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**PUBLIC SERVICE
COMMISSION**

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October 10, 2025

Via Email to PSCED@ky.gov

Ms. Linda C. Bridwell, P.E.
Executive Director
Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602

Re: *Sam Ollie Droganes v. Duke Energy Kentucky, Inc.* – **Case No. 2024-00123**

Dear Ms. Bridwell:

Please find attached for electronic filing with the Commission, Duke Energy Kentucky, Inc.'s Responses to Commission Staff's Third Request for Information in the above-styled case.

This is to certify that this is a true and accurate copy of the document that was filed via email with the Commission on October 10, 2025. A copy of this filing was mailed via U.S. Mail on October 10, 2025 to the Complainant.

If you have any questions, please let me know.

Very truly yours,

A handwritten signature in black ink that reads "L. Allyson Honaker".

L. Allyson Honaker

Enclosure


KyPSC Case No. 2024-00123
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VERIFICATION


STATE OF INDIANA)
)
COUNTY OF HENDRICKS) SS:

The undersigned, Brandi M. Williams, 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.


Brandi M. Williams, Affiant

Subscribed and sworn to before me by Brandi M. Williams on this 15th day of October, 2025.




NOTARY PUBLIC

My Commission Expires: November 12, 2026

Duke Energy Kentucky
Case No. 2024-00123
STAFF's Third Request for Information
Date Received: September 26, 2025

STAFF-DR-03-001

REQUEST:

Refer to Duke Kentucky's response to Commission Staff's Second Request for Information (Duke Kentucky's response to Staff's Second Request), Item 1. Refer also to Complainant's response to Commission Staff's First Request for Information (Complainant's response to Staff's First Request), Item 1. In Duke Kentucky's response to Staff's Second Request, Item 1, the notes on Duke Kentucky's September 4, 2025 site visit state that, "BP stated the county (sic) has now zoned residential only-no longer comm, bsmt & 1fl for storage only, BP lives on 2fl, residential bllg rate." In Complainant's response to Staff's First Request, Item 1, he states, "[t]hey did this [in late August of early September, 2025] and subsequently sent a Duke investigator to the premises, who looked at the same meters and also toured the first floor of the building and informed me that he could clearly tell that the entire place was my residence and would communicate that fact to Duke."

- a. Confirm whether the September 4, 2025 inspector of the Complainant's building characterized the first floor as residential.
- b. If the inspector characterized the first floor as residential, explain whether Duke Kentucky will charge the Complainant only a residential rate for electricity and gas.
- c. If not confirmed, provide the characterization used by the inspector.

RESPONSE:

a. The Business Partner (BP) on premise did not provide access directly to floor 1. The BP provided entry to the building and meters only through the door to floor 2 which is the living space and basement. The commercial signage was still attached to the outside of the building. The BP states that floor 1 and basement areas only provide storage space for his personal items.

b. The customer will be transitioned to a residential rate.

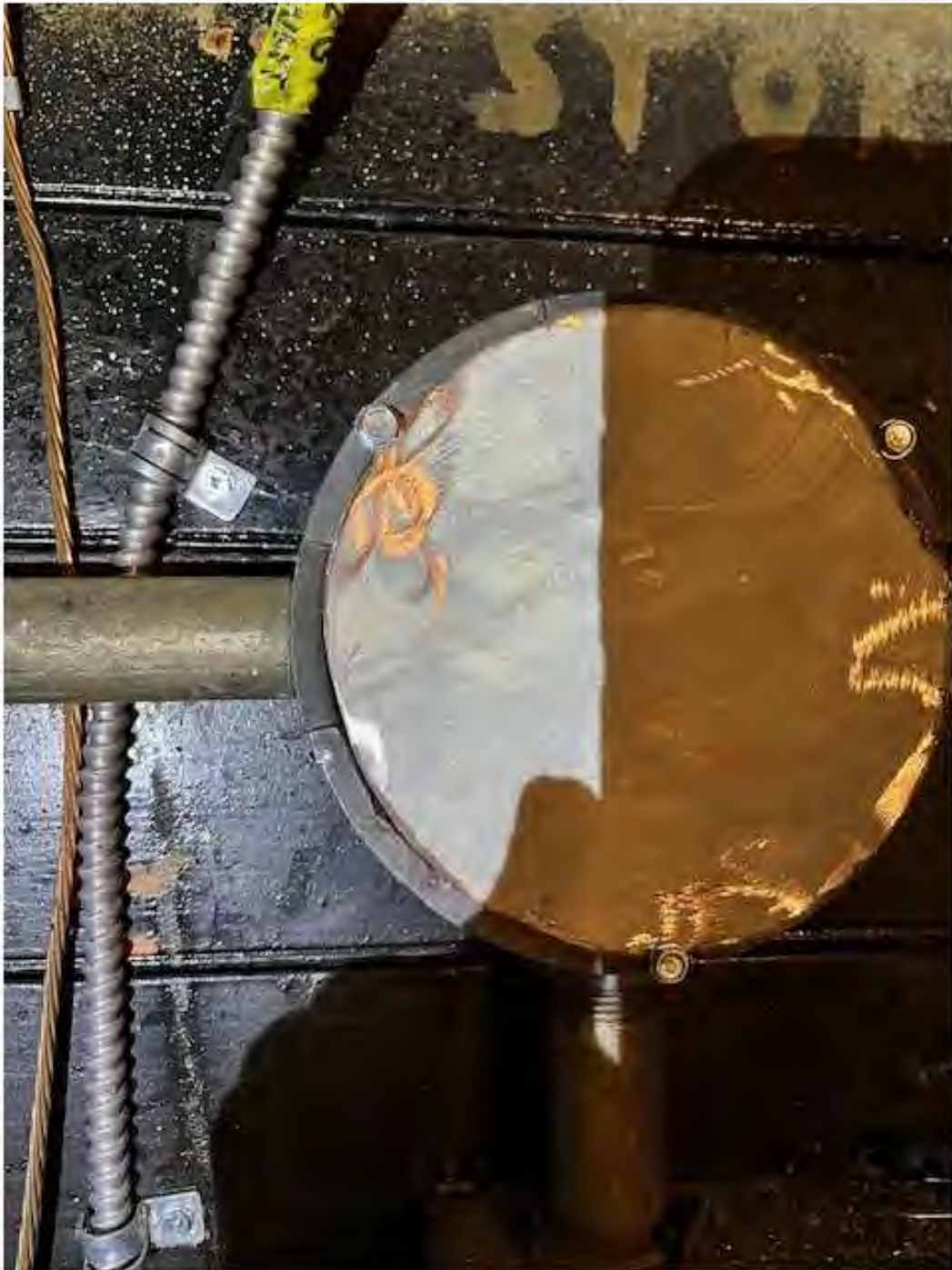
c. Please see STAFF-DR-03-001 Attachment for photographs taken while on premise. Additionally, see below:

