



Matthew R. Bernier  
ASSOCIATE GENERAL COUNSEL

February 26, 2021

**VIA ELECTRONIC FILING**

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

Re: *Demand Side Management Annual Report for Calendar Year 2020*; Undocketed

Dear Mr. Teitzman:

In accordance with Rule 25-17.0021(5), F.A.C., attached please find for filing Duke Energy Florida, LLC's (DEF) Demand Side Management Annual Report for calendar year 2020.

Thank you for your assistance in this matter. Please feel free to call me at (850) 521-1428 should you have any questions concerning this filing.

Sincerely,

*/s/ Matthew R. Bernier*

Matthew R. Bernier

MRB/cmK  
Enclosures

cc: Trip Coston, FPSC Division of Economics  
Judy Harlow, FPSC Division of Economics

**DUKE ENERGY FLORIDA, LLC’s (“DEF”)**

**SUMMARY OF 2020 DEMAND SIDE MANAGEMENT (“DSM”) ACHIEVEMENTS**

The Commission-approved Goals for 2020 - 2024 presented in the “Comparison of Cumulative Achieved MW & GWh Reductions with Public Service Commission Established Goals” represents DEF’s annual DSM goals as established by the Florida Public Service Commission (“Commission”) in Order No. PSC-2019-0509-EG. The Total Achievements represent the actual MW and GWh savings resulting from DEF’s DSM Commission-approved programs.

DEF’s DSM programs delivered energy and demand savings in 2020 that significantly exceeded the Commission-approved winter MW, summer MW and GWh goals for the residential and commercial sector on a combined basis. While DEF did exceed the combined goals, the results for the residential sector show that DEF missed the residential winter MW goal by 1 MW; however, it is important to note that the MWh achievements, which represent projected bill savings for customers, were significantly above goal. The residential winter demand shortfall was driven by the impacts of COVID-19 on the low-income programs as DEF suspended installation of in-home measures for the Neighborhood Energy Saver Program in March 2020, and that suspension continued through year-end. Considering the continued impacts of COVID-19 into 2021, DEF is evaluating various program modifications that would allow the program team to safely resume in-home field operations. The shortfall in achievements for the low-income programs was almost entirely offset by higher than projected participation in DEF’s other residential programs.

For the residential sector, DEF performed 31,437 home energy audits in 2020, compared to 30,314 in 2019. Although fewer walk-through audits were performed due to COVID-19 concerns, the number of online audits increased significantly. See table below for a breakdown by audit type:

<b>Audit Type</b>				
	<b>Walk-Through, BERS, and Computer Assisted</b>	<b>Online*</b>	<b>Phone</b>	<b>Total</b>
Residential	9,402	11,558	10,477	31,437
Non Residential	363	0	66	429

\*DEF has recently launched a new online audit tool designed to target small and medium sized commercial customers.

DEF provided incentives to residential customers for 19,200 energy-efficiency measures. These measures are expected to provide significant savings to customers as they all target heating and cooling end uses. DEF also added 2,735 residential customers to its residential demand response program. These customers will benefit from ongoing bill credits.

DEF significantly exceeded the 2020 commercial summer MW, winter MW and GWh goals. DEF performed 429 commercial energy audits, provided incentives to commercial customers for 1,085 energy-efficiency measures through its commercial Better Business Program and added 22.5 of SMWs and 19.6 WMWs of load control through new participants in its commercial demand response programs.

DEF plans to continue to promote its energy conservation programs to customers and will continue to evaluate changes to delivery methods and procedures to ensure the safety of both our customers and our team. DEF, in partnership with local universities and industry alliances, will also continue to utilize the Technology Development Program to test and evaluate the potential for new and emerging technologies to support future program offerings to customers.

**DUKE ENERGY FLORIDA, LLC**

**2020**

**COMPARISON OF CUMULATIVE ACHIEVED MW & GWH REDUCTIONS at the Generator  
PUBLIC SERVICE COMMISSION ESTABLISHED GOALS ORDER NO. PSC-2020-0274-PAA-EG**

<b>RESIDENTIAL</b>									
<b>YEAR</b>	<b>WINTER PEAK MW REDUCTION COMMISSION</b>			<b>SUMMER PEAK MW REDUCTION COMMISSION</b>			<b>GWH ENERGY REDUCTION COMMISSION</b>		
	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>
2020	31	32	-5%	18	16	13%	35	9	277%
2021		60			29			15	
2022		85			41			19	
2023		107			53			21	
2024		128			63			23	

