



March 2, 2026

Adam Teitzman
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, Florida 32399-0688

Subject: 2026 Orlando Utilities Commission Annual Conservation Report

Dear Mr. Teitzman

Attached please find the 2026 Orlando Utilities Commission (OUC) Annual Conservation Report. The 2026 OUC Annual Conservation Report was prepared by nFront Consulting LLC (nFront) and is being submitted by nFront on behalf of OUC.

If you have any questions about this report, please do not hesitate to contact me.

Respectfully submitted,

/s/ 

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The *Reliable One*®

Orlando Utilities Commission

2026 Annual Conservation Report

Demand-Side Management and Conservation Programs Offered in Calendar Year 2025

Prepared by:

nFront Consulting LLC

March 2026



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1.0 INTRODUCTION

In accordance with Rule 25-17.0021, Florida Administrative Code, the Florida Public Service Commission (FPSC) must establish numeric conservation goals for the Orlando Utilities Commission (OUC) at least once every five years. In addition, OUC must file an annual report showing the status of its demand-side management (DSM) programs and numeric conservation goals.

1.1 OUC's Current Approved Numeric Conservation Goals

OUC's residential and commercial/industrial numeric conservation goals for the 2025 through 2034 period were established by the FPSC pursuant to Order No. PSC-2024-0433-FOF-EG issued September 20, 2024, as amended by Order No. PSC-2024-0433A-FOF-EG issued September 24, 2024. The FPSC's Consummating Order (PSC-2025-0126-CO-EG), issued April 15, 2025, approved OUC's 2025 Demand-Side Management Plan (DSM Plan). The Consummating Order confirmed Order No. PSC-2025-0086-PAA-EG, the FPSC Notice of Proposed Agency Action that recommended approval of OUC's DSM Plan. OUC's DSM Plan sets forth the programs that OUC anticipated offering to achieve the numeric conservation goals established by the FPSC. The approved numeric conservation goals are summarized in Section 2.0 of this report, and OUC's actual DSM reductions are presented in Section 3.0 of this report.

1.2 OUC's DSM and Conservation Programs

OUC has continued to promote its DSM and conservation programs to increase customer awareness of such programs. Not only do these programs help customers save money by saving energy, but the programs also help OUC reduce emissions of carbon dioxide (CO₂) and better position OUC to meet possible future greenhouse gas regulations. It should be noted that government mandates have forced manufacturers to increase their efficiency standards of appliances, thereby decreasing the incremental amount of cost-effective energy savings achievable, and the efficiency of new power generation equipment has increased. Appliance and generating unit efficiency improvements have muted the effectiveness of DSM and conservation programs, as overall efficiency increases in the marketplace partially offset the benefit of such programs.

The following two sections of this report provide more specific details concerning the DSM programs offered by OUC in calendar year 2025 (Section 2.0) and present the participation levels and associated numeric savings for each of OUC's DSM programs which were offered in 2025 consistent with OUC's FPSC-approved DSM Plan (Section 3.0). Although the annual energy reductions associated with OUC's residential and commercial/industrial energy surveys are not counted towards achieving DSM goals, OUC continues to offer them to residential and commercial/industrial customers as summarized in Section 3.0.

The conservation programs included in the DSM Plan and offered to OUC's customers in 2025 consist of the following:

- Residential Existing Home Rebates Program
- Residential Efficiency Delivered Program
- Residential New Home Rebates Program
- Commercial/Industrial Prescriptive Rebates Program
- Commercial/Industrial Lighting Rebates Program
- Commercial/Industrial Custom Incentive Rebates Program

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Section 4.0 of this report includes supplemental information related to how federal and State energy efficiency standards implemented in 2025 may have impacted OUC conservation programs, discussion of energy efficiency-related research and development activities that OUC participated in during 2025, and discussion of efforts taken by OUC in 2025 to provide information about conservation programs to low-income customers.

2.0 CONSERVATION GOALS AND DEMAND-SIDE MANAGEMENT PLAN

2.1 Approved Numeric Conservation Goals

Table 2-1 presents the annual peak demand and energy reduction goals established for OUC by the FPSC for the 2025 through 2029 period¹.

Table 2-1 FPSC's Approved Numeric Conservation Goals for OUC (at the Meter)						
Year	Residential Reduction Goals			Commercial/Industrial Reduction Goals		
	Summer (MW)	Winter (MW)	Annual Energy (GWh)	Summer (MW)	Winter (MW)	Annual Energy (GWh)
2025	0.111	0.181	1.072	0.485	0.380	3.207
2026	0.113	0.192	1.129	0.534	0.411	3.508
2027	0.114	0.203	1.186	0.577	0.438	3.769
2028	0.116	0.214	1.243	0.620	0.463	4.019
2029	0.118	0.225	1.301	0.661	0.485	4.247

2.2 OUC's DSM and Conservation Programs

The programs that OUC offered during calendar year 2025 are described in the following subsections. Program incentives included in the descriptions are current as of the time this report was prepared.

2.2.1 Energy Survey Programs²

2.2.1.1 Residential Home Energy Survey Program

OUC has been offering home energy surveys dating back to the 1980's. The home energy walk-through surveys are designed to provide residential customers with recommended energy efficiency measures and

¹ OUC's residential and commercial/industrial numeric conservation goals for the 2025 through 2034 period were established by the FPSC pursuant to Order No. PSC-2024-0433A-FOF-EG issued September 24, 2024. Goals will be re-established for the 2030 through 2034 period in the next conservation goal setting process. As such, this report presents information related to goals through 2029.

² As noted in OUC's DSM Plan, discussion of OUC's Residential Home Energy Survey and Commercial Energy Audit programs is included for informational purposes as OUC has continued to offer the programs. Demand and energy reductions associated with these programs are not treated as contributing to the numeric conservation goals established by the FPSC for OUC.

practices that customers can implement and to encourage participation in various OUC rebate programs. The home energy surveys are available to both single family and multi-family residential customers.

The Residential Energy Walk-Through Survey includes a review of the customer's electric consumption history as well as a walk-through review of the attic; heating, ventilation, and air conditioning (HVAC) system; air duct and air returns; window caulking; weatherstripping around doors; and, if applicable faucets, toilets and lawn sprinkler systems. OUC provides participating customers specific tips on conserving electricity and water as well as details on customer rebate programs. OUC Conservation Specialists use this walk-through type of audit technique as a means of motivating OUC customers to participate in other conservation programs and qualify for appropriate rebates.

One of the primary benefits of the Residential Energy Survey Program is the education it offers customers on energy conservation measures and the ways lifestyle and behavior can directly affect energy use. Customers participating in the Energy Survey Program are provided with historical energy usage and a list of relevant recommended conservation measures for implementation. Customers receive an analysis report that includes pro forma estimates of implementation costs, savings, and payback periods for recommended measures. Customers benefit from the increased comfort experienced and decreased electric and water bills when efficiency measures are implemented.

The Home Energy Survey rates a customer's home energy use efficiency and where improvements can yield lower utility bills. To participate, OUC customers may request an appointment for a Walk-Through Energy Survey by calling the OUC Customer Service Call Center. Participation is tracked through service orders that are produced when appointments are scheduled and completed.

2.2.1.2 Commercial/Industrial Energy Audit Program

OUC's Commercial/Industrial Energy Audit Program has been offered for several years. These audits are focused on increasing the energy efficiency and energy conservation of commercial buildings. Each audit includes a free survey comprised of a physical walk-through inspection of the commercial facility performed by trained and experienced energy experts. The survey examines heating and air conditioning systems including duct work, refrigeration equipment, lighting, water heating, motors, process equipment, and the thermal characteristics of the building including insulation. Following the inspection, the customer receives a written report detailing cost-effective recommendations to improve the energy and water efficiency of the building. Participating customers are encouraged to consider other recommended OUC commercial programs and directly benefit from energy conservation measures, which decrease their electric and water bills.

OUC customers may participate by calling the OUC Customer Service Call Center or contacting their assigned key account manager and requesting an appointment for a Walk-Through Energy Survey. Participation is tracked through service orders that are produced when appointments are scheduled and completed.

2.2.2 Residential Programs

2.2.2.1 Residential Existing Home Rebates Program

OUC's Residential Existing Home Rebate Program provides rebates for the following six measures:

- Heat Pump Water Heater Rebates
- Heat Pump A/C Rebates

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- Ceiling Insulation Rebates
- Duct Repair Rebates
- ENERGY STAR® Windows Rebates
- Smart Thermostat Rebates

These six measures are common to all three of OUC’s Residential DSM program; all measures except the Smart Thermostat Rebates measure, which is new, are measures that OUC has been offering through its 2020 DSM Plan and earlier DSM program offerings. Customers may participate by submitting a rebate application online at <http://www.OUC.com/rebates> or via email, mail, in-person, or facsimile. Proof of purchase and/or receipts are required to be included in the application and repairs can be carried out by a contractor or the customer. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer’s bill, or a check can be processed and sent to the customer or the property owner who may have paid for the improvement.

