



Mailing Address:
139 East Fourth Street
1312-Main
Cincinnati, Ohio 45202
o: 513-287-4010
f: 513-370-5720

Larisa.Vaysman@duke-energy.com
Larisa Vaysman
Senior Counsel

VIA ELECTRONIC MAIL

July 28, 2023

Ms. Linda Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601

RECEIVED

JUL 28 2023

PUBLIC SERVICE
COMMISSION

Re: Case No. 2022-00289

In the Matter of: Elizabeth L. Eichelberger v. Duke Energy Kentucky, Inc.

Dear Ms. Bridwell:

Duke Energy Kentucky, Inc. hereby submits its Responses to Staff's Third Request for Information. I certify that the electronic documents are true and accurate copies of the original documents.

The Company will retain the original filing in paper medium as the requirement to file it with the Commission was permanently granted a deviation in Case No. 2020-00085.

Respectfully submitted,

/s/ Larisa Vaysman

Larisa Vaysman (98944)

Senior Counsel

Duke Energy Kentucky, Inc.

139 East Fourth Street, 1313 Main

Cincinnati, Ohio 45201-0960

Phone: (513) 287-4010

Fax: (513) 370-5720

Larisa.Vaysman@duke-energy.com

Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

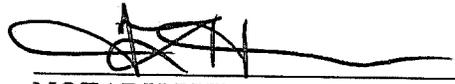
VERIFICATION

STATE OF INDIANA)
)
COUNTY OF PUTNAM) SS:

The undersigned, Amber Kaufman, Consumer Affairs Specialist, being duly sworn, deposes and says that he 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 his knowledge, information and belief.


Amber Kaufman, Affiant

Subscribed and sworn to before me by Amber Kaufman on this 24th day of July, 2023.


NOTARY PUBLIC

NOTARY PUBLIC - STATE OF INDIANA
SEAL
TAMMY L HUDELSON
COMMISSION NUMBER 709850
MY COMMISSION EXPIRES FEBRUARY 8, 2026

My Commission Expires: 02/08/2026

KyPSC Case No. 2022-00289
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**Duke Energy Kentucky
Case No. 2022-00289
STAFF Third Set Data Requests
Date Received: July 5, 2023**

STAFF-DR-03-001

REQUEST:

Provide copies of bills issued to Ms. Eichelberger in February, March, April, May, June, and July of 2023.

RESPONSE:

Please see STAFF-DR-03-001 Attachment.

PERSON RESPONSIBLE: Amber Kaufman



Your Energy Bill

Page 1 of 4

Service address
 BETTY EICHELBERGER
 [REDACTED]
 [REDACTED]

Bill date Feb 20, 2023
For service Jan 19 - Feb 16
 29 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$268.00
Payment Received Feb 06	-268.00
Current Budget Billing Plan Charges	268.00
Total Amount Due Mar 13	\$268.00

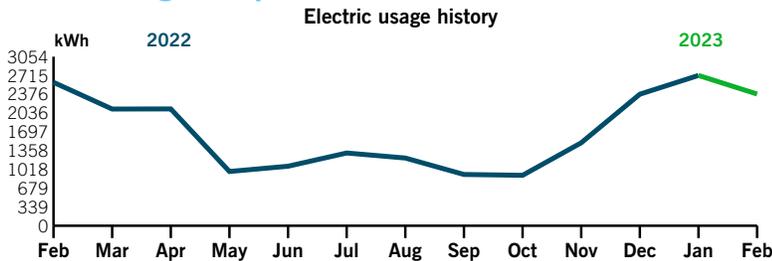


Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Find tips, tools and programs to help lower your energy bills at duke-energy.com/LowerBills.

Your usage snapshot



Average temperature in degrees

34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 36°

	Current Month	Feb 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	2,379	2,590	19,615	1,635
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28201-1090

Account number
 [REDACTED]

Amount due

\$268.00
 by Mar 13

After Mar 13, the amount due will increase to \$268.00.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

BETTY EICHELBERGER
 [REDACTED]
 [REDACTED]

Duke Energy Payment Processing
 PO Box 1094
 Charlotte, NC 28201-1094

88 [REDACTED] 000330000000000000000002680000000268003



Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Mar 17

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

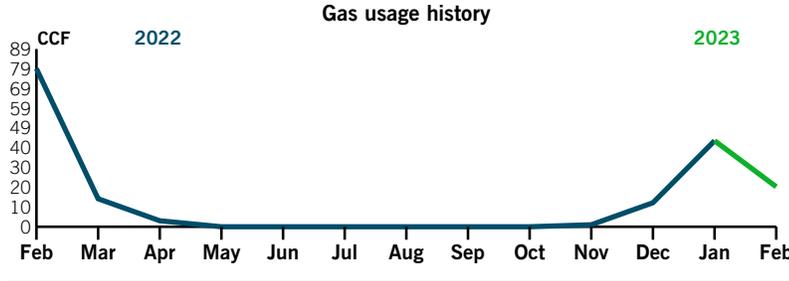
Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

34° 47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 36°

	Current Month	Feb 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	20	79	93	8

12-month usage based on most recent history

Your Annual Budget Billing Plan

Analysis of your plan



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$263.05** between plan charges and actual usage costs.

