

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

JOINT APPLICATION OF LOUISVILLE GAS AND)	
ELECTRIC COMPANY AND KENTUCKY UTILITIES)	
COMPANY FOR REVIEW, MODIFICATION, AND)	CASE NO.
CONTINUATION OF EXISTING, AND ADDITION OF)	2014-00003
NEW, DEMAND-SIDE MANAGEMENT AND ENERGY)	
EFFICIENCY PROGRAMS)	

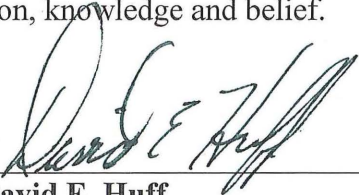
**RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
AND KENTUCKY UTILITIES COMPANY
TO THE FIRST REQUESTS FOR INFORMATION
OF THE ASSOCIATION OF COMMUNITY MINISTRIES, INC.
DATED FEBRUARY 17, 2014**

FILED: MARCH 3, 2014

VERIFICATION

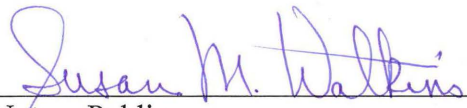
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **David E. Huff**, being duly sworn, deposes and says that he is Director of Customer Energy Efficiency & Smart Grid Strategy for LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and that the answers contained therein are true and correct to the best of his information, knowledge and belief.



David E. Huff

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 3rd day of March 2014.

 (SEAL)

Notary Public

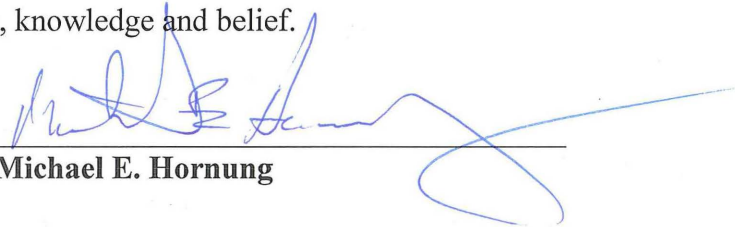
My Commission Expires:

SUSAN M. WATKINS
Notary Public, State at Large, KY
My Commission Expires Mar. 19, 2017
Notary ID # 485723

VERIFICATION

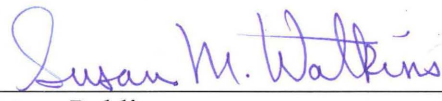
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **Michael E. Hornung**, being duly sworn, deposes and says that he is Manager of Energy Efficiency Planning & Development for LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



Michael E. Hornung

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 3rd day of March 2014.



Notary Public (SEAL)

My Commission Expires:

SUSAN M. WATKINS
Notary Public, State at Large, KY
My Commission Expires Mar. 19, 2017
Notary ID # 485723

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014**

Case No. 2014-00003

Question No. 1

Witness: Michael E. Hornung

Q-1. Please provide the total dollar amounts billed in DSM/EE charges to LG&E customers, broken down by zip code, for each of the calendar years 2011, 2012 and 2013.

A-1. The table below constitutes DSM/EE charges for the LG&E Residential customer class.

<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
40010	\$9,682	\$10,565	\$12,853	40207	\$472,966	\$495,260	\$589,846
40014	\$313,197	\$306,986	\$389,142	40208	\$133,192	\$140,596	\$170,332
40018	\$627	\$581	\$701	40209	\$3,512	\$3,953	\$5,024
40023	\$43,695	\$44,837	\$58,539	40210	\$136,593	\$141,084	\$169,513
40025	\$5,515	\$5,635	\$6,740	40211	\$236,521	\$244,882	\$290,889
40026	\$118,973	\$108,975	\$141,171	40212	\$185,646	\$190,956	\$234,896
40027	\$6,581	\$6,034	\$6,226	40213	\$187,072	\$195,154	\$232,285
40031	\$133,928	\$130,053	\$165,281	40214	\$494,415	\$519,130	\$623,538
40041	\$2,963	\$2,639	\$4,102	40215	\$202,815	\$216,197	\$259,724
40047	\$35,592	\$36,714	\$44,746	40216	\$494,314	\$522,819	\$621,896
40050	\$52			40217	\$142,459	\$151,877	\$181,517
40055	\$8,617	\$7,840	\$10,217	40218	\$308,924	\$325,301	\$385,693
40056	\$54,162	\$53,602	\$67,541	40219	\$408,987	\$430,861	\$514,879
40059	\$340,490	\$353,138	\$435,544	40220	\$405,898	\$427,929	\$508,294
40067	\$54	\$69	\$68	40222	\$345,074	\$356,522	\$436,382
40077	\$13,707	\$12,305	\$16,068	40223	\$352,462	\$362,738	\$442,599
40108	\$32,057	\$31,577	\$38,493	40228	\$228,326	\$231,375	\$279,370
40109	\$2,588	\$2,266	\$3,174	40229	\$397,225	\$412,973	\$492,397
40118	\$125,533	\$129,929	\$162,066	40232	\$37	\$38	\$46
40155	\$9,595	\$9,992	\$12,135	40241	\$420,412	\$431,552	\$524,130
40165	\$108,615	\$113,079	\$141,814	40242	\$138,476	\$144,099	\$171,583
40175	\$775	\$725	\$848	40243	\$139,404	\$142,716	\$173,044
40177	\$14,237	\$14,271	\$18,275	40245	\$440,224	\$465,006	\$566,127
40202	\$27,108	\$27,328	\$34,862	40258	\$325,509	\$347,843	\$418,234
40203	\$133,063	\$143,747	\$175,253	40272	\$468,631	\$483,098	\$579,616
40204	\$179,110	\$185,452	\$220,247	40291	\$509,434	\$522,632	\$641,190
40205	\$318,419	\$335,104	\$393,143	40299	\$545,789	\$568,476	\$693,349
40206	\$235,405	\$245,114	\$296,160	Total	<u>\$10,398,655</u>	<u>\$10,793,624</u>	<u>\$13,061,806</u>

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014**

Case No. 2014-00003

Question No. 2

Witness: Michael E. Hornung

- Q-2. For each of the calendar years 2011, 2012 and 2013, please provide the total dollar amounts billed in DSM/EE charges to LG&E customers who had at least one bill paid by a third-party assistance provider during the period 2011 through 2013.
- A-2. The below shows DSM/EE charges for LG&E Residential customers who had at least one bill paid by a third-party assistance provider during the period 2011 through 2013.

<u>2011</u>	<u>2012</u>	<u>2013</u>
\$690,610	\$717,487	\$801,092

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014**

Case No. 2014-00003

Question No. 3

Witness: Michael E. Hornung

- Q-3. Please provide the average annual DSM/EE bill impact on residential LG&E customers for each of the calendar years 2011, 2012 and 2013, broken down by zip code.
- A-3. The table below provides the average annual DSM/EE bill impact for residential LG&E customers for 2011, 2012, and 2013 by zip code.

<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
40010	\$50.61	\$53.69	\$65.97	40207	\$36.93	\$38.25	\$45.84
40014	\$50.05	\$48.51	\$61.09	40208	\$26.88	\$27.92	\$33.82
40018	\$39.20	\$38.72	\$53.57	40209	\$27.66	\$26.65	\$34.53
40023	\$56.94	\$57.03	\$71.33	40210	\$29.47	\$29.71	\$35.54
40025	\$95.04	\$102.01	\$121.82	40211	\$30.01	\$30.83	\$37.13
40026	\$62.68	\$57.29	\$73.60	40212	\$31.49	\$31.98	\$38.76
40027	\$65.46	\$69.45	\$62.93	40213	\$29.48	\$30.56	\$36.60
40031	\$55.13	\$52.71	\$66.58	40214	\$31.33	\$32.53	\$39.07
40041	\$26.70	\$23.50	\$33.48	40215	\$28.26	\$29.19	\$35.08
40047	\$34.82	\$34.97	\$43.83	40216	\$31.21	\$32.71	\$39.07
40055	\$56.27	\$50.19	\$64.18	40217	\$26.84	\$28.25	\$33.56
40056	\$46.03	\$45.29	\$56.66	40218	\$27.67	\$28.60	\$34.12
40059	\$52.87	\$54.13	\$65.69	40219	\$30.41	\$31.44	\$37.68
40067	\$54.01	\$69.40	\$67.90	40220	\$30.54	\$31.95	\$38.11
40077	\$43.59	\$39.32	\$52.59	40222	\$39.98	\$40.57	\$49.86
40108	\$38.15	\$36.73	\$45.27	40223	\$40.58	\$41.62	\$50.77
40109	\$51.76	\$46.95	\$60.23	40228	\$36.97	\$37.27	\$45.06
40118	\$35.64	\$36.06	\$45.22	40229	\$35.12	\$35.83	\$43.10
40155	\$31.49	\$30.31	\$39.11	40232	\$37.25	\$37.89	\$46.12
40165	\$39.32	\$40.01	\$47.96	40241	\$39.36	\$39.90	\$48.14
40175	\$44.79	\$42.63	\$49.89	40242	\$32.83	\$33.97	\$40.52
40177	\$31.00	\$30.05	\$38.95	40243	\$34.17	\$34.70	\$42.63
40202	\$27.80	\$26.37	\$32.96	40245	\$44.72	\$46.49	\$55.88
40203	\$27.28	\$27.78	\$33.77	40258	\$33.34	\$35.16	\$42.12
40204	\$28.43	\$28.71	\$34.29	40272	\$35.94	\$36.95	\$44.26
40205	\$33.18	\$34.72	\$40.86	40291	\$38.20	\$38.52	\$46.92
40206	\$27.87	\$28.63	\$34.61	40299	\$37.70	\$38.75	\$47.31