Heat Pump Water Heater Rebate Measures

Commonly referred to as hybrid electric heat pump water heaters, heat pump water heaters with a Uniform Energy Factor (UEF) in excess of 2.2 can cut water heating electric use and costs by more than half. Across all three of OUC’s Residential DSM Programs, OUC currently offers a rebate of \$500 for heat pump water heaters; this rebate amount may be adjusted in the future at OUC’s discretion.

Heat Pump A/C Rebate Measures

Across all three of OUC’s Residential DSM Programs, OUC offers separate rebate amounts for the following two Air Source Heat Pump measures: CEE Tier 2 and ENERGY STAR®/CEE Tier 1. This measure provides rebates to qualifying customers in existing or new homes who install heat pumps having a seasonal energy efficiency ratio (SEER2) of 15.2 or higher, along with a Heating Season Performance Factor of greater than 9.0. Customers receive a rebate in the form of a credit on their bill ranging up to \$1,150, depending upon the SEER or SEER2 rating and capacity (tons) of the new heat pump. The following table illustrates the rebate values available depending on the size and efficiency of the Heat Pump installed; these rebate amounts may be adjusted in the future at OUC’s discretion.

		SEER2 Upgraded To:							
		15.2 - 15.99	16.0 - 16.99	17.0 - 17.99	18.0 - 18.99	19.0 - 19.99	20.0 - 20.99	21.0 - 21.99	22.0 - 22.99
		16.00 - 16.99	17.0 - 17.99	18.0 - 18.99	19.0 - 19.99	20.0 - 20.99	21.0 - 21.99	22.0 - 22.99	23.0 - 23.99
AC Size (Tons)	1	-	-	\$55	\$85	\$115	\$140	\$165	\$185
	1.5	-	\$55	\$110	\$155	\$200	\$240	\$275	\$305
	2	-	\$90	\$165	\$230	\$285	\$340	\$385	\$425
	2.5	\$45	\$130	\$220	\$300	\$370	\$435	\$495	\$550
	3	\$65	\$165	\$275	\$370	\$455	\$535	\$605	\$670
	3.5	\$90	\$200	\$330	\$440	\$540	\$635	\$715	\$790
	4	\$110	\$235	\$385	\$510	\$625	\$730	\$825	\$910
	5	\$150	\$310	\$490	\$655	\$795	\$925	\$1,045	\$1,150
SEER2 is the main rating that determines the rebate value.									
If only SEER listed on AHRI, use corresponding SEER column above.									

Ceiling Insulation Rebate Measures

The attic is often the easiest place to add insulation and lower total energy consumption throughout the seasons. OUC has previously offered Ceiling Insulation rebates as a separate program, but as with other measures, in OUC's 2025 DSM Plan, ceiling insulation rebates are now offered as a qualified measure across all three of OUC's Residential DSM Programs. OUC's Ceiling Insulation measure is designed to encourage customers to upgrade their attic insulation to save energy and reduce OUC's peak demand and to save customers money by reducing their electric bills. Participating customers receive a rebate of \$0.12 per square foot for upgrading their attic insulation to R-38 or higher; the rebate amount may be adjusted in the future at OUC's discretion. The rebate is available for insulation added to conditioned areas only.

Duct Repair Rebate Measures

Beginning in 2000, OUC offered a Duct Repair Rebates Program designed to encourage customers to repair leaking ducts on existing systems. In OUC's 2025 DSM Plan, duct repair is offered as a qualified measure across all three of OUC's Residential DSM Programs. Ducts must be sealed with mastic and fabric tape or any other Underwriters Laboratory (UL) approved duct tape. Participating customers receive a rebate for 100 percent of the cost of duct repairs on their homes, up to \$100; the rebate amount may be adjusted in the future at OUC's discretion.

ENERGY STAR® Windows Rebate Measures

Installation of energy-efficient windows can help reduce energy consumption of heating, cooling, and lighting, thereby reducing utility generation capacity and saving customers money on their power bills. OUC has historically offered rebates to support efficient window installations through its High-Performance Windows Rebates program; beginning with OUC's 2025 DSM Plan, this offering has been converted to a measure that is available in all three of OUC's Residential DSM Programs and this measure has been modified to offer rebates only for windows that meet ENERGY STAR® criteria consisting of National Fenestration Rating Council (NFRC) certification, meets ENERGY STAR® southern regionally accepted standards of a U-Factor ≤ 0.32 and a Solar Heat Gain Coefficient (SHGC) ≤ 0.23 . Participating customers receive a rebate of \$1.50 per square foot for the purchase of ENERGY STAR® rated energy efficient windows; the rebate amount may be adjusted in the future at OUC's discretion.

Smart Thermostat Rebate Measures

The only new residential DSM measure submitted in OUC's 2025 DSM Plan is the Smart Thermostat Rebate Measure. A Smart Thermostat is like a programmable thermostat, but the Smart Thermostat utilizes internet connectivity to allow the customer or their designated surrogates to more actively control the home's heating, cooling, and ventilation system behavior. The benefits of Smart Thermostats include more precise control of comfort, automated control of conditioned space based on actual occupancy, schedule and environmental conditions and the ability to permit remote access to the thermostat to pre-condition a space – all of which assist customers by saving money on their bills and reducing need for utility generation capacity. OUC's Smart Thermostat measure provides a rebate amount of \$50 per installation; the rebate amount may be adjusted in the future at OUC's discretion.

2.2.2.2 Residential Efficiency Delivered Program

What was originally referred to as the 'home energy fix-up program' was subsequently revamped and expanded to allow for any OUC customer (energy, water, or both energy and water) to participate and renamed the 'Efficiency Delivered' program. By 2020, the program was expanded to allow for

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participation by all residential customers regardless of home type (single family and multi-family) and regardless of ownership status (owned or rented with landlord approval).

OUC's Residential Efficiency Delivered Program is available to residential customers and provides support for up to \$2,500 of energy and water efficiency upgrades based on the assessed needs of the customer's home and the customer's household income. OUC determines its contribution toward the cost of improvements utilizing three household income tiers:

Household Income	OUC Contribution
Less than \$40,000	85% of the actual cost of repairs and upgrades
\$40,001-\$60,000	50% of the actual cost of repairs and upgrades
Greater than \$60,000	Rebates only

1. \$40,000 or less: OUC contributes 85 percent of total cost, not exceeding \$2,125
2. \$40,001 to \$60,000: OUC contributes 50 percent of the total cost, not exceeding \$1,250 and
3. greater than \$60,000: OUC will contribute the value of the current rebate incentives that apply toward the measures employed.

To participate in the Residential Efficiency Delivered Program, a customer must request and complete a no-charge Residential Home Energy Survey. A Conservation Specialist from OUC performs a survey at the customer's home and determines which home improvements have the potential to save the customer the most money. Ordinarily, Energy Survey recommendations require a customer to spend money replacing aging equipment or adding energy conservation measures: however, customers may not have discretionary income to implement these measures - especially those customers with lower household incomes. To be eligible for this program, the customer's account must be in good credit standing, with the exception that low-income customers can participate if they have a current balance that is not delinquent. Under this program, OUC arranges for a licensed, approved contractor to perform the necessary repairs based on OUC negotiated and contracted rates. The remaining portion of the cost for which the customer is responsible (i.e., the 15 or 50 percent customer share depending on household income), is paid directly to OUC or recovered interest-free over a 24-month period on the participant's monthly electric bill.

The purpose of the Residential Efficiency Delivered Program is to achieve utility energy and water conservation goals and to reduce customers' energy and water costs, especially for low-income households. Implementation of measures offered through the Efficiency Delivered program helps to dampen the impact of seasonal billing changes due to weather variation for customers for which a larger portion of household income is required to pay the utility bill. Through this program, OUC helps customers achieve lower utility bills, while providing the additional benefit of decreasing the likelihood of incurring costly service disconnect fees and late charges resulting from an inability to pay the utility bill. OUC believes that this program particularly helps low-income customers better afford other essential living expenses. For all participating customers, this program offers a single point of contact to facilitate the implementation of a whole suite of conservation measures leveraging OUC's purchasing power to receive reasonable costs with installation offered by pre-screened qualified contractors.

OUC's Residential Efficiency Delivered Program includes each of the measures included in OUC's Residential Existing Home Rebates Program (please refer to Section 2.2.2.1 herein for descriptions of those measures), as well as measures related to air sealing infiltration control (i.e., attic stair cover insulation, door sweeps and caulking and weatherstripping) and heating and cooling system maintenance (i.e., maintenance checks and air filter replacements).

