

SULLIVAN, MOUNTJOY, STAINBACK & MILLER PSC
ATTORNEYS AT LAW

Ronald M. Sullivan
Jesse T. Mountjoy
Frank Stainback
James M. Miller
Michael A. Fiorella
R. Michael Sullivan
Bryan R. Reynolds*
Tyson A. Kamuf
Mark W. Starnes
C. Ellsworth Mountjoy
John S. Wathen

October 3, 2014

Mr. Jeff Derouen
Executive Director
Public Service Commission
211 Sower Boulevard, P.O. Box 615
Frankfort, Kentucky 40602-0615

RECEIVED

OCT 03 2014

PUBLIC SERVICE
COMMISSION

Re: In the Matter of: Consideration of the Implementation
of Smart Grid and Smart Meter Technologies
Administrative Case No. 2012-00428

*Also Licensed in Indiana

Dear Mr. Derouen:

Enclosed are an original and fourteen (14) copies of the responses of Big Rivers Electric Corporation, Jackson Purchase Energy Corporation, Kenergy Corp., and Meade County Rural Electric Cooperative Corporation to the Public Service Commission Staff's second request for information in the above-referenced matter. I certify that on this date, a copy of this letter and a copy of the responses were served on each of the persons listed on the attached service list by either first-class mail or by electronic mail.

Sincerely,



Tyson Kamuf

TAK/lm
Enclosures

cc. Billie Richert
Service List

Telephone (270) 926-4000
Telecopier (270) 683-6694

100 St. Ann Building
PO Box 727
Owensboro, Kentucky
42302-0727

www.westkylaw.com

Service List
Administrative Case No. 2012-00428

Allen Anderson
President & CEO
South Kentucky R.E.C.C.
925-929 N. Main Street
P. O. Box 910
Somerset, KY 42502-0910

Paul G Embs
President & CEO
Clark Energy Cooperative, Inc.
2640 Ironworks Road
P. O. Box 748
Winchester, KY 40392-0748

Lonnie E Bellar
VP - State Regulation
Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010

David Estep
President & General Manager
Big Sandy R.E.C.C.
504 11th Street
Paintsville, KY 41240-1422

John B Brown
Chief Financial Officer
Delta Natural Gas Company, Inc.
3617 Lexington Road
Winchester, KY 40391

Carol Ann Fraley
President & CEO
Grayson R.E.C.C.
109 Bagby Park
Grayson, KY 41143

Anthony S Campbell
President & CEO
East Ky. Power Cooperative, Inc.
4775 Lexington Road
P. O. Box 707
Winchester, KY 40392-0707

Mark David Goss
Goss Samford, PLLC
2365 Harrodsburg Road
Suite B130
Lexington, KY 40504

Judy Cooper
Manager, Regulatory Services
Columbia Gas of Kentucky, Inc.
2001 Mercer Road
P. O. Box 14241
Lexington, KY 40512-4241

Ted Hampton
Manager
Cumberland Valley Electric, Inc.
Highway 25E
P. O. Box 440
Gray, KY 40734

Rocco D'Ascenzo
Senior Counsel
Duke Energy Kentucky, Inc.
139 East 4th Street, R. 25 At II
P. O. Box 960
Cincinnati, OH 45201

Jennifer B Hans
Assistant Attorney General's Office
1024 Capital Center Drive, Ste 200
Frankfort, KY 40601-8204

Larry Hicks
President & CEO
Salt River Electric Cooperative Corp.
111 West Brashear Avenue
P. O. Box 609
Bardstown, KY 40004

Kerry K Howard
CEO
Licking Valley R.E.C.C.
P. O. Box 605
271 Main Street
West Liberty, KY 41472

James L Jacobus
President & CEO
Inter-County Energy Cooperative
Corporation
1009 Hustonville Road
P. O. Box 87
Danville, KY 40423-0087

Honorable Michael L Kurtz
Attorney at Law
Boehm, Kurtz & Lowry
36 East Seventh Street
Suite 1510
Cincinnati, OHIO 45202

Mark Martin
VP Rates & Regulatory Affairs
Atmos Energy Corporation
3275 Highland Pointe Drive
Owensboro, KY 42303

Debbie J Martin
President & CEO
Shelby Energy Cooperative, Inc.
620 Old Finchville Road
Shelbyville, KY 40065

Donald T. Prather
Mathis, Riggs & Prather, P.S.C.
500 Main Street, Suite 5
Shelbyville, KY 40065

