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August 14, 2023

-VIA ELECTRONIC FILING-

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

RE: Docket No. 20230000-OT
Florida Power & Light Company's 2022 Demand Side Management Annual
Report

Dear Mr. Teitzman:

Enclosed for filing in the above-referenced docket is Florida Power & Light Company's ("FPL") response to the Florida Public Service Commission Staff's Second Data Request (Nos. 1-6) pertaining to FPL's 2022 Demand Side Management Annual Report.

If there are any questions regarding this transmittal, please contact me at (561) 304-5662.

Sincerely,

/s/ William P. Cox
William P. Cox
Senior Counsel
Fla. Bar No. 00093531

WPC:ec
Enclosures
cc: Michael Barrett, Economic Supervisor, mbarrett@psc.state.fl.us

**Florida Power & Light Company
Docket No. 20230000-OT
2022 DSM Annual Report
Staff's Second Data Request
Request No. 1
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QUESTION:

FPL's Response to Request No. 2 states that in 2022, the company "focused on expanding the necessary participating independent contractor network for the Residential HVAC and Residential Ceiling Insulation programs." Please answer the following questions:

- A. Provide an update on the company's progress on securing additional participating independent contractors to partner with in offering the Residential HVAC and Residential Ceiling Insulation programs. Address in your response how many such contractors were in place in 2022, how many additional contractors were added so far in 2023, and what is the optimal number of contractors that FPL deems as the "necessary" quantity.
- B. Through June 30, 2023, or the latest date that actual data is available, please provide year-to-date participation data for the Residential HVAC program.
- C. Through June 30, 2023, or the latest date that actual data is available, please provide year-to-date participation data for the Residential Ceiling Insulation program.

RESPONSE:

- A. In 2022, the Residential HVAC program had 343 participating independent contractors (PICs), 39 of which were signed up during 2022. This year, FPL has added 25 new PICs, bringing the total to 364 as of June 30, 2023.

In 2022, the Residential Ceiling Insulation program had 85 PICs, 4 of which were signed up during 2022. This year, FPL has added 2 new PICs, bringing the total to 87 as of June 30, 2023.

FPL does not have a specific target number of PICs necessary to achieve program objectives. FPL encourages contractors to sign-up to become participating contractors and to promote the availability of program rebates for installation of high-efficiency HVAC systems and ceiling insulation. FPL program specialists monitor the activity of all PICs and follow-up to provide additional training and support to less active contractors. Program specialists also set targets and challenges for PICs to increase their activity in the program as a way of increasing customer participation.

- B. For the program year 2023, the Residential HVAC program had 7,876 participants through June 30, 2023.
- C. For the program year 2023, the Residential Ceiling Insulation program had 823 participants through June 30, 2023.

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QUESTION:

FPL's Response to Request No. 5(A) states that the company believes participation in the Residential Home Energy Survey program was impacted in the fall of 2022 due to Hurricanes Ian and Nicole.

- A. Due to that circumstance (i.e., lower participation in the fall of 2022 in the Residential Home Energy Survey program), what other demand and energy conservation program(s) were likely impacted by the lower participation in this residential audit program?
- B. In 2022, FPL did not achieve its Summer and Winter demand reduction goals for the residential customer class. Has FPL estimated or quantified how the lower participation in the fall of 2022 in the Residential Home Energy Survey program impacted the company's Summer and Winter demand achievement results that were recorded for 2022? If so, please discuss the results.

RESPONSE:

- A. Since the hurricanes affected broad areas of the state for different lengths of time, it is probable that participation in all the DSM Programs may have been affected by the storms.
- B. FPL has not quantified the relationship between participation in the Residential Home Energy Survey Program and participation in the other DSM programs.

QUESTION:

FPL's Response to Request No. 5(B) states that the company hoped to launch the online Residential Energy Analyzer tool for its northwest Florida customers in early 2023.

- A. On what date was this tool launched?
- B. How were the northwest Florida customers informed of the launch (i.e., the availability of the Residential Energy Analyzer tool)?

RESPONSE:

- A. The Energy Analyzer tool was launched November 20, 2022.
- B. Customers were made aware of the launch via bill inserts and messages, digital marketing through e-mail campaigns, such as the FPL digital newsletter and emails announcing the new Energy Analyzer. Additionally, FPL utilized radio, TV, and social media advertising to bring awareness of the new tool for FPL customers. In 2022, there were 1,210 total customers who accessed the old online survey. In the first 6 months of 2023, there have been 3002 unique customers who have taken the survey. There were 8,099,623 paid ad impressions served, 48,616 website clicks/social post engagements achieved, and our internal Adobe dashboard attributed 14,474 site visits from our northwest Florida energy manager paid campaign efforts.

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Request No. 4
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QUESTION:

FPL's Response to Request No. 6(A) states that "WAP agency enrollments in FPL's Low Income program have declined in recent years." Please describe what actions, if any, the company has taken to address this decline.

RESPONSE:

The Low Income program is available to all WAP agencies and is designed to offer rebates that help stretch the retrofit dollars that are awarded to them by the Florida Department of Economic Opportunity. FPL has not reached out to WAP agencies in an attempt to increase their participation, but instead increased delivery of the Low Income program using FPL's own internal delivery channel to ensure our Low Income customers were served.

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QUESTION:

FPL's Response to Request No. 9 credits the company's Business Energy Solutions team with expanding awareness in 2022 for the Business On Call program. Describe the activities this team is engaged in to enhance awareness for all other demand and energy conservation programs for the business customer class.

RESPONSE:

The FPL Business Energy Solutions team is the FPL team of energy experts responsible for analyzing and advising customers on ways to manage their energy consumption through Business Energy Evaluations (BEEs). This team provides these services to customers via phone calls and field visits to the customers' business facilities. As part of the BEE process, the customer advisors identify opportunities to help customers manage their electricity consumption and make recommendations for DSM programs that are suitable for the specific customer's situation.

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QUESTION:

On Page 5 of Florida Power & Light Company's 2022 DSM Annual Report, data on FPL's Residential Load Management (On-Call) program indicates that the net benefits for this program were (\$150,000) in 2022. Please answer the following questions:

- A. Please discuss the principle drivers for why the net benefits for this program were (\$150,000) in 2022, whereas in 2021, the net benefits were \$327,000.
- B. Through June 30, 2023, or the latest date that actual data is available, please provide year-to-date participation data for this program.

RESPONSE:

- A. The net benefits for the Residential Load Management (On-Call) program were updated in the 2022 Annual Report with the results from the cost effectiveness evaluations provided with the FPL 2021 Integrated DSM Plan filing. The net benefits provided in the 2021 Annual Report were consistent with the cost effectiveness evaluations provided with the FPL 2020 DSM Plan. There was an overall decrease in DSM avoided cost benefits when comparing the 2020 DSM Plan cost effectiveness evaluations and the 2021 Integrated DSM Plan cost effectiveness evaluations. The principal drivers of that decrease in DSM avoided cost benefits were as follows:
 - An increase in the efficiency of FPL's existing generation fleet;
 - A decrease in the cost of new generation options; and
 - A decrease in the cost of fuel for generation.
- B. For the program year 2023, there are 1,642 new participants in the Residential Load Management (On-Call) program as of June 30, 2023.