Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-054

REQUEST:

Please reference the Application at page 26. Indicate whether the program savings were estimated entirely from statistical data or whether actual data was used.

(a) If estimated from statistical data, provide the sample size from which the results were obtained.

RESPONSE:

Actual data and responses from 409 randomly sampled program participations were used in the evaluation.

(a) Statistical estimates obtained from the sample are provided in Appendix D.

PERSON RESPONSIBLE: Thomas L. Osterhus
Donald Durack

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-055

REQUEST:

Please reference the Application at page 26. Given the concern about customer "stockpiling" of bulbs, how did the evaluation results account for bulbs that were purchased but not installed?

RESPONSE:

The evaluation computed the savings for each customer based upon the number of purchased bulbs, less the number of bulbs that were either never installed (i.e., stockpiled) or removed for various reasons. Thus, the savings reported in the Application, Appendix D, are net of stockpiled bulbs.

PERSON RESPONSIBLE: Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-056

REQUEST:

Please reference the Application at page 26. Describe in detail how the evaluation of the program accounted for seasonal differences in lighting requirements.

RESPONSE:

The evaluation in the Application, Appendix D, utilizes customer self-reports for hours-of-use. Duke Energy believes that it is imprudent to ask participants for hours use data for seasons other than the current season, due to the potential for self-report error for hours use reported other than within the current month. Over time, as additional studies and on site logger measurements are obtained, a year round lighting load savings shape will be obtained, which measures potential season to season variance in hours use. Therefore, the current evaluation in the Application does not attempt to account for any seasonal differences in lighting requirements or hours use.

PERSON RESPONSIBLE: Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-057

REQUEST:

Please reference the Application at page 26. State whether the Company is willing to monitor program participants to physically verify the claimed savings?

(a) Has the Company attempted to verify such savings through the collection of actual data from participants? If not, why?

RESPONSE:

Yes, starting in October, 2007, in Ohio, the Company has conducted, and will continue to conduct, more detailed measurements on customer premises using lighting loggers which provide more detailed hourly usage information. Similar studies are planned for Kentucky customers, during 2008.

PERSON RESPONSIBLE: Thomas L. Osterhus

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Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-058

REQUEST:

Please refer to the Application at page 28. Indicate whether the program savings were estimated entirely from statistical data or whether actual data was used.

(a) If estimated from statistical data, please provide the sample size from which the results were obtained.

RESPONSE:

Actual data and responses from 71 randomly sampled participants were used to produce the evaluation findings.

(a) Statistical estimates based on this actual data is provided in the evaluation findings and results provided in Appendix D of the filing.

PERSON RESPONSIBLE: Thomas L. Osterhus

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Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-059

REQUEST:

Please refer to the Application at page 28. State whether the Company is willing to monitor program participants to physically verify the claimed savings?

(a) Has the Company attempted to verify such savings through the collection of actual data from participants? If not, why?

RESPONSE:

Given the small magnitude of the savings associated with this particular program, physically monitoring program participants in this case, to verify claimed savings, is difficult to justify.

PERSON RESPONSIBLE: Thomas L. Osterhus

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Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-060

REQUEST:

Please refer to the Application at page 28. State whether the Company intends to claim a lost sales component from this program. If so, please provide and estimate of the Company's lost sales.

RESPONSE:

Yes, these estimates are provided in the Application on page 1 of Appendix J.

PERSON RESPONSIBLE: Richard G. Stevie

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-061

REQUEST:

Please reference the Application at page 28. Describe what specific types of customer information in collected in the online audit.

(a) Additionally, please describe how any personal information collected under the program is protected from disclosure by the company and any contractors.

(b) Please state the terms of the policy of the company and any contractors regarding retention of this information.

RESPONSE:

Personal information collected due to a kit request include account number, first name, last name, street address, city, state, zip, daytime phone number, email address, and water heating fuel. Audit data collected includes home type, year built, square feet, number of occupants, heating type, temperature setting, air conditioning type, thermostat setting, number of large TVs, water heating type, water heat setting, air leakage rating, number of windows, cooking stove type, dishwasher, clothes washer, clothes dryer and refrigerators.

(a) Customer information is protected through the use of secured servers, consistent with Duke Energy's overall supplier interface security protocols.

(b) Customer information such as this is kept for ten years unless it is expected to have a longer value for research purposes.

PERSON RESPONSIBLE: Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-062

REQUEST:

Please reference the Application at page 29. Describe in detail the differences between the Personal Energy Report Program and the Energy Efficiency Website, On-line Energy Assessment and Free Energy Efficiency Starter Kit Program.

RESPONSE:

The following are the main differences between the Personal Energy Report (PER) Program and the Online Assessment Tools.

1) The reach of the PER is much greater than that of the online assessment tools. Not all customers have access to the internet or want to use the internet to acquire information about how they use energy. As indicated in the status filing, the online assessment tools resulted in a participation level of 203 customers (those receiving kits) from June 2006 to June 2007. In contrast, the PER targeted a broad spectrum of customers. The PER pilot targeted 47,075 customers (mailings from May to August 2006) and achieved a participation rate of 19% (9,059 responses).

2) The detail of the questions asked and results provided in the PER are at a much higher level than the detail provided by the online assessment tools. The information requested and results provided by the PER are meant to be easier and quicker for the customer. The intent is for the PER to help the customer understand at a high level how they use electricity and lead them to the online tools so they can perform a more detailed analysis.