Burns E Mercer
President & CEO
Meade County R.E.C.C.
P. O. Box 489
Brandenburg, KY 40108-0489

Michael L Miller
President & CEO
Nolin R.E.C.C.
411 Ring Road
Elizabethtown, KY 42701-6767

Barry L Myers
Manager
Taylor County R.E.C.C.
625 West Main Street
P. O. Box 100
Campbellsville, KY 42719

G. Kelly Nuckols
President & CEO
Jackson Purchase Energy Corp.
2900 Irvin Cobb Drive
P. O. Box 4030
Paducah, KY 42002-4030

Christopher S Perry
President & CEO
Fleming-Mason Energy
Cooperative, Inc.
1449 Elizaville Road
P. O. Box 328
Flemingsburg, KY 41041

Bill Prather
President & CEO
Farmers R.E.C.C.
504 South Broadway
P. O. Box 1298
Glasgow, KY 42141-1298

David S Samford
Goss Samford, PLLC
2365 Harrodsburg Road
Suite B130
Lexington, KY 40504

Honorable Iris G Skidmore
415 W. Main Street
Suite 2
Frankfort, KY 40601

Mark Stallons
President & CEO
Owen Electric Cooperative, Inc.
8205 Highway 127 North
P. O. Box 400
Owenton, KY 40359

Gregory Starheim
President & CEO
Kenergy Corp.
6402 Old Corydon Road
P. O. Box 18
Henderson, KY 42419

Ed Staton
VP - State Regulation and Rates
Louisville Gas and Electric Co.
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

Mike Williams
President & CEO
Blue Grass Energy
Cooperative Corp.
1201 Lexington Road
P. O. Box 990
Nicholasville, KY 40340-0990

Ranie Wohnhas
Managing Director, Reg & Finance
Kentucky Power Company
101 A Enterprise Drive
P. O. Box 5190
Frankfort, KY 40602

Carol Wright
President & CEO
Jackson Energy Cooperative Corp.
115 Jackson Energy Lane
McKee, KY 40447

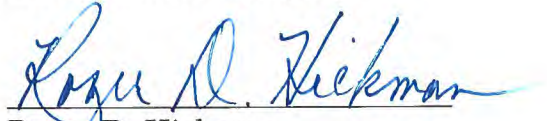
Clayton O. Oswald
Taylor Keller & Oswald, PLLC
P.O. Box 3440
1306 W. 5th St., Suite 100
London, KY 40743-3440

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**


VERIFICATION

I, Roger D. Hickman, verify, state, and affirm that I prepared or supervised the preparation of my responses to data requests filed with this Verification, and that those responses are true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.


Roger D. Hickman

COMMONWEALTH OF KENTUCKY)
COUNTY OF HENDERSON)

SUBSCRIBED AND SWORN TO before me by Roger D. Hickman on
this the ___ day of October, 2014.


Notary Public, Ky. State at Large
My Commission Expires _____

Notary Public, Kentucky State-At-Large
My Commission Expires: July 3, 2018
ID 513528

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

VERIFICATION

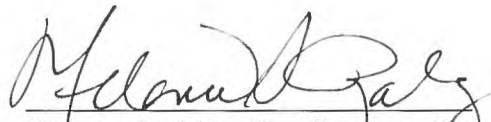
I, Michael L. (Mike) French, verify, state, and affirm that I prepared or supervised the preparation of my responses to data requests filed with this Verification, and that those responses are true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.



Michael L. (Mike) French

COMMONWEALTH OF KENTUCKY)
COUNTY OF MEADE)

SUBSCRIBED AND SWORN TO before me by Michael L. (Mike) French
on this the 4 day of October, 2014.



Notary Public, Ky. State at Large
My Commission Expires 3-18-16

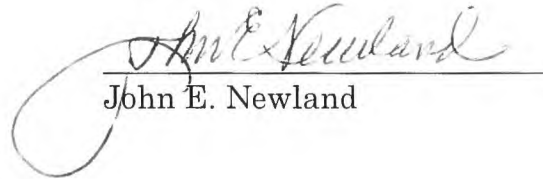


**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
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MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**

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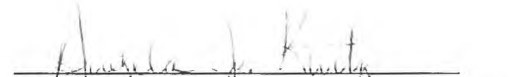
I, John E. Newland, verify, state, and affirm that I prepared or supervised the preparation of my responses to data requests filed with this Verification, and that those responses are true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.


John E. Newland

COMMONWEALTH OF KENTUCKY)
COUNTY OF HENDERSON)

SUBSCRIBED AND SWORN TO before me by John E. Newland on this
the 1st day of October, 2014.



