

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition for approval of modifications to
demand-side management plan by Orlando
Utilities Commission.

DOCKET NO. 150088-EG
ORDER NO. PSC-15-0325-PAA-EG
FILED: October 8, 2015

ORLANDO UTILITIES COMMISSION 2015
DEMAND-SIDE MANAGEMENT PLAN PROGRAM STANDARDS

Background and Introduction

The Florida Public Service Commission (FPSC) issued Order No. PSC-15-0325-PAA-EG (issued August 11, 2015), which orders that the Orlando Utilities Commission (OUC) 2015 Demand-Side Management Plan (DSM Plan; Docket No. 150088-EG) be approved and that OUC shall file its administrative program standards for all programs included in the 2015 DSM Plan within 30 days of issuance of said Order. This document presents the program standards for all programs included in OUC's 2015 DSM Plan. For those programs including rebates, the amounts stated are current rebate amounts; rebate amounts are in the process of being evaluated and may increase or decrease from the amounts stated based on direction from OUC's Board of Commissioners.

The remainder of this document includes a discussion of OUC's program monitoring and verification, as well as program descriptions and discussion of participation and administration for each of the programs included in OUC's 2015 DSM Plan.

OUC Program Monitoring and Verification

Program monitoring and evaluation are important components of DSM implementation. They serve the purpose of ensuring that all DSM resources are acquired in an efficient manner. Specifically, program monitoring includes tracking program data and ensuring quality control. Program impact evaluation results document the energy and demand impacts. Process evaluation and market assessment measures the delivery efficiency of the program, as well as suggest ways that the program can be improved by increasing savings, reducing costs, or increasing participation.

While there is a need to regularly evaluate programs to ensure their effectiveness, there is an equal need to utilize the evaluation method that is most appropriate. Imprudent expenditures on evaluation can significantly affect the program to its detriment. The level of evaluation effort must be balanced with the need. For example, the programs that provide the largest portion of the total DSM impact should be given the greatest evaluation emphasis. Programs (or measures) that provide small per unit impacts or which have had relatively low levels of participation should be evaluated using approaches that can be justified given their relative contribution to the benefits. Therefore, while there are many methods available to evaluate the impacts of these programs, OUC will determine, on a program-by-program basis, the most efficient evaluation method based on factors such as participation levels, program performance, dollars invested, the level of uncertainty of measure performance, and other appropriate metrics.

OUC will validate energy and demand savings through the most appropriate methodology for the given program, including but not limited to: engineering calculations, pre and post billing data analysis, simulation modeling, onsite inspection/data collection, and/or metering/load research. Process evaluations will also examine how to improve the delivery of DSM programs through interviews with the design and delivery staff, customer and contractor interviews or surveys, and customer/contractor focus groups.

Residential Home Energy Surveys

Program Description

The Residential Home Energy Survey Program consists of three measures: the Residential Energy Walk-Through Survey, the Residential Energy Survey DVD, and an interactive Online Energy Survey. These measures are available to both single family and multi-family residential customers.

The Residential Energy Walk-Through Survey includes a complete examination of the attic; heating, ventilation, and air conditioning (HVAC) system; air duct and air returns; window caulking; weather stripping around doors; faucets and 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 are using this walk-through type audit as a means of motivating OUC customers to participate in other conservation programs and qualify for appropriate rebates.

A Residential Home Energy Survey Video is available to OUC customers in an interactive DVD format. The DVD is free and is distributed in English and Spanish to OUC customers by request. The DVD was developed to further assist OUC customers in surveying their homes for potential energy saving opportunities. The DVD walks the customer through a complete visual assessment of energy and water efficiency in his or her home. A checklist brochure to guide the customer through the audit accompanies the DVD. The DVD has several benefits over the walk-through survey, including the convenience of viewing the DVD at any time without a scheduled appointment and the ability to watch the DVD numerous times. In addition to the Energy Walk-Through and the DVD Surveys, OUC offers customers an interactive Online Home Energy Audit. The interactive Online Home Energy Audit is available on OUC's web site at <http://www.OUC.com>.

One of the primary benefits of the Residential Home Energy Survey Program is the education it provides to customers on energy conservation measures and ways their lifestyle can directly affect their energy use. Customers participating in the Energy Survey Program are informed about conservation measures that they can implement. Customers will benefit from the increased efficiency in their homes, and decreased electric and water bills.

