



**GUNSTER**  
FLORIDA'S LAW FIRM FOR BUSINESS

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March 1, 2021

**E-PORTAL FILING**

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

**Re: 20210000-OT – Undocketed Filings for 2021.**

Dear Mr. Teitzman:

Attached for filing on behalf of Florida Public Utilities Company, please find the Company's Annual Conservation Report, filed in accordance with Rule 25-17.0021(5), F.A.C..

As always, please don't hesitate to let me know if you have any questions. Thank you for your assistance with this filing.

Kind regards,

*s/Beth Keating*\_\_\_\_\_

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cc/ Judy Harlow  
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# **2020 ANNUAL CONSERVATION REPORT**

Florida Public Utilities Company

March 1, 2021

## Table of Contents

1	Introduction.....	1
2	Comparison to 2014 Goals.....	2
3	Existing Programs and 2014 Goals .....	6
3.1	Program Costs.....	13
3.2	Net Benefits.....	13
3.3	Other Conservation Activities .....	14

## List of Tables

1	Introduction .....	1
2	Comparison to 2014 Goals.....	2
	Table 2-1 Residential Class Programs (At the Generator) .....	2
	Table 2-2 Commercial/Industrial Class Programs (At the Generator) .....	3
	Table 2-3 Total Savings Across All Programs and Classes (At the Generator) .....	3
	Table 2-4 Residential Class Programs (At the Meter) .....	4
	Table 2-5 Commercial/Industrial Class Programs (At the Meter).....	4
	Table 2-6 Total Savings Across All Programs and Classes (At the Meter).....	5
	Summary of DSM Goals.....	5
3	Existing Programs and 2014 Goals .....	6
	Table 3-1 Residential Energy Survey Current Participation and Expected Future Savings.....	7
	Table 3-2 Residential Heating & Cooling Upgrade Current Participation and Expected Future Savings..	8
	Table 3-3 Commercial Heating & Cooling Current Participation and Expected Future Savings.....	9
	Table 3-4 Commercial Chiller Current Participation and Expected Future Savings.....	10
	Table 3-5 Commercial Reflective Roof Current Participation and Expected Future Savings.....	111
	Summary of DSM Program Participation.....	12
	Table 3-6 Program Costs .....	133
	Table 3-7 Annual Net Benefits .....	13
	Other Conservation Activities.....	14

## 1 Introduction

This document contains Florida Public Utilities Company's (FPUC) annual report summarizing its demand-side management activities and the total actual achieved results for its approved DSM goals for the 2020 calendar year in accordance with 25-17.0021 (5), F.A.C. FPUC's 2014 conservation goals were approved in Order No. PSC-14-0696-FOF-EU dated December 29, 2014. In this document, FPUC's conservation plan performance for 2020 is compared to the 2014 goals. FPUC's 2015 Demand-Side Management (DSM) Plan, which was developed to meet the 2014 conservation goals, significantly changed FPUC's conservation programs. These changes were implemented with the approval of the 2015 DSM plan with Consummating Order No. PSC-15-0326-PAA-EG dated August 11, 2015.

## 2 Comparison to 2014 Goals

Tables 2-1 through 2-6 present FPUC’s 2020 demand and energy conservation program savings compared to the 2014 goals for residential, commercial/industrial, and total both at the generator and meter. Order No. PSC-14-0696-FOF-EU only specifies goals at the generator. For Tables 2-4 through 2-6 at the meter, the goals from PSC-14-0696-FOF-EU are reduced by losses. Detailed performance of the individual programs is shown in Section 3.0.