- When Field Routing was on premise to process the field investigation to verify billing rate, it was determined that one of the electric meters previously on premise had been removed (and was not found on premise).
- The BP originally stated that a Duke Energy technician had removed electric meter #320295978; however, when conferring with the back office to find the order regarding the meter being removed (and had the BP on speaker) he then stated that he had a certified electrician remove the meter. The BP was never able to supply the name of the electrician and/or electrical company. The BP also stated the meter was somewhere on premise.
- Field Routing noted that the removed meter was noted on prior field investigations installed for floor 2 and found electric meter #320295977 that was installed for the floor 1 and Basement on prior field investigations was now in the slot for floor 2 and the slot for the floor 1 meter appeared to be

covered in an unsafe manner, so a call was issued for a Service Delivery technician to come to premise and verify for safety.

PERSON RESPONSIBLE: Brandi M. Williams









**Duke Energy Kentucky
Case No. 2024-00123
STAFF's Third Request for Information
Date Received: September 26, 2025**

STAFF-DR-03-002

REQUEST:

Explain whether the electrical service currently supplying the Complainant's address is single-phase, three-phase, or another service method.

RESPONSE:

Electric meter #320295977 is a 3 wire, single phase meter.

PERSON RESPONSIBLE: Brandi M. Williams

**Duke Energy Kentucky
Case No. 2024-00123
STAFF's Third Request for Information
Date Received: September 26, 2025**

STAFF-DR-03-003

REQUEST:

Explain what voltage is supplied to the Complainant's address.

RESPONSE:

CL200 – C2M – 240 V

PERSON RESPONSIBLE: Brandi M. Williams

Duke Energy Kentucky
Case No. 2024-00123
STAFF's Third Request for Information
Date Received: September 26, 2025

STAFF-DR-03-004

REQUEST:

Explain whether any infrastructure, electric or gas, will need to be altered or replaced to accommodate the Complainant receiving a residential rate for electric and gas service.

RESPONSE:

While on premise, the service delivery technician noted to the Business Partner (BP) that moving forward, if electric panels were needing an inspection – (regarding the two disconnects on premise from a blank meter base) may need to be corrected, to which the BP replied that would not be his problem, but the person who owned the building. However, the BP on premise was not asked to make any changes to the electrical panel by the Service Delivery Technician and/or Field Routing as the meter base was found to be safe by the Service Delivery Technician on premise and a “proper cover” was placed over the blank meter base.

There is also only one (1) gas meter #1326400 on premise that supplies the entire building.

PERSON RESPONSIBLE: Brandi M. Williams

Duke Energy Kentucky
Case No. 2024-00123
STAFF's Third Request for Information
Date Received: September 26, 2025

STAFF-DR-03-005

REQUEST:

Explain Duke Kentucky's reasoning for refusing to accommodate Complainant's request for residential gas and electric rates.

RESPONSE:

When the original investigation was processed in 2023, the property was not in the current state found in 2025. The Business Partner (BP) also provided a different scenario in 2025 stating he is now using the floor 1 area as living space (2025). In 2023, he stated he was not running the business any longer- stating he is living upstairs only.

- (Example – if a person moves out of a residential apartment and it is left vacant it's still available for residential usage.)
- (Example – a commercial business space – may no longer be in operation, however the space if vacant would need to have indication of residential living space.)

During the investigation in 2023, floor 1 and basement were full of boxes and items, the technician could barely move through the space. This did not indicate “residential living space”- items there reflected items from the business that was in operation here and not for residential use.

The items found in the photo from outside the window in 2025 were no longer stacked up on floor 1 and/or basement. You can see an indication of a change on premise

that a person could now move throughout floor 1 and basement. Please see STAFF-DR-03-005 Attachment for photos.

The BP did not “provide any access this time while on premise to enter through the front door of 1st floor, so I can only state what I saw through the front window and was very different from before which includes the basement area. However, the commercial signage is still displayed at the front of building.

Because Duke Energy verified the 2nd floor in 2023 (being a residential space) he didn’t provide access there again. Duke Energy attempted to retake pictures from outside the window and did note that the 2nd floor window still has the same appearance. In reviewing the photos in STAFF-DR-03-005 Attachment, the first two photos show the door to the 2nd floor residential unit (note the windows above with stacked boxes). The last photo is a view inside of the 1st floor (see inside shadow of iPhone for clear walkway between items still inside store).

PERSON RESPONSIBLE: Brandi M. Williams