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014**

Case No. 2014-00003

Question No. 4

Witness: Michael E. Hornung

Q-4. Please provide the total number of CFL bulbs distributed to Jefferson County customers under the Residential High Efficiency Lighting Program, broken down by zip code, in each of 2011, 2012 and 2013.

A-4.

(a)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40018	134	36	102	40215	16,826	5,442	12,040
	40023	1,596	548	1,266	40216	36,616	13,174	27,608
	40025	134	46	90	40217	12,566	4,392	9,078
	40027	162	50	114	40218	22,920	7,692	16,912
	40041	330	122	270	40219	29,018	10,274	21,582
	40059	11,768	4,104	9,276	40220	30,354	10,508	22,344
	40118	7,690	2,706	5,974	40222	18,940	6,426	13,910
	40202	1,624	610	1,260	40223	18,158	6,202	13,708
	40203	7,948	2,706	6,284	40228	14,444	5,164	10,958
	40204	12,894	4,580	9,572	40229	25,174	9,000	19,300
	40205	23,430	8,508	17,458	40232	436	142	294
	40206	18,152	6,196	13,630	40241	22,522	7,860	17,074
	40207	26,922	9,472	20,390	40242	9,778	3,352	7,234
	40208	7,360	2,382	5,144	40243	9,364	3,162	6,986
	40209	510	176	392	40245	19,346	6,338	15,320
	40210	9,936	3,326	7,220	40258	23,966	8,194	18,122
	40211	15,654	5,372	11,718	40272	31,472	10,828	23,968
	40212	13,950	4,776	10,240	40291	30,252	10,382	22,798
	40213	15,142	5,286	11,008	40299	32,486	11,028	25,116
	40214	34,004	11,556	25,444	Total	613,978	212,118	461,204

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014

Case No. 2014-00003

Question No. 5

Witness: Michael E. Hornung

- Q-5. Please provide the following information concerning the Residential HVAC Diagnostic/Tune-up Program:
- (a) A breakdown, by zip code, showing how many residential diagnostic performance checks were performed in Jefferson County in each of calendar years 2011, 2012 and 2013;
 - (b) The number of residential customers in Jefferson County receiving diagnostic performance checks in each of calendar years 2011, 2012 and 2013 who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013;
 - (c) A breakdown, by zip code, of how many residential customers in Jefferson County took corrective action under the program following a performance check in each of the calendar years 2011, 2012 and 2013; and
 - (d) The total number of Jefferson County customers who took such corrective action and who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013.
- A-5. Please see the tables below.

(a)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40023	5	2	0	40218	10	7	10
	40059	28	4	7	40219	10	9	23
	40118	4	2	7	40220	20	12	18
	40203	3	2	3	40222	14	9	13
	40204	12	5	12	40223	10	9	8
	40205	33	8	21	40228	9	12	8
	40206	23	14	14	40229	6	11	13
	40207	38	10	26	40241	28	19	30
	40208	0	2	2	40242	9	9	8
	40210	10	2	3	40243	8	7	6
	40211	13	7	13	40245	13	19	17
	40212	6	1	4	40258	8	8	10
	40213	15	6	6	40272	12	14	20
	40214	15	12	15	40291	14	13	20
	40215	12	7	6	40299	21	19	29
	40216	20	10	14	Total	437	276	393
	40217	8	5	7				

(b)	<u>2011</u>	<u>2012</u>	<u>2013</u>
	16	10	19

(c)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40023	3	1	0	40218	9	7	8
	40059	17	4	6	40219	5	9	15
	40118	3	1	6	40220	16	9	15
	40203	3	1	1	40222	9	9	9
	40204	6	5	9	40223	6	8	7
	40205	15	9	18	40228	5	11	8
	40206	16	11	8	40229	2	10	10
	40207	24	8	22	40241	16	15	23
	40208	0	2	3	40242	6	9	6
	40210	9	2	2	40243	6	6	4
	40211	6	3	10	40245	11	16	13
	40212	3	2	2	40258	6	7	8
	40213	12	5	4	40272	7	13	16
	40214	8	10	13	40291	10	8	19
	40215	6	8	5	40299	15	17	24
	40216	10	9	12	Total	275	238	311
	40217	5	3	5				

(d)	<u>2011</u>	<u>2012</u>	<u>2013</u>
	10	9	12

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014

Case No. 2014-00003

Question No. 6

Witness: Michael E. Hornung

- Q-6. Please provide the following information regarding the Residential Conservation/Home Energy Performance Program:
- (a) A breakdown, by zip code, showing how many on-line energy audits were completed by LG&E customers in Jefferson County in each of calendar years 2011, 2012 and 2013;
 - (b) The total number of LG&E customers in Jefferson County who completed an on-line energy audit in each of calendar years 2011, 2012 and 2013 and had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013;
 - (c) A breakdown, by zip code, showing how many LG&E customers in Jefferson County had on-site energy audits in each of calendar years 2011, 2012 and 2013;
 - (d) The total number of Jefferson County customers receiving an on-site energy audit in each of the calendar years 2011, 2012 and 2013 who also had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013;
 - (e) The number of Jefferson County customers who received financial incentives for achieving the required degree of energy savings, broken down by zip code, for each of the years 2011, 2012 and 2013;
 - (f) Total incentive payments made to Jefferson County customers in each of the years 2011, 2012 and 2013, broken down by zip code;
 - (g) For each of the years 2011, 2012 and 2013, the number of customers who received an incentive payment and who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013; and
 - (h) For each of the years 2011, 2012 and 2013, the number of customers who received an incentive payment who were renters.

A-6. Please see the tables below.

(a)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40023	14	8	9	40216	147	59	90
	40027	0	1	0	40217	94	39	72
	40059	105	41	66	40218	111	60	97
	40118	18	20	21	40219	121	56	83
	40202	4	1	7	40220	186	97	143
	40203	27	23	36	40222	107	57	116
	40204	82	41	81	40223	118	56	102
	40205	131	81	111	40228	84	42	63
	40206	116	56	101	40229	126	70	106
	40207	160	105	143	40241	176	94	145
	40208	34	19	34	40242	63	38	62
	40209	1	2	1	40243	68	30	56
	40210	17	15	16	40245	155	91	161
	40211	45	15	37	40258	94	43	76
	40212	36	12	31	40272	140	90	90
	40213	50	34	50	40291	178	117	164
	40214	139	72	116	40299	195	121	205
	40215	57	30	42	Total	3,199	1,736	2,733

(b)	<u>2011</u>	<u>2012</u>	<u>2013</u>
	154	82	126

(c)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40023	2	3	5	40217	12	20	11
	40059	31	31	50	40218	9	13	29
	40118	3	2	4	40219	12	13	10
	40202			1	40220	24	29	40
	40203	5	5	7	40222	18	21	42
	40204	23	8	18	40223	23	23	54
	40205	35	36	50	40228	14	11	16
	40206	26	21	31	40229	14	14	23
	40207	48	48	74	40241	37	33	59
	40208	3	2	4	40242	9	16	21
	40210	8	11	9	40243	10	13	15
	40211	17	8	11	40245	38	36	65
	40212	9	4	5	40258	10	3	11
	40213	7	11	12	40272	14	9	21
	40214	20	7	34	40291	23	26	46
	40215	4	5	229	40299	31	34	41
	40216	20	16	19	Total	559	532	1,067

(d)	<u>2011</u>	<u>2012</u>	<u>2013</u>
	34	23	28

(e) The incentive component of the Residential Conservation/Home Energy Performance Program began in 2012.