Table 2-1 Residential Class Programs (At the Generator)

Year	Winter Peak (MW) Reduction			Summer Peak (MW) Reduction			GWh Energy Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.470	0.130	265.12%	0.770	0.200	285.59%	1.650	0.510	224.22%
2012	0.350	0.130	159.58%	0.540	0.200	167.39%	1.160	0.510	127.48%
2013	0.390	0.130	197.50%	0.630	0.200	212.53%	1.340	0.510	163.45%
2014	0.430	0.130	230.77%	0.680	0.200	240.00%	1.480	0.510	190.20%
2015	0.428	0.012	3464.61%	0.756	0.036	2000.46%	1.459	0.023	6245.17%
2016	0.263	0.015	1655.35%	0.462	0.046	903.69%	0.894	0.030	2879.31%
2017	0.248	0.018	1279.48%	0.440	0.056	686.59%	0.849	0.038	2134.26%
2018	0.225	0.022	920.68%	0.399	0.067	495.88%	0.769	0.045	1608.60%
2019	0.107	0.025	428.00%	0.188	0.078	241.03%	0.387	0.053	730.38%
2020	0.142	0.028	507.86%	0.253	0.089	283.43%	0.488	0.060	812.74%

Table 2-2 Commercial/Industrial Class Programs (At the Generator)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.080	0.060	39.40%	0.120	0.230	-46.67%	0.410	0.780	-47.07%
2012	0.050	0.060	-23.36%	0.070	0.230	-69.44%	0.200	0.780	-74.20%
2013	0.040	0.060	-31.92%	0.060	0.230	-72.60%	0.180	0.780	-77.26%
2014	0.130	0.060	116.67%	0.200	0.230	-13.04%	0.700	0.780	-10.25%
2015	0.002	0.010	-78.20%	0.004	0.012	-67.00%	0.008	0.055	-86.28%
2016	0.039	0.008	389.50%	0.072	0.027	165.74%	0.143	0.078	82.71%
2017	0.000	0.009	-100.00%	0.000	0.031	-100.00%	0.000	0.094	-100.00%
2018	0.000	0.018	-100.00%	0.043	0.039	9.15%	0.109	0.115	-5.56%
2019	0.000	0.018	-100.00%	0.010	0.045	-77.56%	0.0269	0.148	-81.79%
2020	0.001	0.018	-93.94%	0.018	0.052	-65.42%	0.0442	0.168	-73.70%

Table 2-3 Total Savings Across All Programs and Classes (At the Generator)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.560	0.190	193.84%	0.890	0.430	107.87%	2.070	1.290	60.18%
2012	0.380	0.190	101.65%	0.610	0.430	40.70%	1.360	1.290	5.50%
2013	0.430	0.190	125.06%	0.690	0.430	60.02%	1.520	1.290	17.90%
2014	0.560	0.190	194.74%	0.890	0.430	106.98%	2.180	1.290	68.99%
2015	0.430	0.022	1854.24%	0.760	0.057	1233.55%	1.467	0.078	1780.69%
2016	0.302	0.023	1215.05%	0.533	0.073	630.75%	1.036	0.108	859.54%
2017	0.248	0.027	819.65%	0.440	0.087	406.31%	0.849	0.132	543.20%
2018	0.225	0.040	461.38%	0.442	0.106	316.80%	0.877	0.160	448.42%
2019	0.107	0.043	248.84%	0.198	0.123	160.98%	0.414	0.201	206.00%
2020	0.143	0.046	311.50%	0.271	0.141	192.54%	0.532	0.228	233.26%

Table 2-4 Residential Class Programs (At the Meter)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.450	0.110	323.30%	0.740	0.200	268.14%	1.580	0.480	227.76%
2012	0.320	0.110	192.90%	0.510	0.200	155.29%	1.110	0.480	130.75%
2013	0.370	0.110	235.68%	0.600	0.200	198.39%	1.280	0.480	167.24%
2014	0.410	0.110	272.73%	0.650	0.200	225.00%	1.420	0.480	195.83%
2015	0.390	0.011	3463.73%	0.689	0.033	2000.30%	1.416	0.022	6245.22%
2016	0.240	0.014	1654.92%	0.421	0.042	903.61%	0.867	0.029	2879.33%
2017	0.226	0.016	1279.14%	0.401	0.051	686.53%	0.824	0.037	2134.28%
2018	0.205	0.020	920.43%	0.364	0.061	495.84%	0.746	0.044	1608.61%
2019	0.118	0.023	513.04%	0.206	0.071	29.01%	0.399	0.048	831.58%
2020	0.128	0.024	536.25%	0.231	0.084	275.12%	0.473	0.055	859.98%

