

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF BIG SANDY RURAL)	
ELECTRIC COOPERATIVE CORPORATION FOR)	CASE NO.
APPROVAL OF A PREPAY METERING)	2015-00337
PROGRAM TARIFF)	

COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION
TO BIG SANDY RURAL ELECTRIC COOPERATIVE CORPORATION

Big Sandy Rural Electric Cooperative Corporation ("Big Sandy"), pursuant to 807 KAR 5:001, is to file with the Commission the original and ten copies of the following information, with a copy to all parties of record. The information requested herein is due within 15 days of the date of this request. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response 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 person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Big Sandy shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which

Big Sandy fails or refuses to furnish all or part of the requested information, it shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention should be given to copied 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 filing a document containing personal information, Big Sandy shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the document so that personal information cannot be read.

1. Refer to Big Sandy's response to Commission Staff's Second Request for Information ("Staff's Second Request"), Item 3. Confirm that Big Sandy will be charged \$6.00 per participating prepay ("Prepay") program member for the Excelon software hosting fee until the end of August 2016.

2. Refer to Big Sandy's response to Staff's Second Request, Item 4. State whether the meters of existing members switching to the Prepay program will be replaced with new meters with built-in connect/disconnect collars.

3. Refer to Big Sandy's response to Staff's Second Request, Exhibit A.

a. Refer to page 2 of 3, numbered paragraph 5, third sentence. Explain whether a member's remaining deposit will be transferred to another account with an unsatisfactory credit history only if the member does not have any deposit on that account.

b. Refer to page 3 of 3, numbered paragraph 15. State whether Big Sandy is willing to delete the last sentence of this paragraph referencing its requests for

deviation in light of the fact that such deviation request is not necessary because the Commission's regulations do not require the mailing of a monthly bill to customers.

c. Refer to page 3 of 3, numbered paragraph 16. State whether Big Sandy is willing to delete the last sentence of this paragraph referencing its request for deviation from providing advance notice prior to terminating service due to non-payment of bills, as such deviation was granted by the Commission in Case No. 2012-00425.¹

d. Refer to page 3 of 3, numbered paragraph 18 regarding the non-eligibility of a Prepay participant for a medical certificate, certificate of need, or winter hardship reconnection. The regulations governing medical certificates, certificates of need, and winter hardship reconnections are governed by 807 KAR 5:006, Section 15(2)(c), 807 KAR 5:006, Section 15(3), and 807 KAR 5:006, Section 16, respectively. Provide a revised exhibit to reflect the accurate regulations.

4. 807 KAR 5:006, Section 7(1), requires certain information to be included in a customer's bill. To the extent that a bill is provided to a Prepay customer, either via the MyUsage.com website, Big Sandy's website, or through any form of electronic communication, state whether Big Sandy will include the information required pursuant to 807 KAR 5:006, Section 7(1), on a Prepay customer's bill. If not, state whether Big Sandy will seek a deviation from the requirements of 807 KAR 5:006, Section 7(1).

5. Discuss the success of Big Sandy's pilot Prepay program. The discussion should include the failure of the program to reach the estimated participation level of 500, and an explanation of the relatively low participation level. The discussion should also include an explanation as to whether there has been increased customer

¹ Case No. 2012-00425, *Application of Big Sandy Rural Electric Cooperative Corporation for Approval of a Prepay Metering Program* (Ky. PSC Mar. 28, 2013).

satisfaction, decreased write-offs, and lower participant electric usage as a result of the pilot Prepay program.

6. In the application in Case No. 2012-00425, Big Sandy estimated a net monthly savings per customer of \$2.65. In the current application, Big Sandy estimates net monthly savings of (\$1.00).

a. Explain why Big Sandy now estimates a monthly per customer loss as a result of the prepay program.

b. Explain why Big Sandy believes the projected savings were not realized.

7. To date, Big Sandy has 190 participants, but estimated 500 participants in the application in Case No. 2012-00425. In the current application, Big Sandy continues to estimate participation of 500. Explain how Big Sandy will increase the participation rate in the Prepay program.

8. Describe what method of payment is used most often by Prepay participants.



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DATED MAR 18 2016

cc: Parties of Record

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