<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
40023		1	1	40220			7
40059		2	11	40222			7
40204			3	40223			4
40205			6	40228			2
40206			8	40229			4
40207			15	40241			5
40210			1	40242			4
40213			1	40243			3
40214			2	40245		1	8
40215			172	40258			1
40216			1	40272			5
40217		1	5	40291		1	5
40218			5	40299			11
40219			3	Total	0	6	300

(f) <u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
40023		\$1,000	\$1,000	40220			\$6,000
40059		\$2,000	\$9,500	40222			\$5,000
40204			\$3,000	40223			\$3,500
40205			\$5,000	40228			\$2,000
40206			\$5,500	40229			\$3,500
40207			\$13,000	40241			\$5,000
40210			\$1,000	40242			\$3,000
40213			\$500	40243			\$3,000
40214			\$1,500	40245		\$1,000	\$7,000
40215			\$171,500	40258			\$1,000
40216			\$1,000	40272			\$4,500
40217		\$1,000	\$4,000	40291		\$1,000	\$3,500
40218			\$4,500	40299			\$8,000
40219			\$3,000	Total	\$0	\$6,000	\$279,000

(g)	<u>2011</u>	<u>2012</u>	<u>2013</u>
	0	0	1

- (h) Incentive payments made through the Residential Conservation/Home Energy Performance Program are not tracked by status as a renter.

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014

Case No. 2014-00003

Question No. 7

Witness: Michael E. Hornung

- Q-7. Please provide the following information concerning the Residential Load Management/Demand Conservation Program:
- (a) A breakdown, by zip code, showing how many load control switches were installed in Jefferson County in each of the years 2011, 2012 and 2013;
 - (b) The total number of Jefferson County customers receiving load control switches in each of the years 2011, 2012 and 2013 who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013;
 - (c) A breakdown by zip code of the dollar value of incentives awarded to Jefferson County customers under the program during each of the years 2011, 2012 and 2013;
 - (d) For each of the years 2011, 2012 and 2013, the total value of the incentives that were paid to customers who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013; and
 - (e) Number of customers receiving incentives who were renters for each of the years 2011, 2012 and 2013.
- A-7. Please see the tables below.

(a)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40018		1	1	40213	368	125	188
	40023	16	18	21	40214	284	224	663
	40025		1		40215	165	136	140
	40027		2		40216	248	291	474
	40059	109	75	115	40217	114	83	201
	40109		1		40218	195	303	250
	40118	47	54	75	40219	203	206	654
	40177		3		40220	240	233	412
	40202	10	2	14	40222	177	132	236
	40203	137	88	236	40223	228	172	237
	40204	148	113	124	40228	142	113	193
	40205	287	201	247	40229	122	131	239
	40206	138	142	216	40241	218	397	307
	40207	349	342	506	40242	86	75	135
	40208	97	54	74	40243	84	74	120
	40209	3	4	2	40245	246	203	378
	40210	102	155	183	40258	142	147	326
	40211	246	189	230	Total	5,105	4,637	7,411
	40212	154	147	214				
 (b)		<u>2011</u>	<u>2012</u>	<u>2013</u>				
		360	377	602				

(c)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40018	\$20	\$20	\$60	40216	\$54,451	\$57,570	\$68,047
	40023	\$3,943	\$4,125	\$4,467	40217	\$24,009	\$25,606	\$28,573
	40025	\$880	\$900	\$900	40218	\$42,624	\$46,166	\$51,259
	40027	\$260	\$295	\$290	40219	\$50,532	\$53,838	\$62,896
	40059	\$51,255	\$52,443	\$56,270	40220	\$69,610	\$73,116	\$80,736
	40118	\$11,153	\$12,028	\$13,695	40222	\$60,050	\$61,728	\$66,067
	40202	\$2,762	\$2,821	\$2,821	40223	\$47,570	\$50,740	\$55,614
	40203	\$9,598	\$10,809	\$12,521	40228	\$24,500	\$26,485	\$30,089
	40204	\$26,815	\$28,898	\$31,836	40229	\$37,645	\$39,938	\$46,923
	40205	\$65,767	\$67,947	\$73,584	40232	\$20	\$20	\$20
	40206	\$43,367	\$44,685	\$49,025	40241	\$63,862	\$67,171	\$72,790
	40207	\$95,952	\$100,088	\$110,370	40242	\$22,907	\$23,935	\$26,569
	40208	\$11,901	\$12,974	\$14,730	40243	\$23,078	\$24,079	\$26,305
	40209	\$200	\$295	\$325	40245	\$59,780	\$61,753	\$67,863
	40210	\$9,134	\$10,653	\$14,224	40258	\$34,083	\$36,004	\$42,503
	40211	\$16,666	\$18,922	\$24,223	40272	\$40,476	\$45,255	\$54,323
	40212	\$10,750	\$12,687	\$16,944	40291	\$61,007	\$63,864	\$72,102
	40213	\$29,395	\$31,632	\$35,972	40299	\$70,676	\$73,924	\$82,274
	40214	\$57,743	\$60,688	\$70,111	Total	\$1,255,181	\$1,326,766	\$1,493,083
	40215	\$20,740	\$22,664	\$25,762				

(d)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40023	\$48	\$48	\$48	40217	\$537	\$515	\$588
	40059	\$226	\$288	\$263	40218	\$3,082	\$3,852	\$3,985
	40118	\$663	\$797	\$884	40219	\$3,614	\$3,749	\$4,071
	40202	\$212	\$260	\$274	40220	\$953	\$1,155	\$1,179
	40203	\$2,094	\$2,407	\$2,919	40222	\$658	\$604	\$604
	40204	\$743	\$844	\$927	40223	\$318	\$419	\$603
	40205	\$370	\$360	\$390	40228	\$619	\$684	\$859
	40206	\$673	\$662	\$677	40229	\$1,677	\$1,824	\$1,560
	40207	\$744	\$696	\$767	40241	\$322	\$384	\$440
	40208	\$1,168	\$1,255	\$1,499	40242	\$247	\$286	\$267
	40209	\$40	\$75	\$75	40243	\$206	\$226	\$204
	40210	\$2,268	\$2,827	\$3,763	40245	\$624	\$678	\$543
	40211	\$3,607	\$4,120	\$5,645	40258	\$2,115	\$2,276	\$2,770
	40212	\$2,545	\$2,749	\$3,821	40272	\$1,822	\$2,395	\$2,984
	40213	\$2,277	\$2,403	\$2,088	40291	\$1,403	\$1,603	\$1,804
	40214	\$3,527	\$3,504	\$3,848	40299	\$1,781	\$1,802	\$1,854
	40215	\$3,108	\$3,610	\$3,819	Total	\$49,329	\$54,497	\$62,826
	40216	\$5,038	\$5,140	\$6,804				

(e) This data is not readily available, and possibly indeterminable.

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014**

Case No. 2014-00003

Question No. 8

Witness: Michael E. Hornung

- Q-8. Please describe each type of incentive offered under the Residential Load Management/Demand Conservation Program during each of the years 2011, 2012 and 2013, including the dollar value of each. Please include an explanation of the extent to which the type or value of incentives offered were modified during this period, and the reasons therefor.
- A-8. The annual program incentive was unchanged for 2011, 2012, and 2013. Customers living in single-family homes participating in the program receive a \$5 monthly bill credit for each month of program operation (June through September) for each central air conditioner or heat pump with a load control switch installed. Customers living in single-family homes participating in the program receive a \$2 monthly bill credit for each month of program operation (June through September) for each water heater or pool pump with a load control switch installed. Customers living in multi-family residences split a \$4 monthly incentive with the landlord for each central air conditioner or heat pump with a load control switch installed.

In an effort to boost program participation, LG&E offered sign-up incentives for part of 2012 and 2013. LG&E offered a new enrollment bonus in the amount of \$10 for January through May 2012. LG&E offered a new enrollment bonus in the amount of \$20 for January through April 2013.

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to the Association of Community Ministries, Inc.
First Requests for Information
Dated February 17, 2014

Case No. 2014-00003

Question No. 9

Witness: Michael E. Hornung

- Q-9. Please provide the following information concerning the Refrigerator Removal Program:
- (a) The total number of refrigerators removed in Jefferson County through the end of 2013, broken down by zip code;
 - (b) The number of customers who had refrigerators removed and who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013; and
 - (c) Total incentive payments made to Jefferson County customers under the Refrigerator Removal Program through 2013, broken down by zip code.
- A-9. Please see the tables below.

