

March 2, 2020

E-PORTAL FILING

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


Re: 20200000-OT – Undocketed Filings for 2020.

Dear Mr. Teitzman:

Attached for filing on behalf of Florida Public Utilities Company, please find the Company's Annual Conservation Report, filed in accordance with Rule 25-17.0021(5), F.A.C..

As always, please don't hesitate to let me know if you have any questions. Thank you for your assistance with this filing.

Kind regards,


Beth Keating
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215 South Monroe St., Suite 601
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(850) 521-1706

cc:/ Judy Harlow
Tripp Coston

2019 ANNUAL CONSERVATION REPORT

Florida Public Utilities Company

2 MARCH 2020

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1 Introduction

This document contains Florida Public Utilities Company's (FPUC) annual report summarizing its demand-side management activities and the total actual achieved results for its approved DSM goals for the 2018 calendar year in accordance with 25-17.0021 (5) FAC. FPUC's 2014 conservation goals were approved in Order No. PSC-14-0696-FOF-EU dated December 29, 2014. In this document, FPUC's conservation plan performance for 2019 is compared to the 2014 goals. FPUC's 2015 Demand-Side Management (DSM) Plan, which was developed to meet the 2014 conservation goals, significantly changed FPUC's conservation programs. These changes were implemented with the approval of the 2015 DSM plan with Consummating Order No. PSC-15-0326-PAA-EG dated August 11, 2015.

2 Comparison to 2014 Goals

Tables 2-1 through 2-6 present FPUC’s 2019 demand and energy conservation program savings compared to the 2014 goals for residential, commercial/industrial, and total both at the generator and meter. Order No. PSC-14-0696-FOF-EU only specifies goals at the generator. For Tables 2-4 through 2-6 at the meter, the goals from PSC-14-0696-FOF-EU are reduced by losses. Detailed performance of the individual programs is shown in Section 3.0.

Table 2-1 Residential Class Programs (At the Generator)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.470	0.130	265.12%	0.770	0.200	285.59%	1.650	0.510	224.22%
2012	0.350	0.130	159.58%	0.540	0.200	167.39%	1.160	0.510	127.48%
2013	0.390	0.130	197.50%	0.630	0.200	212.53%	1.340	0.510	163.45%
2014	0.430	0.130	230.77%	0.680	0.200	240.00%	1.480	0.510	190.20%
2015	0.428	0.012	3464.61%	0.756	0.036	2000.46%	1.459	0.023	6245.17%
2016	0.263	0.015	1655.35%	0.462	0.046	903.69%	0.894	0.030	2879.31%
2017	0.248	0.018	1279.48%	0.440	0.056	686.59%	0.849	0.038	2134.26%
2018	0.225	0.022	920.68%	0.399	0.067	495.88%	0.769	0.045	1608.60%
2019	0.107	0.025	428.00%	0.188	0.078	241.03%	0.387	0.053	730.38%

Table 2-2 Commercial/Industrial Class Programs (At the Generator)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.080	0.060	39.40%	0.120	0.230	-46.67%	0.410	0.780	-47.07%
2012	0.050	0.060	-23.36%	0.070	0.230	-69.44%	0.200	0.780	-74.20%
2013	0.040	0.060	-31.92%	0.060	0.230	-72.60%	0.180	0.780	-77.26%
2014	0.130	0.060	116.67%	0.200	0.230	-13.04%	0.700	0.780	-10.25%
2015	0.002	0.010	-78.20%	0.004	0.012	-67.00%	0.008	0.055	-86.28%
2016	0.039	0.008	389.50%	0.072	0.027	165.74%	0.143	0.078	82.71%
2017	0.000	0.009	-100.00%	0.000	0.031	-100.00%	0.000	0.094	-100.00%
2018	0.000	0.018	-100.00%	0.043	0.039	9.15%	0.109	0.115	-5.56%
2019	0.000	0.018	-100.00%	0.0101	0.045	-77.56%	0.0269	0.148	-81.79%