2.2.2.3 Residential New Home Construction Rebates Program

OUC's Residential New Home Rebates Program provides a flexible "a la carte" program through which a home buyer can select a limited number of measures available through OUC's Residential Existing Home Rebates Program (including Heat Pump Water Heaters, Heat Pump Air Conditioners, Solar Thermal Water Heaters, and a collection of water conservation devices). This program structure has evolved from earlier DSM program offerings based on feedback from the residential building community and OUC's efforts to streamline the marketing and administration of all its residential DSM programs and measure offerings. This program encourages builders to build structures and install equipment above current building code to maximize energy savings achievable.

2.2.3. Commercial/Industrial Programs

2.2.3.1 Commercial/Industrial Prescriptive Rebates Program

OUC's Commercial/Industrial Prescriptive Rebates Program consists of the following measures:

- Ceiling Insulation Rebates
- Duct Sealing Rebates
- ENERGY STAR® Windows Rebates
- Heat Pump Water Heater Rebates
- LED Lighting and Occupancy Sensors Rebates
- Reflective Roof Treatment (including Cool Roof) Rebates
- Smart Thermostat Rebates
- Solar Thermal Water Heating Rebates
- Window Shade Film Rebates

All measures except the Smart Thermostat Rebates measure, which is new to the current DSM Plan, are measures that OUC included in its 2020 DSM Plan and earlier DSM program offerings. Commercial and industrial customers in good standing may participate in the Commercial/Industrial Prescriptive Rebates Program. Customers can initiate participation in this program in any combination of measures they choose by calling a customer service representative at OUC or by submitting an application online at <http://www.OUC.com/rebates> to take advantage of any of the measures offered through the Program. As applicable to specific measures, proof of purchase and/or receipts are required to be included in the application, and repairs or installation of qualifying equipment can be performed by a contractor or by the customer. Participation is tracked based on the number of rebates processed; typically, these rebates are credited to the customer's bill, or a check can be processed and sent to the business owner or landlord who may have paid for the improvements associated with measures selected by the customer.

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Ceiling Insulation Rebate Measures

OUC offers Ceiling Insulation rebates to enable customers to increase their facility's resistance to heat loss and gain, which saves energy and reduces system peak demand and saves customers money by reducing their electric bills. Participating customers receive a rebate of \$0.12 per square foot for upgrading their ceiling insulation to R-38 or higher; the rebate amount may be adjusted in the future at OUC's discretion. The rebate is available for insulation added to conditioned areas only.

Duct Sealing Rebate Measures

This measure is designed to encourage customers to repair and maintain the ductwork on existing HVAC systems to improve the overall efficiency of their HVAC systems. OUC will rebate 100 percent of costs, up to \$100; the rebate amount may be adjusted in the future at OUC's discretion. Ducts must be sealed with mastic and fabric tape or other Underwriters Laboratory approved duct tape on all accessible boots, joints, and seams of the air duct system. Commercial and industrial customers with systems greater than 5.5 tons are eligible for rebates through OUC's Commercial/Industrial Custom Incentive Rebates Program. Invoices must include separately itemized amounts for each system repair and must reflect the repair or sealing method used.

ENERGY STAR® Windows Rebate Measures

Energy-efficient windows help minimize consumption by heating, cooling, and lighting, thereby reducing utility generation capacity and saving customers on their power bills. OUC has historically offered rebates to support efficient window installations through its High-Performance Windows Rebates program and as an eligible measure through its Commercial Custom Incentive Program; beginning with OUC's 2025 DSM Plan, this offering has been converted to a measure that is available to commercial and industrial customers through the Commercial/Industrial Prescriptive Rebates Program (and also through the Commercial Custom Program). This measure has been modified to provide rebates for windows that meet ENERGY STAR® criteria. Participating customers receive a rebate of \$1.50 per square foot for the purchase of ENERGY STAR® rated energy efficient windows; the rebate amount may be adjusted in the future at OUC's discretion.

Heat Pump Water Heaters Rebate Measures

Commonly referred to as hybrid electric heat pump water heaters, heat pump water heaters with a coefficient of performance (COP) of greater than 2.0 can cut water heating electric use and costs by more than half. OUC offers the same rebates to commercial and industrial customers as it offers to residential customers who install heat pump water heaters. OUC currently offers a rebate of \$500 for heat pump water heaters; this rebate amount may be adjusted in the future at OUC's discretion. Commercial and industrial customers who wish to install heat pump water heaters with greater capacity than residential units are eligible for rebates through OUC's Commercial/Industrial Custom Incentive Rebates Program.

LED Lighting and Occupancy Sensors Rebate Measures

Commercial and industrial customers that upgrade the efficiency of their lighting (i.e., LED lighting, occupancy sensors, and refrigerated display case LED lighting) may be eligible to receive a rebate of \$250/kW through the lighting rebates measures that are available through OUC's Commercial/Industrial Prescriptive Rebates Program, Commercial/Industrial Lighting Rebates Program, and Commercial/Industrial Custom Incentive Rebates Program; this rebate amount may be adjusted in the future at OUC's discretion. Participation is open to facilities located within OUC's service area that receive

electric service under an OUC commercial rate. Participants or customers may be any of the following:

- Individual customers who install more efficient lighting in their own facilities.
- National or local companies that install more efficient lighting.
- Local contractors, design/build firms, architectural and engineering firms, and commercial property developers working on behalf of OUC commercial customers.

Reflective Roof Treatment (Including Cool Roof) Rebate Measures

This measure is designed to reflect the sun's rays and lower roof surface temperature while increasing the lifespan of the roof. OUC will rebate customers at \$0.12 per square foot for ENERGY STAR® cool/reflective roofing that has an initial solar reflectance greater than or equal to 0.70; this rebate amount may be adjusted in the future at OUC's discretion.

Smart Thermostat Rebate Measures

A Smart Thermostat is like a programmable thermostat, but the Smart Thermostat utilizes internet connectivity to allow the customer or their designated surrogates to more actively control the structure's heating, cooling, and ventilation system behavior. The benefits of Smart Thermostats include more precise control of comfort levels, automated control of conditioned space based on actual occupancy, schedule and environmental conditions and the ability to allow remote access to the thermostat to pre-condition a space – all of which assist customers by saving money on their bills and reduce need for utility generation capacity. OUC's Smart Thermostat measure provides a rebate amount of \$50 per installation; the rebate amount may be adjusted in the future at OUC's discretion.

Solar Thermal Water Heating Rebate Measures

Solar water heating provides an efficient and carbon-neutral alternative to conventional water heating methods. OUC's Solar Thermal Water Heating Rebate measure provides rebate incentives to commercial and industrial customers who install this technology based on the volume (in kW) of conventional capacity avoided by the installation. The amount of the rebate is \$900; this rebate amount may be adjusted in the future at OUC's discretion.

Window Shade Film Rebate Measures

Window shade film reduces the energy and demand cooling loads placed on OUC's electric system by heat gain in conditioned space. To reduce energy and peak demands, and to enable customers to reduce their electric bills, OUC offers a rebate of \$0.55 per square foot of film installed in a customer's conditioned space; this rebate amount may be adjusted in the future at OUC's discretion.

2.2.3.2 Commercial/Industrial Lighting Rebates Program

Commercial and industrial customers that upgrade the efficiency of their lighting (i.e., LED lighting, occupancy sensors, and refrigerated display case LED lighting) may be eligible to receive a rebate of \$250/kW through the lighting rebates measures that are available through OUC's Commercial/Industrial Prescriptive Rebates Program, Commercial/Industrial Lighting Rebates Program, and Commercial/Industrial Custom Incentive Rebates Program; this rebate amount may be adjusted in the future at OUC's discretion. Participation is open to facilities located within OUC's service area that receive electric service under an OUC commercial rate. Participants or customers may be any of the following:

- Individual customers who install more efficient lighting in their own facilities.
- National or local companies that install more efficient lighting.

- Local contractors, design/build firms, architectural and engineering firms, and commercial property developers working on behalf of OUC commercial customers.

2.2.3.3 Commercial/Industrial Custom Incentives Rebates Program

OUC has designed the Commercial/Industrial Custom Incentive Rebates Program to encourage electric demand reductions that go above and beyond the efficiency gains typically achieved in retrofit or replacement projects. Consequently, demand savings credit is based only on reductions that exceed current state and federal minimum efficiency standards, wherever such standards (e.g., Florida’s Energy Efficient Building Code Standards) apply. In cases where these standards do not exist, savings credit is based on improvements relative to a customer’s documented electric demand prior to participating in the program. The following measures are included in the Commercial/Industrial Custom Incentives Rebates Program; all of these are measures that OUC has been offering through its 2020 DSM Plan and earlier DSM program offerings:

- High Efficiency Packaged Terminal Air Conditioners Rebates
- High Efficiency Packaged Terminal Heat Pumps Rebates
- LED Lighting Rebates
- Occupancy Sensors Rebates
- Refrigerated Display Case LED Lighting Rebates
- Other Commercial Custom Incentive Measure Rebates

Through the Commercial/Industrial Custom Incentive Rebate Program, commercial and industrial customers receive incentives based on the demonstrated reduction in peak demand their projects achieve plus the value of the first-year energy savings. Energy and demand saving incentives are paid for the maximum one-hour average demand reduction that occurs during Summer Demand period defined as weekdays, between 1 p.m.– 6 p.m., from April through October. Pre- and post-installation inspections are required. Incentives and other program considerations are summarized below and may be changed in the future at OUC’s discretion.