(a)	<u>Zip Code</u>	<u>Count</u>	<u>Zip Code</u>	<u>Count</u>
	40023	22	40216	381
	40025	1	40217	129
	40027	1	40218	212
	40059	232	40219	318
	40118	66	40220	425
	40203	29	40222	291
	40204	85	40223	271
	40205	286	40228	152
	40206	153	40229	257
	40207	411	40241	387
	40208	43	40242	119
	40209	3	40243	139
	40210	67	40245	259
	40211	120	40258	247
	40212	81	40272	327
	40213	166	40291	352
	40214	308	40299	405
	40215	290	Total	7,035

(b) 294

(c)	<u>Zip Code</u>	<u>Incentives</u>	<u>Zip Code</u>	<u>Incentives</u>
	40023	\$970	40216	\$16,630
	40025	\$50	40217	\$5,660
	40027	\$50	40218	\$9,080
	40059	\$9,320	40219	\$13,510
	40118	\$2,880	40220	\$18,430
	40203	\$1,160	40222	\$12,190
	40204	\$3,680	40223	\$11,670
	40205	\$11,710	40228	\$6,700
	40206	\$6,590	40229	\$11,040
	40207	\$16,930	40241	\$17,390
	40208	\$1,750	40242	\$5,000
	40209	\$150	40243	\$5,680
	40210	\$3,000	40245	\$11,380
	40211	\$5,570	40258	\$10,760
	40212	\$3,440	40272	\$14,430
	40213	\$7,210	40291	\$15,240
	40214	\$13,350	40299	\$17,780
	40215	\$13,570	Total	\$303,950

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
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Case No. 2014-00003

Question No. 10

Witness: Michael E. Hornung

Q-10. Please provide the following information concerning the Residential Incentive Program:

- (a) The total number of Jefferson County customers who have received an incentive payment through 2013, broken down by zip code;
- (b) The total dollar amount paid out in incentives to Jefferson County customers through 2013, broken down by zip code;
- (c) The number of Jefferson County incentive payment recipients who had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013; and
- (c) The total dollar amount of incentive payments made to Jefferson County customers had at least one LG&E bill paid by a third-party assistance provider during the period 2011 through 2013.

A-10. Please see the tables below.

(a)	<u>Zip Code</u>	<u>Count</u>	<u>Zip Code</u>	<u>Count</u>
	40018	2	40215	194
	40023	113	40216	731
	40025	3	40217	269
	40027	1	40218	540
	40059	744	40219	675
	40118	159	40220	1121
	40202	10	40222	773
	40203	61	40223	974
	40204	240	40228	548
	40205	801	40229	754
	40206	432	40241	1373
	40207	1014	40242	340
	40208	84	40243	368
	40209	2	40245	1286
	40210	207	40258	623
	40211	147	40272	832
	40212	98	40291	1328
	40213	293	Total	17,140
	40214	792		

(b)	<u>Zip Code</u>	<u>Incentives</u>	<u>Zip Code</u>	<u>Incentives</u>
	40018	\$250	40215	\$20,025
	40023	\$13,438	40216	\$78,775
	40025	\$300	40217	\$28,902
	40027	\$75	40218	\$58,780
	40059	\$93,687	40219	\$67,993
	40118	\$15,875	40220	\$120,631
	40202	\$925	40222	\$90,588
	40203	\$6,400	40223	\$109,921
	40204	\$26,025	40228	\$63,006
	40205	\$90,114	40229	\$81,717
	40206	\$46,773	40241	\$155,619
	40207	\$116,156	40242	\$37,419
	40208	\$9,775	40243	\$42,078
	40209	\$175	40245	\$149,180
	40210	\$20,675	40258	\$64,611
	40211	\$13,900	40272	\$91,991
	40212	\$9,645	40291	\$150,281
	40213	\$31,960	40299	\$177,113
	40214	\$85,913	Total	\$2,170,690

(c) 314

(d) \$31,048

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
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Case No. 2014-00003

Question No. 11

Witness: Michael E. Hornung

- Q-11. Does LG&E review residential DSM/EE program participation by zip code, 3rd party assistance receipt, receipt of shut-off notice, owner- versus tenant-occupied, number of units in building or any other customer characteristic? If so, please fully describe such reviews including, but not limited to, the customer characteristics reviewed, process for reviewing them, frequency of review, and to what use the information so gleaned is put.
- A-11. No. LG&E does not review its residential DSM/EE program participation by zip code, 3rd party assistance receipt, receipt of shut-off notice, owner- versus tenant-occupied, number of units in building, or any other customer characteristic. The Companies do review the programs in the DSM/EE Portfolio ongoing through evaluation, measurement, and verification efforts to ensure the programs are performing to their approved energy and demand targeted levels.

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
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Case No. 2014-00003

Question No. 12

Witness: Michael E. Hornung

- Q-12. Please refer to the Direct Testimony of Mike Hornung at page 5, lines 9 – 12, where it is stated that the Companies “actively engage in a continuous improvement process for programming and practice evaluation, measurement, and verification” and that this “provides opportunities for continuous review and increasingly beneficial programming.” Please describe how this process continuously reviews and improves energy efficiency programming that takes advantage of savings potential from low-income customers and neighborhoods in Louisville.
- A-12. The Companies perform program evaluation in two phases: process evaluation and impact evaluation. Please see response to KPSC 1-24. Process evaluation is a systematic assessment of an energy-efficiency program for the purposes of improving its design, delivery, and perceived quality and usefulness to customers. Impact evaluation focuses on quantifying the energy and demand savings and other economic benefits of the program.

The Companies work closely with interested parties, including low-income advocates, through its DSM Advisory Group and Customer Commitment Advisory Forum to develop DSM/EE programming that reflects the varied interests of all customers.

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
First Requests for Information
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Case No. 2014-00003

Question No. 13

Witness: Michael E. Hornung

- Q-13. Has LG&E studied, investigated or otherwise explored the energy efficiency potential of programming, other than WeCare, especially designed to engage and incentivize low-income utility consumers? If so, please describe these efforts and provide copies of any studies, reports, memoranda or other documents they reviewed, relied upon or produced.
- A-13. The Companies work closely with interested parties including low-income advocates through its Energy Efficiency DSM Advisory Group and Customer Commitment Advisory Forum, to develop DSM/EE programming that reflects programming which reflects the varying interests of all customers. On April 5, 2012, the Companies held a meeting with a subset of the DSM Advisory Group to specifically discuss low-income opportunities. See attached.



Low Income Enrollment Ad Hoc Committee
Thursday, April 5, 2012
Fairfield Inn & Suites
2:00p – 4:00p

AGENDA

Welcome and Introductions

Michael Hornung, Mgr Energy Efficiency Planning and Development

KPSC Regulatory / Legal Framework for Programming

Current Policies / Practices

Lisa Keels, Mgr Energy Efficiency Operations

- Low Income Enrollment
- Demand Conservation
- Home Rebates

Low Income Enrollment Ad Hoc Participant Concerns

Closing



Low Income Enrollment Ad Hoc Committee - Sign in Sheet
Thursday, April 5, 2012
Fairfield Inn & Suites
2:00p - 4:00p

Name	Organization	Phone	E-Mail
Michelle Lynch	LG&E and KU	627-3594	Michelle.Lynch@Lge-ku.com
Robert Duff	DEDI	564-7192	Robert.Duff@ky.gov
Mary Hartlage	LG+E KU	627-3904	Mary.Hartlage@lge-ku.com
Stacy Couch	Log + KU	627-2768	Kelly.Couch@lge-ku.com
Charlie Lanter	CAC	244-2211	charles.lanter@connectic.edu
Linda Hampton	CAC	233-4600	linch.hampton@connectic.edu
Robert Sanchez	AEC	502 444 3567	STARGATE7@STARBUCKS.NET
Cathy Hines	MHC	502 584-6858	
Tim Melton	LG+E / KU	627-3539	timothy.melton@lge-ku.com
			Horning

MEETING RECORD
DSM Program Enrollment Ad Hoc Committee

Date: **April 5, 2012**

Participants: **LG&E /KU:**
 Michael Hornung, Manager Energy Efficiency Planning & Development
 Lisa Keels, Manager Energy Efficiency Operations
 Tim Melton, Manager Customer Commitment
 Kelly Ann Couch, Program Manager
 Mary Hartlage, Program Manager
 Michelle Lynch, Program Manager
 Thembi Tillman, Program Manager

Constituency:
 Robert Crutcher, AEC
 Robert Duff, Department for Energy Development and Independence
 Linda Hampton, Lexington Community Action Council
 Charlie Lanter, Lexington Community Action Council
 Cathy Hinko, Metro Housing Coalition

Date Issued: 04/09/12 _Draft for Review

Issued by: Kelly Ann Couch

The following meeting minutes have been prepared by Kelly Ann Couch to summarize the conversations and issues discussed at the above referenced meeting. All Attendees listed above should review these minutes, and if there are any errors, omissions, or additions, kindly submit them for inclusion.

