

A Touchstone Energy Cooperative

March 12, 2013

RECEIVED

Mr. Jeff Derouen Executive Director Kentucky Public Service Commission P.O. Box 615 Frankfort, KY 40602-0615 MAR 1 5 2013 PUBLIC SERVICE COMMISSION

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,

Joni K Hayebrigg

Joni K. Hazelrigg CFO

CC: Jeffrey and Christy Vice



In the Matter of:

JEFFREY AND CHRISTY VICE COMPLAINANTS

V.

FLEMING-MASON ENERGY COOPERATIVE, INC.

DEFENDANT

MAR 1 5 2013

PUBLIC SERVICE COMMISSION

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, CFO 0 JJ Fleming-Mason Energy Cooperative, Inc.

)

)

)

))

)

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

WINTER STREET, A655.2656955695665565757 CHRES) els Notary Public, State At-Large AND TEATLAR CONTRACT 1-9-13 My commission expires:

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 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 <u>Kentucky Living</u> 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 Bill Amount Rolling Average Notes 10/30/2009 1575 \$201.04			Actual	12 Month	
12/1/2009 1947 \$226.85 12/3/2009 4540 \$444.08 1/30/2010 7277 \$715.33 Heat pump problem 2/28/2010 6432 \$727.73 3/31/2010 2789 3/31/2010 2789 \$225.34 4/30/2010 1747 \$176.44 5/30/2010 2670 \$271.81 6/30/2010 2670 \$271.81 8/31/2010 2529 \$286.67 9/30/2010 1568 \$165.17 \$324.68 11/30/2010 1568 \$165.17 \$324.68 320.90 12/31/2010 12/31/2010 5232 \$494.75 \$325.12 Unusually cold winter 1/31/2011 495.73 \$286.82 4/4/2011 2775 \$256.42 \$285.25 4/30/2011 4327 \$495.73 \$286.82 4/30/2011 401 \$257.48 \$229.53 \$71/101 101 \$199.10 \$289.63 7/1/2011 2105 \$286.55 \$288.50 \$28/10/31 \$286.51 1/30/2011 260 \$257.48 \$287.57 \$930/2011 2061 \$226.33 \$286.82 1/1/30/201 1	Bill Date	Kwhs	Bill Amount	Rolling Average	Notes
12/1/2009 1947 \$226.85 12/3/2009 4540 \$444.08 1/30/2010 7277 \$715.33 Heat pump problem 2/28/2010 6432 \$727.73 3/31/2010 2789 3/31/2010 2789 \$225.34 4/30/2010 1747 \$176.44 5/30/2010 2670 \$271.81 6/30/2010 2670 \$271.81 8/31/2010 2529 \$286.67 9/30/2010 1568 \$165.17 \$324.68 11/30/2010 1568 \$165.17 \$324.68 320.90 12/31/2010 12/31/2010 5232 \$494.75 \$325.12 Unusually cold winter 1/31/2011 495.73 \$286.82 4/4/2011 2775 \$256.42 \$285.25 4/30/2011 4327 \$495.73 \$286.82 4/30/2011 401 \$257.48 \$229.53 \$71/101 101 \$199.10 \$289.63 7/1/2011 2105 \$286.55 \$288.50 \$28/10/31 \$286.51 1/30/2011 260 \$257.48 \$287.57 \$930/2011 2061 \$226.33 \$286.82 1/1/30/201 1					
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 2670 \$271.81 \$327.67 \$327.67 9/30/2010 2529 \$266.67 \$327.67 9/30/2010 2529 \$266.67 \$327.67 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 1/30/2011 4957 \$487.73 \$306.16 \$37.87 3/1/2011 2775 \$256.42 \$285.25 \$4/30/2011 \$423 \$239.33 7/1/2011 2105 \$180.13 \$293.23 \$7/1/2011 \$266.87 9/30/2011 2401 \$257.48					
1/30/2010 7277 \$715.33 Heat pump problem 2/28/2010 6432 \$727.73 3/31/2010 1789 \$2275.34 4/30/2010 1747 \$176.44 \$730/2010 2660 \$227.81 8/31/2010 2670 \$271.81 8/31/2010 2529 \$266.67 9/30/2010 1568 \$165.17 \$324.68 11/30/2010 1849 \$181.46 \$320.90 12/31/2010 5232 \$494.75 \$325.12 Unusually cold winter 1/31/2010 5232 \$494.75 \$325.12 Unusually cold winter 1/31/2011 4957 \$487.73 \$306.16 \$311/301 3/1/2011 4327 \$495.73 \$226.82 \$44/30/2011 2423 \$239.84 \$290.53 5/31/2011 2423 \$239.84 \$290.53 \$7/31/2011 \$246.63 \$278.57 9/30/2011 2661 \$226.35 \$288.50 \$7/31/2011 \$216 \$287.57 9/30/2011 2661 \$226.33 \$286.54 \$1/1/30/201 \$279 \$399.49 <t< td=""><td>12/1/2009</td><td>1947</td><td></td><td></td><td></td></t<>	12/1/2009	1947			