- \$250 per kW reduction incentive for all lighting measures.
- \$550 per kW reduction incentive plus \$0.032 per kWh for all non-lighting measures.
- Incentives shall not exceed 50% of project cost.
- Incentives may be paid at 50% on project completion and remainder at one year depending on performance results.
- All incentives will be paid as a credit appearing on the customer’s OUC statement.
- Simple return on investment must be greater than 2 years.
- Energy and demand conservation measures should have a useful life of at least 10 years.
- A maximum incentive of \$200,000 per customer annually; this amount was increased from \$100,000 by OUC in August 2025.

The following requirements must be met prior to work beginning:

1. Customer prepares and submits a Project Application. Customer downloads the application at: <https://WWW.OUC.COM/SAVEYOURWAY>

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2. Customer schedules on-site inspection(s) and meeting(s) with OUC to review proposed project.
3. Customer works with OUC through the incentive funding commitment and approval process.
4. OUC provides customer project approval and incentive funding commitment.
5. Customer performs any required pre-installation Measurement and Verification (M&V).

After work is complete, the following must occur:

1. Customer submits Installation Report
2. Customer performs post-installation M&V
3. Customer documents the kW and kWh savings.
4. Customer schedules on-site inspection(s) by OUC to confirm installation and M&V results.
5. Customer obtains final approval from OUC and receives rebate in the form of a billing credit on OUC monthly statement.

3.0 OUC’S CONSERVATION ACTIVITIES AND COMPARISON TO NUMERIC GOALS

As noted in OUC’s DSM Plan, OUC continues to offer surveys (audits) to its residential and commercial/industrial customers; Table 3-1 summarizes the number and type of surveys performed by OUC in calendar year 2025. Since the annual energy reductions associated with OUC’s residential and commercial/industrial energy surveys are not counted towards achieving DSM goals, Tables 3-2 through 3-4 (as further described below) do not reflect energy reductions associated with OUC’s survey programs.

Table 3-1 Number of Audits Conducted in 2025, by Type				
Class	Walkthrough, BERS, or Computer Assisted	Online	Phone	Total
Residential (See Note 1)	1,140	0	0	1,140
Commercial/Industrial	83	0	0	83

1. Includes 744 single family homes, 353 multi-family homes, and 43 proactive energy audits. Proactive energy audits are audits for which OUC detects a significant increase in a customer’s electric consumption and proactively visits the customer’s property or calls the customer to offer assistance.

In addition to the energy surveys and audits summarized in Table 3-1, in 2025 OUC offered its customers a free online service designed to help customers save energy, water, and money. The free online report provides a comparison of a customer’s energy and water consumption to similar households and provides personalized tips that show how much they can save by changing their behavior. In calendar year 2025, OUC had 36,828 customers utilizing the free online home utility report.

In 2025, OUC continued to offer its customers the option to participate in the OUC Power Pass program, which allows customer to “pay-as-you-go” or pay in advance for utility services, allowing the option of avoiding deposits, late fees, and a monthly bill. Statistics have shown that pay-before-consumption programs result in less electricity and water usage because customers are more aware of how much they are using. Participating customers can check their electric or water usage every day using the OUC Power Pass portal or receive alerts via text, email, and/or phone. In calendar year 2025, OUC had 20,961 customers participate in the Power Pass program.

Tables 3-2 through 3-4 illustrate OUC’s actual peak demand and energy reductions versus the peak demand and energy reductions approved by the FPSC for residential, commercial/industrial, and combined residential and commercial/industrial customers, respectively.

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Table 3-2 Comparison of Actual Conservation Reductions to FPSC’s Approved Numeric Conservation Goals – Residential Programs						
Year	Winter Peak kW Reduction (at the Meter)		Summer Peak kW Reduction (at the Meter)		MWh Energy Reduction (at the Meter)	
	Achieved Reduction	FPSC- Approved Goal	Achieved Reduction	FPSC- Approved Goal	Achieved Reduction	FPSC- Approved Goal
2025	469	181	484	111	1,011	1,072
2026		192		113		1,129
2027		203		114		1,186
2028		214		116		1,243
2029		225		118		1,301

Table 3-3 Comparison of Actual Conservation Reductions to FPSC’s Approved Numeric Conservation Goals – Commercial/Industrial Programs						
Year	Winter Peak kW Reduction (at the Meter)		Summer Peak kW Reduction (at the Meter)		MWh Energy Reduction (at the Meter)	
	Achieved Reduction	FPSC- Approved Goal	Achieved Reduction	FPSC- Approved Goal	Achieved Reduction	FPSC- Approved Goal
2025	1,522	380	1,726	485	10,353	3,207
2026		411		534		3,508
2027		438		577		3,769
2028		463		620		4,019
2029		485		661		4,247

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Table 3-4 Comparison of Actual Conservation Reductions to FPSC’s Approved Numeric Conservation Goals – Residential and Commercial/Industrial Programs						
Year	Winter Peak kW Reduction (at the Meter)		Summer Peak kW Reduction (at the Meter)		MWh Energy Reduction (at the Meter)	
	Achieved Reduction	FPSC- Approved Goal	Achieved Reduction	FPSC- Approved Goal	Achieved Reduction	FPSC- Approved Goal
2025	1,991	561	2,211	597	11,364	4,279
2026		604		646		4,638
2027		641		691		4,965
2028		667		736		5,262
2029		771		779		5,548

As shown in Tables 3-2 through 3-4 for 2025:

- OUC’s actual residential winter peak demand reductions exceeded the FPSC-approved goal (actual was approximately 259% of the goal)
- OUC’s actual residential summer peak demand reductions exceeded the FPSC-approved goal (actual was approximately 436% of the goal)
- OUC’s actual residential annual energy reductions were less than the FPSC-approved goal (actual was approximately 94% of the goal)
- OUC’s actual commercial/industrial winter peak demand reductions exceeded the FPSC-approved goal (actual was approximately 401% of the goal)
- OUC’s actual commercial/industrial summer peak demand reductions exceeded the FPSC-approved goal (actual was approximately 356% of the goal)
- OUC’s actual commercial/industrial annual energy reductions exceeded the FPSC-approved goal (actual was approximately 323% of the goal)
- OUC’s actual total residential and commercial/industrial winter peak demand reductions exceeded the FPSC-approved goal (actual was approximately 355% of the goal)
- OUC’s actual total residential and commercial/industrial summer peak demand reductions exceeded the FPSC-approved goal (actual was approximately 371% of the goal)
- OUC’s actual total residential and commercial/industrial annual energy reductions exceeded the FPSC-approved goal (actual was approximately 266% of the goal)

Table 3-5 provides a comparison of participation and demand and energy reductions realized in calendar year 2025 for each of the residential and commercial/industrial DSM programs included in OUC’s DSM Plan to the corresponding goal for each program.