<p>Welcome and Introductions</p> <ul style="list-style-type: none"> • M. Hornung welcomed the meeting participants. All meeting participants introduced themselves and indicated their company, agency or organization of affiliation. • A recap of how the DSM Program Enrollment Ad Hoc Committee was established (to discuss and constituency concern on DSM participation by Non-Customer Tenants) its goal to explore current DSM program enrollment policies and practices.
<p>KPSC Regulatory / Legal Framework for Programming</p> <ul style="list-style-type: none"> • M. Hornung shared with the meeting participants that a challenge was presented to the Companies legal team as well as outside Council to understand DSM participation by Non-Customer Tenants. <ul style="list-style-type: none"> ○ The legal research that was returned states that the Companies' current DSM-EE tariffs do not permit non-customers to participate in the Companies' DSM-EE programs. As non-customers do not take service under a specific rate schedule, the Companies' DSM-EE program cannot be available to them. • Additional clarification was provided that this impacts the renter with utilities included in the rent and not renters who have his/her own customer account.
<p>Current Policies / Practices</p> <ul style="list-style-type: none"> • L. Keels provided an overview of the current policies / practices for DSM programs in which DSM participation by Non-Customer Tenants have the most direct impact.

- **We Care**
 - To be eligible for this program, residential customers must be active LG&E or KU customers with a minimum of 12 months of consecutive electric usage, and must meet the Low Income Home Energy Assistance Program (LIHEAP) federal poverty guidelines as issued by the U.S. Department of Health and Human Services.
 - Service is available up to a 4-plex to ensure equity of services and to ensure the landlord doesn't utilize the service to make upgrades to the facility and then pass a rent increase to the tenants.
 - Noted challenges include: (1) Follow-up with landlord who has signed a consent form; (2) landlord uncomfortable and willing to sign the consent form as it is viewed as a commitment.
- **Demand Conservation**
 - When customers sign up for Demand Conservation, a switch is installed on the customer's central air conditioning system.
 - Renters need prior Landlord/Property Owner consent for participation.
 - Program is limited to current paging system.
 - Incentive is paid by a bill credit.
- **Home Energy Rebates**
 - Offers financial rebates for residential customers who purchase certain window films and ENERGY STAR®-qualified appliances and HVAC systems.
 - Customers must complete a rebate application and submit the proof of purchase (valid store receipt) in order to receive the rebate. Customers can currently visit the ENERGY STAR official website, energystar.gov, to find a list of ENERGY STAR-qualified appliances and products.
 - Once the rebate application is approved, a check will be mailed to the customer.
 - Agencies or organizations that purchase item(s) that qualify for rebates on behalf of clients may apply for rebates to help offset the costs of the purchases.
- **Fridge and Freezer Recycling**
 - Helps customers get their old, inefficient but working refrigerators and freezers hauled away and recycled to reduce energy consumption and demand.
 - Program participant needs to be an active account holder with all electric service.

DSM Program Enrollment Ad Hoc Participant Concerns / Suggestions

- C. Hinko suggested that the group revisit a partnership with Louisville Metro housing to incent landlords for participation in DSM programming. If a partnership was developed, ~9K rental properties could be impacted.
- M. Hornung reiterated that within the newly approved filing that annual participation in the WeCare program has increased to accommodate more customers; however, also understands that the need is still significant.
- M. Hornung encouraged participants to explore ways to "think outside of the box" to support efforts to increase outreach. Areas discussed include:
 - Family Resource and Youth Services Centers in the local school districts could potentially serve as a referral sight for customer outreach.
 - Partnership agreement(s) with government contract buildings (i.e. HUD, Section 8 or those receiving tax credits).
 - Possible coordination of energy efficiency measures installed through the WeCare program due to a significant decrease in weatherization funding.
- R. Duff shared that there are similar efforts are taking place at the State level due to the expiration of American Recovery and Reinvestment Act (ARRA) funds.
- Have evaluation efforts that have taken place to understand the effects of the increased environmental efforts have on customers.
 - M. Hornung reiterated that the current regulatory/tariff structure does not allow for segmentation of the residential customer class. The portfolio looks to support customers however the programs do come at a cost to the customer. There is a balance between the cost to the customer versus the benefits that the energy efficiency programs provide.
 - R. Duff shared that the utility having one of the lowest rates in the county. The cheapest energy we

have is right now and the best resource is energy efficiency.

Closing

- M. Hornung closed the meeting with thanking participants for their attendance, continued support and discussion.
- M. Hornung further commented that the next meeting will take place during the summer months. To support participants, the next meeting may take place via a teleconference / web conference format. If questions, comments or issues arise regarding programming, the Group members need not hesitate to reach out.

Additional comments for follow up:

1. Family Resource and Youth Services Centers in the local school districts could potentially serve as a referral sight for customer outreach.
 - C. Hinko indicated that she could provide contact information.
2. Partnership agreement(s) with government contract buildings (i.e. HUD, Section 8 or those receiving tax credits).
 - C. Lanter indicated that he could share information on government contract buildings for further discussion and exploration.
3. Possible coordination of energy efficiency measures installed through the WeCare program due to a significant decrease in weatherization funding.
 - L. Hampton indicated that she could provide additional information on the National Energy Audit (NEAT) tool.

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

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Case No. 2014-00003

Question No. 14

Witness: Michael E. Hornung

Q-14. Please provide the following information regarding WeCare participation in Jefferson County for each of calendar years 2011, 2012 and 2013:

- (a) Number of customers served by the WeCare program, broken down by program tiers A, B and C;
- (b) Number residing in multi-family housing, broken down by tiers A, B and C; and
- (c) Number residing in single-family homes, broken down by tiers A, B and C.

A-14.

- (a) The chart below shows the WeCare participants in Jefferson County for Tiers A, B and C in each of 2011, 2012 and 2013.

Total Number WeCare Participants in Jefferson County	2011	2012	2013	Total
Tier A	158	266	337	761
Tier B	238	210	193	641
Tier C	177	200	168	545
Total	573	676	698	1,947

- (b) The Companies do not currently track WeCare participation by housing type.
- (c) The Companies do not currently track WeCare participation by housing type.

**LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
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Case No. 2014-00003

Question No. 15

Witness: Michael E. Hornung

- Q-15. (a) Please provide a comprehensive list of the specific energy-saving measures (e.g., air and duct sealing and insulation; attic and wall insulation; HVAC tune-ups; appliance replacements, etc.) provided under the WeCare program in Jefferson County in each of calendar years 2011, 2012 and 2013.
- (b) For each of calendar years 2011, 2012 and 2013, please indicate how many Jefferson County customers received each such WeCare measure, broken down by single-versus multi-family housing occupants.
- (c) For each of calendar years 2011, 2012 and 2013, please indicate how many Jefferson County customers received each such WeCare measure, broken down by owners versus renters.
- A-15. Please see the tables below. Note that multiple measures can be installed at each participating premise. Also, some line items provided below include more than one measure per line. For example, "Water Heater Insulation/Adjustment" can mean water heater insulation was installed at the premise and/or an adjustment was made to the water heater.

(a) <u>Measure</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
APPLIANCE REPLACEMENT	92	40	106
ATTIC/WALLS/DUCTS INSULATION	134,082	125,623	197,507
CO2 DETECTOR	134	293	369
COOLING SYSTEM EQUIPMENT TUNE-UP	44	99	73
HEATING SYSTEM EQUIPMENT TUNE-UP	177	222	232
INSTALL SMART STRIP SURGE PROTECTOR			15
INSTALL WINDOW AC		9	2
LIGHTING RETROFIT/REPLACE	4,063	2,740	3,368
PROGRAMMABLE THERMOSTATS/EMS INSTALLATION	111	139	131
REPAIR EXISTING HEATING SYSTEM	620	785	813
WATER CONSERVATION-LOW FLOW AERATORS	1,135	848	753
WATER HEATER INSULATION/ADJUSTMENT	1,005	836	617

(b) The Companies do not track measure installations by single-family and multi-family.

