



July 28, 2023

**VIA: ELECTRONIC MAIL**

Mr. Adam Teitzman  
Commission Clerk  
Florida Public Service Commission  
Room 225E – Gerald L. Gunter Building  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Staff's Second Data Request on Tampa Electric Company's  
2022 DSM Annual Report (UNDOCKETED 20230000)

Dear Mr. Teitzman:

Attached are Tampa Electric Company's responses to Staff's Second Data Request (Nos. 1-4) propounded by email on July 21, 2023, regarding Tampa Electric Company's 2022 DSM Annual Report.

Thank you for your assistance in connection with this matter.

Sincerely,

A handwritten signature in blue ink that reads 'Malcolm N. Means'.

Malcolm N. Means

MNM/bml  
Attachment

cc: Paula Brown (w/attachment)  
Mark Roche (w/attachment)  
Michael Barrett (w/attachment)  
TECO Regulatory Dept. (w/attachment)

**TAMPA ELECTRIC COMPANY  
2022 DSM ANNUAL REPORT  
STAFF'S SECOND DATA REQUEST  
REQUEST NO. 1  
BATES PAGE(S): 1  
FILED: JULY 28, 2023**

1. In TECO's Response to Staff's First Data Request, Item 3, dated April 25, 2023, the company provided information on research and development initiatives. Please answer the following questions:

- a. On Page 24 of the Report, the company stated that the LED Street and Outdoor Lighting conversion program would be completed in April 2023. Has the LED project concluded?
- b. On Page 24 of the Report, the Company describes the IRES Pilot Program. Does the company have an anticipated end date for this program?

**A.**

- a. Yes, Tampa Electric converted the remaining 8,827 luminaires in the first three months of 2023 and the program is complete as of March 2023 (all 209,821 luminaires have been converted).
- b. Tampa Electric is projecting the study period for the Integrated Renewable Energy System ("IRES") Pilot program to be complete near the first or second quarter of 2025.

**TAMPA ELECTRIC COMPANY  
2022 DSM ANNUAL REPORT  
STAFF'S SECOND DATA REQUEST  
REQUEST NO. 2  
BATES PAGE(S): 2 - 3  
FILED: JULY 28, 2023**

2. In TECO's Response to Staff's First Data Request, Item 4(c), dated April 25, 2023, the company provided information on the Prime Time Plus program, stating that customers have the ability to "self-service enroll" in this program. Please answer the following questions:

- a. Please describe the process a customer goes through in order to "self-service enroll."
- b. Please identify all other DSM programs that customers can "self-service enroll" in.

A.

- a. The Prime Time Plus self-service enrollment journey consists of the following steps:
  - Customer navigates to [www.tampaelectric.com/save](http://www.tampaelectric.com/save) and reads about the program and sign-up instructions.
  - Customer navigates to [tecoaccount.com](http://tecoaccount.com) (link from the previous page) to get to their Customer Self Service Portal. ("CSSP")
    - If the customer hasn't enrolled in the CSSP prior, they will click the 'Register Account' link and fill out their customer information and select a username and password.
  - Once logged in, the customer will see their account details page. On the lower right of that page the customer will click the link for 'Prime Time Plus'. There is also a 'Prime Time Plus' tile on the 'Account Info' page.
  - Once the customer clicks on either link, an initial eligibility check will be performed to ensure the customer is either on an Residential Electric Rate (RS or RSD), has not opted out of Advanced Metering Infrastructure ("AMI") metering, and is not a Net Metering customer.
    - If the customer doesn't pass these validations, a message to call the Program Support hotline is displayed for the customer to discuss eligibility. They are unable at this point to proceed via self-service with the enrollment.
  - If the customer is eligible, they are brought to an enrollment survey. The first page provides a brief description of the Prime Time Plus program, as well as a link to the Prime Time Plus marketing materials if the customer wants to learn more about the program.

