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September 12, 2025

**-VIA ELECTRONIC FILING-**

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

Re: Docket No. 20250048-EG  
Petition for Approval of Florida Power & Light Company's Demand-Side  
Management Plan

Dear Mr. Teitzman:

Enclosed as a supplemental filing in the above-referenced docket is Florida Power & Light Company's ("FPL") revised proposed HVAC On-Bill program participation standard in proposed and redline formats, pursuant to the Commission's orders in this docket, Order Nos. PSC-2025-0292-PAA-EG and PSC-2025-0315-CO-EG. The redline format version reflects the revisions to the proposed HVAC On-Bill program standard originally filed with FPL's Petition on March 18, 2025 in this docket.

These revisions to the proposed program standard supplement the proposed modification to the HVAC Services Agreement Tariff filed in this docket on September 8, 2025, and propose to modify FPL's HVAC On-Bill Pilot program participation standard as ordered by the Commission to provide an annual estimate of the amount to be refunded for any advanced payment of bill credits. This proposed modification to the program participation standard is in addition to and supplements FPL's proposed modification to the HVAC Service Agreement filed on September 8, 2025.

Respectfully, FPL requests Commission Staff's administrative approval of the revised HVAC On-Bill program participation standard and renews its request for approval of the revised HVAC Services Agreement previously filed on September 8, 2025. If there are any questions regarding this filing, please contact me at (561) 304-5662.

Sincerely,

*s/ William P. Cox*

William P. Cox  
Senior Counsel  
Florida Bar No. 0093531

Enclosure

CC: Corey Hampson  
Jacob Imig  
Timothy Sparks

## **HVAC On-Bill (On Call) Pilot Program Standards**

### **1. Program Overview**

The HVAC On-Bill (HOB) pilot is an option within FPL's Residential On Call<sup>®</sup> program that provides customers with new HVAC equipment, routine service, and maintenance for a fixed monthly charge on their electric service bill. This pilot encourages the adoption of efficient, new HVAC equipment without requiring an upfront payment from the customer and provides cost-effective load control to FPL and the general body of customers. The HVAC equipment installed under the pilot is subject to load management and participants receive monthly bill credits in accordance with the Company's Residential On Call Tariff and the HVAC Services Agreement.

### **2. Eligibility Requirements**

- The pilot is available to residential customers in FPL's service area who own their home that is permanently affixed to the underlying real property, and
- Customer must be in good standing and meet minimum credit requirements established by FPL.
- Customer must be eligible for Residential Service under rate schedule RS-1, or RS-1/2EV.
- Customer must allow reasonable access to the residential property for installation and servicing of HVAC equipment and devices used to effect load control.

### **3. Participation Requirements**

#### **3.1 General Requirements**

Participation requirements are specified in Rate Schedule ROC, Sheet Nos. 8.217-8.281, Optional HVAC Services Rider (HVAC), Sheet Nos. 8.220-8.221, Optional HVAC Services Agreement, Sheet Nos. 9.858-9.866 and associated Statement of Work (SOW).

#### **3.2 Contractor Requirements:**

- FPL at its sole discretion will determine the number of Participating Independent Contractors (PICs) eligible to participate in the pilot.
- PIC must be a licensed mechanical or air conditioning contractor in good standing in the State of Florida at all times.
- PIC must sign an agreement with FPL regarding participation in the pilot.
- PIC is required to comply with all requirements FPL establishes for offer, approval, and execution of the HVAC Services Agreement and SOW. A failure to comply can result in removal from participation in the pilot.
- The PIC must complete the installation of HVAC equipment in compliance with all local code and permit requirements.
- Equipment necessary for load control must be installed in accordance with FPL

specifications.

### **3.2.1 Service Level Agreements (SLAs) – HVAC Services**

#### **a) Standard Service/Preventative Maintenance Response**

- Contractors will schedule service appointments within 48 hours of customer request.

#### **b) Emergency Service Response**

- For no heating (below 40°F) or no cooling (above 85°F) outside temperatures, an on-site service visit must occur within 24 hours or the next business day after customer contact.

#### **c) Arrival Time Window**

- Contractors will provide a 4-hour arrival window and adhere to the scheduled timeframe.

#### **d) Repair Completion Time**

- Simple Repairs: Completed within 24 hours of diagnosis.
- Complex Repairs/Replacements: Complete repairs within a commercially reasonable timeframe.

#### **e) Customer Communication**

- Contractors will provide regular status updates to customers until service completion.

#### **f) Parts Availability**

- Contractors will maintain an inventory of common replacement parts to ensure timely repairs and minimize delays.