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**Table 3-5
Comparison of Actual Calendar Year 2025 Conservation Participation and Reductions to FPSC’s Approved Participation Projections and Numeric Conservation Goals – Residential and Commercial/Industrial Programs**

Program	Winter Peak kW Reduction (at the Meter)		Summer Peak kW Reduction (at the Meter)		MWh Energy Reduction (at the Meter)		Participation (# of Participants)	
	Achieved Reduction	FPSC-Approved Goal	Achieved Reduction	FPSC-Approved Goal	Achieved Reduction	FPSC-Approved Goal	Actual	Projected
Residential Existing Home Rebates	445.3	143.5	465.1	88.6	958.297	849.422	1,056	1,413
Residential Efficiency Delivered	18.8	17.7	15.1	14.1	31.417	110.000	43	176
Residential New Home Rebates	4.7	19.9	4.2	8.8	21.326	112.560	23	196
Commercial/Industrial Prescriptive Rebates	9.4	91.2	213.2	84.5	1,107.083	636.546	13	35
Commercial/Industrial Lighting Rebates	1,357.4	200.9	1,357.4	194.8	6,576.043	1,569.187	15	17
Commercial/Industrial Custom Incentive Rebates	155.7	87.9	155.7	205.8	2,670.059	1,001.162	8	35

The results in Table 3-5 are driven by the following factors:

- OUC's actual Residential Existing Home Rebates Program winter peak demand, summer peak demand, and annual energy reductions exceeded each of the corresponding FPSC-approved goals: OUC achieved approximately 310% of its winter peak demand reduction goal, approximately 525% of its summer peak demand reduction goal, and approximately 113% of its annual energy reduction goal. These results were achieved even though actual participation in the program was approximately 75% of the projected participation.
 - The exceedance in actual demand and energy reductions as compared to the corresponding FPSC-approved goals can be attributed to a change in mix of the measures implemented. As a percentage of total rebate redemptions, Heat Pump Air Conditioning and Ceiling Insulation measures were larger than forecast, yielding more energy savings than alternative measures.
 - The shortfall in actual participation as compared to the participation projection can be attributed to increased household affordability constraints in Orlando, with a slowing of job creation and a rise in unemployment from 3.0% in 2024 to 4.4% in 2025, concentrated in retail, accommodation/food services and logistics sectors. Nominal wages grew, but real disposable income remained under pressure from rising insurance premiums and property taxes. Additionally, OUC delayed implementation of a planned 2025 Smart Thermostat rebate to 2026, which is anticipated to increase participation.
- OUC's actual Residential Efficiency Delivered Program winter peak demand and summer peak demand reductions exceeded each of the corresponding FPSC-approved goals (actual winter peak demand reduction was approximately 106% of the winter peak demand reduction goal and actual summer peak demand reduction was approximately 107% of the summer peak demand reduction goal), while actual 2025 energy reductions were approximately 29% of the FPSC-approved goal and actual participation in the program was approximately 24% of the projected participation.
 - The shortfall in actual participation as compared to the participation projection can be primarily attributed to a gap in program availability while a program contract extension was negotiated and implemented in 2025. The new contract pricing reflected market changes in cost of materials and labor inflation that impacted the number of measures available to the customer that could be implemented under the current program limits. Please refer to Section 4 of this report for information related to OUC's efforts to market and provide education about energy efficiency and conservation programs to low-income customers in 2025.
 - The shortfall in actual energy reduction as compared to the FPSC-approved goal can be partially attributed to the participation reduction resulting from the availability gap noted above as well as the relative types of measures that were chosen for implementation by participating customers. The measure pricing changes may have affected customers' ability and interest in the program as well as the type and number of measures that participating customers have decided to implement under the current program funding limits. The previous contract with the service provider held program measure implementation pricing constant throughout the 2020 FEECA cycle. Under the new agreement, Efficiency Delivered will also expand focus to include marketing specifically to landlords and customer who rent.

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- OUC’s actual Residential New Home Rebates Program winter peak demand, summer peak demand, and annual energy reductions were less than each of the corresponding FPSC-approved goals (OUC achieved approximately 24% of its winter peak demand reduction goal, approximately 48% of its summer peak demand reduction goal, and approximately 19% of its annual energy reduction goal), and actual participation in the program was approximately 12% of the projected participation.
 - The shortfall in actual demand, energy reductions and participation as compared to the corresponding FPSC-approved goals and participation projections can be attributed to a reduction in builder-perceived value in constructing to standards above building code with an impact of decreasing initial home affordability in exchange for sacrificing customer-desired aesthetic features to achieve similar pricing targets.
- OUC’s actual Commercial/Industrial Prescriptive Rebates Program summer peak demand and annual energy reductions exceeded each of the corresponding FPSC-approved goals (OUC achieved approximately 252% of its summer peak demand reduction goal and approximately 174% of its annual energy reduction goal), winter peak demand reductions were less than the FPSC-approved goal (OUC achieved approximately 10% of its winter peak demand reduction goal), and actual participation in the program was approximately 37% of the projected participation.
 - The relative achievements of actual summer peak demand reductions, winter peak demand reductions, and annual energy reductions as compared to the respective FPSC-goals can be attributed to the types of measures implemented by participating customers. A large percentage of participants implemented cool/reflective roof installation, which provide significantly more summer peak demand and annual energy reductions than reductions to winter peak demand.
 - The shortfall in actual participation as compared to the participation projection can be attributed to continued strong interest in the program, but primarily from large customers with which OUC has developed a strong relationship, leading to repeat program participation. OUC is expanding its efforts to identify and reach relatively smaller customers to increase program participation.
- OUC’s actual Commercial/Industrial Lighting Rebates Program winter peak demand, summer peak demand, and annual energy reductions exceeded each of the corresponding FPSC-approved goals (OUC achieved approximately 676% of its winter peak demand reduction goal, 697% of its summer peak demand reduction goal, and 419% of its annual energy reduction goal), and actual participation in the program was approximately 88% of the projected participation.
 - The exceedance in actual demand and energy reductions as compared to the corresponding FPSC-approved goals can be attributed to the scale of the projects completed under the program. The difference between actual and projected participation is likely attributable to the fact that, in general, it is getting more difficult to find customers who have large LED lighting conversion opportunities.
- OUC’s actual Commercial/Industrial Custom Incentives Rebates Program winter peak demand and annual energy reductions exceeded each of the corresponding FPSC-approved goals (OUC achieved approximately 177% of its winter peak demand reduction goal and approximately 267% of its annual energy reduction goal), summer peak demand reductions were less than the FPSC-approved goal (OUC achieved approximately 76% of its winter peak demand reduction goal), and actual participation in the program was approximately 23% of the projected participation.

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- The relative achievements of actual summer peak demand reductions, winter peak demand reductions, and annual energy reductions as compared to the respective FPSC-goals can be attributed to the types of measures implemented by participating customers.
- The shortfall in actual participation as compared to the participation projection can be attributed to the challenges that customers face justifying energy efficiency projects (and capital projects in general). Many commercial customers require time to adequately budget, justify and receive approval to implement capital projects. OUC currently offers a maximum incentive of \$200,000 per customer annually; this amount was increased from \$100,000 by OUC in August 2025. While the program limit increase provided additional justification for implementation and OUC experienced an increase in participation following the program limit increase, other customers may have been unable to marshal resources and gain approvals rapidly enough to take advantage of the increased limits during 2025.

Table 3-6 provides a summary of the energy reductions associated with the programs included in OUC's DSM Plan (as discussed throughout Section 2 herein), as well as energy reductions associated with other DSM programs and offerings. As with the energy reductions associated with energy surveys and audits, energy reductions resulting from the free online home utility reports, participation in the Power Pass program, and participation in programs that are not included in OUC's DSM Plan are not counted towards achieving OUC's DSM goals but are included for informational purposes in Table 3-6.

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Table 3-6 2025 Annual Energy (kWh) Reductions (at the Meter)	
Program	kWh Energy Reduction
Residential Programs in DSM Plan	
Residential Existing Home Rebates	958,297
Residential Efficiency Delivered	31,417
Residential New Home Rebates	21,326
Total of Residential Programs in DSM Plan	1,011,040
Commercial/Industrial Programs in DSM Plan	
Commercial/Industrial Prescriptive Rebates	1,107,083
Commercial/Industrial Lighting Rebates	6,576,043
Commercial/Industrial Custom Incentive Rebates	2,670,059
Total of Commercial/Industrial Programs in DSM Plan	10,353,185
Total of Residential and Commercial/Industrial Programs in DSM Plan	11,364,225
Non-DSM Plan Programs	
Energy Surveys (Residential + Commercial/Industrial)	367,243
Residential Window Film	1,853
Residential Solar Thermal Water Heating	2,173
Residential Solar Screening	428.94
Behavior Reports	5,696,000
Pre-Paid Power Pass	12,576,600
Commercial Indoor Lighting Billed Solution	840,821
Total of Non-DSM Plan Programs	19,485,119
Total DSM Plan and Non-DSM Plan Programs	30,849,344
Total DSM Plan and Non-DSM Plan Programs (% of 2025 OUC and City of St. Cloud Retail Sales)	0.43%
Note: Totals may not add due to rounding.	

In addition to the residential and commercial programs previously discussed, OUC continues to do more to reduce energy consumption through supply-side initiatives, including:

- Conservation Voltage Reduction (CVR) - The Conservation Voltage Reduction (CVR) Project is made possible by OUC's investment in its Advanced Meter Infrastructure (AMI) and more sophisticated distribution equipment. The availability of AMI customer load and voltage interval data provides an opportunity to optimize voltage control and thereby reduce energy consumption based on better awareness and monitoring of system conditions at customer service points. Benefits of CVR include conservation related reductions in customer energy usage and line losses (with associated reductions in fuel usage) and lower demands on generation resources. As of December 2025, OUC had 157 feeders of the total of 190 feeders under CVR control.
- OUC District Cooling's Chilled Water District(s) Efficiency Improvements – District Cooling currently serves over 200 customers and provides more than 61,000 tons of cooling. The

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value of District Cooling is attributed to more efficient and less costly generation and delivery of chilled water when compared to what a customer would likely produce independently. District Cooling invests in higher efficiency chillers and equipment and optimizes its operations on a continuous basis to provide a lower cost and more efficient solution for subscribing customers.