3) The PER uses a proactive push strategy to achieve customer participation. For the online assessment tools, we are dependent on customers visiting the Duke Energy website to utilize these tools. The On-Line Assessment is always available to customers, via the Duke Energy website, to complete a similar energy savings survey on line and to get an immediate, printable energy report within their own home or location. Then an online application for a free energy kit is filled out, if desired, and the kit with the energy savings measures is sent separately. This is sometimes referred to as the free Energy Efficiency (or EE) starter kit program.

PERSON RESPONSIBLE: Michael Goldenberg

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-063

REQUEST:

Please reference the Application at page 29. Does the company believe that, given the availability of its other programs offering the same or similar services, it needs to offer these services? If so, why?

RESPONSE:

Yes. Duke Energy believes that the PER is an excellent program and channel that assists us in reaching a large spectrum of customers and has broad appeal. The Company strives to offer choices to customers in several ways. First, different customers respond to programs in different ways. Some customers prefer on line communications. Some customers prefer to call the Call Center. Others prefer mailed communications. In many cases, the Company will design similar programs that vary in terms of program delivery and access. Second, different customers respond differently to different aspects of similarly designed program offerings. For example, one customer may not want an auditor in their home, but are happy to enter the necessary information into the Company's web site. Alternatively, another customer may not be motivated to action by an informative report by itself, but is sparked to install energy efficiency measures sent by the Company. Therefore, the Company does believe that it should offer similarly crafted offerings, in subtly different ways or though different delivery channels, to insure that its service offerings are made universally available to all customers. Many of the other programs we offer are targeted to smaller populations of customers (ex. low income) and do not have the kind of customer reach as the PER. The PER is targeted to those residential customers that have not received measures through the Home Energy House Call energy efficiency audit, or the Residential Conservation & Energy Education programs within the last two years. Proactively reaching out to a larger customer base with this program enables Duke Energy to:

1) Provide energy conservation education to a large group of customers that may never see this type of consolidated energy usage information.

2) Gain more thorough understanding of the Duke Energy customer, their needs and the types of services they desire. This will enable us to provide our customers with more useful products and services to help them better manage their energy usage and reduce their bill.

PERSON RESPONSIBLE: Michael Goldenberg

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-064

REQUEST:

Please reference the Application at page 29. Does the company believe that this program duplicates services offered under other programs? If not, why?

(a) How do the programs differ?

(b) Please state the Company's rationale for continuing this program.

RESPONSE:

No. The services provided by the Personal Energy Report (PER) has similar attributes to other programs Duke Energy offers to customers. However, the main difference between the PER and the other programs offered is the breadth and reach of the PER. Many of the other programs we offer are targeted to smaller populations of customers (ex. low income) and do not have the kind of customer reach as the PER. The PER is targeted to those residential customers that have not received measures through the Home Energy House Call energy efficiency audit, or the Residential Conservation & Energy Education programs within the last two years.

The PER is a broadly targeted, proactive educational vehicle for residential customers that stresses the importance of energy efficiency in the home. It provides tailored information to customers about their energy usage and how to manage their bill. Duke Energy believes to be successful we need several channels that communicate this message to our full customer base in order gain customer support to achieve significant load impacts. By offering the PER (by mail paper audit), Home Energy House (in home audit) and OnLine Energy Audit (online audit), Duke Energy is able to reach a far higher percentage of the customer base through the channel they are most comfortable with. The PER is an important and significant channel needed to communicate this message.

See also the response to AG-DR-01-063.

PERSON RESPONSIBLE: Michael Goldenberg

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-065

REQUEST:

Please reference the Application at page 29. Does the company collect information on property addresses provided under the program?

(a) If so, is there any policy to ensure that such addresses are not provided such services multiple times?

(b) If so, please state the policy.

RESPONSE:

Yes, Duke Energy does collect property information on property addresses that participate in the Personal Energy Report (PER).

(a) Yes, Duke Energy has a policy and procedure that tries to ensure a customer does not receive services multiple times.

(b) Duke Energy utilizes a campaign management system that targets customers for the PER and tracks ongoing customer campaigns to prevent customers from receiving services multiple times. For example, The PER is targeted to those residential customers that have not received measures through the Home Energy House Call energy efficiency audit, or the Residential Conservation & Energy Education programs within the last two years. Each kit request must have a unique account number, and the Company checks its database records of previous participants to remove past participants from future solicitations or marketing efforts. Any duplicate requests, tracked using this account number, receive a follow up action from the Program Manager, but these duplicate requests are addressed individually on a case by case basis, and typically result in a recommendation that the customer pursue either a more detailed on site audit (with the understanding that they will not receive the kit offered through that program), or other actions different from the receipt of another personalized energy report.

PERSON RESPONSIBLE: Michael Goldenberg

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-066

REQUEST:

Please reference the Application at page 29. Describe the type of educational materials and/or information furnished to customers participating in the program.

(a) Provide copies of all materials furnished to participants.

RESPONSE:

The specific pieces of information furnished in the Personal Energy Report (PER) are those listed on page 30 of the filing. These include:

- Month-to Month Comparisons of electric and/or gas usage including the amount of the bill.
- Predictions of customer's usage based on 95th percentile weather conditions (extremely hot summer/extremely cold winter) and 5th percentile weather conditions (extremely mild summer/extremely mild winter). Also includes bill amounts based on 2006 tariffs.
- Trend chart showing usage of electric and/or gas by kWh/cf by month and amount of monthly bill.
- Bill comparison of Duke Energy Kentucky vs. the average national electric and/or gas rate.
- A disaggregation of how the customer uses electricity and/or gas.
- Description of Budget Bill.
- Customized Energy tips.

To illustrate how this information was presented within a PER, please see the sample document provided at Attachment AG-DR-01-066.