(c) <u>Measure</u>	<u>Own/Rent</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
APPLIANCE REPLACEMENT	Own	67	37	46
	Rent	25	3	60
ATTIC/WALLS/DUCTS INSULATION	Own	111,357	107,158	140,213
	Rent	22,725	18,465	57,294
CO2 DETECTOR	Own	114	235	211
	Rent	20	58	158
COOLING SYSTEM EQUIPMENT TUNE-UP	Own	39	95	56
	Rent	5	4	17
HEATING SYSTEM EQUIPMENT TUNE-UP	Own	149	191	146
	Rent	28	31	86
INSTALL SMART STRIP SURGE PROTECTOR	Own			7
	Rent			8
INSTALL WINDOW AC	Own		9	2
	Rent			
LIGHTING RETROFIT/REPLACE	Own	3,323	2,262	1,882
	Rent	740	478	1,486
PROGRAMMABLE THERMOSTATS/EMS INSTALLATION	Own	93	121	82
	Rent	18	18	49
REPAIR EXISTING HEATING SYSTEM	Own	514	685	523
	Rent	106	100	290
WATER CONSERVATION-LOW FLOW AERATORS	Own	922	673	400
	Rent	213	175	353
WATER HEATER INSULATION/ADJUSTMENT	Own	775	723	385
	Rent	230	113	232

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KENTUCKY UTILITIES COMPANY**

**Response to the Association of Community Ministries, Inc.
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Question No. 16

Witness: Michael E. Hornung

Q-16. For each of calendar years 2011, 2012 and 2013, please provide the average cost of weatherization services provided to Tier A, B and C customers in Jefferson County, respectively.

A-16. Please see the chart below.

Average Cost of Weatherization Services in Jefferson County	2011	2012	2013
Tier A	\$215	\$352	\$339
Tier B	\$649	\$845	\$841
Tier C	\$1,356	\$1,669	\$1,352

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Case No. 2014-00003

Question No. 17

Witness: Michael E. Hornung

- Q-17. Please provide the total WeCare program expenditures in LG&E service territory for each of 2011, 2012 and 2013, with labor and material costs broken out.
- A-17. Please see the chart below. The expense is broken out between weatherization measures, customer education, vendor and program management. The Weatherization Materials, defined below contain the actual cost of energy efficiency measures; “Customer Education and Vendor Management” is the labor cost for measure installation, deployment, and customer education.

Total WeCare Program Expenditure in LG&E Territory (\$000's)	2011	2012	2013	Total
Program Management	\$83	\$118	\$123	\$324
Weatherization Materials	\$320	\$378	\$486	\$1,184
Customer Education and Vender Management	\$382	\$358	\$345	\$1,085
Total	\$786	\$854	\$953	\$2,593

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Question No. 18

Witness: Michael E. Hornung

Q-18. Please describe all methods LG&E currently uses to identify and engage customers who might benefit from the WeCare program.

A-18. Currently LG&E collaborates with multiple organizations throughout the service territory to try and identify and verify eligible customers for the WeCare program. There are also many events attended by LG&E staff to promote the program to qualified customers. Below is a list of events and collaborations we are currently engaged in.

- Project Warm
- All Seasons Assurance Plan
- Baptist Fellowship Center Community Affair
- Community Action Kentucky
- Eastern Area Neighborhood Visitor
- EDDM – Every Door Direct Mail Campaign
- Louisville Metro
- New Direction Housing Corporation
- LG&E/KU Residential Service Centers
- LIHEAP Events
- Shively Area Ministries
- Valley Neighborhood Place
- South Jefferson Neighborhood Place

**LOUISVILLE GAS AND ELECTRIC COMPANY
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Question No. 19

Witness: Michael E. Hornung

- Q-19. Please provide the name of each entity with which LG&E contracted for implementation of any aspect of the WeCare program in LG&E's service territory during the years 2011, 2012 and 2013; a description of the respective services contracted for; and a copy of each contract.
- A-19. Honeywell has been the only contractor in the LG&E territory from 2011 through 2013. They are responsible for all aspects of the program including, but not limited to, customer qualification verification, scheduling, installation of weatherization measures and customer education. The contract requested is confidential and proprietary, and is being provided under seal pursuant to a petition for confidential treatment.

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Question No. 20

Witness: Michael E. Hornung

- Q-20. Please refer to Exhibit MEH-2, *Louisville Electric and Gas/Kentucky Utility Company DSM Program Review*, at page 74, second paragraph, where it is stated in regard to WeCare that “[a]llowing other CAGs to participate as additional program service providers in the future, *as the Company already has plans to do*, will not only broaden the program’s reach...but can also help the Company increase its participation rates as the program grows.” (Emphasis added.) Please describe these plans in detail as they relate to the LG&E service territory.
- A-20. The Companies plan to build partnerships with additional community action groups and incorporate them into the program as needed to support program activities to meet demand and enhance delivery to low-income customers when necessary to assure program goals are met.

**LOUISVILLE GAS AND ELECTRIC COMPANY
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Question No. 21

Witness: Michael E. Hornung

- Q-21. Please refer to Exhibit MEH-2, *Louisville Electric and Gas/Kentucky Utility Company DSM Program Review*, at page 74, fourth paragraph, where it is stated in regard to WeCare that “[a]dditionally, some utilities leverage internal customer data to identify and reach out directly to customers who may face challenges meeting their monthly costs – for example, targeting those who have received shut-off notices – to increase participation in a controlled manner.” Does LG&E have any plans to use internal customer data to identify and reach out directly to potential WeCare participants?
- A-21. While there are no concrete plans to use internal customer data to identify and reach out to WeCare eligible customers, the Companies continually monitor and investigate other utilities’ programming to develop the most cost-effective methods of marketing the program to customers who are most likely to participate.

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Case No. 2014-00003

Question No. 22

Witness: Michael E. Hornung

- Q-22. Please refer to Exhibit MEH-2, *Louisville Electric and Gas/Kentucky Utility Company DSM Program Review*, at page 74, “Outcomes,” where it is stated that Cadmus determined that recruiting “new CAGs to support program implementation as needed to meet participation targets and funding obligations” would enhance the WeCare program. Does LG&E intend to adopt this recommendation in its service territory?
- A-22. Yes. LG&E has and continues to reach out to new CAGs to assist in meeting WeCare program goals. To this end, the Company has developed a rebate structure to complement many of the CAGs’ processes throughout its service territory.

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Question No. 23

Witness: Michael E. Hornung

Q-23. Please confirm the accuracy of the following statements regarding the WeCare program as it operates in the LG&E service territory. If any statement is inaccurate, please make and explain any necessary corrections.

- (a) In order to be eligible, a customer must have a current 12-month service history with LG&E.
- (b) Renters in multi-family buildings of more than 8 units are not eligible for any WeCare services.
- (c) In a building of 8 units or less, LG&E will weatherize the entire building if at least 50% of the residents are LIHEAP eligible and have their utility bill in their own name.

A-23.

- (a) Yes. In order to be eligible, a customer must have a current 12-month service history with LG&E.
- (b) There is no restriction on the number of units in a multi-family building.
- (c) In a multi-family building, regardless of size, LG&E will weatherize all WeCare-eligible units and the respective unit envelopes.

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Case No. 2014-00003

Question No. 24

Witness: Michael E. Hornung

- Q-24. Please explain how LG&E customers who are renters may participate in each of the residential DSM/EE programs included in the 2015-2018 Demand-Side Management and Energy Efficiency Program Plan set forth in Exhibit MEH-1. Please include existing, unchanged programs as well as new and enhanced programs.
- A-24. Renters can participate in all of the residential energy efficiency programs offered by LG&E. LG&E requires a signed landlord consent form for the Demand Conservation, WeCare, Home Energy Analysis, and Residential HVAC programs. For Fridge and Freezer and our Home Energy Rebates programs, the renter must own the appliances to participate. For both the Smart Energy Profile and the High Efficiency Lighting programs, a customer must be the current contract account holder to participate.

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**Response to the Association of Community Ministries, Inc.
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Case No. 2014-00003

Question No. 25

Witness: David E. Huff

- Q-25. (a) Please provide a breakdown by zip code of the number of customers solicited to complete the on-line survey conducted as part of the Residential Smart Meter Study attached as Exhibit DEH-3 to the Direct Testimony of David E. Huff.
- (b) Please provide a breakdown by zip code of the number of customers who completed the survey.
- (c) In determining which customers would be solicited, how did the Companies ensure that a representative number of low-income customers would be included in the sample?
- A-25. (a) LG&E and KU customers living in 294 of the 412 zip codes served by the utilities were sent an invitation to complete the online survey. Please see attachment for a breakdown by zip code.
- (b) LG&E and KU customers living in 122 of the 294 surveyed zip codes elected to participate in the study. Please see attachment for a breakdown by zip code.
- (c) The Companies do not request or maintain customer income data; therefore, the survey sample was not segmented by income.