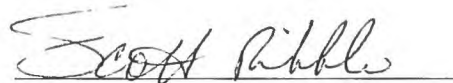

Notary Public, Ky. State at Large
My Commission Expires 11/07/2017

BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428

VERIFICATION

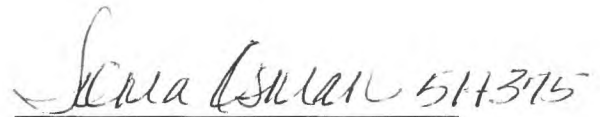
I, Scott W. Ribble, verify, state, and affirm that I prepared or supervised the preparation of my responses to data requests filed with this Verification, and that those responses are true and accurate to the best of my knowledge, information, and belief formed after a reasonable inquiry.



Scott W. Ribble

COMMONWEALTH OF KENTUCKY)
COUNTY OF McCRACKEN)

SUBSCRIBED AND SWORN TO before me by Scott W. Ribble on this
the 1st day of October, 2014.



Notary Public, Ky. State at Large
My Commission Expires 06/30/18

ORIGINAL



Your Touchstone Energy® Cooperative 

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION OF KENTUCKY

In the Matter of:

CONSIDERATION OF THE IMPLEMENTATION)	Case No.
OF SMART GRID AND SMART METER)	2012-00428
TECHNOLOGIES)	

**Responses to Commission Staff's Second Request for Information
dated
September 18, 2014**

FILED: October 3, 2014

ORIGINAL

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 6)** *In the Report,³ the Joint Utilities state that no opt-outs should*
2 *be permitted from AMR deployments.⁴ Explain why the Joint Utilities*
3 *believe that there should be no opt-outs for AMR meters (that only provide*
4 *for one-way communication).*

5
6 **Response)** At this time, neither Jackson Purchase Energy Corporation, Kenergy
7 Corp., nor Meade County Rural Electric Cooperative Corporation have any
8 experience with AMR meters which only provide for one-way communication.
9 However, they support the position taken by the Joint Utilities,^d expressed in the
10 Report at pages 20-23, that there are numerous direct or opportunity costs to
11 utilities when customers opt-out, and operational impacts to utilities when
12 customers opt-out.

13
14
15 **Witnesses)** Scott W. Ribble (*JPEC*^a), John E. Newland (*Kenergy*^b), and
16 Michael L. French (*MCRECC*^c)

³ Administrative Case No. 2012-00428, *Report of the Joint Utilities, Conclusion and Recommendations*, filed June 30, 2014.

⁴ *Id* at 17.

^a JPEC = Jackson Purchase Energy Corporation

^b Kenergy = Kenergy Corporation

^c MCRECC = Meade County Rural Electric Cooperative Corporation

^d Joint Utilities = Those utilities listed in Appendix A of the Report.

BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
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MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428

Response to Commission Staff's Second Request for Information
dated September 18, 2014

October 3, 2014

1 Item 7) *The Report includes the following statements: "This section*
2 *does not address opt-outs from AMR metering. The Joint Utilities believe*
3 *no opt-outs should be permitted from AMR deployments, and a number of*
4 *utilities have already deployed AMR system-wide"*⁵ *and "...[t]he Joint*
5 *Utilities oppose any across-the-board, one-size-fits-all opt-out requirement*
6 *for smart-meter deployments, but support each utility's ability to propose*
7 *opt-outs appropriate for their customers and systems."*⁶ *Do you agree that*
8 *opt-outs should not be permitted for AMR meters (that only provide for*
9 *one-way communication)? If not, explain why.*

10

11 **Response)** Yes. JPEC, Kenergy, and MCRECC agree that opt-outs should not
12 be permitted for AMR meters.

13

14

15 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
16 Michael L. French (*MCRECC*)

17

⁵ *Id.*

⁶ *Id.* at 27.

**BIG RIVERS ELECTRIC CORPORATION
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MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 8)** *Do you believe that opt-outs should be allowed for AMI or*
2 *smart meters? Has your response changed from your original position*
3 *which may have been set forth in your testimony or in response to earlier*
4 *data requests? If so, explain.*

5
6 **Response)** JPEC, Kenergy, and MCRECC have varying levels of experience with
7 AMI or smart meters. However, they concur with the Joint Utilities that opt-out
8 should not be allowed. Further concurring with the Joint Utilities, they believe if
9 the availability of opt-out is mandated, then those customers electing to opt out
10 should cover the costs of their decisions and those costs should not be socialized
11 across the entire customer base. To the extent that customer opt-outs create
12 reliability issues, and possibly limit a utility's ability to respond timely to those
13 reliability issues, a utility should not be penalized for those reliability events.