The only other material provided to customers was an Energy Efficiency Starter Kit. As mentioned, this was provided to only 25% of the respondents. The items provided within this kit are listed on pages 31 and 32 of the filing. One of the kits is provided. A copy of the instructions which came with the kit will be provided upon request. No other supplemental information (pamphlets, brochures, etc.) was provided with the report.

PERSON RESPONSIBLE: Michael Goldenberg

Energy Kit Savings Information

Save money by reducing your energy usage with the free Energy Efficiency Starter Kit from Duke Energy. Even though Duke Energy has some of the lowest rates in the Midwest, installing the kit items today could save a homeowner like you on average14-19% on your electric bill or 4-8% on your gas bill annually.

1.5 GPM Showerhead

A typical showerhead uses 5-7 gallons per minute of water. After installing the 1.5 gallon per minute showerhead you will not only use less water saving on both your sewer and water bill, but you will also use less hot water saving you on your energy bill. On a yearly basis you could save an average of $53 on your electric bill or $24 on your gas bill depending on how you heat your water. Over the life of the showerhead (typically 8 years) you could save $425 on your electric bill or $197 on your gas bill.

Kitchen Faucet Aerator, 2.9 GPM | Bathroom Faucet Aerator, 1.0 GPM

Did you know that the average household uses 30 gallons of water per day just by turning on their faucet? By installing the kitchen and bathroom faucet aerators customers like you typically can save $81 per year on the electric bill or $41 on the gas bill. Over the 4 year life of the aerators you could save $325 on your electric bill or $164 on your gas bill.

14 and 20 Watt Mini CFL

Did you know that a CFL could last up to 10,000 hours? Install the new instant on 14 and 20 Watt Mini CFLs and you could save $34.50 for the 14 Watt CFL and $41.25 for the 20 Watt CFL annually on your electric bill.

17' Roll of Closed Cell Foam Weatherstripping, Shrink Fit Window Kit, Outlet and Switch Insulators

By installing the weatherstripping, window kit and gasket insulators you could save annually $13.65 on your electric bill or $6.34 on your gas bill and feel more comfortable by getting rid of annoying drafts.

For more detailed tips on everything from insulating and sealing air leaks, to appliances, windows and solar, check out the Energy Savers guide also included in your kit. It will give you ways to save even more.

Other Energy Saving Tips For Your Home

- Lower your thermostat temperature to the lowest temperature that is comfortable for your family. You may save as much as 3% on your energy bill for each degree you lower your thermostat. Reduce your thermostat setting at night and/or when you are away. A 5-degree setback for 8 to 10 hours each day could save up to 5%.
- Keep your fireplace damper closed tightly when not in use. Consider installing doors over the fireplace opening to cut down on drafts and to reduce the heat that is lost up your fireplace chimney. Do not use a fireplace during periods of extreme cold. Most fireplaces that are open to the living space will increase winter heating costs.
- Keep draperies and shades open on sunny days but close them on cloudy or cold, windy days.
- If your water heater is located in a cold area like the garage, install a water heater insulation wrap. Be sure to follow manufacturer's directions on your water heater unit. New high efficiency water heaters that feature a thick foam insulation in their design do not benefit as much from an added wrap.
- Energy-saving compact fluorescent light bulbs use up to 75% less energy than standard bulbs and last up to 10 times longer.
- Wash your clothes in cold water using cold water detergents whenever possible. It's your laundry detergent not the water temperature that whitens your clothes.

Billing and Payment Options

Duke Energy Indiana's Budget Billing program is one of several bill payment options designed to make doing business with us easy and convenient. If you are looking for a way to manage your heating and cooling bills, this FREE program can help.

For your convenience we offer two plans – *Quarterly* and *Annual*. You decide which one is right for you. By signing up for one of our Budget Billing plans, you pay a consistent amount on your bill each month. To enroll, go to www.duke-energy.com and follow the prompts to register with Online Services or call 1.800.544.6900.

Duke Energy®

139 East Fourth Street • Cincinnati, OH 45202

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**********3-DIGIT 450
T1 P4 74

May 1, 2006

Dear

Thank you for your interest in Duke Energy's Personalized Energy Report. This report provides a detailed breakdown of your energy usage based on the information you provided to us. You'll also find customized recommendations to help you use less energy and save money on your monthly bill.

We hope you find your Personalized Energy Report to be a valuable tool for helping you take control of your energy spending. And, don't forget, you will also be receiving a free Energy-Efficiency Starter Kit, a $65 value, containing easy-to-install energy-saving items.

If you would like more tips on how you can save energy and money, go to www.duke-energy.com, choose your state under RESIDENTIAL, click GO, and select Comfort Zone under the Useful Links section.

Sincerely,

Sandra Meyer
President
Duke Energy Ohio and Kentucky

Personalized Energy Report

Prepared for	CUSTOMER NAME
For the Home at	[redacted]
Cinergy Account #	[redacted]
Date Prepared	DECEMBER 1, 2005

2005 ELECTRIC USAGE

Steinmann Home Profile

Type of Home.............................Detached single-family
Number of Rooms........................8
Heating Fuel..............................Natural gas
Year Home Built.........................Before 1959
Number of Occupants..................2
Water Heating Fuel.....................Electricity

Compared to other customers, your usage is average, meaning you are using about the same amount of energy as others with your same home profile.