Table 2-3 Total Savings Across All Programs and Classes (At the Generator)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.560	0.190	193.84%	0.890	0.430	107.87%	2.070	1.290	60.18%
2012	0.380	0.190	101.65%	0.610	0.430	40.70%	1.360	1.290	5.50%
2013	0.430	0.190	125.06%	0.690	0.430	60.02%	1.520	1.290	17.90%
2014	0.560	0.190	194.74%	0.890	0.430	106.98%	2.180	1.290	68.99%
2015	0.430	0.022	1854.24%	0.760	0.057	1233.55%	1.467	0.078	1780.69%
2016	0.302	0.023	1215.05%	0.533	0.073	630.75%	1.036	0.108	859.54%
2017	0.248	0.027	819.65%	0.440	0.087	406.31%	0.849	0.132	543.20%
2018	0.225	0.040	461.38%	0.442	0.106	316.80%	0.877	0.160	448.42%
2019	0.107	0.043	248.84%	0.198	0.123	160.98%	0.414	0.201	206.00%

Table 2-4 Residential Class Programs (At the Meter)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.450	0.110	323.30%	0.740	0.200	268.14%	1.580	0.480	227.76%
2012	0.320	0.110	192.90%	0.510	0.200	155.29%	1.110	0.480	130.75%
2013	0.370	0.110	235.68%	0.600	0.200	198.39%	1.280	0.480	167.24%
2014	0.410	0.110	272.73%	0.650	0.200	225.00%	1.420	0.480	195.83%
2015	0.390	0.011	3463.73%	0.689	0.033	2000.30%	1.416	0.022	6245.22%
2016	0.240	0.014	1654.92%	0.421	0.042	903.61%	0.867	0.029	2879.33%
2017	0.226	0.016	1279.14%	0.401	0.051	686.53%	0.824	0.037	2134.28%
2018	0.205	0.020	920.43%	0.364	0.061	495.84%	0.746	0.044	1608.61%
2019	0.118	0.023	513.04%	0.206	0.071	29.01%	0.399	0.048	831.58%

Table 2-5 Commercial/Industrial Class Programs (At the Meter)

Year	Winter Peak (MW) Reduction			Summer Peak (MW) Reduction			GWh Energy Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.080	0.050	52.10%	0.120	0.200	-41.81%	0.390	0.750	-47.45%
2012	0.040	0.050	-12.20%	0.070	0.200	-65.00%	0.190	0.750	-74.39%
2013	0.040	0.050	-22.00%	0.060	0.200	-71.52%	0.170	0.750	-77.42%
2014	0.120	0.050	140.00%	0.190	0.200	-5.00%	0.670	0.750	-10.67%
2015	0.002	0.009	-78.27%	0.004	0.011	-67.07%	0.007	0.053	-86.28%
2016	0.036	0.007	389.30%	0.065	0.025	166.17%	0.138	0.076	82.71%
2017	0.000	0.008	-100.00%	0.000	0.028	-100.00%	0.000	0.091	-100.00%
2018	0.000	0.016	-100.00%	0.039	0.036	10.14%	0.105	0.112	-5.56%
2019	0.000	0.017	-100.00%	0.010	0.041	-73.43%	0.003	0.135	-79.41%

Table 2-6 Total Savings Across All Programs and Classes (At the Meter)

Year	Winter Peak (MW) Reduction			Summer Peak (MW) Reduction			GWh Energy Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.530	0.160	237.79%	0.850	0.410	105.81%	1.970	1.230	60.99%
2012	0.370	0.160	128.80%	0.580	0.410	40.91%	1.300	1.230	5.67%
2013	0.410	0.160	155.16%	0.650	0.410	59.45%	1.450	1.230	18.06%
2014	0.540	0.160	237.50%	0.850	0.410	107.32%	2.090	1.230	69.92%
2015	0.392	0.020	1853.73%	0.692	0.052	1233.44%	1.423	0.076	1780.70%
2016	0.275	0.021	1214.70%	0.486	0.067	630.86%	1.005	0.105	859.55%
2017	0.226	0.025	819.42%	0.401	0.079	406.27%	0.824	0.128	543.20%
2018	0.205	0.036	461.24%	0.403	0.097	317.14%	0.851	0.155	448.43%
2019	0.118	0.039	303.56%	0.216	0.112	192.86%	0.426	0.183	233.30%