Current electric usage for meter number 320303612

Actual reading on Feb 16	106686
Previous reading on Jan 19	- 104307
Energy Used	2,379 kWh
Billed kWh	2,379.000 kWh

Current Gas usage for meter number 1291848

Actual reading on Feb 16	598
Previous reading on Jan 19	- 578
Gas Used	20 CCF
Billed CCF	20.000 CCF

Billing details - Electric

Billing Period - Jan 19 to Feb 16

Meter - 320303612

Customer Charge	\$12.90
Energy Charge	
2,379.000 kWh @ \$0.08099500	192.69
Demand Side Management Cost Recovery Program Rider (DSM)	
2,379.000 kWh @ \$0.00697500	16.59
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,379.000 kWh @ \$-0.00448700	-10.67
Electric Fuel Adjustment	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Electric continued

2,379.000 kWh @ \$0.00862500	\$20.52
Environmental Surcharge Mechanism Rider (ESM)	26.45
Total Current Charges	\$258.48

Billing details - Gas

Billing Period - Jan 19 to Feb 16	
Meter - 1291848	
Customer Charge	\$17.80
Gas Delivery Charge	
20.000 CCF @ \$0.52474000	10.49
Gas DSM Rider	
20.000 CCF @ \$0.01480300	0.30
Gas Cost Recovery	
20.000 CCF @ \$0.70060000	14.01
Gas WNA Rider	
20.000 CCF @ \$0.25353592	5.07
Total Current Charges	\$47.67

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$10.41
Rate Increase For School Tax	9.50
Total Taxes	\$19.91



Your Energy Bill

Page 1 of 4

Service address
 BETTY EICHELBERGER
 [REDACTED]
 [REDACTED]

Bill date Mar 21, 2023
For service Feb 17 - Mar 17
 29 days

Account number [REDACTED]

Billing summary

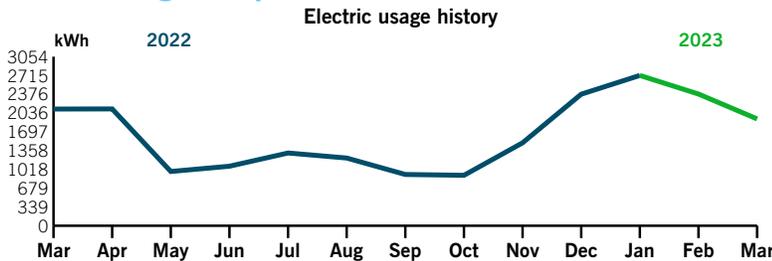
Previous Amount Due	\$268.00
Payment Received Mar 07	-268.00
Current Budget Billing Plan Charges	268.00
Total Amount Due Apr 11	\$268.00



Thank you for your payment.

Important power line safety reminder. Stay away from power lines. Do not work near overhead lines. Always assume that downed lines are energized and dangerous. Report downed power lines to Duke Energy immediately by calling 1-800-543-5599.

Your usage snapshot



Average temperature in degrees

47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 46°

	Current Month	Mar 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	1,930	2,108	19,437	1,620
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28201-1090

Account number
 [REDACTED]

Amount due

\$268.00
 by Apr 11

After Apr 11, the amount due will increase to \$268.00.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

BETTY EICHELBERGER
 [REDACTED]

Duke Energy Payment Processing
 PO Box 1094
 Charlotte, NC 28201-1094

88 [REDACTED] 00033000000000000000002680000000268003



Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Apr 18

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

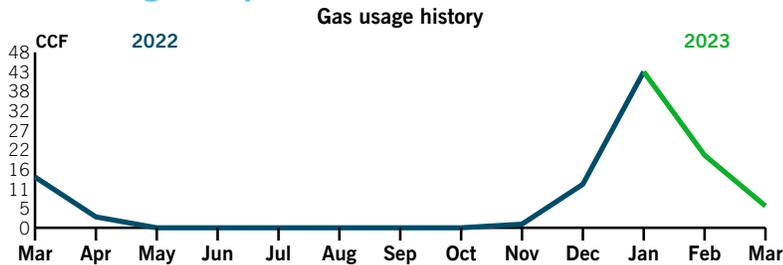
Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

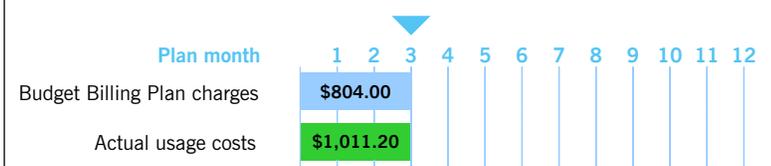
47° 52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 46°

	Current Month	Mar 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	6	14	85	7

12-month usage based on most recent history

Your Annual Budget Billing Plan

Analysis of your plan



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$207.20** between plan charges and actual usage costs.

Thank you for participating in our Budget Billing Plan (BBP). After reviewing your account, we have determined that your BBP amount will need to be adjusted to better reflect your actual energy usage. Your monthly BBP amount will be changed from **\$268.00** to **\$291.00**. Your new BBP amount will be reflected on your next month's bill. Questions? Call 800.544.6900.

