

# **Florida Power & Light Company**

## **Business On Call<sup>®</sup> Program Standards**

**Effective: September 01, 2025**

## **Business On Call® Program Standards**

### **1. Program Overview**

The Business Load Management (On Call®) program is designed to help FPL manage energy demand by allowing the utility to turn off air conditioners during periods of extreme demand, capacity shortages, and system emergencies including system frequency regulation. FPL installs equipment to control customer's DX central electric air conditioners. Through this program, customers are educated on the benefits of participating in load management initiatives which help maintain system reliability and efficiency. By enrolling in the On Call program, customers actively contribute to reducing peak demand and overall energy consumption during critical periods, supporting both personal cost savings and broader energy conservation goals. The On Call program utilizes contractors to install and service the load control equipment necessary for participation.

### **2. Eligibility Requirements**

The program is available to FPL business customers on rate schedule GS-1 and GSD1 that normally operates air conditioners between 3pm – 6pm at least four days a week. See Applicable Tariff Sheet Nos. 8.109-8.110 for requirements.

### **3. Participation Requirements**

FPL-installed equipment is connected to eligible customer's central electric air conditioners-allowing FPL to control these loads. See Applicable Tariff Sheet Nos. 8.109-8.110 for requirements.

### **4. Incentives**

Participants in the On Call program receive a monthly credit on their electric bill, as specified in Tariff Sheet No. 8.109. The credit amount depends on the number of air conditioning units and tonnage enrolled in the program.

### **5. Incentive Processing:**

Participant bill credits will commence upon the installation and completion of required verification of the load control equipment. See applicable Tariff Sheet Nos. 8.109-8.110

### **6. Reporting Requirements**

Program costs will be reported to the Commission in FPL's Energy Conservation Cost Recovery ("ECCR") True-Up and Projection filings. Program achievements will be reported in FPL's Demand-Side Management ("DSM") Annual Report.

### **7. Disclaimers**

See applicable Tariff Sheet Nos. 8.109-8.110