In 2019, FPUC significantly exceeded the residential winter peak demand goal, the summer peak demand goal, and energy reduction goals. The main reason for this level of exceedance is due to the high participation in the Residential Heating and Cooling Upgrade Program. FPUC fell short of the commercial/industrial winter peak and energy reduction goals but significantly exceeded its total goals across all programs for 2019. FPUC exceeded the total winter peak demand goal by 249 percent, the total summer peak demand goal by 161 percent, and the total energy reduction goal by 206 percent. Individual program participation is discussed further in Section 3.

3 Existing Programs and 2014 Goals

FPUC's 2015 Demand-Side Management Plan was approved in August 2015. Under this plan, FPUC implemented the following quantifiable programs.

- Residential Energy Survey
- Residential Heating and Cooling Upgrade
- Commercial Heating and Cooling Upgrade
- Commercial Chiller
- Commercial Reflective Roof

Tables 3-1 through 3-7 present the performance for each of the programs.

Table 3-1 Residential Energy Survey Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level
2015	23,284	23,284	354	354	1.52%
2016	23,335	23,335	280	634	2.72%
2017	23,387	23,387	180	814	3.48%
2018	23,513	23,513	148	962	4.09%
2019	23,639	23,639	123	1085	4.58%
2020	23,766	23,766	0	1085	4.89%
2021	23,894	23,894	0	1085	5.28%
2022	24,022	24,022	0	1085	5.67%
2023	24,151	24,151	0	1085	6.05%
2024	24,281	24,281	0	1085	6.43%

Year	Actual/ Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
At The Meter							
2015	354	141	0.057	0.049	50,065	20	17
2016	280	141	0.057	0.049	39,599	16	14
2017	180	141	0.057	0.049	25,457	10	9
2018	148	141	0.057	0.049	20,931	8	7
2019	123	141	0.057	0.049	17,343	7	6
2020	100	141	0.057	0.049	14,143	6	5
2021	100	141	0.057	0.049	14,143	6	5
2022	100	141	0.057	0.049	14,143	6	5
2023	100	141	0.057	0.049	14,143	6	5
2024	100	141	0.057	0.049	14,143	6	5
At The Generator							
2015	354	146	0.063	0.054	51,613	22	19
2016	280	146	0.063	0.054	40,824	18	15
2017	180	146	0.063	0.054	26,244	11	10
2018	148	146	0.063	0.054	21,578	9	8
2019	123	146	0.063	0.054	17,985	8	7
2020	100	146	0.063	0.054	14,580	6	5
2021	100	146	0.063	0.054	14,580	6	5
2022	100	146	0.063	0.054	14,580	6	5
2023	100	146	0.063	0.054	14,580	6	5
2024	100	146	0.063	0.054	14,580	6	5

Table 3-2 Residential Heating & Cooling Upgrade Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	23,284	23,284	373	373	1.60%		
2016	23,335	23,335	226	599	2.57%		
2017	23,387	23,387	218	817	3.49%		
2018	23,513	23,513	198	1015	4.32%		
2019	23,639	23,639	101	1116	4.72%		
2020	23,766	23,766	0	1116	5.11%		
2021	23,894	23,894	0	1116	5.50%		
2022	24,022	24,022	0	1116	5.89%		
2023	24,151	24,151	0	1116	6.27%		
2024	24,281	24,281	0	1116	6.65%		