Current electric usage for meter number 320303612

Actual reading on Mar 17	108616
Previous reading on Feb 17	- 106686
Energy Used	1,930 kWh
Billed kWh	1,930.000 kWh

Current Gas usage for meter number 1291848

Actual reading on Mar 17	604
Previous reading on Feb 17	- 598
Gas Used	6 CCF
Billed CCF	6.000 CCF

Billing details - Electric

Billing Period - Feb 17 to Mar 17

Meter - 320303612

Customer Charge	\$12.90
Energy Charge	
1,930.000 kWh @ \$0.08099500	156.32
Demand Side Management Cost Recovery Program Rider (DSM)	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Electric continued

1,930.000 kWh @ \$0.00697500	\$13.46
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,930.000 kWh @ \$-0.01137300	-21.95
Electric Fuel Adjustment	
1,930.000 kWh @ \$-0.00264500	-5.10
Environmental Surcharge Mechanism Rider (ESM)	18.68
Total Current Charges	\$174.31

Billing details - Gas

Billing Period - Feb 17 to Mar 17	
Meter - 1291848	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	
6.000 CCF @ \$0.01480300	0.09
Gas Cost Recovery	
6.000 CCF @ \$0.48820000	2.93
Gas WNA Rider	
6.000 CCF @ \$0.15411704	0.92
Total Current Charges	\$24.89

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$6.77
Rate Increase For School Tax	6.18
Total Taxes	\$12.95



Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: May 17

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

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When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

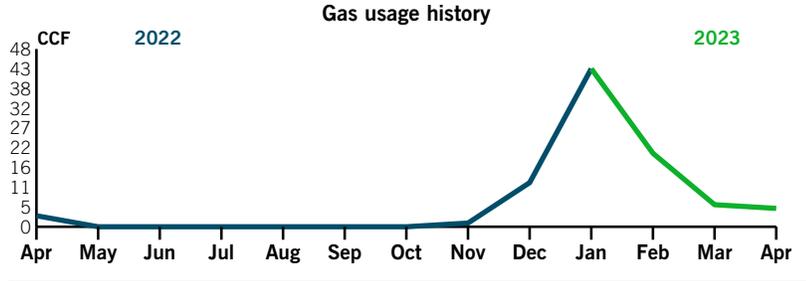
Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

52° 66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 50°

	Current Month	Apr 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	3	87	7
12-month usage based on most recent history				

Your Annual Budget Billing Plan

Analysis of your plan



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **\$89.68** between plan charges and actual usage costs.

Current electric usage for meter number 320303612

Actual reading on Apr 18	110094
Previous reading on Mar 18	- 108616
Energy Used	1,478 kWh
Billed kWh	1,478.000 kWh

Current Gas usage for meter number 1291848

Actual reading on Apr 18	609
Previous reading on Mar 18	- 604
Gas Used	5 CCF
Billed CCF	5.000 CCF

Billing details - Electric

Billing Period - Mar 18 to Apr 18

Meter - 320303612

Customer Charge	\$12.90
Energy Charge	
1,478.000 kWh @ \$0.08099500	119.71
Demand Side Management Cost Recovery Program Rider (DSM)	
1,478.000 kWh @ \$0.00335100	4.95
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
1,478.000 kWh @ \$-0.01137300	-16.81
Electric Fuel Adjustment	

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Electric continued

1,478.000 kWh @ \$0.00380000	\$5.62
Environmental Surcharge Mechanism Rider (ESM)	14.25
Total Current Charges	\$140.62

Billing details - Gas

Billing Period - Mar 18 to Apr 18	
Meter - 1291848	
Customer Charge	\$17.80
Gas Delivery Charge	
5.000 CCF @ \$0.52474000	2.62
Gas DSM Rider	
5.000 CCF @ \$-0.00478400	-0.02
Gas Cost Recovery	
5.000 CCF @ \$0.48820000	2.44
Gas WNA Rider	
5.000 CCF @ \$-0.11371497	-0.57
Total Current Charges	\$22.27

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$5.54
Rate Increase For School Tax	5.05
Total Taxes	\$10.59



Your Energy Bill

Page 1 of 4

Service address
 BETTY EICHELBERGER
 [REDACTED]
 [REDACTED]

Bill date May 19, 2023
 For service Apr 19 - May 17
 29 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$291.00
Payment Received May 02	-291.00
Current Budget Billing Plan Charges	291.00
Total Amount Due Jun 09	\$291.00

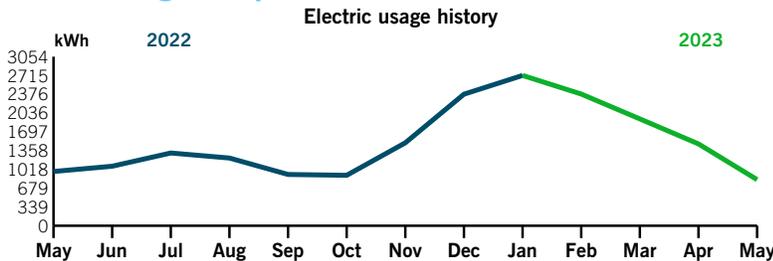


Thank you for your payment.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Help lower your energy bill. Shop the Online Savings Store to save big on energy-efficient items and get limited-time offers on LEDs at duke-energy.com/OSS. Enjoy FREE SHIPPING on orders more than \$49.