**TAMPA ELECTRIC COMPANY  
2022 DSM ANNUAL REPORT  
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- The customer is then lead through a series of questions to determine which equipment in their home is eligible to participate in the program.
  - A statement is presented that the customer certifies that they are either the property owner or have secured permission from the property owner prior to proceeding with the scheduling of the installation. They must click to acknowledge this message to proceed.
  - The system responds with a listing of the dates of installer availability in their region for the following 60-day period.
  - The customer selects the available date and time that works best for them.
    - Should another customer in the same region select the same time (i.e. two customers picking at the same time), the second customer to select the time will get a message to please choose another appointment.
  - Once an appointment is selected and submitted, the system will give a message that scheduling was successful.
  - The customer will receive an email confirmation with the date and time of their appointment. The appointment with will also feature reminders:
    - Someone over the age of 18 needs to be present at the time of installation.
    - Please secure pets during the installation for their safety and ours.
  - A Tampa Electric Load Management Analyst will call to confirm the appointment the day before the installation and will be at the appointment to guide the customer on how to program and change temperature settings of the thermostat and to answer any question the customer may have regarding being on the Prime Time Plus program.
- b. Tampa Electric's residential Energy Management Department has been working on providing self-service functionality to the Walk-Through Energy Audit and Energy Planner program but at this time, Prime Time Plus is the only self-service scheduling DSM program the company offers.

All of Tampa Electric's residential and commercial rebate type programs are facilitated via online functionality that may be facilitated 100 percent online or may include a site visit depending on the requirement for post implementation verification to meet the 10 percent field verification requirement for these programs.

**TAMPA ELECTRIC COMPANY  
2022 DSM ANNUAL REPORT  
STAFF'S SECOND DATA REQUEST  
REQUEST NO. 3  
BATES PAGE(S): 4  
FILED: JULY 28, 2023**

3. Page 15 of the 2022 DSM Annual Report appears to indicate that zero telephone energy audits were conducted for residential customers in 2022. What are the reasons why no residential telephone audits were conducted in 2022?
- A. On March 16, 2020, Tampa Electric suspended non-essential operations with customers that require face-to-face interactions (on-site). Due to this suspension in non-essential conservation operations, Tampa Electric took many steps and efforts to mitigate the impacts to the company's Residential and Commercial/Industrial DSM programs and to provide customers special consideration during these challenging times. One of these steps was to offer assistance to customers that had requested a Residential Walk-Through Audit by offering them energy audit assistance by telephone. At the same time as this offering, the company placed the customer on a wait list to be followed up with when the suspension of on-site audits was lifted for the field portion (walk-through of the home) to be performed.

When the company resumed normal operations on November 8, 2021, and then again on January 30, 2022 (following the second suspension in early January 2022 due to the Omicron variant), in home audits were resumed, and the offering of telephone audits concluded. For this short period of time in 2022 when phone type assistance may have been provided, the field portion was completed quickly following the resuming of normal operations and the counting of this work was placed within the Residential Walk-Through Audit program.

**TAMPA ELECTRIC COMPANY  
2022 DSM ANNUAL REPORT  
STAFF'S SECOND DATA REQUEST  
REQUEST NO. 4  
BATES PAGE(S): 5  
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4. Page 15 of the 2022 DSM Annual Report appears to indicate that zero telephone energy audits were conducted for commercial/industrial customers in 2022. What are the reasons why no commercial/industrial telephone audits were conducted in 2022?
- A. On March 16, 2020, Tampa Electric suspended non-essential operations with customers that require face-to-face interactions (on-site). Due to this suspension in non-essential conservation operations, Tampa Electric took many steps and efforts to mitigate the impacts to the company's Residential and Commercial/Industrial DSM programs and to provide customers special consideration during these challenging times. One of these steps was to offer assistance to customers that had requested a Commercial/Industrial Audit by offering them energy audit assistance by telephone. At the same time as this offering, the company placed the customer on a wait list to be followed up with when the suspension of on-site audits was lifted for the field portion (walk-through of the facility) to be performed.

When the company resumed normal operations on November 8, 2021, and then again on January 30, 2022 (following the second suspension in early January 2022 due to the Omicron variant), commercial/industrial facility walk-through energy audits were resumed, and the offering of telephone audits concluded. For this short period of time in 2022 when phone type assistance may have been provided, the field portion was completed quickly following the resuming of normal operations and the counting of this work was placed within the Commercial/Industrial Audit program.