<b>COMMERCIAL / INDUSTRIAL</b>									
<b>YEAR</b>	<b>WINTER PEAK MW REDUCTION COMMISSION</b>			<b>SUMMER PEAK MW REDUCTION COMMISSION</b>			<b>GWH ENERGY REDUCTION COMMISSION</b>		
	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>
2020	24	5	354%	46	8	460%	40	6	582%
2021		10			15			10	
2022		15			21			12	
2023		20			27			14	
2024		24			32			14	

<b>TOTAL</b>									
<b>YEAR</b>	<b>WINTER PEAK MW REDUCTION COMMISSION</b>			<b>SUMMER PEAK MW REDUCTION COMMISSION</b>			<b>GWH ENERGY REDUCTION COMMISSION</b>		
	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>	<b>TOTAL ACHIEVED**</b>	<b>APPROVED GOAL*</b>	<b>% VARIANCE</b>
2020	54	37	45%	64	24	168%	75	15	395%
2021		70			44			25	
2022		99			63			31	
2023		126			79			35	
2024		152			95			37	

\*2020-2024 Goals are based on ORDER NO. PSC-2020-0274-PAA-EG, issued August 3, 2020.

\*\*Figures are rounded to the nearest whole number and are at the Generator.

**DUKE ENERGY FLORIDA, LLC**

**2020**

**COMPARISON OF ANNUAL ACHIEVED MW & GWH REDUCTIONS BASED ON PSC-2020-0274-PAA-EG WITH PUBLIC SERVICE COMMISSION ESTABLISHED ANNUAL GOALS\***

<b>RESIDENTIAL</b>									
<b>YEAR</b>	<b>WINTER PEAK MW REDUCTION COMMISSION</b>			<b>SUMMER PEAK MW REDUCTION COMMISSION</b>			<b>GWH ENERGY REDUCTION COMMISSION</b>		
	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>
	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>
2020	31	32	-5%	18	16	13%	35	9	277%
2021		28			14			6	
2022		25			12			4	
2023		22			11			2	
2024		21			11			1	

<b>COMMERCIAL / INDUSTRIAL</b>									
<b>YEAR</b>	<b>WINTER PEAK MW REDUCTION COMMISSION</b>			<b>SUMMER PEAK MW REDUCTION COMMISSION</b>			<b>GWH ENERGY REDUCTION COMMISSION</b>		
	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>
	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>
2020	24	5	354%	46	8	460%	40	6	582%
2021		5			7			4	
2022		5			6			2	
2023		5			6			1	
2024		5			5			1	

<b>TOTAL</b>									
<b>YEAR</b>	<b>WINTER PEAK MW REDUCTION COMMISSION</b>			<b>SUMMER PEAK MW REDUCTION COMMISSION</b>			<b>GWH ENERGY REDUCTION COMMISSION</b>		
	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>	<b>TOTAL</b>	<b>APPROVED</b>	<b>%</b>
	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>	<b>ACHIEVED**</b>	<b>GOAL*</b>	<b>VARIANCE</b>
2020	54	37	45%	64	24	168%	75	15	395%
2021		33			21			10	
2022		29			18			6	
2023		27			17			4	
2024		25			16			2	

\*2020-2024 Goals are based on ORDER NO. PSC-2020-0274-PAA-EG, issued August 3, 2020

\*\*Figures are rounded to the nearest whole number and are at the Generator

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Home Energy Check  
 Program Start Date: 1991  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	1,647,440	1,647,440	25,000	1.52%	31,437	31,437	1.91%	6,437
2021	1,673,995	1,648,995	50,000	3.03%				
2022	1,700,215	1,675,215	75,000	4.48%				
2023	1,726,425	1,701,425	100,000	5.88%				
2024	1,752,362	1,727,362	125,000	7.24%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	0.17	0.19	5,467	5,843
Winter kW Reduction	0.26	0.28	8,216	8,781
Annual kWh Reduction	622	665	19,569,502	20,914,898

Utility Cost per Installation: \$131  
 Total Program Cost of the Utility (\$000): \$4,127  
 Net Benefits of Measures Installed During Reporting Period (\$000): N/A

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Residential Incentive Program (f/k/a Home Energy Improvement)  
 Program Start Date: 1996 with modifications approved in 2006, 2015, and 2020  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program/Measure Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program/Measure Participants	Actual Cumulative Number of Program/Measure Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	1,647,440	1,647,440	17,350	1.05%	19,200	19,200	1.17%	1,850
2021	1,673,995	1,673,995	33,283	1.99%				
2022	1,700,215	1,700,215	48,418	2.85%				
2023	1,726,425	1,726,425	62,797	3.64%				
2024	1,752,362	1,752,362	76,458	4.36%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	0.32	0.34	6,177	6,602
Winter kW Reduction	0.62	0.67	11,975	12,798
Annual kWh Reduction	459	491	8,817,967	9,424,199