Zip Code	Email Survey Invitations Sent	Completed Surveys
40003	1	0
40004	22	0
40006	17	0
40008	7	1
40009	2	0
40010	3	0
40011	5	1
40012	3	0
40014	126	9
40019	23	0
40020	1	0
40022	2	0
40023	9	0
40026	30	2
40027	3	0
40031	132	5
40033	22	0
40037	5	0
40040	1	0
40041	1	0
40045	3	0
40046	1	0
40047	18	2
40050	5	0
40051	14	1
40055	1	0
40056	16	0
40057	6	0
40059	130	4
40065	139	3
40067	22	2
40068	6	0
40069	16	1
40070	1	0
40071	36	0
40075	2	0
40076	3	0
40077	4	1
40107	2	0
40108	10	0
40118	60	0
40150	10	0

Zip Code	Email Survey Invitations Sent	Completed Surveys
40155	9	0
40160	85	4
40162	15	1
40165	41	2
40175	32	3
40177	8	1
40202	20	0
40203	88	3
40204	180	7
40205	241	14
40206	229	3
40207	259	15
40208	77	2
40210	53	2
40211	132	3
40212	106	2
40213	100	2
40214	285	7
40215	110	4
40216	253	8
40217	134	3
40218	205	6
40219	239	4
40220	299	17
40222	181	7
40223	197	13
40228	131	3
40229	285	2
40241	234	13
40242	90	7
40243	77	3
40245	218	6
40258	184	6
40272	223	8
40291	286	11
40299	284	10
40310	7	0
40311	18	1
40313	12	2
40319	1	0
40324	285	14
40330	88	4

Zip Code	Email Survey Invitations Sent	Completed Surveys
40336	14	2
40337	7	0
40342	111	4
40347	18	1
40348	3	0
40350	1	0
40351	29	0
40353	83	9
40356	38	0
40359	19	0
40360	7	0
40361	55	1
40363	4	0
40370	4	0
40371	10	0
40372	9	0
40374	1	0
40379	16	2
40383	118	4
40385	5	0
40390	61	7
40391	161	7
40409	3	0
40419	11	2
40422	126	4
40437	5	0
40440	12	2
40444	46	1
40445	1	0
40448	1	0
40456	22	1
40461	1	0
40468	8	1
40472	5	0
40475	242	13
40484	20	0
40489	5	1
40502	287	10
40503	294	10
40504	186	6
40505	202	4
40507	18	2

Zip Code	Email Survey Invitations Sent	Completed Surveys
40508	199	10
40509	422	11
40510	6	0
40511	304	9
40513	91	8
40514	162	11
40515	279	11
40516	33	0
40517	462	13
40601	55	2
40701	63	5
40729	4	0
40734	3	0
40740	6	0
40741	26	1
40744	20	0
40769	30	0
40771	3	0
40801	1	0
40806	10	0
40813	1	0
40815	7	0
40818	3	0
40819	3	0
40820	2	0
40823	6	0
40824	3	0
40828	13	0
40829	1	0
40830	1	0
40831	17	1
40843	1	0
40845	2	0
40847	6	0
40854	9	1
40855	5	0
40856	3	0
40863	4	0
40870	1	0
40873	8	0
40902	3	0
40906	4	0

Zip Code	Email Survey Invitations Sent	Completed Surveys
40915	1	0
40927	3	0
40935	5	0
40939	2	1
40958	1	0
40962	17	1
40964	1	0
40965	43	1
40977	36	1
41002	3	0
41003	4	0
41004	8	2
41006	6	1
41007	9	0
41008	20	2
41010	3	0
41031	49	2
41034	4	0
41039	6	0
41040	5	0
41041	18	1
41043	3	0
41044	2	0
41045	2	0
41046	1	0
41055	2	0
41056	63	4
41064	3	0
41083	1	0
41086	1	0
41095	11	2
41098	3	0
41311	6	0
42024	3	0
42031	11	0
42032	1	1
42038	12	1
42053	14	1
42055	4	0
42056	5	0
42064	28	2
42078	3	0

Zip Code	Email Survey Invitations Sent	Completed Surveys
42086	11	0
42087	4	1
42127	13	0
42152	2	0
42217	10	0
42320	30	1
42321	1	0
42323	5	0
42325	8	0
42326	1	0
42327	5	0
42328	6	0
42330	44	2
42337	2	1
42344	5	1
42345	36	1
42347	23	2
42350	4	0
42352	11	0
42354	2	0
42367	2	0
42369	2	0
42371	1	0
42372	8	0
42374	1	0
42404	10	1
42406	8	0
42408	35	0
42409	4	0
42410	8	0
42411	6	0
42413	6	0
42420	31	2
42431	63	2
42436	1	0
42437	11	1
42440	5	2
42441	2	0
42442	8	0
42444	2	0
42445	5	0
42452	5	0

Zip Code	Email Survey Invitations Sent	Completed Surveys
42453	4	0
42455	7	0
42456	3	0
42457	2	0
42459	18	2
42461	6	0
42462	4	0
42463	1	0
42464	4	0
42501	31	3
42503	21	1
42519	5	0
42533	7	1
42539	10	0
42541	1	0
42553	2	1
42566	1	0
42629	13	4
42635	2	0
42642	14	0
42647	4	0
42653	6	0
42701	170	5
42712	3	0
42713	1	0
42716	4	0
42718	28	1
42721	3	0
42722	1	0
42724	12	0
42726	6	0
42728	14	3
42743	9	0
42746	1	0
42748	19	2
42749	19	0
42754	30	0
42757	6	0
42762	1	0
42765	14	0
42776	5	1
42784	6	0

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Case No. 2014-00003

Question No. 26

Witness: Michael E. Hornung

- Q-26. Please refer to pages 14-15 of the Direct Testimony of Michael Hornung, where residential bill impacts are discussed based on certain monthly levels of energy usage. Assuming the same monthly energy usage, please provide a breakdown of the monthly bill impact on LG&E customers of each DSM/EE program included in the 2015-2018 Demand-Side Management and Energy Efficiency Program Plan set forth in Exhibit MEH-1. Please include existing, unchanged programs as well as new and enhanced programs.
- A-26. Please see attachment.

DSMRC= DCR + DRLS + DSMI + DBA + DCCR = \$ 4.68

DCR

Program	LG&E Electric Residential Budget for 2015 (\$000s)	Estimated Monthly Cost for 2015 (based on 1,000 kWh)
Residential Audit	\$ 663	\$ 0.16
Residential WeCare	\$ 955	\$ 0.23
Residential Demand	\$ -	\$ -
Residential Incentives	\$ 2,054	\$ 0.48
Residential Refrigerator Removal	\$ 1,018	\$ 0.24
Smart Energy Profile	\$ 1,185	\$ 0.28
AMI / Smart Grid	\$ -	\$ -
Commercial Audit	\$ -	\$ -
Commerical Demand	\$ -	\$ -
Education & Information	\$ 999	\$ 0.24
Development & Administration	\$ 339	\$ 0.08
	\$ 7,213	\$ 1.70

DRLS

Program	LG&E Electric Residential Lost Sales for 2015 (MWhs)	Estimated Monthly Cost for 2015 (based on 1,000 kWh)
Residential Audit	5,369	\$ 0.07
Residential WeCare	4,032	\$ 0.05
Residential Lighting*	39,971	\$ 0.49
Residential HVAC*	979	\$ 0.01
Residential Construction*	2,138	\$ 0.03
Residential Demand	-	\$ -
Residential Incentives	26,117	\$ 0.32
Residential Refrigerator Removal	10,500	\$ 0.13
Smart Energy Profile	44,400	\$ 0.55
AMI / Smart Grid	-	\$ -
Commercial Audit	-	\$ -
Commerical Demand	-	\$ -
Education & Information	-	\$ -
Development & Administration	-	\$ -
	133,506	\$ 1.64

*Note: Though programs have expired in 2014, Lost Sales period goes back up to 36 months.