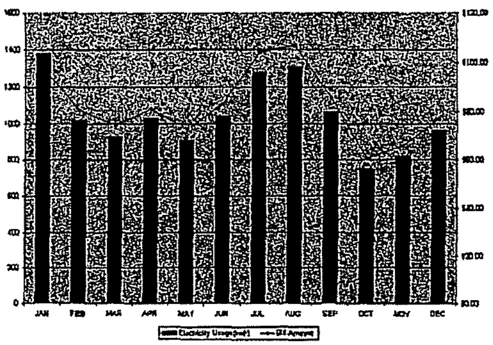
What Your Bill Would Be Like During Different Weather Conditions:

Bill Month	Your Actual 2005 Electric Usage (KWH)	Bill Amount	Very Mild Summer/ Very Mild Winter (KWH)	Bill Amount[1]	Very Hot Summer/ Very Cold Winter (KWH)	Bill Amount[1]
January	1379	$97.43	1011	$113.17	1297	$133.27
February	1020	$80.56	803	$92.14	1006	$112.85
March	929	$74.25	888	$100.88	1022	$114.00
April	1030	$81.02	812	$93.02	933	$105.48
May	908	$72.65	826	$94.52	1048	$115.82
June	1038	$82.95	908	$102.95	1250	$141.65
July	1280	$104.21	1271	$144.12	1945	$223.08
August	1308	$106.67	1149	$129.88	1849	$211.83
September	1064	$85.24	726	$84.21	1355	$153.99
October	748	$60.56	764	$88.10	933	$105.57
November	817	$65.79	879	$99.92	984	$110.83
December	963	$76.82	973	$109.61	1156	$123.34
TOTAL	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

[1] Based on March 2006 rate schedule

Weather plays an important factor on how much energy you use, which directly impacts your bill amount. During very cold winters, and very hot summers, you could use 10 to 50% more energy than average. Also, during mild winters and mild summers, you will consume less energy, because *your appliances won't have to work as hard to keep your home cool or warm.* Based on your specific energy usage patterns, you can see from the above tables what you might spend during very cold/very hot time periods, and what your bill may look like during mild weather years.

Your 2005 Bill Amount & Electric Usage Trends



2005's very hot summer weather caused air conditioners to run a lot, with many days above 90 degrees. *But luckily,* this was followed by a milder winter, with lower heating demands from December to March.

You can see how weather drives energy usage which impacts your bill amount.

Bill Amount Comparison Using the Average U.S. Electric Rate

Electric rates in your area are well below the average electric rate for the U.S.

Your 2005 bill amount[2] *$988.15*

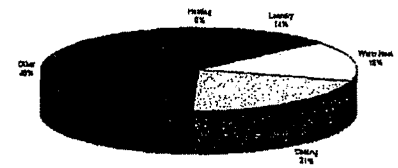
Your 2005 bill amount using the average U.S. electric rate[1,2] $1164.07

You paid $414.23 less than the national average

[1] *Source: Energy Information Administration*
[2] *Bill amount includes metered electric charges and may not include charges for other services or taxes*

How You Use Electricity

The other category may include lighting, small appliances, refrigerator/ freezer and cooking. The percentages within the pie chart are estimates based on the data you provided and past load monitoring studies.



Cooling: $206.40 Other: $489.46 Water Heat: $154.09 Laundry: $138.20

Your Customized Energy Tips

Window Treatment for Air Infiltration
If you have windows that leak cold winter air, it's time to seal them for the winter with a layer of plastic on the inside. Buy the new window kits that include a special plastic. A hair dryer is used to shrink the plastic, and it becomes very tight and very clear. This product seals the air leaks, cannot be seen from the outside and is so clear you may forget it is even there. If you're not convinced, buy the smallest kit first for a mere two dollars, and try it on one window. If leaky windows are the reason for your drafty home and high energy bills, this product could save you as much as 20 to 30 percent on your heating costs. If you have other doors you can use, don't forget to seal up the leaky sliding glass door, even if it's just for the coldest winter months. Payback on this measure is almost immediate since *the kits are so inexpensive* and the savings are so great.

Wall Insulation
If your home is over 40 years old, it is possible that the walls have *never been insulated. It should be easy to check your attic for* insulation, but sometimes the walls are more difficult. If your walls feel cold on the inside surface on a cold day, have an insulation contractor inspect your home. For any un-insulated wall or ceiling that is exposed to the cold outside air, the first level of insulation is almost always worth the expense. Having a well insulated home is an important investment in your home's value, an important measure to lower your energy bills and will significantly help the comfort in both summer and winter.

Ductwork Insulation
Your central heating system likely uses a network of air ducts to distribute the heated air to all the rooms of your home. But where are those ducts? They are usually hidden out of site. Look in your attic to see if any of the supply or return air ducts are located there. This could be causing high heating and cooling bills.The temperature in the attic in the winter is zero degrees and in the summer it's 120 degrees! If your ducts are located in this extreme temperature environment and they are not insulated or *poorly insulated, you could be adding* as much as 50% to your heating and cooling costs.Insulate any heating and/or cooling ducts in an attic to at least an insulation R value of 19. If the duct is already made with a thin R4.2 jacket, another 3.3 inch layer of fiberglass insulation should be laid *over the top of these ducts. While you're at it, check for any ducts that* have become disconnected. Depending on the amount of duct exposure, you could save up to 10% to 40% of your heating and cooling costs by insulating your ducts.

Furnace Filter
Don't forget to check your furnace filter once per month. If it has been a cold month or if you run your furnace fan all the time, it is not uncommon for furnace filters to need cleaned or replaced every four to six weeks. The goal is to allow your furnace to efficiently deliver all the heat and airflow your home needs, without the burden of a clogged air filter in its way.