Utility Cost per Installation: \$351  
 Total Program Cost of the Utility (\$000): \$6,742  
 Net Benefits of Measures Installed During Reporting Period (\$000): \$10,774

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Neighborhood Energy Saver  
 Program Start Date: 2007 with modifications approved in 2015, 2018, and 2020  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	1,647,440	443,161	5,000	1.13%	950	950	0.21%	-4,050
2021	1,673,995	450,305	10,000	2.22%				
2022	1,700,215	457,358	15,000	3.28%				
2023	1,726,425	464,408	20,000	4.31%				
2024	1,752,362	471,385	25,000	5.30%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	1.70	1.81	1,613	1,724
Winter kW Reduction	2.39	2.55	2,266	2,422
Annual kWh Reduction	4,241	4,533	4,028,965	4,305,955

Utility Cost per Installation: \$1,207  
 Total Program Cost of the Utility (\$000): \$1,147  
 Net Benefits of Measures Installed During Reporting Period (\$000): -\$1,135



## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Low Income Weatherization Assistance  
 Program Start Date: May 2000 with modifications approved in 2005, 2015, 2017 & 2018  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program/Measure Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program/Measure Participants	Actual Cumulative Number of Program/Measure Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	1,647,440	443,161	244	0.06%	139	139	0.03%	-105
2021	1,673,995	450,305	488	0.11%				
2022	1,700,215	457,358	732	0.16%				
2023	1,726,425	464,408	977	0.21%				
2024	1,752,362	471,385	1,221	0.26%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	0.83	0.89	116	124
Winter kW Reduction	1.64	1.75	228	244
Annual kWh Reduction	1,442	1,541	200,458	214,239

Utility Cost per Installation: \$1,392  
 Total Program Cost of the Utility (\$000): \$194  
 Net Benefits of Measures Installed During Reporting Period (\$000): -\$14

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Residential Energy Management  
 Program Start Date: January 1981, revision approved May 2000, 2nd revision approved 2006, 3rd revision approved 2015  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	1,647,440	1,208,538	2,500	0.21%	2,735	2,735	0.23%	235
2021	1,673,995	1,232,593	5,000	0.41%				
2022	1,700,215	1,256,313	7,500	0.60%				
2023	1,726,425	1,280,023	10,000	0.78%				
2024	1,752,362	1,303,460	12,500	0.96%				

cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG  
 col f., Annual Number of Program Participants represents new accounts added to the program each year.

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	1.09	1.16	2,981	3,186
Winter kW Reduction	2.09	2.23	5,716	6,109
Annual kWh Reduction	0	0	0	0

Utility Cost per Installation: \* \$99  
 Total Program Cost of the Utility (\$000):\*\* \$43,615  
 Net Benefits of Measures Installed During Reporting Period (\$000): \$4,316

**\*Utility cost per Installation is based on the total, cumulative number of year-end participants.**  
**\*\*Utility program costs for this program include incentives paid to eligible participants.**

**Total Program Participants at End of Year 438,947**

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Business Energy Check  
 Program Start Date: 1991  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	178,557	400	0.22%	429	429	0.24%	29
2021	181,015	180,615	800	0.44%				
2022	183,346	183,346	1,200	0.65%				
2023	185,608	185,608	1,600	0.86%				
2024	187,771	187,771	2,000	1.07%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	0.12	0.13	52	55
Winter kW Reduction	0.10	0.10	41	43
Annual kWh Reduction	644	677	276,100	290,359

Utility Cost per Installation: \$1,297  
 Total Program Cost of the Utility (\$000): \$557  
 Net Benefits of Measures Installed During Reporting Period (\$000): N/A

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Better Business  
 Program Start Date: April 1996 with modifications approved in 2006, 2015, 2016 and 2018  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	178,557	2,589	1.45%	951	951	0.53%	-1,638
2021	181,015	181,015	5,048	2.79%				
2022	183,346	183,346	7,384	4.03%				
2023	185,608	185,608	9,603	5.17%				
2024	187,771	187,771	11,712	6.24%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	18.90	19.88	17,973	18,902
Winter kW Reduction	2.12	2.22	2,012	2,116
Annual kWh Reduction	26,840	28,226	25,524,839	26,843,077

Utility Cost per Installation: \$3,399  
 Total Program Cost of the Utility (\$000): \$3,233  
 Net Benefits of Measures Installed During Reporting Period (\$000): \$18,399

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Florida Custom Incentive Program (formerly "Innovative Incentive")  
 Program Start Date: 1991  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	178,557	200	0.11%	134	134	0.08%	-66
2021	181,015	181,015	390	0.22%				
2022	183,346	183,346	571	0.31%				
2023	185,608	185,608	743	0.40%				
2024	187,771	187,771	906	0.48%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	31.6	33.2	4,233	4,451
Winter kW Reduction	12.7	13.3	1,696	1,784
Annual kWh Reduction	92,559	97,339	12,395,829	13,036,015

