

Florida Power & Light Company

Residential Load Management (On Call®)
Program Standards

Effective: September 01, 2025

Residential Load Management (On Call®) Program Standards

1. Program Overview

The Residential Load Management (On Call®) program is designed to help FPL manage energy demand by allowing the utility to turn off certain customer-selected appliances during periods of extreme demand, capacity shortages, and system emergencies including system frequency regulation. FPL installs equipment to control eligible appliances, including central air conditioners/electric heating, water heaters, and pool pumps. 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 all FPL residential customers who have eligible end-use equipment and occupied the premise for at least nine months of the year. See Applicable Tariff Sheets: 8.217 – 8.218.

3. Participation Requirements

FPL-installed equipment is connected to eligible customer- selected end-use equipment (*i.e.*, central air conditioning, central electric heating, electric water heaters, and pool pumps), allowing FPL to control these loads. See Applicable Tariff Sheets: 8.217 – 8.218.

4. Incentives

Participants in the On Call program will receive a monthly credit on their electric bill, as specified in Tariff Sheet No. 8.217. The credit amount depends on the type and number of appliances 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.

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. 8.217 – 8.218.