide updated or revised information on the Company's effort to seek out contractors to implement and launch this program.
- A. A. The Commercial Walkthrough Audit was not launched in 2021. Peoples first held an RFP for the audit in 2020 and it did not receive any bids to provide the audit due to growing public health concerns related to the COVID-19 Pandemic. Peoples issued an updated RFP in 2021 and again did not receive any bids to provide the audit.
- B. Beginning in late 2021, Peoples devoted significant effort to finding potential contractors in the region that had the ability to provide the audit. Through industry associations, speaking with other utilities, and researching companies, Peoples was able to expand the list of potential bidders for another RFP in 2022. Peoples expects to re-issue the RFP in the second quarter and launch the audit this year.

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 5  
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- 5.** On Bates Stamp Page 4 of the report, the actual number of program participants in the Residential New Construction program exceeded PGS's projected participation levels. Please describe the reasons why this program exceeded the projected participation levels for 2021.
  - A.** The robust Florida housing market has led to increased participation in this program.

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
REQUEST NO. 6  
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6. On Bates Stamp Page 6 of the Report, the actual number of program participants in 2021 for the Residential Retention program was lower than the number PGS projected for this program.
  - A. Identify the reasons why this program did not achieve the projected participation levels for 2021.
  - B. What, if any, program modifications is PGS considering or researching to ensure that this program will be able to more closely achieve projected participation levels? Please explain.
- A.
  - A. Peoples actively promoted this program in 2021. However, Peoples believes lower participation levels could be due, in part, to supply chain disruptions impacting appliance availability.
  - B. As part of Peoples' 2019-2028 DSM Plan, implemented on August 1, 2021, the rebate amount for dryers in this program increased. Peoples believes that will attract more participants to this program going forward.

**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
STAFF'S FIRST DATA REQUEST  
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- 7.** On Bates Stamp Page 9 of the report, the actual number of program participants in the Commercial Retrofit program exceeded PGS's projected participation levels. Please describe the reasons why this program exceeded the projected participation levels for 2021.
  - A.** Peoples believes that this program is exceeding expectations because customer interest in tankless water heaters is higher than anticipated. Peoples expects participation for this program to remain at elevated levels for the rest of the company's 2019-2028 DSM Plan.



**PEOPLES GAS SYSTEM  
2021 DSM ANNUAL REPORT  
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- 8.** In 2021, did supply chain disruptions impair the Company's ability to offer conservation programs? If so, provide a detailed response that identifies the program(s), the specific challenge(s), and the responsive actions taken.
- A.** Supply chain disruptions did not impair Peoples' ability to offer conservation programs. However, Peoples did receive feedback from appliance installers that supply chain disruptions reduced the number of natural gas appliances available to be installed.