Table 2-5 Commercial/Industrial Class Programs (At the Meter)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.080	0.050	52.10%	0.120	0.200	-41.81%	0.390	0.750	-47.45%
2012	0.040	0.050	-12.20%	0.070	0.200	-65.00%	0.190	0.750	-74.39%
2013	0.040	0.050	-22.00%	0.060	0.200	-71.52%	0.170	0.750	-77.42%
2014	0.120	0.050	140.00%	0.190	0.200	-5.00%	0.670	0.750	-10.67%
2015	0.002	0.009	-78.27%	0.004	0.011	-67.07%	0.007	0.053	-86.28%
2016	0.036	0.007	389.30%	0.065	0.025	166.17%	0.138	0.076	82.71%
2017	0.000	0.008	-100.00%	0.000	0.028	-100.00%	0.000	0.091	-100.00%
2018	0.000	0.016	-100.00%	0.039	0.036	10.14%	0.105	0.112	-5.56%
2019	0.000	0.017	-100.00%	0.010	0.041	-73.43%	0.003	0.135	-79.41%
2020	0.001	0.017	-94.18%	0.016	0.047	-65.3%	0.043	0.152	-71.80%

Table 2-6 Total Savings Across All Programs and Classes (At the Meter)

Year	Winter Peak (MW)			Summer Peak (MW)			GWh Energy		
	Reduction			Reduction			Reduction		
	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance	Total Achieved	Commission Approved Goal	% Variance
2011	0.530	0.160	237.79%	0.850	0.410	105.81%	1.970	1.230	60.99%
2012	0.370	0.160	128.80%	0.580	0.410	40.91%	1.300	1.230	5.67%
2013	0.410	0.160	155.16%	0.650	0.410	59.45%	1.450	1.230	18.06%
2014	0.540	0.160	237.50%	0.850	0.410	107.32%	2.090	1.230	69.92%
2015	0.392	0.020	1853.73%	0.692	0.052	1233.44%	1.423	0.076	1780.70%
2016	0.275	0.021	1214.70%	0.486	0.067	630.86%	1.005	0.105	859.55%
2017	0.226	0.025	819.42%	0.401	0.079	406.27%	0.824	0.128	543.20%
2018	0.205	0.036	461.24%	0.403	0.097	317.14%	0.851	0.155	448.43%
2019	0.118	0.039	303.56%	0.216	0.112	192.86%	0.426	0.183	233.30%
2020	0.129	0.041	316.32%	0.247	0.128	193.28%	0.515	0.207	249.20%

As was the case in 2019, FPUC significantly exceeded the residential winter peak demand goal, the summer peak demand goal, and energy reduction goals in 2020. Led by increased participation in the Residential Heating and Cooling Upgrade Program, which increased 25% versus 2019, Total Residential Energy Savings increased 4% versus prior year. FPUC Residential Programs exceeded the total winter peak demand goal by 508%, the residential summer peak demand goal by 283%, and the total energy reduction goal by 813%.

Commercial and Industrial program did not meet their winter peak demand goal (94% short of goal), the summer peak demand goal (-65%), and energy reduction goals in 2020 (-73%). The 2020 commercial program savings do however show a year over year increase of approximately 7% in energy savings from Commercial Programs, versus 2019.

In 2020, FPUC's Total Savings Across All Programs results exceeded the winter peak demand goal (by 312%), the summer peak demand goal (193%), and energy reduction goals (234%). These results were largely attributed to strong participation in the residential HVAC Program.



### 3 Existing Programs and 2014 Goals

FPUC's 2015 Demand-Side Management Plan was approved in August 2015. Under this plan, FPUC implemented the following programs.

- Residential Energy Survey
- Residential Heating and Cooling Upgrade
- Commercial Heating and Cooling Upgrade
- Commercial Chiller
- Commercial Reflective Roof

Tables 3-1 through 3-7 present the performance for each of the programs.

