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April 15, 2015

RECEIVED

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PUBLIC SERVICE
COMMISSION

VIA OVERNIGHT MAIL DELIVERY

Mr. Jeff Derouen
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

RE: Case No. 2014-00438
Josh Grant v. Duke Energy Kentucky, Inc.

Dear Mr. Derouen:

Enclosed please find an original and twelve copies of the *Responses of Duke Energy Kentucky, Inc. to the Commission Staff's First Request for Information* to be filed in the above captioned case.

Please date-stamp the two copies of the letter and return to me in the enclosed envelope.

Sincerely,

Rocco D'Ascenzo

cc: Josh Grant (w/enclosures)

VERIFICATION

STATE OF OHIO)
) **SS:**
COUNTY OF HAMILTON)

The undersigned, Alicia Jones, Consumer Affairs Specialist, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.


Alicia Jones, Affiant

Subscribed and sworn to before me by Alicia Jones on this 8TH day of April, 2015.


NOTARY PUBLIC

ADELE M. FRISCH
Notary Public, State of Ohio
My Commission Expires 01-05-2019

My Commission Expires: 1/5/2019

TABLE OF CONTENTS

DATA REQUEST

WITNESS

TAB NO.

STAFF-DR-01-001

Alicia Jones 1

STAFF-DR-01-001

REQUEST:

Describe the procedures that Duke has implements to correct the gap in the disconnection process that Duke identified in this matter regarding a long delay between the date that Duke sent the disconnection notice to a customer and the date when the customer's service was disconnected.

- a. Will the procedures be implemented for customers receiving electric service from Duke?
- b. Will the procedures be implemented for customers receiving gas service from Duke?
- c. Will the procedures be implemented for customers receiving both electric and gas service from Duke?

RESPONSE:

Below is the "step by step" process that has been implemented by Distribution Control Center operations.

1. Pull orders from Customer Management System (CMS) - This is the system all customer billing accounts are stored for access.

- a. Search a particular area for disconnect-non pays (DNPs) to be worked for the day. Orders are given to the technician to disconnect for non-payment of Duke Energy bills.
 - b. Select orders based on access level (inside/outside meter/key required), billing and area.
2. Those selected orders appear in MWMS (Mobile Work Management System) - This system allows our representatives in the office to review or update orders for accounts. (in pending (not dispatched)).
3. Assign those orders to a generic bucket which keeps them from returning to FEOM/FOGM (FEOM – Filler Order/Electric Meter and FOGM - Filler Order/Gas Meter). Both of these acronyms are for orders that do not have a date or for orders that have not been scheduled and issued yet. This also keeps the original date on the order.
4. Dispatch DNPs prioritizing the older orders first - dependent upon the weather.
5. Run query once per month to ensure there are no remaining orders left in the CMS.
6. Assign those DNPs identified from running query to generic bucket in MWMS (repeat step 2).
7. Review work in generic bucket daily for older dated orders and then dispatch.
8. Dispatch order.
9. DNP appears on technician's screen – he/she acknowledges it and goes in route.
10. Arrive onsite, attempt to make customer contact.

11. If the order can be worked, he/she disconnects power and completes the order on his/her MDT (Mobile Data Terminal). This is the device that technicians use in their vehicles to update and view orders.

12. If orders are not worked (unexecuted) they are placed back into the generic bucket and step 3 is repeated. Further investigation may determine that the order should be handled by another department (*i.e.* referred to 'cut-off at pole' or may be referred to 'hard to access' area for entry information).

Steps 3 & 5 are the additional steps that have been created to mitigate any future issues.

a. Yes.

b. Yes.

c. Yes.

PERSON RESPONSIBLE: Alicia Jones