Dual Fuel, Add-On Heat Pump
If your air conditioner is old but your furnace is still working fine, here is a suggestion to save you a significant amount on your heating bills. When you decide you need a new air conditioner, instead of buying just an air conditioner, buy a heat pump. Sometimes called an "add-on" heat pump, this system not only cools your home in the summer, but it will also work in the winter to lower your fuel costs.How does an add-on heat pump work? There is no technology that beats the efficiency of a heat pump in the moderate temperatures of the winter. Therefore, the heat pump is typically used in all winter hours above 25 to 30 degrees. This can be 60% or more of your total heating load. Your less efficient gas or oil furnace is *needed only on the coldest days.* Homes with a "Dual fuel" heating system can save hundreds of dollars per winter season.

Duke Energy®

Duke Energy Efficiency Kit Descriptions

Item	*Description*
Energy Efficient Showerhead 1.5 GPM	Unbelievable, consistent water pressure from a low-flow showerhead. This product saves water AND the energy required to heat the water.
Kitchen Faucet Aerator with Swivel and Flip Valve 1.5 GPM	Practical for everyday use and a great water and energy-saver, this product attaches to your current faucet to allow swivel and water flow control.
Needle Spray Bathroom Faucet Aerator 1.0 GPM	Made to fit bathroom faucets, this product maintains great water pressure while conserving water and energy.
17' Roll of Closed Cell Foam Weatherstrip	Adhesive-backed weatherstripping, good for sealing out drafts in doors and windows.
Shrink Fit Window Kit	The Shrink Fit Window Kit includes plastic sheets that stretch and tape over windows. With the heat from a blow dryer, the plastic shrinks over the window, creating a tight seal that prevents costly drafts.
15 Watt CFL Light Bulb	Energy saving bulb equivalent to a traditional 60 watt light bulb.
20 Watt CFL Light Bulb	Energy saving bulb equivalent to a traditional 75 watt light bulb.
Combo Pack of Switch and Outlet Gaskets	The product replaces the empty space behind switch and outlets with insulation to prevent drafts. Includes 2 switch and 4 outlet gaskets.
Teflon Tape	Applies to thread on shower arm and ensures leak free showerhead installation.
Energy Savers Booklet	Provides additional tips on saving energy and money at home.

For installation or product questions, call toll-free (800) 292-7687.

Duke Energy®

Duke Energy Efficiency Kit Instructions

Item	Instructions
Energy Efficient Showerhead 1.5 GPM	1. Remove old showerhead from the shower arm. If you need to use a wrench, use a second wrench as well to hold the shower arm while you loosen the old showerhead. Use pieces of cloth to protect the finish. 2. Before installing the new showerhead, turn on the water to wash out the pipe. 3. TURN OFF WATER. Apply Teflon Tape to shower arm threads. Screw on the new showerhead and hand tighten. 4. Test showerhead. If showerhead leaks, tighten by using a wrench on the shower arm and a second wrench on the showerhead. Tighten until snug. DO NOT OVER-TIGHTEN. *To clean* - unscrew nozzle and remove foreign particles. Soak nozzle in hydrogen peroxide or vinegar.
Kitchen Faucet Aerator with Swivel and Flip Valve 1.5 GPM	1. Remove old aerator from the faucet. A wrench may be required. Use cloth to protect finish. 2. Before installing new aerator, turn on water to wash out faucet. 3. Turn off water. Screw on new aerator and hand tighten. (Use 1 rubber washer for faucets with external threads; use 2 rubber washers for faucets with internal threads.) 4. Turn on water. If aerator leaks, tighten by using wrench. Use cloth to protect finish. Tighten until snug. DO NOT OVER-TIGHTEN. *Note:* A slight stream of water will flow from your aerator when the flip valve is in the off position. This is normal, and part of our anti-scalding feature.
Needle Spray Bathroom Aerator 1.0 GPM	1. Remove old aerator *Inside Threaded Faucets:* 1. Place two rubber washers in top of aerator. 2. Screw aerator into inside threads of faucet. *Outside Threaded Faucets:* 1. Place one rubber washer in top of aerator. 2. Screw aerator onto outside threads.
Closed Cell Foam Weatherstrip 17' Roll	1. Remove any existing weatherstrip. 2. Clean the surface and allow it to dry completely. 3. Cut adhesive-backed foam weatherstrip to desired length with scissors. 4. Press in place with fingertips. 5. Make sure the foam weatherstrip is compressed by closed door.
Shrink Fit Window Kit	1. Apply strip of double sided tape around clean, dry outer surface of frame. 2. Peel backing paper from tape to expose second adhesive side across top of window. 3. Press plastic sheet into place across top. Peel paper from sides as you press plastic sheet into place. Keep sheet taut to avoid wrinkles. Complete the application across bottom. 4. A hand-held hair dryer set at highest heat will shrink the plastic tight. Hold dryer close to film. Starting at top, moving dryer back and forth moving slowly down across entire window until all wrinkles disappear. DO NOT TOUCH PLASTIC WITH HOT DRYER. Trim excess sheet with scissors or razor blade.
Switch and Outlet Draft Stoppers	1. Turn off power to the circuit before removing outlet wall plate. 2. Punch out centers of Energy Seal. 3. Remove wall plate and position Energy Seal directly behind cover plate - smooth side against plate. 4. Trim with scissors if necessary to fit. 5. Use the same method for wall switch plates. Tip: Outlet and switch draft stoppers most efficiently cut down energy use when installed in outlets located on outside walls.
CFL Light Bulbs	1. Screw in light socket, just like an ordinary light bulb. 2. CFL bulbs should not be used with dimmer switches.