14 JPEC, Kenergy, and MCRECC believe this position is consistent with
15 the one they expressed in their responses, filed on March 20, 2013, to Item Nos. 18
16 and 23 of the Commission Staff's Request for Information dated February 23,
17 2013. They further believe is it reflected in the Joint Utilities' concerns expressed
18 on pages 20-23 of the Report.

19
20
21 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
22 Michael L. French (*MCRECC*)

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
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**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 9)** *If opt-outs are granted, should the customer electing to opt out*
2 *be required to bear the cost of the opt-out? Explain your response.*

3

4 **Response)** Yes. Please see the responses to Item Nos. 6 and 8 of this request for
5 information.

6

7

8 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
9 Michael L. French (*MCRECC*)

10

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 10)** *Describe and estimate the costs that would be incurred to*
2 *provide customer opt-out.*

3
4 **Response)** JPEC, Kenergy, and MCRECC believe the opt-out charges
5 information listed on the Report at page 21 to be indicative of the broad range of
6 charges which may apply to any customer opting out of either an AMR or AMI
7 installation. At a minimum, JPEC's, Kenergy's, and MCRECC's costs to provide
8 customer opt-out would be their current, respective charges for customer connects
9 or disconnects, and their charges to send an employee to investigate any meter
10 problem which could have been diagnosed remotely with AMI and a smart meter.
11 Those current charges range from \$25 to \$35 for each such trip.

12 However, these charges do not include other costs that would be
13 incurred if utilities are required to allow opt-outs, including the incremental costs
14 of detecting outages related to customers who opted out, investigating such
15 outages, and maintaining two separate accounting, billing, and customer
16 information systems – one for customers who do not opt-out and the other for
17 customers who do opt-out (*see* the Report, pages 22-23). At this time, JPEC,
18 Kenergy, and MCRECC are unable to estimate those incremental costs. Those
19 costs will be materially dependent on several factors, such as the type of system
20 installed and the number of customers electing opt-out.

Case No. 2012-00428
Response to PSC 2-10

**Witnesses: Scott W. Ribble (JPEC), John E. Newland (Kenergy), and
Michael L. French (MCRECC)**

Page 1 of 2

**BIG RIVERS ELECTRIC CORPORATION
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**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1
2
3
4

Witnesses) Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
Michael L. French (*MCRECC*)

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 11)** *Are there any circumstances under which utilities should have*
2 *the right to refuse to honor a customer's request to opt-out of AMI meters?*
3 *Explain your response.*

4

5 **Response)** JPEC, Kenergy, and MCRECC believe these circumstances are
6 enumerated in paragraphs numbers 4, 5, 8, 9, and 12 on pages 22-23 of the
7 Report.

8

9

10 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
11 Michael L. French (*MCRECC*)

12

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 12)** *Refer to page 21 of the Report, paragraph 10. Describe how*
2 *smart meters identify their malfunctioning early.*

3

4 **Response)** A utility may only discover an electromechanical meter's failure
5 when the meter is read. At that time, there is no way to determine when during
6 the billing cycle the meter failed and, therefore, one would need to estimate the
7 amount of electricity used. The longer the period between meter reads, e.g., two
8 months versus one month, means a longer time before any meter malfunction is
9 discovered.

10 With some electronic, or smart, meters, the failure to receive a
11 nightly read from a meter may trigger a service order to "check" that meter. With
12 such a system, the utility may wait a few days and repeat attempts to 'ping' the
13 meter and, failing to get a response, would then investigate the meter. For other
14 electronic , or smart meters, where reads are done more frequently, e.g., every
15 quarter-hour or hour, notice of a possible failure would occur earlier than with a
16 daily read. Also, some meters that fail will send error codes back to the meter
17 reading software; those meters may be flagged for troubleshooting the following
18 day and, if necessary, replaced.

19

20

21 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
22 Michael L. French (*MCRECC*)

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
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October 3, 2014

1 **Item 13)** *Refer to page 24 of the Report which gives the example of a*
2 *customer's finding that daily meter reading is a privacy problem. State*
3 *whether daily meter reading is the default or the normal occurrence.*

4
5 **Response)** In general, the meter reading interval is programmable so that the
6 reading interval might be daily, hourly, or less. However, a daily meter read is
7 inherent with some technology, *e.g.*, MCRECC's Landis + Gyr PLC system.