Table 3-1 Residential Energy Survey Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	23,284	23,284	354	354	1.52%		
2016	23,335	23,335	280	634	2.72%		
2017	23,387	23,387	180	814	3.48%		
2018	23,513	23,513	148	962	4.09%		
2019	23,639	23,639	123	1085	4.58%		
2020	24,573	24,573	83	1168	4.75%		
Year	Actual/ Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
<b>At The Meter</b>							
2015	354	141	0.057	0.049	50,065	20	17
2016	280	141	0.057	0.049	39,599	16	14
2017	180	141	0.057	0.049	25,457	10	9
2018	148	141	0.057	0.049	20,931	8	7
2019	123	141	0.057	0.049	17,343	7	6
2020	83	141	0.057	0.049	11,703	4.7	4.1
<b>At The Generator</b>							
2015	354	146	0.063	0.054	51,613	22	19
2016	280	146	0.063	0.054	40,824	18	15
2017	180	146	0.063	0.054	26,244	11	10
2018	148	146	0.063	0.054	21,578	9	8
2019	123	146	0.063	0.054	17,985	8	7
2020	83	146	0.063	0.054	12,118	5.2	4.5

Table 3-2 Residential Heating & Cooling Upgrade Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	23,284	23,284	373	373	1.60%		
2016	23,335	23,335	226	599	2.57%		
2017	23,387	23,387	218	817	3.49%		
2018	23,513	23,513	198	1015	4.32%		
2019	23,639	23,639	101	1116	4.72%		
2020	24,573	24,573	126	1242	5.05%		
Year	Actual/ Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
<b>At The Meter</b>							
2015	373	3,661	0.99	1.80	1,365,553	369	671
2016	226	3,661	0.99	1.80	827,386	224	407
2017	218	3,661	0.99	1.80	798,098	216	392
2018	198	3,661	0.99	1.80	724,878	196	356
2019	101	3,661	0.99	1.80	369,761	100	182
2020	126	3,661	0.99	1.80	461,286	124	227
<b>At The Generator</b>							
2015	373	3,774	1.087	1.976	1,407,777	405	737
2016	226	3,774	1.087	1.976	852,969	246	447
2017	218	3,774	1.087	1.976	822,776	237	431
2018	198	3,774	1.087	1.976	747,292	215	391
2019	101	3,774	1.087	1.976	381,174	110	199
2020	126	3,774	1.087	1.976	475,524	137	249

Table 3-3 Commercial Heating & Cooling Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	4,275	4,275	2	2	0.05%		
2016	4,275	4,275	4	6	0.14%		
2017	4,275	4,275	0	6	0.14%		
2018	4,275	4,275	0	6	0.14%		
2019	4,275	4,275	0	6	0.14%		
2020	7,243	4,275	1	7	0.16%		
Year	Actual/Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
<b>At The Meter</b>							
2015	2	3,661	0.99	1.80	7,322	2	4
2016	4	3,661	0.99	1.80	14,644	4	7
2017	0	3,661	0.99	1.80	0	0	0
2018	0	3,661	0.99	1.80	0	0	0
2019	0	3,661	0.99	1.80	0	0	0
2020	1	3,661	0.99	1.80	3,661	.99	1.8
<b>At The Generator</b>							
2015	2	3,774	1.09	1.98	7,548	2	4
2016	4	3,774	1.09	1.98	15,097	4	8
2017	0	3,774	1.09	1.98	0	0	0
2018	0	3,774	1.09	1.98	0	0	0
2019	0	3,774	1.09	1.98	0	0	0
2020	1	3,774	1.09	1.98	3,774	1.09	1.98