Tables 3-7 through 3-12 present the annual demand and energy savings for the DSM programs included in OUC's DSM Plan and offered by OUC during calendar year 2025 discussed in Section 2.0 of this report. In each table, the "Utility Nonrecurring Rebate" cost entry includes actual 2025 costs for rebates and materials specifically incurred for the program. The "Utility Nonrecurring Cost" entry is an allocated amount of the balance of OUC's total 2025 DSM Plan program costs other than the costs for rebates; the allocation is based on each program's percentage of total energy savings realized. The Utility Nonrecurring Costs include all administrative, personnel, and other overall DSM Plan costs except the costs for rebates. Unless otherwise noted, actual cumulative penetration rates for each program reflect 2025 as the base year and do not consider customer participation prior to 2025.

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Table 3-7. Residential Existing Home Rebates Program

Program Name: Residential Existing Home Rebates									
Program Start Date: 2025 (for Reporting Purposes)									
Measure: Residential Existing Home Rebates									
Reporting Period: 2025									

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2025	254,550	254,550	1,413	1,413	0.6%	1,056	1,056	0.41%	(357)
2026	260,150	260,150	1,484	2,897	1.1%				
2027	265,673	265,673	1,555	4,452	1.7%				
2028	271,127	271,127	1,628	6,080	2.2%				
2029	276,531	276,531	1,702	7,782	2.8%				

Eligibility Level	100.0%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	0.44	0.46	465.09	483.23
Winter kW Reduction	0.42	0.44	445.35	462.71
kWh Reduction	907	943	958,297	995,670

Costs	Per Participant	Program Total
	Utility Nonrecurring Cost	\$593.59
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate ⁽¹⁾	\$322	\$340,545
Utility Recurring Rebate	\$0	\$0

(1). Includes all rebates associated with OUC's contributions to participating customers to implement qualifying measures. Utility Nonrecurring Costs include the share of OUC's overall DSM Plan costs allocated to all programs based on their respective shares of energy savings provided.

Annual Benefits = $B_{npv} \times d / [1 - (1+d)^{-n}] = (\$1,083,629)$

where:

B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period
 $d = 6.35\%$ = discount rate (utility's after tax cost of capital)
 $n = 10$ = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2025 DSM Plan [approved by Consummating Order issued April 15, 2025 (Order No. PSC-2025-0126-CO-EG)] and utilizes the 6.35% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2025 DSM Plan.

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Table 3-8. Residential Efficiency Delivered Program

Program Name: Residential Efficiency Delivered									
Program Start Date: 2025 (for Reporting Purposes)									
Measure: Residential Efficiency Delivered									
Reporting Period: 2025									

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2025	254,550	32,329	176	176	0.5%	43	43	0.13%	(133)
2026	260,150	33,040	187	363	1.1%				
2027	265,673	33,741	193	556	1.6%				
2028	271,127	34,434	200	756	2.2%				
2029	276,531	35,120	209	965	2.7%				

Eligibility Level	12.7%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	0.35	0.36	15.07	15.66
Winter kW Reduction	0.44	0.45	18.82	19.55
kWh Reduction	731	759	31,417	32,643

Costs	Per Participant	Program Total
Utility Nonrecurring Cost	\$477.92	\$20,550
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate ⁽¹⁾	\$889	\$38,248
Utility Recurring Rebate	\$0	\$0

(1). Includes all rebates associated with OUC's contributions to participating customers to implement qualifying measures. Utility Nonrecurring Costs include the share of OUC's overall DSM Plan costs allocated to all programs based on their respective shares of energy savings provided.

Annual Benefits = $B_{npv} \times d / [1 - (1+d)^{-n}] = (\$122,936)$

where:

B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period
 d = 6.35% = discount rate (utility's after tax cost of capital)
 n = 10 = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2025 DSM Plan [approved by Consummating Order issued April 15, 2025 (Order No. PSC-2025-0126-CO-EG)] and utilizes the 6.35% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2025 DSM Plan.

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Table 3-9. Residential New Home Rebates Program

Program Name: Residential New Home Rebates									
Program Start Date: 2025 (for Reporting Purposes)									
Measure: Residential New Home Rebates									
Reporting Period: 2025									

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2025	5,090	5,090	196	196	3.9%	23	23	0.45%	(173)
2026	5,314	5,314	207	403	7.6%				
2027	5,276	5,276	216	619	11.7%				
2028	5,214	5,214	227	846	16.2%				
2029	5,195	5,195	238	1,084	20.9%				

Eligibility Level	100.0%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	0.18	0.19	4.21	4.37
Winter kW Reduction	0.20	0.21	4.71	4.89
kWh Reduction	927	963	21,326	22,158

Costs	Per Participant	Program Total
	Utility Nonrecurring Cost	\$606.50
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate ⁽¹⁾	\$272	\$6,265
Utility Recurring Rebate	\$0	\$0

(1). Includes all rebates associated with OUC's contributions to participating customers to implement qualifying measures. Utility Nonrecurring Costs include the share of OUC's overall DSM Plan costs allocated to all programs based on their respective shares of energy savings provided.

Annual Benefits = $B_{npv} \times d / [1 - (1+d)^{-n}] = (\$151,114)$

where:

- B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period
- $d = 6.35\%$ = discount rate (utility's after tax cost of capital)
- $n = 10$ = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2025 DSM Plan [approved by Consummating Order issued April 15, 2025 (Order No. PSC-2025-0126-CO-EG)] and utilizes the 6.35% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2025 DSM Plan.

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Table 3-10. Commercial/Industrial Prescriptive Rebates Program

Program Name: Commercial / Industrial Prescriptive Rebates									
Program Start Date: 2025 (for Reporting Purposes)									
Measure: Commercial / Industrial Prescriptive Rebates									
Reporting Period: 2025									

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2025	33,942	33,942	35	35	0.1%	13	13	0.04%	(22)
2026	34,240	34,240	34	69	0.2%				
2027	34,563	34,563	32	101	0.3%				
2028	34,878	34,878	32	133	0.4%				
2029	35,182	35,182	31	164	0.5%				

Eligibility Level	100.0%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	16.40	17.04	213.15	221.47
Winter kW Reduction	0.72	0.75	9.38	9.75
kWh Reduction	85,160	88,481	1,107,083	1,150,259

Costs	Per Participant	Program Total
	Utility Nonrecurring Cost	\$5,862.80
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate ⁽¹⁾	\$3,044	\$39,575
Utility Recurring Rebate	\$0	\$0

(1). Includes all rebates associated with OUC's contributions to participating customers to implement qualifying measures. Utility Nonrecurring Costs include the share of OUC's overall DSM Plan costs allocated to all programs based on their respective shares of energy savings provided.

Annual Benefits = $B_{npv} \times d / [1 - (1+d)^{-n}] = (\$1,105)$

where:

B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period
 d = 6.35% = discount rate (utility's after tax cost of capital)
 n = 10 = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2025 DSM Plan [approved by Consummating Order issued April 15, 2025 (Order No. PSC-2025-0126-CO-EG)] and utilizes the 6.35% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2025 DSM Plan.

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Table 3-11. Commercial/Industrial Lighting Rebates Program

Program Name: Commercial / Industrial Lighting Rebates									
Program Start Date: 2025 (for Reporting Purposes)									
Measure: Commercial / Industrial Lighting Rebates									
Reporting Period: 2025									

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2025	33,942	33,942	17	17	0.1%	15	15	0.04%	(2)
2026	34,240	34,240	17	34	0.1%				
2027	34,563	34,563	17	51	0.1%				
2028	34,878	34,878	17	68	0.2%				
2029	35,182	35,182	18	86	0.2%				

Eligibility Level	100.0%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	90.49	94.02	1,357.39	1,410.33
Winter kW Reduction	90.49	94.02	1,357.39	1,410.33
kWh Reduction	438,403	455,501	6,576,043	6,832,509

Costs	Per Participant	Program Total
Utility Nonrecurring Cost	\$30,188.82	\$452,832
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate ⁽¹⁾	\$23,506	\$352,588
Utility Recurring Rebate	\$0	\$0

(1). Includes all rebates associated with OUC's contributions to participating customers to implement qualifying measures. Utility Nonrecurring Costs include the share of OUC's overall DSM Plan costs allocated to all programs based on their respective shares of energy savings provided.

