

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC ALLEGED FAILURE OF DUKE)	CASE NO.
ENERGY KENTUCKY, INC. TO COMPLY WITH)	2022-00391
KRS 278.466 AND 807 KAR 5:006, SECTION 7)	

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO DUKE ENERGY KENTUCKY, INC.

Duke Energy Kentucky, Inc. (Duke), pursuant to 807 KAR 5:001E, is to file with the Commission an electronic version of the following information. The information requested is due on February 27, 2023. The Commission directs Duke to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Duke shall make timely amendment to any prior response if Duke obtains information that indicates the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Duke fails or refuses to furnish all or part of the requested information, Duke shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Duke shall, in accordance with 807 KAR 5:001E, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to the Commission's January 10, 2023 Order in Case No. 2021-00324,², page 6, regarding removal of the usage graph from Mr. Oka's bill. State how many customers were affected by the bill change removing the usage graph.

2. Refer to the Commission's January 10, 2023 Order in Case No. 2021-00324, pages 6–7, regarding the failure to credit Mr. Oka for surplus exported power.

² Case No. 2021-00324, *Joseph J. Oka v. Duke Energy Kentucky, Inc.* (Ky. PSC Jan. 10, 2023), Order.

State what actions were taken to remedy and prevent recurrence of failure to credit for surplus exported power.

3. Refer to Duke's response to the Commission's January 11, 2023 Order in this proceeding, page 2, in which Duke Kentucky states that there was a technical defect in June 2022 that caused 160 Net Metering customers with excess generation carrying over from previous months to have their carryover amounts reset to 0 kWh.

- a. Explain how Duke became aware of the technical defect.
- b. Explain the nature of the technical defect in detail and how it occurred.
- c. Provide any correspondence that was sent to the affected customers notifying them of the error and of the correction of their bills for the period from January 2022 through December 2022.

4. Refer Duke's response to the Commission's January 11, 2023 Order in this proceeding, page 3, indicating that customers were informed prior to executing the impending meter changes and also informed regarding how the new meters' installation would be reflected in the display of information on the bill.

- a. Explain how this notice was provided.
- b. Provide in detail the contents of this notice.
- c. Provide a copy of the notice if it was provided in writing.

5. Refer to Duke's response to the Commission's January 11, 2023 Order in this proceeding, page 3, noting that the Duke manually calculated the credit for a period, which lead in part to Mr. Oka being over billed.

a. State whether any other customers have complained about errors in the manual calculations. If so, describe each complaint, including the number of months involved, the amount at issue, and the class of the customer, and explain how each such complaint was resolved.

b. Since determining that an error occurred in Mr. Oka's manual bill calculation, state whether Duke has systematically reviewed other manual calculations to ensure that similar errors did not occur. If so, explain the process Duke used to check those bills, provide the number and monetary amount of any errors identified, state whether and how customers were informed of the error, and confirm that any errors found were corrected and describe how they were corrected. If no systematic review occurred, explain why not.

6. Provide a record of any correspondence received from net metering customers regarding their accounts since January 2021.



Linda C. Bridwell, PE
Executive Director
Public Service Commission
P.O. Box 615
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DATED FEB 13 2023

cc: Parties of Record

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