Table 3-4 Commercial Chiller Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	4,275	4,275	0	0	0.00%		
2016	4,275	4,285	1	1	0.02%		
2017	4,275	4,294	0	1	0.02%		
2018	4,275	4,317	0	1	0.02%		
2019	4,275	4,340	0	1	0.02%		
2020	4,275	4,364	0	1	0.02%		
Year	Actual/ Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
<b>At The Meter</b>							
2015	0	81,943	31.70	42.80	0	0	0
2016	1	81,943	31.70	42.80	81,943	32	43
2017	0	81,943	31.70	42.80	0	0	0
2018	0	81,943	31.70	42.80	0	0	0
2019	0	81,943	31.70	42.80	0	0	0
2020	0	81,943	31.70	42.80	0	0	0
<b>At The Generator</b>							
2015	0	84,477	34.80	47.00	0	0	0
2016	1	84,477	34.80	47.00	84,477	35	47
2017	0	84,477	34.80	47.00	0	0	0
2018	0	84,477	34.80	47.00	0	0	0
2019	0	84,477	34.80	47.00	0	0	0
2020	0	84,477	34.80	47.00	0	0	0

Table 3-5 Commercial Reflective Roof Current Participation and Expected Future Savings

Year	Number of Customers	Number of Eligible Customers	Annual Program Participants	Cumulative Program Participants	Total Penetration Level		
2015	13,600	13,600	0	0	0.00%		
2016	13,600	13,600	17	17	0.13%		
2017	13,600	13,600	0	17	0.13%		
2018	13,600	13,600	43	60	0.44%		
2019	13,600	13,600	11	71	0.44%		
2020	7,243	7,243	16	87	1.20%		
Year	Actual/ Projected Participants	Reduction Per Installation			Total Annual Reduction		
		kWh	Winter kW	Summer kW	kWh	Winter kW	Summer kW
<b>At The Meter</b>							
2015	0	2,450	0.00	0.91	0	0	0
2016	17	2,450	0.00	0.91	41,650	0	15
2017	0	2,450	0.00	0.91	0	0	0
2018	43	2,450	0.00	0.91	105,350	0	39
2019	11	2,450	0.00	0.91	26,950	0	10.1
2020	16	2,450	0.00	0.91	39,200	0	14.56
<b>At The Generator</b>							
2015	0	2,526	0.00	0.99	0	0	0
2016	17	2,526	0.00	0.99	42,938	0	17
2017	0	2,526	0.00	0.99	0	0	0
2018	43	2,526	0.00	0.99	108,607	0	43
2019	11	2,526	0.00	0.99	27,786	0	10
2020	16	2,526	0.00	0.99	40,416	0	16

### Summary of DSM Program Participation

Table 3-1 and 3-2 above show that the number of residential energy surveys decreased by 33% versus 2019. Historically, in-home Walk-Through Energy Surveys have always been the preferred energy survey method from FPUC’s customers. Starting in March 2020 and continuing through 2020, COVID-19 restrictions forced FPUC’s energy surveys to be performed entirely remotely and over the phone. The 23 in-home Walk-Through energy surveys occurred in January & February while the 60 Phone Surveys occurred March through December.

Utility	Audit Type			
	Walk-Through, BERS, and Computer Assisted	Online	Phone	Total
FPUC	23		60	83

As illustrated in Table 3-2, the number of participants in the Heating and Cooling Upgrade program increased 25% versus 2019. This increase was achieved despite experiencing low program participation between February and June, which was offset by strong participation in September and November.

As shown in Table 3-3, the Commercial Heating & Cooling Upgrade had a single participant, while Table 3-4 indicates that the Chiller programs did not have any participants. As shown in Table 3-5, the commercial reflective roof program attracted 16 participants.

Overall, FPUC achieved its winter peak demand, summer peak demand, and energy reduction goals across all programs and classes.

### 3.1 PROGRAM COSTS

The per installation cost and total program cost for FPUC for each program for 2020 are presented in Table 3-6 for each program. The total program costs are based on the actual 2020 costs and are a function of actual participation and total program costs.