Your usage snapshot



Average temperature in degrees

66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 59°

	Current Month	May 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	833	980	18,658	1,555
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28201-1090

Account number
 [REDACTED]

Amount due

\$291.00
 by Jun 9

After Jun 9, the amount due will increase to \$291.06.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

BETTY EICHELBERGER
 [REDACTED]

Duke Energy Payment Processing
 PO Box 1094
 Charlotte, NC 28201-1094

88 [REDACTED] 000330000000000000000000291.00000000291.004



Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

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Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Jun 19

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

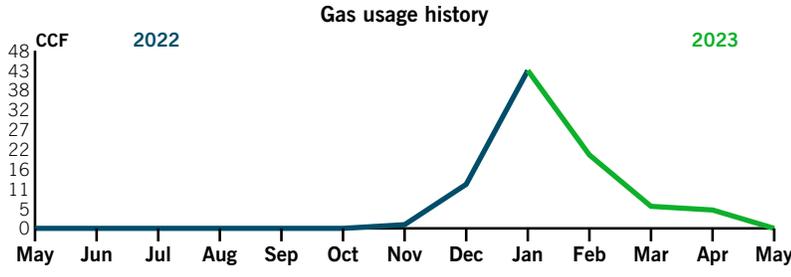
Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

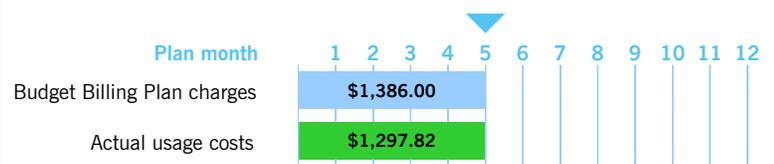
66° 74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 59°

	Current Month	May 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	0	0	87	7

12-month usage based on most recent history

Your Annual Budget Billing Plan

Analysis of your plan



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **-\$88.18** between plan charges and actual usage costs.

Current electric usage for meter number 320303612

Actual reading on May 17	110927
Previous reading on Apr 19	- 110094
Energy Used	833 kWh
Billed kWh	833.000 kWh

Current Gas usage for meter number 1291848

Actual reading on May 17	609
Previous reading on Apr 19	- 609
Gas Used	0 CCF

Billing details - Electric

Billing Period - Apr 19 23 to May 17 23

Meter - 320303612

Customer Charge	\$12.90
Energy Charge	
833.000 kWh @ \$0.08099500	67.47
Demand Side Management Cost Recovery Program Rider (DSM)	
833.000 kWh @ \$0.00335100	2.79
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
833.000 kWh @ \$-0.01137300	-9.47
Electric Fuel Adjustment	
833.000 kWh @ \$0.01066600	8.88

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Electric continued

Environmental Surcharge Mechanism Rider (ESM)	\$5.86
Total Current Charges	\$88.43

Billing details - Gas

Billing Period - Apr 19 23 to May 17 23	
Meter - 1291848	
Customer Charge	\$17.80
Total Current Charges	\$17.80

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$3.62
Rate Increase For School Tax	3.29
Total Taxes	\$6.91



Your Energy Bill

Page 1 of 4

Service address Bill date Jun 21, 2023
 BETTY EICHELBERGER For service May 18 - Jun 19
 [REDACTED] 33 days

Account number [REDACTED]

Billing summary

Previous Amount Due	\$291.00
Payment Received Jun 02	-291.00
Current Budget Billing Plan Charges	291.00
Total Amount Due Jul 12	\$291.00

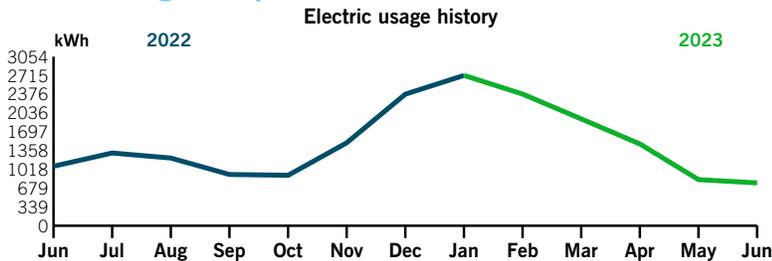


Thank you for your payment.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 1-800-544-6900 or complete an energy theft form at duke-energy.com, under the customer service link.

We can help you weather summer weather! Find ways to help lower your energy use and better manage higher summer bills at duke-energy.com/SummerHeat.

Your usage snapshot



Average temperature in degrees

74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 63° 71°

	Current Month	Jun 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	774	1,075	18,357	1,530
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28201-1090

Account number [REDACTED]

Amount due

\$291.00
by Jul 12

After Jul 12, the amount due will increase to \$291.06.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

BETTY EICHELBERGER
 [REDACTED]

Duke Energy Payment Processing
 PO Box 1094
 Charlotte, NC 28201-1094

000330000000000000000000291.0000000291.004



Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Jul 18

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

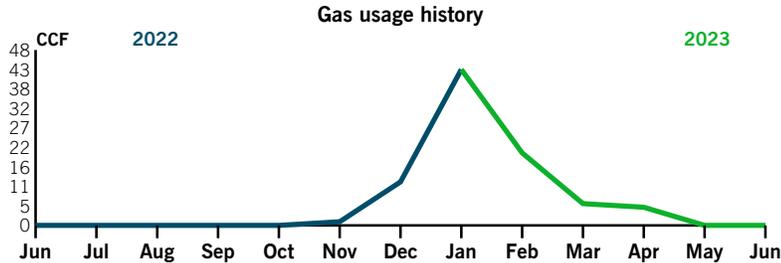
Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot - Continued



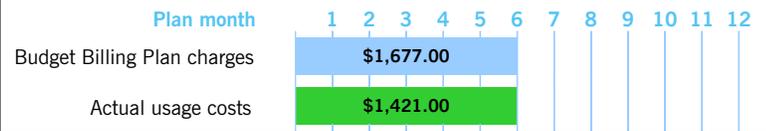
Average temperature in degrees

74° 77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 63° 71°

	Current Month	Jun 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	0	0	87	7
12-month usage based on most recent history				

Your Annual Budget Billing Plan

Analysis of your plan



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **-\$256.00** between plan charges and actual usage costs.