Year	Actual/Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
At The Meter							
2015	373	3,661	0.99	1.80	1,365,553	369	671
2016	226	3,661	0.99	1.80	827,386	224	407
2017	218	3,661	0.99	1.80	798,098	216	392
2018	198	3,661	0.99	1.80	724,878	196	356
2019	101	3,661	0.99	1.80	369,761	100	182
2020	100	3,661	0.99	1.80	366,100	99	180
2021	100	3,661	0.99	1.80	366,100	99	180
2022	100	3,661	0.99	1.80	366,100	99	180
2023	100	3,661	0.99	1.80	366,100	99	180
2024	100	3,661	0.99	1.80	366,100	99	180
At The Generator							
2015	373	3,774	1.087	1.976	1,407,777	405	737
2016	226	3,774	1.087	1.976	852,969	246	447
2017	218	3,774	1.087	1.976	822,776	237	431
2018	198	3,774	1.087	1.976	747,292	215	391
2019	101	3,774	1.087	1.976	381,174	110	199
2020	100	3,774	1.087	1.976	377,420	109	198
2021	100	3,774	1.087	1.976	377,420	109	198
2022	100	3,774	1.087	1.976	377,420	109	198
2023	100	3,774	1.087	1.976	377,420	109	198
2024	100	3,774	1.087	1.976	377,420	109	198

Table 3-3 Commercial Heating & Cooling Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	4,275	4,275	2	2	0.05%		
2016	4,275	4,275	4	6	0.14%		
2017	4,275	4,275	0	6	0.14%		
2018	4,275	4,275	0	6	0.14%		
2019	4,275	4,275	0	6	0.14%		
2020	4,275	4,275	0	6	0.61%		
2021	4,275	4,275	0	6	0.84%		
2022	4,275	4,275	0	6	1.08%		
2023	4,275	4,275	0	6	1.31%		
2024	4,275	4,275	0	6	1.54%		

Year	Actual/Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
At The Meter							
2015	2	3,661	0.99	1.80	7,322	2	4
2016	4	3,661	0.99	1.80	14,644	4	7
2017	0	3,661	0.99	1.80	0	0	0
2018	0	3,661	0.99	1.80	0	0	0
2019	0	3,661	0.99	1.80	0	0	0
2020	10	3,661	0.99	1.80	36,610	10	18
2021	10	3,661	0.99	1.80	36,610	10	18
2022	10	3,661	0.99	1.80	36,610	10	18
2023	10	3,661	0.99	1.80	36,610	10	18
2024	10	3,661	0.99	1.80	36,610	10	18
At The Generator							
2015	2	3,774	1.09	1.98	7,548	2	4
2016	4	3,774	1.09	1.98	15,097	4	8
2017	0	3,774	1.09	1.98	0	0	0
2018	0	3,774	1.09	1.98	0	0	0
2019	0	3,774	1.09	1.98	0	0	0
2020	10	3,774	1.09	1.98	37,742	11	20
2021	10	3,774	1.09	1.98	37,742	11	20
2022	10	3,774	1.09	1.98	37,742	11	20
2023	10	3,774	1.09	1.98	37,742	11	20
2024	10	3,774	1.09	1.98	37,742	11	20

Table 3-4 Commercial Chiller Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	4,275	4,275	0	0	0.00%		
2016	4,275	4,285	1	1	0.02%		
2017	4,275	4,294	0	1	0.02%		
2018	4,275	4,317	0	1	0.02%		
2019	4,275	4,340	0	1	0.05%		
2020	4,275	4,364	0	1	0.09%		
2021	4,275	4,387	0	1	0.14%		
2022	4,275	4,411	0	1	0.18%		
2023	4,275	4,435	0	1	0.23%		
2024	4,275	4,458	0	1	0.27%		

Year	Actual/Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
At The Meter							
2015	0	81,943	31.70	42.80	0	0	0
2016	1	81,943	31.70	42.80	81,943	32	43
2017	0	81,943	31.70	42.80	0	0	0
2018	0	81,943	31.70	42.80	0	0	0
2019	0	81,943	31.70	42.80	0	0	0
2020	2	81,943	31.70	42.80	163,886	63	86
2021	2	81,943	31.70	42.80	163,886	63	86
2022	2	81,943	31.70	42.80	163,886	63	86
2023	2	81,943	31.70	42.80	163,886	63	86
2024	2	81,943	31.70	42.80	163,886	63	86
At The Generator							
2015	0	84,477	34.80	47.00	0	0	0
2016	1	84,477	34.80	47.00	84,477	35	47
2017	0	84,477	34.80	47.00	0	0	0
2018	0	84,477	34.80	47.00	0	0	0
2019	0	84,477	34.80	47.00	0	0	0
2020	2	84,477	34.80	47.00	168,954	70	94
2021	2	84,477	34.80	47.00	168,954	70	94
2022	2	84,477	34.80	47.00	168,954	70	94
2023	2	84,477	34.80	47.00	168,954	70	94
2024	2	84,477	34.80	47.00	168,954	70	94