For installation or product questions, call toll-free (800) 292-7687.

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-067

REQUEST:

Please reference the Application at page 29. Indicate whether the program savings are to be estimated entirely from statistical data or whether actual data will be used.

RESPONSE:

The energy saving estimates have been derived using both actual and statistical data. Actual monthly metered data were used in the construction of a statistical energy savings analysis which revealed the average savings across program participants. Actual data and responses were used in the derivation of engineering based estimates of savings. These two approaches yielded similar energy savings estimates, lending increased confidence in the validity of the load reductions.

PERSON RESPONSIBLE: Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-068

REQUEST:

Please reference the Application at page 29. State whether the Company is willing to monitor program participants to physically verify the claimed savings? If not, why?

RESPONSE:

Yes. The Company monitored the physical energy savings through the application of a statistical model to actual monthly metered load data collected before and after the distribution of the energy efficiency kits associated with the program. Additional energy savings beyond the kit were claimed by participants, and the Company intends to follow up during 2008 to identify and verify which, if any, of these claimed savings have been implemented since 2007.

PERSON RESPONSIBLE: Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-069

REQUEST:

Please reference the Application at page 29. State whether the Company intends to claim a lost sales component from this program. If so, please provide an estimate of the Company's lost sales.

RESPONSE:

Yes. These estimates are provided in the Application on page 1 of Appendix J.

PERSON RESPONSIBLE: Richard G. Stevie

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-070

REQUEST:

Please reference the Application at page 29. Given the Company estimates the implementation rate of the measures provided under the program at only 20%, does the Company believe that the program is cost effective?

(a) At what rate of implementation is the program NOT cost effective?

RESPONSE:

Yes. The program is cost effective. Actual results are provided in the Application. The Company has not conducted an analysis to determine the minimum level of participation at which the program is cost effective, given that the program is cost effective as it stands in the current Application.

PERSON RESPONSIBLE: Richard G. Stevie
Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-071

REQUEST:

Please reference the Application at page 38. Describe in detail how the Company intends to address the areas noted as deficient in the evaluators report.

RESPONSE:

The Company remedied these issues in 2007 following receipt and review of the evaluation. The tracking system values for the identified measures have been remedied. These corrective actions included the addition of the type of lighting fixtures removed, the addition of lamp watts for T8 lights, and the addition of customer building type.

PERSON RESPONSIBLE Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-072

REQUEST:

Please refer to the Application at page 38. Indicate whether the program savings were estimated entirely from statistical data or whether actual data was used.

RESPONSE:

Actual data and responses from a randomly selected group of sampled participants were used to derive the statistical estimates of energy savings for the program.

PERSON RESPONSIBLE Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-073

REQUEST:

Please refer to the Application at page 38. State whether the Company is willing to monitor program participants to physically verify the claimed savings?

(a) Has the Company attempted to verify such savings through the collection of actual data from participants? If not, why?

RESPONSE:

Yes. However, neither on site audits nor collection of actual metered data was performed in this evaluation during the 2007 study because there were not sufficient funds to do so.

PERSON RESPONSIBLE Thomas L. Osterhus

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-074

REQUEST:

Please reference the Application at page 39. Provide the number of control days and hours for the last five (5) years. (Each yearly time period should encompass the control days and hours between July 1 and June 30. As an illustration, the previous year encompasses July 1, 2006 through June 30, 2007.)

RESPONSE:
Duke Energy Kentucky PowerShare events occurred on the following days. Please note that there were no participants in the PowerShare CallOption program in Kentucky until 2007. There were multiple other PowerShare events for only CallOption participants during this time frame that are not listed below. However, those were not applicable since there were no Kentucky customers participating in CallOption until 2007.

July 1, 2002 to June 30, 2003

Control Days	Event Type	Hours
2/26/2003	Quote	5

July 1, 2003 to June 30, 2004
There were no control events for KY customers during this period.

July 1, 2004 to June 30, 2005
There were no control events for KY customers during this period.

July 1, 2005 to June 30, 2006

Control Days	Event Type	Hours
7/25/2005	Quote	8
7/26/2005	Quote	8

July 1, 2006 to June 30, 2007

Control Days	Event Type	Hours
7/18/2006	Quote	8
8/1/2006	Quote	8
8/2/2006	Quote	8
8/7/2006	Quote	8

While there were CallOption participants in 2007, there were no CallOption events in 2007 as of June 30, 2007.
PERSON RESPONSIBLE Bruce Sailers

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-075

REQUEST:

Please reference the Application at page 42. State whether the load reduction listed for Duke Kentucky customers (1.1MW) was estimated entirely from statistical data or whether actual data was used.

(a) If estimated from statistical data, please provide the sample size from which the results were obtained.

RESPONSE:

Actual hourly metered data was obtained from customers, and analyzed through the application of a statistical model. The load reduction results are based on the customers who produce statistically significant savings. In the evaluation, 3 of the 20 customers were found to exhibit statistically significant load reductions. The 1.1 MW value referenced is normalized for an expected peak day temperature of 93.5° F. Actual load reductions recorded during 2007 events are greater than 1.1 MW.

PERSON RESPONSIBLE Thomas L. Osterhus
Donald Durack
Bruce Sailers

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-076

REQUEST:

Please reference the Application at page 42. List the margin of error in the load reduction results reported by the evaluator.

RESPONSE:

The margin of error is ±0.367MW at the 90% level of confidence for 1.1MW estimate.

PERSON RESPONSIBLE Thomas L. Osterhus
Donald Durack

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-077

REQUEST:

Please reference the Application at page 42. Provide the number of switches that failed to perform when load control was initiated.