Thank you for participating in our Budget Billing Plan (BBP). After reviewing your account, we have determined that your BBP amount will need to be adjusted to better reflect your actual energy usage. Your monthly BBP amount will be changed from **\$291.00** to **\$248.00**. Your new BBP amount will be reflected on your next month's bill. Questions? Call 800.544.6900.

Current electric usage for meter number 320303612	
Actual reading on Jun 19	111701
Previous reading on May 18	- 110927
Energy Used	774 kWh
Billed kWh	774.000 kWh

Current Gas usage for meter number 1291848	
Actual reading on Jun 19	609
Previous reading on May 18	- 609
Gas Used	0 CCF

Billing details - Electric

Billing Period - May 18 23 to Jun 19 23	
Meter - 320303612	
Customer Charge	\$12.90
Energy Charge	
774.000 kWh @ \$0.08099500	62.69
Demand Side Management Cost Recovery Program Rider (DSM)	
774.000 kWh @ \$0.00335100	2.59

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Electric continued

Off-System Sales Profit Sharing Mechanism Rider (PSM)	
774.000 kWh @ \$-0.00490700	\$-3.80
Electric Fuel Adjustment	
774.000 kWh @ \$0.01739700	13.47
Environmental Surcharge Mechanism Rider (ESM)	10.43
Total Current Charges	\$98.28

Billing details - Gas

Billing Period - May 18 23 to Jun 19 23	
Meter - 1291848	
Customer Charge	\$17.80
PMM Rider - Jun 08 to Jun 19	
1.000 @ \$1.15000000	-0.42
Total Current Charges	\$17.38

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$3.93
Rate Increase For School Tax	3.59
Total Taxes	\$7.52



Your Energy Bill

Page 1 of 4

Service address
 BETTY EICHELBERGER
 [REDACTED]
 [REDACTED]

Bill date Jul 24, 2023
For service Jun 20 - Jul 18
 29 days

Account number [REDACTED]

Billing summary

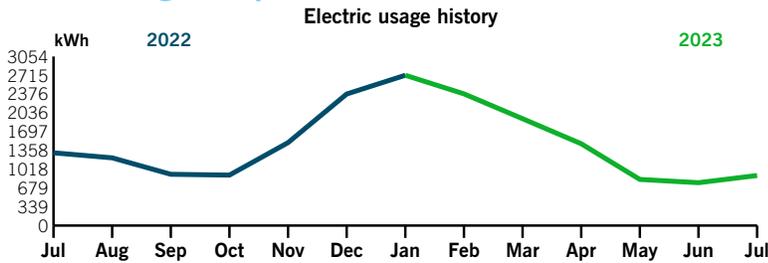
Previous Amount Due	\$291.00
Payment Received Jul 05	-248.00
Current Budget Billing Plan Charges	248.00
Other Charges and Credits	2.15
Total Amount Due Aug 14	\$293.15



Thank you for your payment.

Help lower summer bills by setting your thermostat to the highest comfortable setting. It's less work for your air conditioning system and more savings for you. Find more easy, money-saving tips at duke-energy.com/LowerBills.

Your usage snapshot



Average temperature in degrees

77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 63° 70° 75°

	Current Month	Jul 2022	12-Month Usage	Avg Monthly Usage
Electric (kWh)	904	1,314	17,947	1,496
12-month usage based on most recent history				

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28201-1090

Account number [REDACTED]

Amount due

\$293.15
 by Aug 14

After Aug 14, the amount due will increase to \$293.15.

\$ _____ \$ _____

Add here, to help others with a contribution to Share the Light

Amount enclosed

BETTY EICHELBERGER
 [REDACTED]
 [REDACTED]

Duke Energy Payment Processing
 PO Box 1094
 Charlotte, NC 28201-1094

88 [REDACTED] 000330000004300000002501500000293158



Account number [REDACTED]

We're here for you

Report an emergency

Electric/Gas outage		duke-energy.com/outages
	Electric	800.543.5599
	Gas	800.634.4300

Convenient ways to pay your bill

Online	duke-energy.com/billing
Automatically from your bank account	duke-energy.com/autodraft
Speedpay (fee applies)	duke-energy.com/pay-now 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

Help managing your account (not applicable for all customers)

Register for free paperless billing	duke-energy.com/paperless
Home	duke-energy.com/manage-home
Business	duke-energy.com/manage-bus

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

General questions or concerns

Online	duke-energy.com
Home: Mon - Fri (7 a.m. to 7 p.m.)	800.544.6900
Business: Mon - Fri (7 a.m. to 6 p.m.)	800.774.1202
For hearing impaired TDD/TTY	711
International	1.407.629.1010

Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

Important to know

Your next meter reading: Aug 17

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

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When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