Utility Cost per Installation: \$5,812  
 Total Program Cost of the Utility (\$000): \$778  
 Net Benefits of Measures Installed During Reporting Period (\$000): -\$991

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Commercial Energy Management  
 Program Start Date: April 1996 - (Closed to new participants effective May 2000)  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	0	0	0.00%	0	0	0.00%	0
2021	181,015							
2022	183,346							
2023	185,608							
2024	187,771							

cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	---	---	0.0	0.0
Winter kW Reduction	---	---	0.0	0.0
Annual kWh Reduction	---	---	0.0	0.0

Utility Cost per Installation: \$9,229  
 Total Program Cost of the Utility (\$000): \* \$554  
 Net Benefits of Measures Installed During Reporting Period (\$000): N/A

**\* Utility cost per Installation is based on the total, cumulative number of year-end participants.**

**\*\* Utility program costs for this program include incentives paid to eligible participants.**

**\*Total NET Participants at the End of the Year**

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## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Interruptible Service  
 Program Start Date: November 1992 - (Rate Schedule IS-1 is closed to new customers, and IS-2 became effective June 1996.)  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	697	16	2.30%	7	7	1.00%	-9
2021	181,015	681	26	3.82%				
2022	183,346	671	30	4.47%				
2023	185,608	667	36	5.40%				
2024	187,771	661	44	6.66%				

*cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG*

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	2,852.7	3,000.0	19,969	21,000
Winter kW Reduction	2,468.6	2,596.1	17,280	18,172
Annual kWh Reduction	0.0	0.0	0	0

Utility Cost per Installation: \* \$213,182  
 Total Program Cost of the Utility (\$000): \*\* \$40,931  
 Net Benefits of Measures Installed During Reporting Period (\$000): \$3,473

**\* Utility cost per Installation is based on the total, cumulative number of year-end participants.**

**\*\* Utility program costs for this program include incentives paid to eligible participants.**

**Total NET Participants at End of Year 192**

## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Curtailable Service  
 Program Start Date: November 1992 - (Rate Schedule CS-1 is closed to new customers, and CS-2 became effective June 1996.)  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants*	Actual Cumulative Number of Program Participants**	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	697	1	0.14%	0	0	0.00%	-1
2021	181,015	696	1	0.14%				
2022	183,346	696	2	0.29%				
2023	185,608	695	2	0.29%				
2024	187,771	695	3	0.43%				

cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	---	---	0.0	0.0
Winter kW Reduction	---	---	0.0	0.0
Annual kWh Reduction	---	---	0.0	0.0

Utility Cost per Installation: \* \$517,104  
 Total Program Cost of the Utility (\$000): \*\* \$2,068  
 Net Benefits of Measures Installed During Reporting Period (\$000): N/A

\* **Utility cost per Installation is based on actual 2017 program costs divided by the number of accounts participating in this program.**

\*\* **Utility program costs for this program include incentives paid to eligible participants.**

**Total NET Participants at End of Year** 4



## Demand Side Management Annual Report

Utility: DUKE ENERGY FLORIDA, LLC.  
 Program Name: Standby Generation  
 Program Start Date: April 1993 with revisions approved 2006, 2015 and 2016  
 Reporting Period: 2020

a	b	c	d	e	f	g	h	i
Year	Total Number of Customers	Total Number of Eligible Customers	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % [(d/c)x100]	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % [(g/c)x100]	Actual Participation Over (Under) Projected Participants (g-d)
2020	178,557	178,557	10	0.01%	5	5	0.00%	-5
2021	181,015	181,005	20	0.01%				
2022	183,346	183,326	35	0.02%				
2023	185,608	185,573	50	0.03%				
2024	187,771	187,721	65	0.03%				

cols b,c,d,e are based on DEF's 2020 Program Plan approved by the Commission in Docket 20200054-EG

Annual Demand & Energy Savings (during the reporting period)	Per Installation		Program Total	
	@ Meter	@ Generator	@ Meter	@ Generator
Summer kW Reduction	278	292	1,388	1,460
Winter kW Reduction	278	292	1,388	1,460
Annual kWh Reduction	0	0	0	0

Utility Cost per Installation: \* \$24,171  
 Total Program Cost of the Utility (\$000):\*\* \$4,327  
 Net Benefits of Measures Installed During Reporting Period (\$000): \$542

\* **Utility cost per Installation is based on the total, cumulative number of year-end participants.**

\*\* **Total program costs for this program include incentives paid to eligible participants.**

**Total NET Participants at End of Year** 179