Customer Participation and Program Administration

OUC customers can participate in this program by requesting an appointment for a Walk-Through Energy Survey by calling the OUC Customer Service Call Center or requesting an Energy Survey DVD. OUC customers can also use the new Online Home Energy Audit at their convenience by visiting OUC's website at <http://www.OUC.com>. The Home Energy Audit rates how efficient a customer's home energy use is and where one can make improvements to lower

utility bills. Participation is tracked through service orders that are produced when appointments are scheduled and completed or the DVD is mailed. Online Surveys are tracked through the service provider (Apogee), who produces monthly activity reports.

Residential Duct Repair Rebates

Program Description

The Residential Duct Repair Rebate Program is designed to encourage customers to repair leaking ducts on existing systems. Qualifying customers must have an existing central air conditioning system of 5.5 tons or less and ducts must be sealed with mastic and fabric tape or any other Underwriters Laboratory (UL) approved duct tape on all accessible boots, joints and seams of the air duct system. Invoices must have a separately-itemized amount for each system repair and must reflect the method of repair used. Participating customers receive a rebate for 100 percent of the cost of duct repairs on their homes, up to \$160.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed 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 property owner who may have paid for the improvement.

Residential Ceiling Insulation Rebates

Program Description

The attic is the easiest place to add insulation and lower total energy costs throughout the seasons. The Residential Ceiling Insulation Rebate Program has been offered for several years and is designed to encourage customers to upgrade their attic insulation. Participating customers receive \$0.05 per square foot for upgrading their attic insulation up to R-30 or greater. If the customer arranges an OUC pre-inspection and it is verified the existing insulation is R-11 or less, OUC will pay a rebate of \$0.14 per square foot. Any work performed by the customer must be accompanied with a copy of the invoice showing the type and quantity of insulation purchased.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed 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 property owner who may have paid for the improvement.

Residential Window Film / Solar Screen Rebates

Program Description

Installing solar window film on pre-existing homes can help reflect the heat during hot summer days and help the efficiency of home cooling units. The Residential Window Film/Solar Screen Rebate Program has been offered for several years and is designed to encourage customers to install solar shading on their windows. Participating customers will receive a rebate in the amount of \$1 per square foot for installation of solar shading film with a solar heat gain coefficient (SHGC) of 0.44 or shading coefficient of 0.5 or less on east, west, and south-facing windows. Any work performed by the customer must be accompanied by a copy of the manufacturer's specification to prove a shading coefficient of 0.5 or less and provide dimensions of the film installed. Also, Energy Star[®] double pane windows do not qualify for this rebate.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase or receipts are required to be attached to the application and repairs can be performed 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 property owner who may have paid for the improvement.

Residential High Performance Windows Rebates

Program Description

Energy-efficient windows can help minimize heating, cooling, and lighting costs. The Residential High Performance Windows Rebate Program has been offered for several years and is designed to encourage customers to install windows that improve energy efficiency in their homes. Customers will receive a \$2 rebate per square foot for the purchase of Energy Star® rated energy efficient windows. The windows must meet regionally-accepted standards of a U-Factor that equals 0.6 or less and a solar heat gain coefficient that equals 0.27 or less.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed 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 property owner who may have paid for the improvement.

Residential Efficient Electric Heat Pump Rebate Program

Program Description

The Residential Efficient Electric Heat Pump Rebate Program provides rebates to qualifying customers in existing homes who install heat pumps having a seasonal energy efficiency ratio (SEER) of 15.0 or higher. Customers will obtain a rebate in the form of a credit on their bill ranging from \$20 to \$1,075, depending upon the SEER rating and capacity (tons) of the new heat pump. The following table illustrates the rebates available depending on the size and efficiency of the heat pump installed.

		Heat Pump SEER			
		15	16	17	18
Heat Pump Size (Tons)	1	\$20	\$80	\$130	\$175
	1 1/2	\$55	\$145	\$220	\$290
	2	\$90	\$205	\$310	\$400
	2 1/2	\$120	\$270	\$400	\$515
	3	\$155	\$335	\$490	\$625
	3 1/2	\$190	\$395	\$580	\$735
	4	\$225	\$460	\$670	\$850
	4 1/2	\$260	\$525	\$755	\$960
	5	\$295	\$590	\$845	\$1,075

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase or receipts are required to be attached to the application, and work must be performed by a contractor. 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 property owner who may have paid for the improvement.

Residential New Home Rebate Program

Program Description

The Residential New Home Rebate Program is a flexible “a la carte” program offering a variety of choices for the builder or home buyer. This format of the program is based on feedback OUC received from the residential building community in order to increase the level of participation in OUC’s program. The chart below reflects an example of the incentives available.