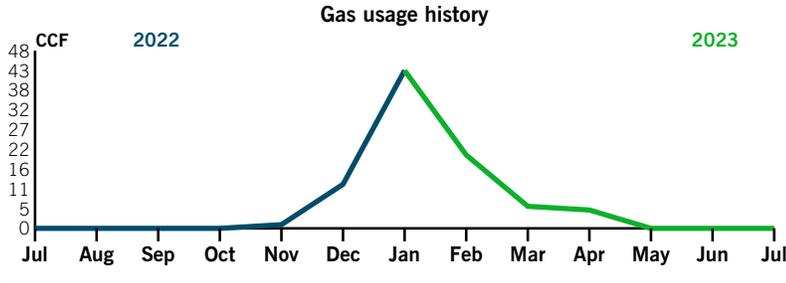
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Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

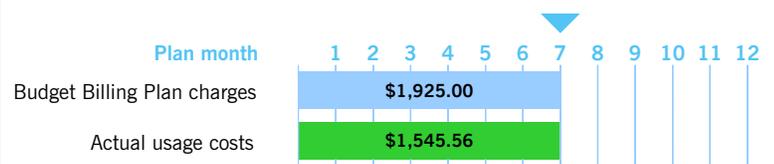
77° 74° 68° 54° 46° 36° 40° 42° 43° 55° 63° 70° 75°

	Current Month	Jul 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	0	0	87	7

12-month usage based on most recent history

Your Annual Budget Billing Plan

Analysis of your plan



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of **-\$379.44** between plan charges and actual usage costs.

Current electric usage for meter number 320303612

Actual reading on Jul 18	112605
Previous reading on Jun 20	- 111701
Energy Used	904 kWh
Billed kWh	904.000 kWh

Current Gas usage for meter number 1291848

Actual reading on Jul 18	609
Previous reading on Jun 20	- 609
Gas Used	0 CCF

Billing details - Electric

Billing Period - Jun 20 23 to Jul 18 23

Meter - 320303612

Customer Charge	\$12.90
Energy Charge	
904.000 kWh @ \$0.08099500	73.22
Demand Side Management Cost Recovery Program Rider (DSM)	
904.000 kWh @ \$0.00349700	3.16
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
904.000 kWh @ \$-0.00490700	-4.44
Electric Fuel Adjustment	
904.000 kWh @ \$0.00693900	6.27

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Electric continued

Environmental Surcharge Mechanism Rider (ESM)	\$6.90
Total Current Charges	\$98.01

Billing details - Gas

Billing Period - Jun 20 23 to Jul 18 23	
Meter - 1291848	
Customer Charge	\$17.80
PMM Rider	
1.000 @ \$1.15000000	1.15
Total Current Charges	\$18.95

Your current rate is Residential Service (RS).

Billing details - Other Charges and Credits

Late Fee	\$2.15
Total Other Charges and Credits	\$2.15

Billing details - Taxes

Franchise Fee	\$3.97
Rate Increase For School Tax	3.63
Total Taxes	\$7.60

**Duke Energy Kentucky
Case No. 2022-00289
STAFF Third Set Data Requests
Date Received: July 5, 2023**

STAFF-DR-03-002

REQUEST:

Refer to Duke Kentucky's response to Commission Staff's Second Request for Information (Staff's Second Request), Item 1. Starting with the bill issued on June 4, 2020, and for all subsequent bills issued to Ms. Eichelberger, provide the calculation for the Budget Billing Balance using the following formula: Previous Budget Billing Balance plus or minus Budget Payment Plan Settle-up Amount (when applicable) minus Payment(s) received plus Current Gas Charges plus Current Electric Charges plus Taxes = Budget Billing Balance. If any other items other than those listed in the formula above affect the budget billing balance, include those items in the calculation as appropriate and explain what they are.

RESPONSE:

Please see STAFF-DR-03-002 Attachment.