Table 3-6 Program Costs

Program	2020 Per Installation Cost	2020 Total Program Cost
Commercial Chiller	-	\$1,892
Commercial Energy Consultation	\$365	\$3,287
Commercial Heating & Cooling	\$1,892	\$1,892
Commercial Reflective Roofing	\$235	\$3,769
Residential Energy Survey	\$488	\$40,580
Residential Heating & Cooling	\$175	\$22,123

### 3.2 NET BENEFITS

The annual net benefits for each program are shown in Table 3-7 based on the 2020 actual program cost versus avoided costs for electricity generation, transmission, and distribution developed for the 2015 Demand-Side Management Plan. In order to have a single avoided energy and capacity cost for evaluating cost effectiveness of the conservation programs, the avoided purchase power costs for were weighted averaged using the Net Energy for Load for the Northeast and Northwest Divisions respectively.

Table 3-7 Annual Net Benefits

Program	2020 Annual Net Benefits
Commercial Chiller	(\$7,917)
Commercial Energy Consultation	(5,780)
Commercial Heating & Cooling	(\$3,479)
Commercial Reflective Roofing	\$30,190
Residential Energy Survey	(\$46,381)
Residential Heating & Cooling	\$606,094



### 3.3 OTHER CONSERVATION ACTIVITIES

Since the implementation of a new 2015 DSM plan, FPU has focused on providing its customers and contractors with information about its new programs. Given the small size of FPU's Commercial/Industrial customer base, program goals have been historically difficult to meet. For the Commercial Heating and Cooling and Commercial Reflective Roof programs and Commercial Chiller programs, FPU continues to work with industry partners and contractors in its service territories to promote these programs to its customers. FPU will continue its participation in education and advertising opportunities that promote each program to its target audience.

FPU continues to emphasize activities where it can reach many of its customers at one time with its energy conservation message. Proportionate resources to its small customer base necessitate this approach to obtain cost-effective coverage in its service area. FPU was effective with this approach in 2019 and held or attended 24 energy conservation-related events (ranging in size) and the intention was to replicate similar numbers of events in 2020. Pandemic restrictions and health concerns in 2020 created a temporary pause in these types of community outreach efforts, but this approach will resume once safe and sensible to do so. The purpose of participating in these events is to educate FPU's customers about energy efficiency and to offer energy conservation surveys and measures to combat high electrical usage and the rising costs of energy. Energy conservation brochures are distributed during such events that stress the importance of using energy efficiency to reduce high energy bills and energy consumption and customers learn about LED lightbulbs they receive if they have a home energy survey.

FPU has also continued to serve its customers through its Energy Expert program which provides resources such as energy-related tips and advice, articles, videos, blog content and other downloadable materials. This energy conservation resource features an "Ask the Energy Expert" tool which allows customers to submit energy-related questions and receive a response from FPU personnel. These questions and answers are also made available on the FPUC website so that other customers may benefit from the information. We continue to promote this useful tool to give customers a chance to interact with FPU's highly trained conservation professionals. As part of the Energy Expert program, FPU energy conservation employees continually work with employees from other departments to provide basic energy efficiency and conservation training. This training gives Customer Service, Sales, and other customer-facing employees the tools they need to address high-bill complaints and confidently speak to customers about their energy usage, energy conservation measures and the programs that are offered by FPU. All of these customer touch points are used to promote FPU's energy conservation programs and help achieve program goals.

FPUC has extended its ongoing Conservation Demonstration & Development (CDD) battery study through 2021, with the project expected to be completed by December 2021. Data gathered during this CDD effort will be used to determine and design the applications and appropriate business model and regulatory structure that should be used to move forward with implementation of this program.

Florida Public Utilities Electric DSM Programs have at their heart the welfare of the communities we serve. One of the benefits of being a small utility in smaller communities is the family aspect of what we do. For example, our energy conservation representatives in both the Northeast and Northwest Divisions are very active in their communities and use our community involvement and sponsorships to communicate the benefits of energy conservation and energy efficiency. Both representatives are involved with local Chambers of Commerce and are widely known in their communities. One of the evidences of this is when there is a crisis. During hurricanes our representatives staff the Emergency Operation Centers in their respective territories. They are familiar with key people in differing roles of authority in their communities and are often the first point of contact due to their involvement.