Table 3-5 Commercial Reflective Roof Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	13,600	13,600	0	0	0.00%		
2016	13,600	13,600	17	17	0.13%		
2017	13,600	13,600	0	17	0.13%		
2018	13,600	13,600	43	60	0.44%		
2019	13,600	13,600	11	71	0.44%		
2020	13,600	13,600	0	71	0.77%		
2021	13,600	13,600	0	71	0.96%		
2022	13,600	13,600	0	71	1.14%		
2023	13,600	13,600	0	71	1.32%		
2024	13,600	13,600	0	71	1.51%		

Year	Actual/ Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
At The Meter							
2015	0	2,450	0.00	0.91	0	0	0
2016	17	2,450	0.00	0.91	41,650	0	15
2017	0	2,450	0.00	0.91	0	0	0
2018	43	2,450	0.00	0.91	105,350	0	39
2019	11	2,450	0.00	0.91	26,950	0	10.1
2020	25	2,450	0.00	0.91	61,250	0	23
2021	25	2,450	0.00	0.91	61,250	0	23
2022	25	2,450	0.00	0.91	61,250	0	23
2023	25	2,450	0.00	0.91	61,250	0	23
2024	25	2,450	0.00	0.91	61,250	0	23
At The Generator							
2015	0	2,526	0.00	0.99	0	0	0
2016	17	2,526	0.00	0.99	42,938	0	17
2017	0	2,526	0.00	0.99	0	0	0
2018	43	2,526	0.00	0.99	108,607	0	43
2019	11	2,526	0.00	0.99	27,786	0	10
2020	25	2,526	0.00	0.99	63,144	0	25
2021	25	2,526	0.00	0.99	63,144	0	25
2022	25	2,526	0.00	0.99	63,144	0	25
2023	25	2,526	0.00	0.99	63,144	0	25
2024	25	2,526	0.00	0.99	63,144	0	25

As shown in Table 3-1 and 3-2 above, the number of residential energy surveys and the number of participants in the heating and cooling upgrade program exceeded projections, though both program experienced decreases in participation rates verse prior year (2018) . As shown in Tables 3-3 and 3-4, the commercial heating & cooling upgrade and chiller programs did not have any participants. As shown in Table 3-5, the commercial reflective roof program attracted 11 participants. Overall, FPUC achieved its winter peak demand, summer peak demand, and energy reduction goals across all programs and classes.

3.1 PROGRAM COSTS

The per installation cost and total program cost for FPUC for each program for 2019 are presented in Table 3-6 for each program. The total program costs are based on the actual 2019 costs and are a function of actual participation and total program costs.

Table 3-6 Program Costs

Program	2019 Per Installation Cost	2019 Total Program Cost
Commercial Chiller	-	\$11,260
Commercial Energy Consultation	\$326	\$6,196
Commercial Heating & Cooling	-	\$13,084
Commercial Reflective Roofing	\$1,520	\$16,724
Residential Energy Survey	\$894	\$109,937
Residential Heating & Cooling	\$249	\$25,158

3.2 NET BENEFITS

The annual net benefits for each program are shown in Table 3-7 based on the 2019 actual program cost versus avoided costs for electricity generation, transmission, and distribution developed for the 2015 Demand-Side Management Plan. In order to have a single avoided energy and capacity cost for evaluating cost effectiveness of the conservation programs, the avoided purchase power costs for were weighted averaged using the actual Net Energy for Load for the Northeast and Northwest Divisions respectively.

