

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION INTO)	
ALLEGED VIOLATIONS OF KRS 278.160, 807)	
KAR 5:006; AND COMMISSION ORDERS BY)	
SALT RIVER ELECTRIC COOPERATIVE)	
CORP., SALT RIVER ELECTRIC)	
COOPERATIVE CORP.'S BOARD OF)	
DIRECTORS: JIMMY LONGMIRE, CHAIRMAN;)	CASE NO.
A.C. "HAPPY" CAHOE, VICE CHAIRMAN;)	2020-00347
LINDA WEST, SECRETARY; GAYLE)	
TROUTMAN, TREASURER; DARRELL)	
TINGLE, DIRECTOR; AND GARRY MAN, AND)	
SALT RIVER ELECTRIC COOPERATIVE)	
CORP.'S PRESIDENT AND CHIEF)	
EXECUTIVE OFFICER, TIM SHARP)	

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO SALT RIVER ELECTRIC COOPERATIVE CORP. AND SALT RIVER ELECTRIC
COOPERATIVE CORP.'S BOARD OF DIRECTORS: JIMMY LONGMIRE, A.C.
"HAPPY" CAHOE; LINDA WEST; GAYLE TROUTMAN; DARRELL TINGLE;
GARRY MAN; AND TIM SHARP

Salt River Electric Cooperative Corp., Jimmy Longmire, A.C. "Happy" Cahoe, Linda West, Gayle Troutman, Darrell Tingle, Garry Man, and Tim Sharp (collectively, Salt River Electric), pursuant to 807 KAR 5:001, are to file with the Commission an electronic version of the following information. The information requested herein is due no later than November 17, 2020. The Commission directs Salt River Electric to the Commission's March 16, 2020 and March 24, 2020 Orders in Case No. 2020-00085¹ regarding filings

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 24, 2020), Order at 1–3.

with the Commission. The Commission expects the original documents to be filed with the Commission within 30 days of the lifting of the current state of emergency. All responses in paper medium shall be appropriately bound, tabbed, and indexed. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Salt River Electric shall make timely amendment to any prior response if Salt River Electric obtains information that indicates the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Salt River Electric fails or refuses to furnish all or part of the requested information, Salt River Electric shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When

filing a paper containing personal information, Salt River Electric shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Salt River Electric's Supplemental Response to Order (Supplemental Response), pages 4 and 12, where Salt River Electric details its attempts to communicate with prepay customers.

a. Provide copies of "the automated daily text and/or email messages, beginning in September, warning that service is "Pending Auto Disconnect" when a balance was negative."

b. Provide a transcript of the "[a]utomated calls beginning on October 14, requesting that members get in touch to avoid service interruption."

c. Describe how Salt River Electric would determine whether a prepay customer could not be reached by automated call, text, or email.

d. Provide a copy of the letter that Salt River Electric sent to prepay customers who could not be reached by automated call, text, or email.

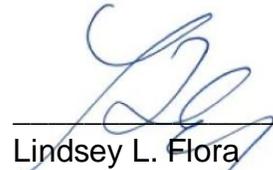
2. State whether Salt River Electric manually telephoned prepay customers before disconnecting service. If the answer is in the negative, explain why Salt River Electric did not manually telephone prepay customers who were to be disconnected.

3. Refer to the September 21, 2020 Order in Case No. 2020-00085, page 10, where the Commission stated that:

Utilities must also keep detailed records describing their attempts to communicate with customers with past due accounts or who will otherwise be subject to disconnection. Similar to the requirements in 807 KAR 5:006, Section 10(2), these records should reflect the customer's name and address, the dates and nature of the communication, and the

agreed-upon payment plan (if any). Upon request by the Commission, these records shall be timely made available for review.²

Provide these records for the prepay customers that were disconnected.



Lindsey L. Flora
Deputy Executive Director
Public Service Commission
P.O. Box 615
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DATED NOV 06 2020

cc: Parties of Record

² Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Sept. 21, 2020) at 10.

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