2/28/2010 6432 \$727.73 3/31/2010 2789 \$2275.34 4/30/2010 1512 \$147.75 6/30/2010 2464 \$224.32 7/30/2010 2670 \$271.81 8/31/2010 2529 \$266.67 9/30/2010 2477 \$224.69 \$327.67 10/31/2010 1568 5165.17 \$324.68 11/30/2010 1849 \$181.46 \$320.90 12/31/2010 5232 \$494.75 \$325.12 Unusually cold winter 1/30/2010 1849 \$181.46 \$320.90 \$327.67 1/31/2011 4957 \$487.73 \$306.16 \$31/101 1/31/2011 4957 \$487.73 \$306.16 \$31/101 1/31/2011 423 \$239.84 \$290.53 \$731/2011 1/31/2011 2423 \$239.84 \$290.53 \$731/2011 1/31/2011 219 \$199.10 \$289.63 \$248.55 1/31/2011 240 \$257.48 \$287.57 \$304.64 1/31/2011 2405 \$161.13 \$286.54	12/31/2009	4540		A DATA DE LA DECEMBRA	
3/31/2010 2789 \$275.34 4/30/2010 1747 \$176.44 5/30/2010 2464 \$242.32 7/30/2010 2670 \$271.81 8/31/2010 2629 \$268.67 9/30/2010 2477 \$234.69 \$327.67 10/31/2010 1568 \$165.17 \$322.48 11/30/2010 1849 \$181.46 \$320.90 12/31/2010 5232 \$494.75 \$326.12 1/31/2011 4957 \$487.73 \$306.16 3/1/2011 4957 \$487.73 \$286.82 4/1/2011 2775 \$226.42 \$285.25 4/30/2011 2402 \$180.13 \$293.23 7/1/2011 1602 \$180.13 \$289.63 7/31/2011 1602 \$180.13 \$288.50 8/31/2011 2401 \$257.48 \$287.57 9/30/2011 2061 \$226.33 \$288.55 12/30/2011 2401 \$257.48 \$287.57 9/30/2011 2061 \$226.33 \$286.54 12/30/2012 2393	1/30/2010	7277			Heat pump problem
4/30/2010 1747 \$176.44 5/30/2010 1512 \$147.75 6/30/2010 2464 \$242.32 7/30/2010 2529 \$268.67 9/30/2010 2477 \$234.69 \$327.67 10/31/2010 1568 \$165.17 \$324.48 11/30/2010 1849 \$181.46 \$320.90 12/31/2010 5232 \$494.75 \$325.12 Unusually cold winter 1/31/2011 4957 \$495.73 \$286.82 \$41/1 3/1/2011 4327 \$495.73 \$286.82 \$41/2 4/30/2011 2423 \$233.84 \$290.53 \$531/2011 1602 \$180.13 \$293.23 7/1/2011 2116 \$258.35 \$228.63 \$287.57 \$930/2011 2423 \$239.84 \$290.53 5/31/2011 1602 \$180.13 \$293.23 \$286.62 \$1/3/2011 2401 \$257.48 \$287.57 9/30/2011 2051 \$226.33 \$288.55 \$1/2/30/2011 265 \$288.55 12/30/2011 2059 \$226.34 \$246.64 \$2/2/3	2/28/2010	6432			
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	3/31/2010	2789	\$275.34		
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	4/30/2010	1747	\$176.44		
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 3/1/2011 4957 \$256.42 \$285.25 4/30/2011 2423 \$239.84 \$290.53 5/31/2011 1602 \$180.13 \$289.63 7/31/2011 216 \$258.35 \$288.50 8/31/2011 2401 \$257.48 \$287.57 9/30/2011 2061 \$226.63 \$288.50 9/30/2011 2061 \$226.33 \$286.87 10/31/2011 1459 \$161.13 \$286.54 11/30/2011 2459 \$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/	5/30/2010	1512	\$147.75		
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 \$226.82 4/1/2011 2775 \$256.42 \$2285.25 4/30/2011 2423 \$239.84 \$290.53 5/31/2011 1602 \$180.13 \$229.323 7/1/2011 2119 \$199.10 \$228.63 7/31/2011 2316 \$258.35 \$288.50 \$31/2011 2661 \$270.11 2061 \$226.33 \$286.87 10/31/2011 2401 \$257.48 \$287.57 9/30/2011 2061 \$226.33 \$286.51 11/30/2011 1459 \$161.13 \$286.54 11/30/2011 2552 \$288.55 12/30/2011 2799 \$309.49 \$273.11 Unusually mild winter 1/31/2012	6/30/2010	2464	\$242.32		
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 7/1/2011 2316 \$226.33 \$286.87 \$10/31/2011 2401 \$225.748 \$287.57 9/30/2011 2061 \$226.33 \$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	7/30/2010	2670	\$271.81		
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	8/31/2010	2529	\$268.67		
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	9/30/2010	2477	\$234.69	\$327.67	
12/31/20105232\$494.75\$325.12Unusually cold winter1/31/20114957\$487.73\$306.163/1/20114327\$495.73\$286.824/1/20112775\$256.42\$285.254/30/20112423\$239.84\$290.535/31/20111602\$180.13\$293.237/1/20112119\$199.10\$289.637/31/20112316\$258.35\$288.508/31/20112401\$257.48\$287.579/30/20112061\$226.33\$286.8710/31/20111459\$161.13\$286.5411/30/20111850\$205.56\$288.5512/30/20112729\$309.49\$273.11Unusually mild winter1/31/20123532\$383.70\$246.442/2/9/20122939\$299.50\$248.093/31/20122190\$229.38\$245.834/19/20121699\$133.58\$241.145/31/20122190\$220.33\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.6611/30/20122416\$195.05\$249.0812/31/20122589\$220.52\$247.501/31/20134365\$490.01\$256.36	10/31/2010	1568	\$165.17	\$324.68	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	11/30/2010	1849	\$181.46	\$320.90	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	12/31/2010	5232	\$494.75	\$325.12	Unusually cold winter