DSMI

Program	LG&E Electric Residential Incentive for 2015 (\$000s)	Estimated Monthly Cost for 2015 (based on 1,000 kWh)
Residential Audit	\$ 33	\$ 0.00
Residential WeCare	\$ 48	\$ 0.01
Residential Demand	\$ -	\$ -
Residential Incentives	\$ 103	\$ 0.01
Residential Refrigerator Removal	\$ 51	\$ 0.01
Smart Energy Profile	\$ 59	\$ 0.01
AMI / Smart Grid	\$ 219	\$ 0.03
Commercial Audit	\$ -	\$ -
Commerical Demand	\$ -	\$ -
Education & Information	\$ 50	\$ 0.01
Development & Administration	\$ -	\$ -
	\$ 563	\$ 0.08

DBA

<u>Program</u>	<u>LG&E Electric Residential Budget for 2015 (\$000s)</u>	<u>Estimated Monthly Cost for 2015 (based on 1,000 kWh)</u>
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*There is no program breakout available for the DBA
since the most current DBA as of 4/1/2013 was used as proxy.*

	\$ -	\$ (0.12)
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DCCR

<u>Program</u>	<u>LG&E Electric Residential Budget for 2015 (\$000s)</u>	<u>Estimated Monthly Cost for 2015 (based on 1,000 kWh)</u>
Residential Audit	\$ -	\$ -
Residential WeCare	\$ -	\$ -
Residential Demand*	\$ 5,628	\$ 1.33
Residential Incentives	\$ -	\$ -
Residential Refrigerator Removal	\$ -	\$ -
Smart Energy Profile	\$ -	\$ -
AMI / Smart Grid*	\$ 219	\$ 0.05
Commercial Audit	\$ -	\$ -
Commerical Demand*	\$ -	\$ -
Education & Information	\$ -	\$ -
Development & Administration	\$ -	\$ -
	\$ 5,847	\$ 1.38

*Note: This is represented by E(m).

DSMRC= DCR + DRLS + DSMI + DBA + DCCR = \$ 1.72

DCR

	LG&E Gas Residential Budget for 2015 (\$000s)	Estimated Monthly Cost for 2015 (based on 70 CCF)
Residential Audit	\$ 465	\$ 0.23
Residential WeCare	\$ 1,519	\$ 0.75
Residential Demand*	\$ -	-
Residential Incentives	\$ -	-
Residential Refrigerator Removal	\$ -	-
Smart Energy Profile	\$ 470	\$ 0.23
AMI / Smart Grid*	\$ -	-
Commercial Audit	\$ -	-
Commerical Demand*	\$ -	-
Education & Information	\$ 69	\$ 0.03
Development & Administration	\$ 23	\$ 0.01
	\$ 2,545	\$ 1.26

DRLS

Program	LG&E Gas Residential Lost Sales for 2015 (CCF)	Estimated Monthly Cost for 2015 (based on 70 CCF)
Residential Audit	463,185	\$ 0.04
Residential WeCare	1,132,505	\$ 0.11
Residential Lighting*	-	-
Residential HVAC*	-	-
Residential Construction*	179,059	\$ 0.02
Residential Demand	-	-
Residential Incentives	-	-
Residential Refrigerator Removal	-	-
Smart Energy Profile	1,767,178	\$ 0.16
AMI / Smart Grid	-	-
Commercial Audit	-	-
Commerical Demand	-	-
Education & Information	-	-
Development & Administration	-	-
	3,541,928	\$ 0.33

*Note: Though programs have expired in 2014, Lost Sales period goes back up to 36 months.

DSMI

Program	LG&E Gas Residential Incentive for 2015 (\$000s)	Estimated Monthly Cost for 2015 (based on 70 CCF)
Residential Audit	\$ 23	\$ 0.01
Residential WeCare	\$ 76	\$ 0.03
Residential Demand	\$ -	-
Residential Incentives	\$ -	-
Residential Refrigerator Removal	\$ -	-
Smart Energy Profile	\$ 24	\$ 0.01
AMI / Smart Grid	\$ -	-
Commercial Audit	\$ -	-
Commerical Demand	\$ -	-
Education & Information	\$ 41	\$ 0.02
Development & Administration	\$ -	-
	\$ 164	\$ 0.06

DBA

<u>Program</u>	<u>LG&E Gas Residential Budget for 2015 (\$000s)</u>	<u>Estimated Monthly Cost for 2015 (based on 70 CCF)</u>
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*There is no program breakout available for the DBA
since the most current DBA as of 4/1/2013 was used as proxy.*

	\$ -	\$ 0.07
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DCCR

<u>Program</u>	<u>LG&E Gas Residential Budget for 2015 (\$000s)</u>	<u>Estimated Monthly Cost for 2015 (based on 70 CCF)</u>
Residential Audit	\$ -	\$ -
Residential WeCare	\$ -	\$ -
Residential Demand*	\$ -	\$ -
Residential Incentives	\$ -	\$ -
Residential Refrigerator Removal	\$ -	\$ -
Smart Energy Profile	\$ -	\$ -
AMI / Smart Grid*	\$ -	\$ -
Commercial Audit	\$ -	\$ -
Commerical Demand*	\$ -	\$ -
Education & Information	\$ -	\$ -
Development & Administration	\$ -	\$ -
	\$ -	\$ -

*Note: This is represented by E(m).

**LOUISVILLE GAS AND ELECTRIC COMPANY
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**Response to the Association of Community Ministries, Inc.
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Case No. 2014-00003

Question No. 27

Witness: Michael E. Hornung

Q-27. For each of the years 2011, 2012 and 2013, please provide the average monthly electric usage and average monthly gas usage of LG&E customers for whom at least one bill was paid by a third-party assistance provider during the period 2011 through 2013.

A-27. Please see the table below.

<u>Avg Monthly</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
kWh	1,050	1,024	998
CCF	59	50	60

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Case No. 2014-00003

Question No. 28

Witness: Michael E. Hornung

Q-28. Please provide the following figures:

- (a) Total number of LG&E residential customers for each of the years 2011, 2012 and 2013,
- (b) Total number of LG&E residential customers in Jefferson County for each of the years 2011, 2012, and 2013, broken down by zip code
- (c) Total number of residential customers in Jefferson County who had at least one bill paid by a third-party assistance provider during each of calendar years 2011, 2012 and 2013, broken down by zip code.

A-28. Please see the tables below. The tables represent the count of customers at the end of each year.

(a)	<u>2011</u>	<u>2012</u>	<u>2013</u>
	371,120	372,102	375,036

(b)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40018	18	17	15	40215	8,895	8,867	8,891
	40023	829	861	887	40216	18,064	18,094	18,147
	40025	60	61	61	40217	6,193	6,195	6,186
	40027	119	118	122	40218	13,643	13,654	13,691
	40041	133	145	145	40219	15,927	15,905	15,987
	40059	7,011	7,118	7,277	40220	15,493	15,464	15,488
	40118	4,002	4,003	4,013	40222	10,327	10,313	10,377
	40202	1,310	1,325	1,378	40223	9,875	9,880	10,120
	40203	6,755	6,713	6,785	40228	6,697	6,767	6,808
	40204	7,916	7,894	7,951	40229	13,377	13,434	13,611
	40205	10,787	10,782	10,803	40232	1	1	1
	40206	10,253	10,278	10,297	40241	12,396	12,448	12,568
	40207	14,816	14,836	14,875	40242	4,794	4,790	4,802
	40208	6,343	6,360	6,352	40243	4,482	4,482	4,532
	40209	173	175	177	40245	11,333	11,505	11,873
	40210	5,663	5,689	5,669	40258	10,945	11,035	11,014
	40211	9,544	9,480	9,520	40272	14,585	14,616	14,715
	40212	7,270	7,271	7,317	40291	15,184	15,320	15,576
	40213	7,377	7,380	7,350	40299	16,049	16,065	16,166
	40214	19,229	19,207	19,345	Total	327,868	328,548	330,892

(c)	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Zip Code</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
	40018	1		1	40215	1,522	1,488	1,270
	40023	8		7	40216	2,035	2,012	1,743
	40025				40217	324	316	247
	40027				40218	1,345	1,332	1,137
	40041	1	1		40219	1,324	1,268	1,094
	40059	37	34	37	40220	525	504	411
	40118	330	301	261	40222	223	213	178
	40202	235	231	214	40223	170	169	144
	40203	1,669	1,642	1,440	40228	262	261	226
	40204	437	416	372	40229	621	609	512
	40205	125	118	105	40232			
	40206	437	410	334	40241	177	165	135
	40207	255	232	193	40242	114	116	102
	40208	739	713	600	40243	86	85	71
	40209	28	26	26	40245	165	159	135
	40210	1,644	1,675	1,466	40258	818	832	726
	40211	2,736	2,738	2,396	40272	1,085	1,024	885
	40212	1,985	1,987	1,774	40291	556	548	455
	40213	614	588	458	40299	456	441	365
	40214	1,511	1,476	1,182	Total	24,600	24,130	20,702