8
9
10 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
11 Michael L. French (*MCRECC*)

12

BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
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MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428

Response to Commission Staff's Second Request for Information
dated September 18, 2014

October 3, 2014

1 **Item 14)** *Refer to page 26, paragraph 5. Confirm whether smart meters*
2 *measure demand for residential customers.*

3

4 **Response)** A smart meter's ability to measure residential customer demand is a
5 programmable function of the meter. As such, a utility may elect to use or not use
6 that functionality. Some residential smart meters are true demand meters, *e.g.*,
7 Focus AX or Focus AX-SD meters.

8 Currently, JPEC's system has the ability to record residential
9 customer meter demand, but JPEC does not collect that information. MCRECC's
10 Landis + Gyr system provides a daily peak demand for each meter using a kWh
11 calculation.

12

13

14 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
15 Michael L. French (*MCRECC*)

16

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
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**CONSIDERATION OF THE IMPLEMENTATION
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**Response to Commission Staff's Second Request for Information
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October 3, 2014

1 **Item 15)** *Refer to CAC's comments on page 28 of the Report regarding*
2 *the instantaneous remote disconnects. Do you believe that the ability to*
3 *instantaneously and remotely disconnect a customer for non-payment is*
4 *an advantage only to the utility, or does it also benefit other customers?*
5 *Explain your response.*

6
7 **Response)** JPEC, Kenergy, and MCRECC note that, prior to any customer
8 disconnection, a number of events, which comply with relevant Commission
9 regulations and procedures in their respective tariffs, have occurred. Prior to
10 disconnection many attempts have been made to clear-up any unpaid bill either
11 through a complete pay off of the outstanding balance or through an arrangement
12 of installment payments.

13 Instantaneous disconnection benefits the payment-troubled member
14 and the Cooperative's other members. The Cooperative's membership benefits
15 from no further bad debt expense accrual, an expense shared by the membership
16 in any cost-of-service study. The Cooperative membership further benefits from a
17 decrease in bad debt expense write-offs which affect the health of the Cooperative.
18 Instantaneous remote disconnects, after repeated notices and attempts to arrange
19 a payment program, benefit the disconnected customer by limiting the magnitude
20 of the customer's outstanding balance, and eliminating or reducing additional trip
21 charges. Once the outstanding bill has been paid, or payments arraignments have
22 been made, instantaneous reconnection limits the time the customer must wait for

**Case No. 2012-00555
Response to PSC 2-15**

**Witnesses: Scott W. Ribble (JPEC), John E. Newland (Kenergy), and
Michael L. French (MCRECC)**

Page 1 of 2

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
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**CONSIDERATION OF THE IMPLEMENTATION
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CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
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October 3, 2014

1 service restoration, limits additional trips charges applicable to the customer, and
2 saves the Cooperative travel time to manually reconnect the customer.

3

4

5 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
6 Michael L. French (*MCRECC*)

7

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 16)** *If the Commission does not require the adoption of the EISA*
2 *2007 Smart Grid Investment Standard or a derivative thereof, do you*
3 *anticipate submitting an application for a CPCN for any smart grid or*
4 *smart meter deployment? Explain your answer.*

5

6 **Response)** At this time Big Rivers Electric Corporation, JPEC, and MCRECC
7 have no plans for any smart grid or smart meter deployment. Kenergy is
8 currently analyzing a possible AMI installation. Assuming the results of that
9 analysis are favorable, Kenergy would file the necessary CPCN application with
10 the Commission. At this time, Kenergy expects that analysis to be complete
11 sometime in either the 4th quarter of 2014 or the 1st quarter of 2015.

12

13

14 **Witnesses)** Roger D. Hickman (*Big Rivers*^d), Scott W. Ribble (*JPEC*),
15 John E. Newland (*Kenergy*), and Michael L. French (*MCRECC*)

16

^d Big Rivers = Big Rivers Electric Corporation

**BIG RIVERS ELECTRIC CORPORATION
JACKSON PURCHASE ENERGY CORPORATION
KENERGY CORP.
MEADE COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION**

**CONSIDERATION OF THE IMPLEMENTATION
OF SMART GRID AND SMART METER TECHNOLOGIES
CASE NO. 2012-00428**

**Response to Commission Staff's Second Request for Information
dated September 18, 2014**

October 3, 2014

1 **Item 17)** *Are there any smart-grid deployments for which the*
2 *Commission should require the submission of a request for a CPCN?*