Rebate	Rate of Rebate	Square Footage	Total
Cool/Reflective Roof	\$0.04 per sq. ft.	2,000	\$80
Block Wall Insulation	\$0.16 per sq. ft.	1,100	\$176
Ceiling Insulation Upgrade to R-38	\$0.04 per sq. ft.	2,000	\$80
Heat Pump	up to \$1,075	2,000	*\$225
Energy Star® Washing Machine	\$100	NA	\$100
Energy Star® Heat Pump Water Heater	\$650	NA	\$650
Solar Water Heater	\$1000	NA	\$1,000

*Representative of typical value for 2,000 square foot home with 4 ton, 15 SEER heat pump.

Customer Participation and Program Administration

The home builder supplies OUC with proof of purchase and rebate checks are processed and mailed to the home builder. Participation is tracked based on the number of rebates processed.

Residential Efficiency Delivered Program

Program Description

The Residential Efficiency Delivered Program is available to residential customers (single family homes) and provides up to \$2,000 of energy and water efficiency upgrades based on the needs of the customer's home. A Conservation Specialist from OUC performs a survey at the home and determines which home improvements have the potential of saving the customer the most money. The program is an income based program which is the basis for how much OUC will help contribute toward the cost of improvements and consists of three household income tiers as listed below and summarized in the following table:

- Household income of \$40,000 or less: OUC will contribute 85 percent of the total cost
- Household income of \$40,001 to \$60,000: OUC will contribute 50 percent of the total cost
- Household income of greater than \$60,000: OUC will contribute the rebate incentives that apply toward the total cost

Household Income	OUC Contribution
Less than \$40,000	85% (not to exceed \$1,700)
\$40,001–\$60,000	50% (not to exceed \$1,000)
Greater than \$60,000	Rebates only

Ordinarily, Energy Survey recommendations require a customer to spend money replacing or adding energy conservation measures: however, customers may not have the discretionary income to implement these measures especially those in the lower income tier. Under this program, OUC will arrange for a licensed, approved contractor to perform the necessary repairs based on a negotiated and contracted rate. The remaining portion of the cost the customer is responsible for can be paid directly to OUC or over an interest-free 12-month period on the participant's monthly electric bill. To be eligible for this program, the customer's account must be in good credit standing with the exception of low-income customers who are only required to have a current balance. Some of the improvements covered under this program include ceiling insulation, duct system repair, pipe insulation, window film, window caulk, door caulk, door weather stripping, door sweep, threshold plate, air filter replacement, toilet replacement, irrigation repairs, water flow restrictors and minor plumbing repairs.

The purpose of the program is to reduce the energy and water costs especially for low-income households, particularly those households with elderly persons, disabled persons and children. Through this program, OUC helps to lower the bills of customers who may have difficulty paying their bills, thereby decreasing the potential for costly service disconnect fees and late charges. OUC believes that this program will help customers afford other essential living expenses. For others, this program offers a one-stop-shop to facilitate the implementation of a whole suite of conservation measures at reasonable costs and pre-screened qualified contractors.

Customer Participation and Program Administration

Efficiency Delivered contractor(s) are selected through a Request For Proposal (RFP) process on a routine basis. Eligible customers are referred to the participating contractor after the OUC Conservation Specialist inspection is complete participating customers must request and complete a free Residential Home Energy Survey). The Efficiency Delivered contractor then inspects the home and creates a proposal to install eligible measures. Once the customer accepts the proposal and signs the agreement the contractor calls the customer and schedules the work. Typically the work is completed within 45 days. Upon receipt of notice of completion and customer acceptance, payment to the contractor is processed and the customer's share of the conservation improvements is billed. Participation is tracked based on completed installations.

Commercial Energy Audits

Program Description

The Commercial Energy Audit Program is focused on increasing the energy efficiency and energy conservation of commercial buildings and includes a free survey comprised of a physical walk-through inspection of the commercial facility performed by highly trained and experienced energy experts. The survey will examine 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 make the facility more energy and water efficient. Participating customers are encouraged to participate in other OUC commercial programs and directly benefit from energy conservation, which decreases their electric and water bills.

Customer Participation and Program Administration

OUC customers can participate by calling the OUC Customer Service Call Center and requesting an appointment for an audit. Participation is tracked through service orders that are produced when appointments are scheduled and completed.

Commercial Efficient Electric Heat Pump Rebates

Program Description

The Commercial Efficient Electric Heat Pump Rebate Program provides rebates to qualifying customers in existing buildings who install heat pumps having a seasonal energy efficiency ratio (SEER) rating of 15.0 or higher. Customers will obtain a rebate in the form of a credit on their bill ranging from \$20 to \$1,075, depending upon the SEER rating and capacity (tons) of the new heat pump. The following table illustrates the rebates available depending on the size and efficiency of the heat pump installed.