#### **g) Customer Complaint Resolution**

- Valid Complaints: Acknowledge within 1 business day and resolve within a commercially reasonable timeframe.
- Invalid Complaints: Provide a response with an explanation within 2 business days.
- Regulatory Complaints (Florida Public Service Commission (PSC)): Submit a formal response to the PSC within 10 business days, including documented service history.

#### **h) Service Documentation & Reporting**

- Contractors must upload detailed work orders and service reports to the portal within 7 business days of service completion.

**i) Performance Metrics & Compliance**

- Quarterly Performance Reviews: Contractors must participate in performance evaluations and corrective action planning.
- Customer Satisfaction: Maintain a post-service customer satisfaction rating of 85% or higher.
- Issue Escalation: Unresolved issues beyond SLA limits must be escalated to program management within 24 hours or the next business day.
- First-Time Fix Rate: At least 90% of service requests should be resolved on the first visit to minimize repeat calls.
- Contractor Responsiveness: Contractors must respond to program management inquiries within 24 hours or the next business day for active cases.

**j) Completion Confirmation**

- Contractors must obtain customer confirmation of satisfactory service completion after each installation or repair.

**k) Disaster Recovery Plan**

- Implement and maintain a disaster recovery plan to ensure service continuity during emergencies.

**4. Service Charge and Incentives**

- Monthly HVAC Service Charge accepted by customer in SOW will be added to the customer's monthly FPL bill for the term of the Service.
- Customer bill credits will be provided in accordance with the Residential On Call program Rate Schedule (ROC), Sheet No. 8.217 and HVAC Services Agreement, Sheet No. 9.859.
- If a customer receives advance bill credits but chooses to opt out of the load control program before completing the full term of the HVAC Services Agreement, the customer must repay the advance bill credits as illustrated in the following table.

**Annual Estimate of Amount due FPL for Advanced Payment of On Call Bill Credits<sup>1</sup>**

<b>Opt-out Year</b>	<b>Advanced Credit Repayment to FPL</b>
1	\$335
2	\$298
3	\$261
4	\$223
5	\$186
6	\$149

7	\$112
8	\$74
9	\$37
10	\$0

1- Based on advanced credit of \$372 for 10-year HVAC Services Agreement

- As authorized by the Florida Public Service Commission Rule 25-6.105 (Refusal or Discontinuance of Service by Utility), in the event of a payment default on the participating customer's electric bill (including, but not limited to, any or all of the monthly HVAC Service charge), FPL may discontinue electrical service to customer's residence.

## 5. Incentive Processing:

Participant bill credits will commence upon the installation and completion of required verification of the load control equipment.

## 6. Reporting Requirements

Pilot costs and revenues will be reported to the Commission in FPL's Energy Conservation Cost Recovery ("ECCR") True-Up and Projection filings. Pilot achievements will be reported in FPL's Demand-Side Management ("DSM") Annual Report.

In addition to reporting requirements associated with all approved DSM programs, FPL will provide:

- Monthly service charge for each installation in the annual ECCR True-Up filing
- SEER level of new and replaced HVAC equipment in the DSM Annual Report

### **Example Project Cost Recovery Schedule and Early Termination Fees<sup>1</sup>**

	HVAC Services Rev Req	HVAC Services Payments	Net ECCR Impact		Early Termination Schedule
Year	Nominal	Nominal	Nominal	PV	
1	\$2,287	\$1,873	\$414	\$383	\$8,307
2	\$2,154	\$1,873	\$281	\$241	\$7,744
3	\$2,023	\$1,873	\$150	\$119	\$7,075
4	\$1,917	\$1,873	\$44	\$32	\$6,316
5	\$1,820	\$1,873	(\$53)	(\$36)	\$5,470
6	\$1,730	\$1,873	(\$143)	(\$90)	\$4,537
7	\$1,655	\$1,873	(\$218)	(\$127)	\$3,524
8	\$1,586	\$1,873	(\$287)	(\$155)	\$2,432

9	\$1,519	\$1,873	(\$354)	(\$177)	\$1,255
10	\$1,464	\$1,873	(\$409)	(\$189)	\$0
<b>Total</b>	<b>\$18,154</b>	<b>\$18,730</b>	<b>(\$576)</b>	<b>\$0</b>	

<sup>1</sup> Based on a project cost of \$7,600 and no pre-payment of load control credits

## **7. Disclaimers**

See Applicable Tariff Sheets: 8.217 – 8.218, 8.220-8.221, and 9.858-9.866.



## **HVAC On-Bill (On Call) Pilot Program Standards**

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