Annual Benefits = $B_{npv} \times d / [1 - (1-d)^n]$ = (\$14,780)

where:

- B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period
- d = 6.35% = discount rate (utility's after tax cost of capital)
- n = 10 = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2025 DSM Plan [approved by Consummating Order issued April 15, 2025 (Order No. PSC-2025-0126-CO-EG)] and utilizes the 6.35% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2025 DSM Plan.

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Table 3-12. Commercial/Industrial Custom Incentives Rebates

Program Name: Commercial / Industrial Custom Incentives Rebates									
Program Start Date: 2025 (for Reporting Purposes)									
Measure: Commercial / Industrial Custom Incentives Rebates									
Reporting Period: 2025									

A	B	C	D	E	F	G	H	I	J
Calendar Year	Total Number of Customers	Total Number of Eligible Customers	Projected Annual Average Number of Program Participants	Projected Cumulative Number of Program Participants	Projected Cumulative Penetration Level % (E/C*100)	Actual Annual Number of Program Participants	Actual Cumulative Number of Program Participants	Actual Cumulative Penetration Level % (H/C*100)	Actual Participation Over (Under) Projected Participants (H-E)
2025	33,942	33,942	35	35	0.1%	8	8	0.02%	(27)
2026	34,240	34,240	34	69	0.2%				
2027	34,563	34,563	32	101	0.3%				
2028	34,878	34,878	32	133	0.4%				
2029	35,182	35,182	31	164	0.5%				

Eligibility Level	100.0%
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Annual Demand and Energy Savings	Per Installation		Program Total	
	@meter	@generator	@meter	@generator
Summer kW Reduction	19.46	20.22	155.66	161.73
Winter kW Reduction	19.46	20.22	155.66	161.73
kWh Reduction	333,757	346,774	2,670,059	2,774,191

Costs	Per Participant	Program Total
Utility Nonrecurring Cost	\$22,982.83	\$183,863
Utility Recurring Cost	\$0	\$0
Utility Nonrecurring Rebate ⁽¹⁾	\$22,216	\$177,726
Utility Recurring Rebate	\$0	\$0

(1). Includes all rebates associated with OUC's contributions to participating customers to implement qualifying measures. Utility Nonrecurring Costs include the share of OUC's overall DSM Plan costs allocated to all programs based on their respective shares of energy savings provided.

Annual Benefits = $B_{npv} \times d / [1 - (1+d)^{-n}] = \$12,017$

where:

B_{npv} = cumulative present value of the net benefits over the life of the program for measures installed during the reporting period

d = 6.5% = discount rate (utility's after tax cost of capital)

n = 10 = life of the program

The Annual Benefits calculation is based on the Total Resource Cost (TRC) test results presented in OUC's 2025 DSM Plan (approved by Consummating Order issued April 15, 2025 (Order No. PSC-2025-0126-CO-EG)) and utilizes the 6.35% discount rate and 10-year program life, consistent with the TRC calculations presented in OUC's 2025 DSM Plan.

4.0 SUPPLEMENTAL INFORMATION

This section includes supplemental information related to how federal and State energy efficiency standards implemented in 2025 may have impacted OUC conservation programs, energy efficiency-related research and development activities that OUC participated in during 2025, and efforts taken by OUC in 2025 to provide information about conservation programs to low-income customers.

4.1 Changes to Florida or Federal Building Codes

While several federal regulatory pauses occurred in early 2025, the release and adoption of the 2024 International Energy Conservation Code (IECC) and the 2026 National Electrical Code (NEC) provide an updated technical framework to bridge the gap between traditional efficiency and the demand for grid-interactive buildings, specifically focusing on decarbonization and resilience.

In the State of Florida, 2025 brought a notable legislative shift in air leakage standards. Effective December 31, 2025, a legislative change to the 8th Edition (2023) Florida Building Code (FBC) increased the maximum allowable air leakage from 5 ACH to 7 ACH for residential units in Climate Zone 2. Simultaneously, Supplement 7 to the FBC lowered the "renovation" threshold to 30% of a building's assessed value, meaning major retrofits must now meet current energy conservation standards sooner. While the higher ACH limit allows for "leakier" envelopes, the new structural mandates for secondary water barriers indirectly improve air tightness, partially offsetting the energy impact.

At the federal level, the most significant driver of efficiency was the HUD and USDA Final Determination of energy efficiency standards for financing, which reached full implementation for many programs in 2025. This mandate requires all new construction financed via FHA or USDA loans to meet the 2021 IECC and ASHRAE 90.1-2019 standards. This shift represents a 34% efficiency jump compared to the previous 2009 baseline, with HUD predicting average annual utility savings of approximately \$1,000 for single-family homeowners. However, the federal government simultaneously stayed the "Clean Energy for New Federal Buildings" rule until May 1, 2026, delaying the requirement for a 90% reduction in fossil fuel use for federal projects.

The 2024 International Energy Conservation Code (IECC), formally recognized by the DOE in early 2025, introduced "Electric-Ready" appendices that require dedicated circuits for future heat pumps and electric vehicle (EV) chargers. Analysis indicates that buildings constructed under the 2024 IECC will achieve a 7.8% site energy savings over the 2021 edition. A key addition is the requirement for energy monitoring systems in commercial buildings over 10,000 sq. ft., enabling facility managers to track HVAC and lighting loads independently to identify waste and optimize consumption.

The 2026 National Electrical Code (NEC) update impacts energy conservation with the reduction of the general lighting load calculation for dwelling units from 3 VA/ft² to 2 VA/ft². This reflects the near-universal adoption of LED technology and allows for smaller electrical services and reduced material waste. Furthermore, Article 130 is expanded to support Power Control Systems (PCS), which enables active load shedding and demand-side management, allowing buildings to interact dynamically with the grid during peak hours.

Commercial efficiency was further refined through ASHRAE 90.1-2025, which introduced mandatory prescriptive requirements for on-site renewable energy for the first time. The standard now includes stricter rules for "thermal bridging" in building envelopes and expanded daylight-responsive controls. The commercial refrigeration sector saw a setback in May 2025, when a Congressional Joint Resolution of Disapproval withdrew the DOE's amended standards for commercial refrigerators and freezers. This withdrawal is expected to result in higher long-term energy intensity in the food retail sector compared to previous federal projections.

The 2025 Uniform Plumbing Code (UPC) and Uniform Mechanical Code (UMC) updates also prioritize energy conservation through water-energy nexus strategies. New provisions mandate more efficient hot-water delivery systems, requiring shorter pipe runs and thermostatic balancing valves to reduce the energy lost while waiting for hot water. There is also a significant push for Heat Pump Water Heaters (HPWH), with the 2025 codes requiring "HPWH-ready" infrastructure, including dedicated receptacles and condensate drains, to facilitate the transition away from less efficient resistance or gas units.

The cumulative impact of these changes suggests that while national energy efficiency progress has slowed to under 1% annually—largely due to regulatory delays and the rising demand from AI infrastructure—the technical "floor" for new construction has risen substantially. The industry is moving toward a standard where a home's efficiency is no longer just about insulation, but about its ability to manage loads through SEER2-compliant HVAC systems and smart electrical panels. These updates ensure that even as federal regulations fluctuate, the engineering foundation for a high-efficiency future remains firmly in place.

4.2 Energy Efficiency-Related Research and Development

OUC works with outside partners to better understand innovation in energy efficiency, which includes technical and market scanning to identify potential opportunities to augment OUC's conservation activities. In 2025, OUC engaged eSource, a research, data science and consulting firm that works exclusively with utilities in several engagements, to identify opportunities to enhance efforts to improve energy efficiency. Work included:

- Investigation into utility battery storage program rebate programs and marketing campaigns
- Best practice research to inform Direct to Builder rebate program design
- Collecting and recommending Energy Management Software vendors for an upcoming Request for Proposal to replace the existing rebate submission system
- Exploring Commercial Custom Incentive Program programs offered by other utilities to inform marketing and program design recommendations

4.3 OUC Outreach & Marketing Conservation Programs to Low-Income Customers

OUC's efforts to engage with and educate Low-Income Customers about energy efficiency and conservation programs included traditional advertising, focused marketing and direct community engagement.

'Get Green' Residential Rebate Marketing Campaign:

OUC's rebate advertising campaign for 2025 focused on highlighting the upfront and ongoing customer cost savings generated by installing energy efficient equipment. Communications with customers were

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targeted at audiences who mirror recent rebate redemptions, including age of home, age of equipment, and household income, as they have a higher propensity to replace equipment eligible for rebates.