		Heat Pump SEER			
		15	16	17	18
Heat Pump Size (Tons)	1	\$20	\$80	\$130	\$175
	1 1/2	\$55	\$145	\$220	\$290
	2	\$90	\$205	\$310	\$400
	2 1/2	\$120	\$270	\$400	\$515
	3	\$155	\$335	\$490	\$625
	3 1/2	\$190	\$395	\$580	\$735
	4	\$225	\$460	\$670	\$850
	4 1/2	\$260	\$525	\$755	\$960
	5	\$295	\$590	\$845	\$1,075

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor. 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 property owner who may have paid for the improvement.

Commercial Duct Repair Rebates

Program Description

The Commercial Duct Repair Rebate Program is designed to encourage customers to repair leaking ducts on existing systems. OUC will rebate 100 percent of cost, up to \$160. Qualifying customers must have an existing central air conditioning system of 5.5 tons or less and ducts must be sealed with mastic and fabric tape or Underwriters Laboratory (UL) approved duct tape on all accessible boots, joints and seams of the air duct system. Invoices must have a separately-itemized amount for each system repair and must reflect the method of repair used.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor. 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 property owner who may have paid for the improvement.

Commercial Window Film/Solar Screen Rebates

Program Description

The Commercial Window Film/Solar Screen Rebate Program is designed to help reflect the heat during hot summer days and retain heat on cool winter days. OUC will rebate customers \$1 per square foot for window tinting and solar screening with a solar heat gain coefficient (SHGC) of 0.44 or shading coefficient of 0.5 or less on east, west, and south-facing windows.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor. 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 property owner who may have paid for the improvement.

Commercial Ceiling Insulation Rebates

Program Description

The Commercial Ceiling Insulation Rebate Program is designed to increase a building's resistance to heat loss and gain. Participating customers receive \$0.05 per square foot for upgrading their attic insulation up to R-30. If the customer arranges an OUC pre-inspection and it is verified the existing insulation is R-11 or less, OUC will pay a rebate of \$0.14 per square foot.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor. 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 property owner who may have paid for the improvement.

Commercial Cool/Reflective Roof Rebates

Program Description

The Commercial Cool/Reflective Roof Rebate Program 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 \$0.14 per square foot for Energy Star® cool/reflective roofing that has an initial solar reflectance greater than or equal to 0.70. Any participating customers must supply the invoice indicating the shading coefficient.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor. 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 property owner who may have paid for the improvement.

Commercial Indoor Lighting Retrofits

Program Description

The Commercial Indoor Lighting Retrofit Program reduces energy consumption for the commercial customer through the replacement of older fluorescent and incandescent lighting with newer, more efficient lighting technologies. A special alliance between OUC and the lighting contractor enables OUC to offer the customer a discounted project cost. An additional feature of the program is a “cash-flow neutral billing solution” that allows the customer to pay for the retrofit through the monthly savings that the project generates. This removes the major participation barrier of lacking the upfront capital funding normally required to implement an impactful conservation measure. The project payment appears on the participating customer’s utility bill as a line-item and is typically offset by the energy savings. The payment term is set to be equal to the pay-back period of the project. After the project has been completely paid for, the participating customer’s utility bill will decrease by the energy cost savings.

Customer Participation and Program Administration

Lighting contractor(s) are selected through a Request for Proposals (RFP) process. Eligible customers are referred to the lighting contractor typically after an energy survey or through other contacts generated by OUC’s Account Representatives. The Lighting contractor inspects the facility and creates a proposal to install eligible measures. Once the customer accepts the proposal and signs the payment agreement, the work is scheduled and completed. Upon receipt of notice of completion, customer acceptance and an OUC inspection, payment to the contractor is processed, and the customer is billed through their OUC bill based on the terms of the payment agreement. Participation is tracked based on completed installations.

As contemplated in OUC’s FPSC-approved DSM Plan, OUC has expanded its Indoor Lighting retrofit program by offering the option of receiving a \$150/kW rebate instead of the billed solution mentioned above. This expansion provides more options to encourage participation.

Respectfully submitted this 9th day of September, 2015.



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CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by Electronic Mail to the following parties of record and interested parties, this 8th day of October, 2015:

Commission Clerk Florida Public Service Commission CARLOTTA S. STAUFFER Phone: (850)413-6770 Email: www.floridapsc.com	