

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: January 15, 2021

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Sevini K. Guffey, Public Utility Analyst III, Division of Economics *SKG*

RE: Docket No. 20200222-EI
Place in Docket File

Please place the attached documentation from Duke Energy Florida, LLC (DEF), related to its Fixed Bill Thermostat Program Parameters in the subject docket file.

Thank you.

Duke Energy Florida, LLC's (DEF) Fixed Bill Thermostat Program Parameters

1. What thermostats will be eligible for enrollment in the pilot?

Response:

The pilot will initially be available to eligible customers with Nest, Ecobee or Emerson thermostats.

2. How will customers enroll and connect their thermostats with the FixedBill pilot?

Response:

The pilot will utilize native program enrollment flows within the eco+ app (Ecobee) and the Nest enrollment portal. Emerson thermostats will be enrolled through a hosted enrollment flow developed by our integrator.

For Emerson Sensi customers, they will automatically enroll in both DR and Daily Optimization through the hosted enrollment flow mentioned above.

3. How many DR events will there be?

Response:

There will be up to three (3) events each month in shoulder seasons (Mar-May and Oct-Nov) and up to five (5) events each month in summer and winter (June – Sept and Dec – Feb). These limits should be considered maximums, and we anticipate calling fewer events in any given month.

4. Will customers be notified of events? How? When?

Response:

Customers will see native event alerts provided by each thermostat manufacturer. These include notifications within the mobile apps as well as event iconography or messaging on the thermostat itself when the event is happening.

In addition, when customers are enrolling into the pilot program, they can elect to receive additional notifications from our integrator via text or email, although customers will be defaulted to email.

For events scheduled a day in advance, customers will be notified the evening prior to the event day. If scheduled the day of, the event notification email will go out before the event, shortly after scheduling has completed.

There is also an alternative “Critical Event” notification that goes out for emergency events (i.e. those scheduled for dispatch within 1 hour).

Each event notification will provide the customer with the opportunity to unsubscribe and opt out from further event notifications.

5. Can a customer opt-out of events? How?

Response:

Customers can opt out of events by adjusting the temperature on their thermostat or mobile apps and then accepting the “speedbump” message that alerts them to their event opt out. They can also call customer support, but we expect those calls to be rare.

Customers will be notified they are limited to one opt out per month and may be subject to removal from program if they exceed this monthly allowance. However, we are unlikely to remove any participants in this pilot phase for exceeding thermostat event opt outs in order to maximize learnings.

6. What will DR events consist of? How many degrees?

Response:

A DR event will consist of pre-cooling and pre-heating, when possible, followed by adjustment of the thermostat during the event that varies by manufacturer, but is limited to 4°F. The duration of the DR event will be between one and three hours.

7. Will there be pre-cooling/heating before events?

Response:

Yes, except in the case of emergency events (where dispatch is within 1 hour). The exact pre-cooling/heating approach varies by manufacturer from simple 1-2 hours prior for Nest and Ecobee, to optimal bursts of pre-cool/heating over hours leading up to the event with Emerson that can better leverage the thermal mass of the home for greater results.

8. How will customers with Emmerson thermostats be enrolled in Daily Optimization?

Response:

As indicated in response to Question 2, any customer that enrolls in the pilot with an Emerson thermostat will be enrolling in both DR and Daily Optimization.

9. What are parameters of “Daily Optimization”? Can customers opt-out or override?

Response:

Actual Daily Optimization and operation is personalized for the individual customer, but essentially the enrolled thermostat “learns” the customer’s personal comfort band and runs at the edge of it to reduce energy usage while maintaining comfort. Customers can override it at any time by adjusting their thermostat. The optimization program then takes that override into account in its learning algorithm for future, daily optimization schedules. This “Daily Optimization” is similar to other thermostats on the market that are described as “learning”.

10. What other program messaging will be included?

Response:

Welcome email - sent to customers once their eligibility has been confirmed and they have been enrolled in the program

Ineligible email – sent to customers that did not meet the program requirements

Event notification emails - event scheduled, event changed, event canceled, critical event notification

Post-event email – sent to all customers who participated in the event to thank them for their participation, give them some community stats about the event performance, an energy saving/DR-related tip, and an opportunity to provide feedback about the event through a short survey.

Seasonal performance email - sent to Emerson Sensi customers that are participating in daily optimizations. This email provides details on savings and impact from their participation, as well as tips to further motivate participation and energy saving behaviors.

Unenrollment email and survey - sent to a customer who un-enrolls from the program.