3
4 **Response)** Big Rivers, JPEC, Kenergy, and MCRECC support the Joint Utilities'
5 position expressed in the Report on page 5 and on pages 74-76 and believe the
6 Commission's existing CPCN authority is sufficient. Moreover, on page 76 of the
7 Report, the Joint Utilities state, "[A]lthough CPCN proceedings may be necessary
8 for certain new and large smart-technology deployments, the Commission should
9 not require such proceedings for all smart-technology deployments. Many smart-
10 technology deployments are merely replacements or upgrades of existing utility
11 equipment, not new construction requiring a CPCN." Big Rivers, JPEC, Kenergy,
12 and MCRECC believe that many smart-technology deployments that involve only
13 upgrades to existing information technology and software, e.g., upgrades replacing
14 existing modules with those having more current software and options, should not
15 require a CPCN.

16
17
18 **Witnesses)** Roger D. Hickman (*Big Rivers*), Scott W. Ribble (*JPEC*),
19 John E. Newland (*Kenergy*), and Michael L. French (*MCRECC*)
20

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1 *Item 18) Refer to Appendix B of the Report. For each utility that*
2 *currently does not offer residential dynamic pricing tariffs, or for those*
3 *whose only dynamic tariff offerings are Electric Thermal Storage*
4 *marketing rates, state whether such tariffs are being considered for future*
5 *implementation subject to Commission approval. If so, state what type(s)*
6 *of dynamic pricing tariffs are being considered. If not, state what factors*
7 *caused the utility to decide against proposing to implement such tariffs or*
8 *cause it to be otherwise unable to implement such tariffs.*

9
10 **Response)** Currently neither Big Rivers, JPEC, Kenergy, nor MCRECC have
11 any plans to implement dynamic pricing tariffs. The factors leading to this
12 decision vary. In general, however, JPEC's experience is typical. While JPEC
13 periodically has discussed dynamic pricing with existing and new customers, none
14 of them have expressed any interest in such a pricing option. Also, the ability of a
15 utility to offer robust dynamic pricing options will be dependent on the capabilities
16 of a utility's metering system.

17
18
19 **Witnesses)** Roger D. Hickman (*Big Rivers*), Scott W. Ribble (*JPEC*),
20 John E. Newland (*Kenergy*), and Michael L. French (*MCRECC*)
21

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1 Item 19) *In the Distribution Smart-Grid Components chapter of the*
2 *Report, Owen Electric Cooperative mentions the Green Button initiative.⁷*
3 *In its direct testimony, Kentucky Power Company ("Kentucky Power") notes*
4 *its commitment to the Green Button initiative.⁸ Indicate whether you*
5 *participate in the Green Button initiative. If you participate in similar*
6 *but different information efforts, identify those efforts.*

7

8 **Response)** Neither JPEC, Kenergy, nor MCRECC currently participates in the
9 Green Button initiative.

10 Through its website, JPEC offers its members access to their
11 metering information through the National Information Solutions Cooperative's
12 ("NISC") SmartHub[®] application through smart phones and their SmartHub[®]
13 accounts. Members can also call or visit the office to talk about their account
14 including usage and billing

15 Kenergy also uses the cell phone application, NISC's SmartHub[®], to
16 provide online bill presentation and payment to members with a SmartHub[®]
17 account . A member's past energy usage also can be graphically represented.

18 Through the MCRECC website, MCRECC members can access
19 MCRECC's SEDC member portal. MCRECC members may also use MCRECC's

⁷ *Id.* at 50.

⁸ Direct testimony of Lila P. Munsey filed January 28, 2013 at 10.

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1 smart phone application to monitor their daily usage, bill history, and
2 temperatures per day.

3

4

5 **Witnesses)** Scott W. Ribble (*JPEC*), John E. Newland (*Kenergy*), and
6 Michael L. French (*MCRECC*)

7

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1 **Item 22)** *Refer to page 23 of the Report, paragraph 14. Explain how a*
2 *customer opt-out feature may impact the ability of utilities to optimize*
3 *Regional Transmission Organization power purchases or sales.*

4

5 **Response)** While one customer opt-out may be most inconsequential to the
6 operation of the electric system, a customer opt-out feature resulting in 1%, 2%, or
7 3% of a utility's customers exercising that feature is another matter. Exercise of
8 the customer opt-out to those levels may impact utilities' abilities to accurately
9 forecast customer load. Inaccurate forecasts may impact a utility's ability to
10 optimize sales and purchase transactions.

11

12

13 **Witness)** Roger D. Hickman (*Big Rivers*)

14