The campaign utilized email, public advertising campaigns, marketing activations and inclusion in regularly published OUC customer communication vehicles. There were two primary objectives – to promote rebate redemptions in general and specifically highlight the Efficiency Delivered program with customers who would most benefit from participation. Activities included:

Efficiency Delivered Focused Email Promotions:

- Three emails about Efficiency Delivered were sent in 2025
- Efficiency Delivered promoted in June issue of OUC’s eNews with 40 customers interacting with the article
- Targeted email to 695 applicants to an HVAC giveaway - a contest OUC sponsored in partnership with an Orlando-area service contractor to give away a HVAC system. Every applicant in the contest received an email from OUC about the Efficiency Delivered program
- Email to 20,095 Efficiency Delivered prospects: Active customer, homestead, single-family homes, target zip codes, and incomes under \$100,000 or unknown

In addition, OUC tracked OUC.com site traffic to the Efficiency Delivered page based on the referring web site and visitor characteristics from January 1 through December 31, 2025, to assist in assessing and targeting advertising placements.

General Energy Efficiency rebate promotions, advertising and email marketing:

- OUC identified neighborhoods with past Efficiency Delivered program participation concentration and utilized Opportunity Zones as defined by the City of Orlando. All email marketing included the zip codes identified as “opportunity zip codes” - typically lower income neighborhoods comprising all or portions of 32803, 32804, 32805, 32806, 32807, 32808, 32810, 32811, 32812, 32839, and 34769.
- The “Get Green” Campaign in calendar year 2025 included 12 general rebate marketing emails in total, reaching recipients living in these zip codes.
 - Customers who interacted with the emails (opened the email but did not act) received follow-up retargeting emails to reinforce the messaging and encourage action.
 - Of these 12 emails sent, *only* 1 of them specifically targeted “opportunity zip codes” while the other 11 included these zips.
 - This targeted email list of 20,095 customers included the following characteristics: active customer, homestead, single-family homes, target zip codes and incomes under \$100,000 or unknown.
- Out of 1,056 *qualifying program* residential rebate redemptions (HVAC, Heat Pump A/C, Ceiling Insulation, Window Replacement, Ducts) that occurred between Jan-Dec 2025, 461 of these redemptions were from customers living within premises in opportunity zip codes, a total of approximately 44% of qualifying program redemptions.
 - 32803 – 95 redemptions
 - 32804 – 94 redemptions
 - 32805 – 17 redemptions
 - 32806 – 92 redemptions
 - 32807 – 22 redemptions

- 32808 – 19 redemptions
- 32810 – 0 redemptions
- 32811 – 8 redemptions
- 32812 – 60 redemptions
- 32839 – 9 redemptions
- 34769 – 45 redemptions
- *Calendar Year 2025 Rebate Program Email Topics by Month:*
 - Heat Pump A/C – January
 - Heat Pump Water Heaters – February
 - Heat Pump A/C (retargeting) – March
 - Window Replacement/Film – April
 - Heat Pump Water Heaters (Retargeting) – April
 - Heat Pump A/C, Ceiling Insulation, Duct Repair/Replacement – May
 - Heat Pump A/C, Ceiling Insulation, Duct Repair/Replacement (retargeting) – July
 - Efficiency Delivered -July
 - Window Replacement/Film (retargeting) – August
 - Ceiling Insulation – September
 - ALL Program Qualifying rebates – October
 - Windows (retargeting) -October

Community Engagement and Outreach

OUC participated in several community engagement events focused on low-income customers, presenting in a group setting during most of the events and occasionally staffing an OUC booth and conducting individual conversations with residents. Presentations included discussions of campaigns that were being actively promoted at the time, such as Summer/Hot Weather Savings.

Low-income neighborhoods in which OUC presented using a PowerPoint presentation included:

- Lake Sunset Neighborhood Association, zip code 32805
- Lake Lorna Doone Neighborhood Association, zip code 32805
- Johnson Village Neighborhood Association, zip code 32805
- Vista Lago HOA, zip code 32805
- Lake Richemond Estates, zip code 32805
- City of Orlando District 2 Neighborhood Leaders Meeting (multiple HOAs), zip code 32807
- Pendana Senior Resident Association, zip code 32805
- Lake Mann Estates HOA, zip code 32805
- Westmoreland Neighborhood Community Meeting, zip code 32805

Additionally, OUC public relations and customer engagement teams together presented Efficiency Delivered information to Poder Latinx volunteers in Commissioner Ortiz’s district to help prepare them for their own “Power Up” campaign which included distributing Efficiency Delivered brochures in English and in Spanish.

OUC public relations and customer engagement teams handed out Efficiency Delivered brochures at 4 National Night Out events that saw approximately 425 participants/attendees:

- Lake Sunset Neighborhood National Night Out
- L Claudia Allen Senior Center National Night Out

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- Beardall Senior Center National Night Out
- Mt. Sinai Missionary Baptist Church National Night Out

OUC provided Efficiency Delivered brochures in English and Spanish at the Hispanic Federation’s Get Up! Get Moving (Vive tu Vida!) event which had 1,500 attendees. Although the event was held in the 32804 zip code (at the Mexican Consulate, for security reasons), it was targeted to low-income families and included free health screenings and other services.

As part of OUC’s 2025 DSM Plan, OUC committed to distributing 1,000 Energy Efficiency Kits to low-income customers through neighborhood association meetings, partnering with low-income service agencies, and related means. The following table summarizes OUC’s community engagement activities directed at low-income customers. As shown in the table below, OUC distributed 549 Energy Efficiency Kits during those events. In total, OUC distributed 642 Energy Efficiency Kits to low-income customers during 2025.

Although OUC reached far more than 1,000 potential Kit recipients via the above presentations and events, OUC is naturally disappointed that fewer than 1,000 customers took advantage of the kits offered. OUC is working to intensify our efforts to distribute Energy Efficiency Kits in 2026.

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Primary Audience Reached	Group/Association	Date of Outreach Event	Location	District/Commissioner of Region	# of Conservation Kits Distributed
Residents	Lake Lorna Doone Neighborhood Association	May 2025	St. John Baptist Church (Multi-Purpose Building) 30 Fred Maxwell Blvd. Orlando, FL 32805	Bakari Burns, Orlando District 6	14 Energy 14 Water
Residents	City of Orlando District 6 Neighborhoods	June 2025	Smith Neighborhood Center 1723 Bruton BLVD, Orlando, FL 32805	Bakari Burns, Orlando District 6	75 Energy
Residents	Johnson Village Neighborhood Association	July 2025	Smith Neighborhood Center 1723 Bruton BLVD, Orlando, FL 32805	Bakari Burns, Orlando District 6	7 Energy 4 Water
Residents	Vista Lago HOA	July 2025	Smith Neighborhood Center 1723 Bruton BLVD, Orlando, FL 32805	Bakari Burns, Orlando District 6	9 Energy 12 Water
Residents	Lake Richmond Estates Neighborhood Association	July 2025	Smith Neighborhood Center 1723 Bruton BLVD, Orlando, FL 32805	Bakari Burns, Orlando District 6	6 Energy 8 Water
Business (chamber)	GHACC (Greater Haitian Chamber of Commerce) Business Summit	October 2025	National Entrepreneur Center	Robert Stuart, Orlando District 2	100 Energy
Residents	Westmoreland Neighborhood Community Meeting	October 2025	Callahan Neighborhood Center	Shan Rose, Orlando District 5	19 Water 21 Energy
Residents	Hispanic Federation's Get Up! Get Moving (Vive tu vida!)	December 2025	Mexican Consulate	Shanique Rose, District 5 Tony Ortiz, District 2	23 Water 19 Energy

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Residents	Seniors Life Group	April 2025	University of Central Florida	N/A	300 Energy
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Organizations to which the OUC community engagement team presented on “Ways to Save on Your Bill” are listed below. While not all of the organizations listed below focus specifically on low-income issues, low-income customers were likely part of the membership that attended the events.

- Asian American Chamber
- Indian American Business Association
- African American Chamber
- Hispanic Chamber - Metro Orlando
- East Orlando Chamber
- City of Orlando- Beardall Senior Center
- Orlando Neighborhood Group
- PoderLatinX
- Greater Haitian Chamber
- Prospera
- St Cloud Chamber

In addition, OUC participated in the following events at which energy efficiency information brochures – Home and Apartment Energy Guide and Rebates – were distributed. While not targeted specifically at low-income populations, many such customers attended community events. On average OUC distributed 25 brochures at each event for an estimated total of 500 brochures distributed.

- Making Strides Against Breast Cancer
- Orange County Hurricane Expo
- Osceola County Hurricane Expo
- St Cloud Earth Day
- Central Florida Earth Day
- City of Orlando Earth Day Work Day
- Community Rainbow Run
- BLK Joy Festival
- UF/IFAS Master Gardener Festival & Plant Sale
- Rotary Club Spring Fling St Cloud
- Orlando Downtown Carnival
- State of Orange County
- Children’s Safety Village Trunk or Treat
- T1D Walk
- Lake Nona Middle School STEAM night
- Lake Nona High School STEAM night
- AHA Heart Walk
- State of Downtown
- Hola in the Park