(a) Please provide the total number of switches installed by Duke in Kentucky.

RESPONSE:

The PowerShare program is not a program controlled by switches such as the PowerManager program. Customers are notified of events and then the customers respond to the notification. CallOption customers are required to respond unless they decide to pay buy through prices, if buy through prices are available. QuoteOption customer participation is voluntary.

PERSON RESPONSIBLE Bruce Sailers

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-078

REQUEST:

Please reference the Application at page 42. Provide the number of units with inaccurate data.

(a) Was such data discarded? If not, why?

RESPONSE:

All hourly metered data were processed through the Company's standard billing system quality and editing processes. As such, no data were inaccurate or in error to our knowledge.

PERSON RESPONSIBLE Thomas L. Osterhus
Donald Durack

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-079

REQUEST:

Please reference the Application at page 42. Provide a list of all variables which were normalized or estimated by the evaluator as part of the evaluation.

RESPONSE:

The analysis used metered data and weather data. A statistical model is used to estimate the amount of load a customer would have used on an event day absent the PowerShare event. This estimate is called the customer's pro forma load. As stated in the evaluation report, the load reduction (i.e., the difference between the customer's pro forma load and the metered data during the event) results were normalized to system peak temperature of 93.5°.

PERSON RESPONSIBLE Thomas L. Osterhus
Bruce Sailers

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-080

REQUEST:

Please reference the Application at page 42. Provide cost per participant data for this program.

RESPONSE:

During the summer of 2007, the average cost per enrolled participant in the Duke Energy Kentucky PowerShare program was $837.63.

PERSON RESPONSIBLE Bruce Sailers

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-081

REQUEST:

Please reference the Application at page 42. Provide information as to how this program is significant to the Company's integrated resource planning.

RESPONSE:

The Duke Energy Kentucky PowerShare program is significant in the integrated resource planning process (IRP). The projected peak summer load for planning purposes is directly reduced by the amount of MW's enrolled in the PowerShare Kentucky CallOption program. Because this demand side resource is more cost effective than alternative supply side resources (e.g., natural gas fired peaker), least cost planning principles upheld and maintained within the integrated resource planning process are likely to continue to include this demand side resource into the overall plan. This reduces the amount of capacity required to be available through power plants and power purchases.

PERSON RESPONSIBLE Richard G. Stevie

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-082

REQUEST:

Please reference the Application at page 42. Estimate the cost of providing electrical service during the control periods in lieu of control of the units in the program. Please provide the supporting calculations and assumptions required to arrive at this number.

RESPONSE:

The available data for control event hours back to 2005 are provided in Attachment AG-DR-01-082.

The data was downloaded from MISO.

PERSON RESPONSIBLE Thomas L. Osterhus
Richard G. Stevie

Node	MISO Data Used Date	Start Hour	Day Ahead Price	Real Time Price
1315	7/25/2005	00	45.95	63.56
1315	7/25/2005	01	36.74	34.08
1315	7/25/2005	02	33.67	34.40
1315	7/25/2005	03	31.37	36.07
1315	7/25/2005	04	32.06	38.29
1315	7/25/2005	05	34.55	41.08
1315	7/25/2005	06	40.21	42.63
1315	7/25/2005	07	58.92	132.46
1315	7/25/2005	08	74.41	91.58
1315	7/25/2005	09	86.57	142.55
1315	7/25/2005	10	100.38	91.98
1315	7/25/2005	11	107.79	115.01
1315	7/25/2005	12	113.50	187.11
1315	7/25/2005	13	123.55	162.27
1315	7/25/2005	14	129.71	152.06
1315	7/25/2005	15	141.79	148.63
1315	7/25/2005	16	137.39	184.65
1315	7/25/2005	17	122.26	205.24
1315	7/25/2005	18	117.36	203.29
1315	7/25/2005	19	106.78	189.69
1315	7/25/2005	20	109.69	166.87
1315	7/25/2005	21	103.43	122.62
1315	7/25/2005	22	74.75	72.94
1315	7/25/2005	23	60.10	101.35
1315	7/26/2005	00	55.07	48.57
1315	7/26/2005	01	39.79	45.85
1315	7/26/2005	02	35.11	37.21
1315	7/26/2005	03	33.94	34.83
1315	7/26/2005	04	34.21	34.63
1315	7/26/2005	05	39.98	65.59
1315	7/26/2005	06	43.48	81.58
1315	7/26/2005	07	63.21	63.22
1315	7/26/2005	08	74.46	95.88
1315	7/26/2005	09	84.22	105.27
1315	7/26/2005	10	86.87	132.24
1315	7/26/2005	11	93.71	120.69
1315	7/26/2005	12	100.99	147.35
1315	7/26/2005	13	111.92	163.66
1315	7/26/2005	14	111.00	152.78
1315	7/26/2005	15	107.38	157.10
1315	7/26/2005	16	106.84	171.83
1315	7/26/2005	17	90.86	157.20
1315	7/26/2005	18	82.16	111.00
1315	7/26/2005	19	78.65	67.74
1315	7/26/2005	20	85.97	57.68
1315	7/26/2005	21	75.51	31.47
1315	7/26/2005	22	60.90	38.77
1315	7/26/2005	23	47.45	54.46
1315	7/18/2006	00	49.44	26.63
1315	7/18/2006	01	33.80	23.69