PERSON RESPONSIBLE: Amber Kaufman

Bill Cycle:	Actual Electric Charges:	Actual Gas Charges:	Budget Billing Installment:	Current Balance Due:	Budget Billing Balance:	Taxes:	Payment:	Payment Date:
4/17/2020-5/18/2020	\$ 147.97	\$ 17.32	\$ 221.00	\$ 221.00	\$ 241.27	\$ 10.75	\$ 221.00	5/21/2020
5/18/2020-6/17/2020	\$ 125.14	\$ 16.60	\$ 221.00	\$ 221.00	\$ 171.21	\$ 9.20	\$ 221.00	6/19/2020
6/17/2020-7/17/2020	\$ 134.33	\$ 16.80	\$ 221.00	\$ 221.00	\$ 111.17	\$ 9.83	\$ 221.00	7/21/2020
7/17/2020-8/17/2020	\$ 136.20	\$ 16.80	\$ 221.00	\$ 221.00	\$ 53.11	\$ 9.94	\$ 221.00	8/25/2020
8/17/2020-9/16/2020	\$ 123.01	\$ 16.80	\$ 221.00	\$ 221.00	\$ (18.99)	\$ 9.09	\$ 221.00	9/17/2020
9/16/2020-10/15/2020	\$ 74.77	\$ 16.80	\$ 221.00	\$ 221.00	\$ (142.47)	\$ 5.95	\$ 221.00	10/22/2020
10/15/2020-11/16/2020	\$ 137.04	\$ 16.80	\$ 221.00	\$ 221.00	\$ (199.63)	\$ 10.00	\$ 221.00	11/24/2020
11/16/2020-12/17/2020	\$ 232.26	\$ 23.35	\$ (148.41)	\$ -	\$ (148.41)	\$ 16.61	\$ 221.00	12/21/2020
12/17/2020-1/20/2021	\$ 283.31	\$ 42.46	\$ 217.00	\$ 68.59	\$ 346.95	\$ 21.18	\$ -	no payment
1/20/2021-2/18/2021	\$ 246.92	\$ 76.43	\$ 217.00	\$ 217.00	\$ 474.33	\$ 21.03	\$ 68.59	2/23/2021
2/18/2021-3/19/2021	\$ 200.22	\$ 32.01	\$ 217.00	\$ 217.00	\$ 504.66	\$ 15.10	\$ 217.00	3/23/2021
3/19/2021-4/20/2021	\$ 163.89	\$ 16.80	\$ 217.00	\$ 217.00	\$ 480.09	\$ 11.74	\$ 217.00	4/22/2021
4/20/2021-5/19/2021	\$ 121.88	\$ 17.68	\$ 217.00	\$ 217.00	\$ 411.72	\$ 9.07	\$ 217.00	5/25/2021
5/19/2021-6/18/2021	\$ 120.00	\$ 16.80	\$ 217.00	\$ 217.00	\$ 340.41	\$ 8.89	\$ 217.00	6/21/2021
6/18/2021-7/20/2021	\$ 151.12	\$ 16.80	\$ 217.00	\$ 217.00	\$ 302.25	\$ 10.92	\$ 217.00	7/22/2021
7/20/2021-8/18/2021	\$ 131.12	\$ 16.80	\$ 217.00	\$ 217.00	\$ 242.79	\$ 9.62	\$ 217.00	8/24/2021
8/18/2021-9/17/2021	\$ 133.16	\$ 16.80	\$ 217.00	\$ 217.00	\$ 185.50	\$ 9.75	\$ 217.00	9/16/2021
9/17/2021-10/18/2021	\$ 98.69	\$ 16.80	\$ 217.00	\$ 217.00	\$ 91.50	\$ 7.51	\$ 217.00	10/22/2021
10/18/2021-11/16/2021	\$ 201.13	\$ 18.88	\$ 217.00	\$ 227.47	\$ 108.82	\$ 14.31	\$ 217.00	12/6/2021
11/16/2021-12/17/2021	\$ 306.90	\$ 25.98	\$ 246.34	\$ 246.34	\$ 246.34	\$ 21.64	\$ 227.47	12/20/2021
12/17/2021-1/20/2022	\$ 391.72	\$ 76.74	\$ 333.00	\$ 590.58	\$ 745.26	\$ 30.46	\$ -	no payment
1/20/2022-2/18/2022	\$ 322.53	\$ 120.10	\$ -	\$ -	\$ 637.34	\$ 28.79	\$ 590.58	2/15/2022
2/18/2022-3/18/2022	\$ 204.87	\$ 34.85	\$ 333.00	\$ (17.00)	\$ 892.65	\$ 15.59	\$ 350.00	3/8/2022
3/18/2022-4/19/2022	\$ 229.79	\$ 20.93	\$ 333.00	\$ 809.67	\$ 809.67	\$ 16.30	\$ -	no payment
3/18/2022-4/19/2022	\$ 229.79	\$ 20.93	\$ 333.00	\$ 316.00	\$ 493.67	\$ 16.30	\$ -	no payment
4/20/2022-5/17/2022	\$ 113.94	\$ 17.80	\$ 333.00	\$ (160.67)	\$ 300.98	\$ 8.57	\$ 809.67	5/10/2022
5/18/2022-6/17/2022	\$ 149.49	\$ 17.80	\$ 333.00	\$ 172.33	\$ 146.15	\$ 10.88	\$ -	no payment
6/17/2022-7/19/2022	\$ 157.00	\$ 17.80	\$ 333.00	\$ 333.00	\$ (0.68)	\$ 11.37	\$ 172.33	7/5/2022
7/20/2022-8/18/2022	\$ 141.51	\$ 17.80	\$ 333.00	\$ 333.00	\$ (164.01)	\$ 10.36	\$ 333.00	8/1/2022
8/18/2022-9/19/2022	\$ 108.78	\$ 17.80	\$ 333.00	\$ 333.00	\$ (362.20)	\$ 8.23	\$ 333.00	9/2/2022
9/20/2022-10/18/2022	\$ 143.80	\$ 17.80	\$ 212.00	\$ 561.65	\$ (402.09)	\$ 10.51	\$ -	no payment
10/19/2022-11/16/2022	\$ 192.45	\$ 19.51	\$ 212.00	\$ 212.00	\$ (388.35)	\$ 13.78	\$ 561.65	10/26/2022
11/17/2022-12/16/2022	\$ 384.27	\$ 32.94	\$ 212.00	\$ 55.99	\$ (156.01)	\$ 27.13	\$ 212.00	12/2/2022
12/17/2022-1/18/2023	\$ 370.01	\$ 74.10	\$ 268.00	\$ 268.00	\$ 204.99	\$ 28.88	\$ 55.99	1/5/2023
1/19/2023-2/16/2023	\$ 258.48	\$ 47.67	\$ 268.00	\$ 268.00	\$ 263.05	\$ 19.91	\$ 268.00	2/6/2023
2/17/2023-3/17/2023	\$ 174.31	\$ 24.89	\$ 268.00	\$ 268.00	\$ 207.20	\$ 12.95	\$ 268.00	3/7/2023
3/18/2023-4/18/2023	\$ 140.62	\$ 22.27	\$ 291.00	\$ 291.00	\$ 89.68	\$ 10.59	\$ 268.00	3/29/2023
4/19/2023-5/17/2023	\$ 88.43	\$ 17.80	\$ 291.00	\$ 291.00	\$ (88.18)	\$ 6.91	\$ 291.00	5/2/2023
5/18/2023-6/19/2023	\$ 98.28	\$ 17.38	\$ 291.00	\$ 291.00	\$ (256.00)	\$ 7.52	\$ 291.00	6/2/2023
6/20/2023-7/18/2023	\$ 98.01	\$ 18.95	\$ 248.00	\$ 293.15	\$ (379.44)	\$ 7.60	\$ 248.00	7/5/2023

