




A Touchstone Energy Cooperative 

March 12, 2013

Mr. Jeff Derouen  
Executive Director  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602-0615

RE: Case No. 2013-00010

Dear Mr. Derouen,

Enclosed are the original and 10 copies of the information requested for the above referenced case.

If you have any questions, please contact me at your convenience.

Sincerely,

A handwritten signature in cursive script that reads "Joni K. Hazelrigg".

Joni K. Hazelrigg  
CFO

CC: Jeffrey and Christy Vice

RECEIVED

MAR 15 2013

PUBLIC SERVICE  
COMMISSION

RECEIVED

MAR 15 2013

PUBLIC SERVICE  
COMMISSION

In the Matter of:

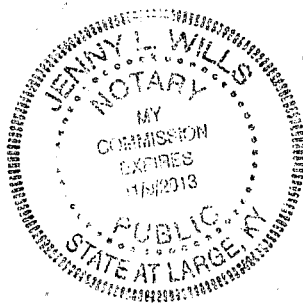
JEFFREY AND CHRISTY VICE )  
 )  
 COMPLAINANTS )  
 V. )  
 )  
 FLEMING-MASON ENERGY COOPERATIVE, INC. )  
 )  
 DEFENDANT )

CASE NO.  
2013-00010

I, Joni K. Hazelrigg, CFO, of Fleming-Mason Energy Cooperative, Inc., declare that the statements contained in this response are true to the best of my information and belief.

Joni K Hazelrigg  
 Joni K. Hazelrigg, CFO  
 Fleming-Mason Energy Cooperative, Inc.

Subscribed and sworn to before me by Joni K. Hazelrigg, this 12<sup>th</sup> day of March, 2013.



Jenny L Wills  
 Notary Public, State At-Large

My commission expires: 11-9-13.

## Fleming-Mason Energy Cooperative, Inc.

Case No. 2013-00010

2. Within 14 days of the date of this Order, Fleming-Mason shall file a supplemental answer specifically addressing the allegation that Complainants' electricity bill was unusually high.

## RESPONSE:

Attached is a spreadsheet showing kWh usage and bill amount by bill date from November, 2009 thru the current bill date. It appears that the usage is fairly consistent for a total electric home with the exception of the January and February, 2010 time frame. During this time, it is our understanding that the heat pump was not working properly and the strip heat was on causing unusually high usage. Fleming-Mason has pulled usage data for other homes in this subdivision and the Vice's usage is not substantially different than other homes built around the same time frame in this area.

Fleming-Mason has not performed any type of home energy audit at this location so it difficult to assess with any assurance of accuracy, the efficiency of the home or of the heating and cooling system. The usage patterns suggest that the primary driver of the electric usage is the heating and cooling system. Again, FME does not have any information about the exact size of the home, but it appears to be a fairly large home with several square feet to heat and cool.

In reviewing the bills, there have been no adjustments made to the account, no misreadings of the electric meter, no miscellaneous charges assessed. The customer has been charged a 5% late fee most months since the amount due was paid after the due date. Fleming-Mason did increase base rates by

approximately 4% on January 14, 2011 due to an increase from its wholesale supplier but there have been no other rate increases since April 1, 2009.

Fleming-Mason does offer free to its customers an on-line tool "Home Energy Calculator" that may assist the Vice's in assessing the overall efficiency of their home. This can be found on Fleming-Mason's website at [www.fme.coop](http://www.fme.coop) or they may call the office and a Home Energy Advisor would be happy to step them through this process. Fleming-Mason also offers free home energy audits to customers at their request. There are many energy saving tips and suggestions published monthly in the Kentucky Living magazine that the Vice's are receiving monthly as well as suggestions on our website.

Christy L. Vice

Account: 98406-001

Service address: 86 Appaloosa Ln, Sharpsburg, KY 40374

Bill Date	Kwhs	Actual Bill Amount	12 Month Rolling Average	Notes
10/30/2009	1575	\$201.04		
12/1/2009	1947	\$226.85		
12/31/2009	4540	\$444.08		
1/30/2010	7277	\$715.33		Heat pump problem
2/28/2010	6432	\$727.73		
3/31/2010	2789	\$275.34		
4/30/2010	1747	\$176.44		
5/30/2010	1512	\$147.75		
6/30/2010	2464	\$242.32		
7/30/2010	2670	\$271.81		
8/31/2010	2529	\$268.67		
9/30/2010	2477	\$234.69	\$327.67	
10/31/2010	1568	\$165.17	\$324.68	
11/30/2010	1849	\$181.46	\$320.90	
12/31/2010	5232	\$494.75	\$325.12	Unusually cold winter
1/31/2011	4957	\$487.73	\$306.16	
3/1/2011	4327	\$495.73	\$286.82	
4/1/2011	2775	\$256.42	\$285.25	
4/30/2011	2423	\$239.84	\$290.53	
5/31/2011	1602	\$180.13	\$293.23	
7/1/2011	2119	\$199.10	\$289.63	
7/31/2011	2316	\$258.35	\$288.50	
8/31/2011	2401	\$257.48	\$287.57	
9/30/2011	2061	\$226.33	\$286.87	
10/31/2011	1459	\$161.13	\$286.54	
11/30/2011	1850	\$205.56	\$288.55	
12/30/2011	2729	\$309.49	\$273.11	Unusually mild winter
1/31/2012	3532	\$383.70	\$264.44	
2/29/2012	2939	\$299.50	\$248.09	
3/31/2012	2190	\$229.38	\$245.83	
4/19/2012	1699	\$183.58	\$241.14	
5/31/2012	1939	\$209.77	\$243.61	
6/30/2012	2214	\$216.79	\$245.09	
7/31/2012	2637	\$292.03	\$247.90	
8/31/2012	2227	\$241.13	\$246.53	
9/30/2012	2106	\$230.02	\$246.84	
10/31/2012	1776	\$198.53	\$249.96	
11/30/2012	2416	\$195.05	\$249.08	
12/31/2012	2589	\$290.52	\$247.50	
1/31/2013	4365	\$490.01	\$256.36	
2/28/2013	3735	\$367.32	\$262.01	