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Jacksonville, Florida 32202-3139



ELECTRIC

WATER

SEWER

April 27, 2022

Michael Barrett  
Economic Supervisor, Conservation  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
Phone: (850) 413-6544

**Re: Staff's First Data Request - JEA's 2021 DSM Annual Report**

Dear Mr. Barrett:

Enclosed is JEA's response to staff's first data request following your initial review of JEA's 2021 DSM Annual Report.

If you have any questions, please do not hesitate to contact me at (904) 325-0780.

Sincerely,

/s/ 

Brian Pippin  
JEA – DSM Strategic Segment Manager

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- 1. Please describe how JEA monitors federal energy efficiency standards and Florida Building Code requirements. Address in your response how the Company modifies existing programs to reflect changes, when necessary.**

JEA monitors standards and building code changes from many different angles. Firstly, JEA subscribes to multiple online resources, primarily [www.energy.gov/eere](http://www.energy.gov/eere) and [www.floridabuilding.org](http://www.floridabuilding.org), to help us monitor changes as they are deliberated for initial awareness. In addition, our electric DSM Implementation Contractor (Franklin Energy and ICF) and FEECA Consultant (nFront Consulting LLC) are also tasked with monitoring changes so that we discuss early on the implications to our programs.

- 2. Please answer the following regarding JEA's conservation research and development (CRD) initiatives that evaluate emerging DSM opportunities:**

- A. Identify and describe any new CRD initiatives that were launched in 2021.**

JEA did not launch any new electric CRD initiatives in 2021.

- B. Provide updates 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.**

JEA did not have any on-going CRD initiatives that began before 2021.

- 3. Please answer the following regarding JEA's Low Income Programs:**

- A. Describe the conservation efforts JEA used in 2021 to ensure low-income customers are aware of, and have access to, conservation programs. Address in your response whether any of these efforts were changed or modified in 2021, compared to prior years.**

JEA continues to offer our Neighborhood Energy Efficiency Program. This neighborhood blitz offering targets homes for weatherization and customer education based upon poverty levels by census track. While we did suspend the program briefly due to COVID in 2020 (March thru August), we have since returned to the full delivery of the program in 2021.

- B. Identify JEA's partnerships with government and non-profit agencies in 2021 designed to help identify low-income neighborhoods and educate customers on conservation opportunities.**

JEA currently partners with Wealth Watchers ([www.wealthwatchersfl.org](http://www.wealthwatchersfl.org)) by providing energy efficiency kits for their Homebuyer Education Program.

4. On Page 6 of 10 in the Company's 2021 DSM Annual Report, information is provided about JEA's Residential Energy Audits program. Please complete the following table regarding the number of residential audits conducted in 2021, by type.

Utility	Residential Audits By Type			
	Walk-Through, BERS, and Computer Assisted	Online	Phone	Total
JEA	3,346	8,059	0	11,405

5. On Page 9 of 10 in the Company's 2021 DSM Annual Report, information is provided about JEA's Commercial Energy Audit program. Please complete the following table regarding the number of commercial audits conducted in 2021, by type.

Utility	Commercial / Industrial Audits By Type		
	Walk-Through, BERS, and Computer Assisted	Online	Total
JEA	173	0	173

6. In the responses to Staff's Second Data Request, dated July 2, 2021, as regards JEA's 2020 DSM Annual Report, the Company reported that it implemented the use of several technology tools or adjusted practices which allowed it to continue to offer DSM program(s) or services while still adhering to public health recommendations. Were all such tools and practices continued in 2021? Please describe any changes, additional use of technology tools, or adjusted practices made in 2021 compared to those that were launched in 2020.

All DSM program delivery has returned to a pre-pandemic state with no additional tools or adjusted practices being necessary.

7. Please respond to the following questions regarding residential and commercial/industrial DSM programs for which JEA suspended on-site visits in 2021.

- A. Discuss how JEA communicated with or responded to customers about suspended programs.

No DSM programs were suspended in 2021.

- B. Discuss how, or if, JEA changed any aspect of its communication with customers to draw a distinction between suspended and non-suspended programs.

No DSM programs were suspended in 2021.

**C. Describe any educational and/or promotional resources that were developed by JEA during 2021 to encourage participation in non-suspended programs.**

No DSM programs were suspended in 2021.

**D. For each program for which the Company suspended on-site visits, please complete the following table:**

No DSM programs were suspended in 2021.

[Program Name _____] Wait List and Participation Details			
Period	Program Offered or Suspended (mark "O" or "S")	Number of Program Participants	Number of Wait-Listed Participants
January 2021			
February 2021			
March 2021			
April 2021			
May 2021			
June 2021			
July 2021			
August 2021			
September 2021			
October 2021			
November 2021			
December 2021			
January 2022			
February 2022			
March 2022 (if available)			

**E. 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.**

Supply chain disruptions had no noticeable impact to the delivery of our 2021 DSM Programs.