Table 3-7 Annual Net Benefits

Program	Annual Net Benefits
Commercial Chiller	(\$10,505)
Commercial Energy Consultation	(\$5,780)
Commercial Heating & Cooling	(\$12,207)
Commercial Reflective Roofing	\$15,487
Residential Energy Survey	(\$79,467)
Residential Heating & Cooling	\$462,569

3.3 OTHER CONSERVATION ACTIVITIES

Since the implementation of a new 2015 DSM plan, FPU has focused on providing its customers and contractors with information about its new programs. Given the small size of FPU’s Commercial/Industrial customer base, program goals have been historically difficult to meet. For the Commercial Heating and Cooling and Commercial Reflective Roof programs, FPU will continue to work with industry partners and contractors in its service territories to promote these programs to its customers. For the Commercial Chiller program, FPU will work closely with its large commercial and industrial customers for whom this program would be beneficial. For all programs, FPU will continue its participation in education and advertising opportunities that promote each program to its target audience.

In 2019, the FPUC conservation department transitioned into new management, and also experienced the challenges associated with dedicating significant time and resources to work outside the scope of managing and executing DSM program activities. Most notably, the work associated with the 2019 DSM Goals Docket.

FPU continues to emphasize activities where it can reach many of its customers at one time with its energy conservation message. Proportionate resources to its small customer base necessitate this approach to obtain cost-effective coverage in its service area. FPU was effective with this approach in 2019 and held or attended 24 energy conservation-related events (ranging in size) focused on connecting with customers at the community level. The purpose of participating in these events is to educate FPU’s customers about energy efficiency and to offer energy conservation surveys and measures to combat high electrical usage and the rising costs of energy. Conservation kits have been replaced with energy savings tips and LED lightbulbs which are received by customers during energy audits. Energy conservation brochures are distributed during events that stress the importance of using energy efficiency to reduce high energy bills and energy consumption.

FPU has also continued to serve its customers through its Energy Expert program which provides resources such as energy-related tips and advice, articles, videos, blog content and other downloadable materials. This energy conservation resource features an “Ask the Energy Expert”

tool which allows customers to submit energy-related questions and receive a response from FPU personnel. These questions and answers are also made available on the FPUC website so that other customers may benefit from the information. We are actively working to promote this useful tool to give customers a chance to interact with FPU's highly trained conservation professionals. As part of the Energy Expert program, FPU energy conservation employees continually work with employees from other departments to provide basic energy efficiency and conservation training. This training gives Customer Service, Sales, and other customer-facing employees the tools they need to address high-bill complaints and confidently speak to customers about their energy usage, energy conservation measures and the programs that are offered by FPU. All of these customer touch points are used to promote FPU's energy conservation programs and help achieve program goals.

Grassroots events remain the primary vehicle for reaching low-income customers and for promoting energy conservation awareness and programs. In 2019, FPU provided energy conservation outreach to 80 seniors residing in low-income housing. Conservation representatives provided cold weather energy-saving tips and an electric blanket to each participant. FPU is actively looking to grow the low-income program by searching for opportunities to reach low-income housing residents and will be seeking additional resources and partnerships in 2020 to better engage this key demographic.

Florida Public Utilities Electric DSM Programs have at their heart, the welfare of the communities we serve. One of the benefits of being a small utility in smaller communities is the family aspect of what we do. For example, our energy conservation representatives in both the Northeast and Northwest Divisions are very active in their communities and use our community involvement and sponsorships to communicate the benefits of energy conservation and energy efficiency. Both representatives are involved with local Chambers of Commerce and are widely known in their communities. One of the evidences of this is when there is a crisis. During hurricanes our representatives staff the Emergency Operation Centers in their respective territories. They are familiar with key people in differing roles of authority in their communities and are often the first point of contact due to their involvement.

During the 2010-2019 period through our residential DSM program we have seen 2,428 HVAC systems upgraded to at least a 15 SEER unit. This has conserved enough electricity to displace the electric use of 820 homes based on the average consumption for a Florida Home.