4/1/20112775\$256.42\$285.254/30/20112423\$239.84\$290.535/31/20111602\$180.13\$293.237/1/20112119\$199.10\$289.637/31/20112316\$258.35\$288.508/31/20112401\$257.48\$287.579/30/20112061\$226.33\$286.8710/31/20111459\$161.13\$286.5411/30/20111850\$205.56\$288.5512/30/20112729\$309.49\$273.111/31/20123532\$383.70\$244.442/29/20122939\$299.50\$248.093/31/20122190\$229.38\$245.834/19/20121699\$183.58\$241.145/31/20121699\$280.77\$243.616/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122106\$230.02\$246.839/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0811/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	1/31/2011	4957	\$487.73	\$306.16	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	3/1/2011	4327	\$495.73	\$286.82	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	4/1/2011	2775	\$256.42	\$285.25	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	4/30/2011	2423	\$239.84	\$290.53	
$\begin{array}{cccccccccccccccccccccccccccccccccccc$	5/31/2011	1602	\$180.13	\$293.23	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	7/1/2011	2119	\$199.10	\$289.63	
$\begin{array}{c c c c c c c c c c c c c c c c c c c $	7/31/2011	2316	\$258.35	\$288.50	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	8/31/2011	2401	\$257.48	\$287.57	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	9/30/2011	2061	\$226.33	\$286.87	
12/30/20112729\$309.49\$273.11Unusually mild winter1/31/20123532\$383.70\$264.442/29/20122939\$299.50\$248.093/31/20122190\$229.38\$245.834/19/20121699\$183.58\$241.145/31/20121939\$209.77\$243.616/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20134365\$490.01\$256.36	10/31/2011	1459	\$161.13	\$286.54	
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 $$230.02$ $$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$	11/30/2011	1850	\$205.56	\$288.55	
2/29/20122939\$299.50\$248.093/31/20122190\$229.38\$245.834/19/20121699\$183.58\$241.145/31/20121939\$209.77\$243.616/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	12/30/2011	2729	\$309.49	\$273.11	Unusually mild winter
3/31/20122190\$229.38\$245.834/19/20121699\$183.58\$241.145/31/20121939\$209.77\$243.616/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	1/31/2012	3532	\$383.70	\$264.44	
4/19/20121699\$183.58\$241.145/31/20121939\$209.77\$243.616/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	2/29/2012	2939	\$299.50	\$248.09	
5/31/20121939\$209.77\$243.616/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	3/31/2012	2190	\$229.38	\$245.83	
6/30/20122214\$216.79\$245.097/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	4/19/2012	1699	\$183.58	\$241.14	
7/31/20122637\$292.03\$247.908/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	5/31/2012	1939	\$209.77	\$243.61	
8/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	6/30/2012	2214	\$216.79	\$245.09	
8/31/20122227\$241.13\$246.539/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36		2637	\$292.03	\$247.90	
9/30/20122106\$230.02\$246.8410/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	8/31/2012	2227	\$241.13	\$246.53	
10/31/20121776\$198.53\$249.9611/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36		2106	\$230.02	\$246.84	
11/30/20122416\$195.05\$249.0812/31/20122589\$290.52\$247.501/31/20134365\$490.01\$256.36	10/31/2012	1776	\$198.53	\$249.96	
12/31/2012 2589 \$290.52 \$247.50 1/31/2013 4365 \$490.01 \$256.36		2416	\$195.05	\$249.08	
1/31/2013 4365 \$490.01 \$256.36			\$290.52	\$247.50	
	7	4365	\$490.01	\$256.36	
	2/28/2013	3735	\$367.32	\$262.01	