1315	7/18/2006 02	28.30	20.04
1315	7/18/2006 03	25.86	20.40
1315	7/18/2006 04	27.81	24.23
1315	7/18/2006 05	30.17	23.57
1315	7/18/2006 06	38.94	24.29
1315	7/18/2006 07	60.44	28.80
1315	7/18/2006 08	73.09	30.48
1315	7/18/2006 09	83.18	37.64
1315	7/18/2006 10	94.68	49.71
1315	7/18/2006 11	102.72	58.04
1315	7/18/2006 12	106.46	88.80
1315	7/18/2006 13	115.71	77.52
1315	7/18/2006 14	123.18	101.90
1315	7/18/2006 15	134.00	67.51
1315	7/18/2006 16	121.07	50.97
1315	7/18/2006 17	102.47	43.40
1315	7/18/2006 18	93.63	37.15
1315	7/18/2006 19	84.86	39.84
1315	7/18/2006 20	89.22	35.02
1315	7/18/2006 21	70.53	31.51
1315	7/18/2006 22	45.73	22.42
1315	7/18/2006 23	41.41	23.97
1315	8/1/2006 00	70.37	54.51
1315	8/1/2006 01	50.56	81.94
1315	8/1/2006 02	33.67	53.13
1315	8/1/2006 03	30.50	34.41
1315	8/1/2006 04	33.23	74.28
1315	8/1/2006 05	42.23	73.99
1315	8/1/2006 06	48.59	110.94
1315	8/1/2006 07	72.88	74.01
1315	8/1/2006 08	91.14	56.80
1315	8/1/2006 09	102.25	81.48
1315	8/1/2006 10	106.68	116.54
1315	8/1/2006 11	124.33	107.61
1315	8/1/2006 12	141.91	164.72
1315	8/1/2006 13	158.26	221.00
1315	8/1/2006 14	177.00	215.25
1315	8/1/2006 15	201.40	199.34
1315	8/1/2006 16	190.24	115.04
1315	8/1/2006 17	151.09	80.89
1315	8/1/2006 18	134.90	69.45
1315	8/1/2006 19	110.45	91.79
1315	8/1/2006 20	117.29	132.96
1315	8/1/2006 21	128.98	85.87
1315	8/1/2006 22	96.25	74.33
1315	8/1/2006 23	79.44	155.40
1315	8/2/2006 00	103.64	112.33
1315	8/2/2006 01	70.44	257.11
1315	8/2/2006 02	42.33	41.61
1315	8/2/2006 03	35.94	29.49
1315	8/2/2006 04	38.15	48.59
1315	8/2/2006 05	53.36	71.50

1315	8/2/2006 06	58.68	94.30
1315	8/2/2006 07	85.72	76.38
1315	8/2/2006 08	99.02	86.73
1315	8/2/2006 09	115.31	246.48
1315	8/2/2006 10	127.12	105.72
1315	8/2/2006 11	136.13	164.48
1315	8/2/2006 12	157.85	315.52
1315	8/2/2006 13	166.37	275.46
1315	8/2/2006 14	182.62	202.58
1315	8/2/2006 15	201.01	167.71
1315	8/2/2006 16	188.68	104.65
1315	8/2/2006 17	148.02	95.41
1315	8/2/2006 18	132.63	70.00
1315	8/2/2006 19	125.19	85.40
1315	8/2/2006 20	140.64	459.99
1315	8/2/2006 21	120.70	81.18
1315	8/2/2006 22	108.55	170.43
1315	8/2/2006 23	86.34	235.37
1315	8/7/2006 00	31.09	28.18
1315	8/7/2006 01	26.33	27.11
1315	8/7/2006 02	23.13	24.29
1315	8/7/2006 03	22.36	23.89
1315	8/7/2006 04	23.79	27.01
1315	8/7/2006 05	28.18	35.37
1315	8/7/2006 06	30.83	34.33
1315	8/7/2006 07	41.25	54.00
1315	8/7/2006 08	55.50	79.76
1315	8/7/2006 09	67.89	115.82
1315	8/7/2006 10	77.32	143.75
1315	8/7/2006 11	87.62	134.90
1315	8/7/2006 12	87.40	80.42
1315	8/7/2006 13	98.84	121.06
1315	8/7/2006 14	108.37	169.93
1315	8/7/2006 15	107.46	115.61
1315	8/7/2006 16	85.68	106.29
1315	8/7/2006 17	70.30	90.77
1315	8/7/2006 18	72.24	115.52
1315	8/7/2006 19	58.12	75.18
1315	8/7/2006 20	70.43	72.25
1315	8/7/2006 21	53.11	83.78
1315	8/7/2006 22	40.68	30.59
1315	8/7/2006 23	30.81	31.42

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-083

REQUEST:

Please reference the Application at page 42. Considering the limited number of control days utilized by the Company, is it the position of the Company that this program is cost effective? If so, please explain in detail why.

RESPONSE:

The program has proven to be a cost effective resource. Because this demand side resource is more cost effective than alternative supply side resources (e.g., natural gas fired peaker), least cost planning principles upheld and maintained within the integrated resource planning process are likely to continue to include this demand side resource into the overall plan.

PERSON RESPONSIBLE Thomas L. Osterhus
Richard G. Stevie

Attorney General First Set Data Requests
Duke Energy Kentucky Case No. 2007-00369
Date Received: December 27, 2007
Response Due Date: January 16, 2008

AG-DR-01-084

REQUEST:

Please reference the Application at page 42. Describe in detail any and all benefits to individuals participating in the program.

RESPONSE:

The financial benefits to PowerShare participants are described in the response to question AG-DR-01-080. Customers may also find value in knowing they can help avoid or delay construction of new power plants and/or gain understanding of when system conditions are tight by receiving a notification request for curtailment.

PERSON RESPONSIBLE Bruce Sailers