**due date change request
 **cancelled bill
 **corrected bill

Duke Energy Kentucky
Case No. 2022-00289
STAFF Third Set Data Requests
Date Received: July 5, 2023

STAFF-DR-03-003

REQUEST:

Refer to Duke Kentucky’s response to Staff’s Second Request, Item 1, pages 144–147 of 151, the bill issued on December 20, 2022.

- a. Provide the detailed calculation used to arrive at the new budget bill amount of \$268.00.
- b. Explain why the annual budget billing plan chart only includes the first nine (9) months of the budget billing plan year.

RESPONSE:

a. Initial budget billing amounts are calculated using a 12-month average. When the plan renews, the last 12 months are taken into consideration and predicted at the current pricing. For this customer, the total 12-month consumption for 2022 was \$3143.99, which averaged out to \$261.99 for the 2022 pricing. When predicted at current pricing, this comes to a plan amount of \$268.00.

b. A CIS system defect caused a graph display issue for the budget bill months which had been billed in the legacy system (for this account there were 3 bill months in legacy). The defect caused these three legacy-billed months to be missing from the graph. The issue was resolved, and the customer’s January 2023 bill displayed the correct number of months and total charges on the budget billing plan chart.

PERSON RESPONSIBLE: Amber Kaufman

Duke Energy Kentucky
Case No. 2022-00289
STAFF Third Set Data Requests
Date Received: July 5, 2023

STAFF-DR-03-004

REQUEST:

Refer to the April 10, 2023 filing of Elizabeth L. Eichelberger.

- a. Provide the detailed calculation used to arrive at the new budget bill amount of \$291.
- b. Confirm that Ms. Eichelberger is on the Annual Budget Billing Plan.
- c. If confirmed, state whether Ms. Eichelberger requested a change in her budget billing amount and explain why her budget billing amount is going from \$268 to \$291 on her April 2023 bill, which is just four months into her budget billing plan year.
- d. If not confirmed, explain why the budget billing section on her bill is entitled “Your Annual Budget Billing Plan”.

RESPONSE:

- a. SAP calculates payment amounts for quarterly review periods as follows for BBPA: plan amount + (accumulator/number of months left in plan). At the time of review, the BBPA plan amount was \$268, and the accumulator balance was \$207.20. $268+(207.20/9 \text{ months}) = \291.02 . Further, the 2nd quarterly review was performed with the June bill statement and was calculated using plan amount \$291. $291+(-256/6) = 248.33$. The new BBPA plan amount starting in July is \$248.00.
- b. Confirmed - Ms. Eichelberger is enrolled in the Annual Budget Billing plan.
- c. Ms. Eichelberger did not request a change in her budget billing plan. Ms. Eichelberger’s budget billing amount was changed from \$268 to \$291 because of a quarterly review performed by the CIS system for the Annual Budget Billing Plan.

With the implementation of Customer Connect, an Budget Billing tariff update was filed for the Duke Energy Kentucky Gas Budget Billing Annual Plan, with the language quoted below; however, the Company inadvertently failed to file an update to the Kentucky Electric Budget Billing Annual Plan. The Company will file an update to the Electric Annual Plan after an order issues in the Company's pending rate case, Case No. 2022-372.

Ky. P.S.C. Gas No. 2, Sixth Revised Sheet No. 25, p. 3:

Budget Billing Plan Description:

Annual Plan:

- *The Annual Plan provides 12 months of equal payments by using 12 months of customers' usage, dividing the usage by 12, and using the result to calculate the bill.*
- *Month 12 is a settle-up month between the billed amounts and customer bills based on actual usage.*
- *A bill message is sent after 3, 6, and 9 months with a new bill amount if the budget bill amounts compared to the actual bill amounts exceeds a Company set threshold.*
- *The budget bill amount is also changed as needed after the 12-month review.*

d. The budget billing section on Ms. Eichelberger's bill was entitled "Your Annual Budget Billing Plan" to distinguish that the customer is enrolled in the Annual Plan rather than the Quarterly Plan. Since the implementation of Customer Connect, the Annual Plan is reviewed quarterly at which time the budget billing amount may be adjusted for the next quarter if the budget bill amounts exceed the actual bill amounts based on an established threshold. The quarterly reviews are designed to help ensure that customers do not end the Annual Plan period with a large balance or credit on their settle-up month which occurs in month 12 of the Annual Plan.

PERSON RESPONSIBLE: Amber Kaufman