

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

**In the Matter of:**

**APPLICATION OF LOUISVILLE GAS AND ELECTRIC )**  
**COMPANY FOR AN ADJUSTMENT OF ITS ) CASE NO.**  
**ELECTRIC AND GAS RATES ) 2014-00372**

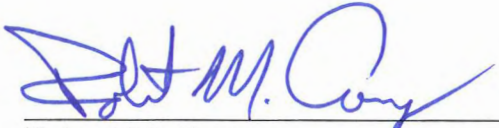
**RESPONSE OF**  
**LOUISVILLE GAS AND ELECTRIC COMPANY**  
**TO**  
**SECOND REQUEST FOR INFORMATION OF**  
**ASSOCIATION OF COMMUNITY MINISTRIES**  
**DATED FEBRUARY 6, 2015**

**FILED: FEBRUARY 20, 2015**

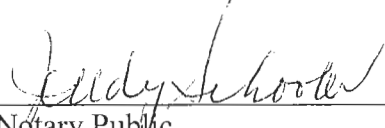
VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 ) SS:  
COUNTY OF JEFFERSON )

The undersigned, **Robert M. Conroy**, being duly sworn, deposes and says that he is Director - Rates for Louisville Gas and Electric Company and Kentucky Utilities Company, an employee of 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.

  
\_\_\_\_\_  
**Robert M. Conroy**

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 18<sup>th</sup> day of February 2015.

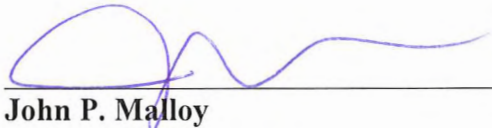
  
\_\_\_\_\_  
Notary Public (SEAL)

My Commission Expires:  
JUDY SCHOLLER  
Notary Public, State at Large, KY  
My commission expires July 11, 2018  
Notary ID # 512749

VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 ) SS:  
COUNTY OF JEFFERSON )

The undersigned, **John P. Malloy**, being duly sworn, deposes and says that he is Vice President, Customer Services for Kentucky Utilities Company and Louisville Gas and Electric Company and an employee of 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.

  
\_\_\_\_\_  
**John P. Malloy**

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 13<sup>th</sup> day of February 2015.

  
\_\_\_\_\_  
Notary Public (SEAL)

My Commission Expires:  
JUDY SCHOOLER  
Notary Public, State at Large, KY  
My commission expires July 11, 2018  
Notary ID # 512743

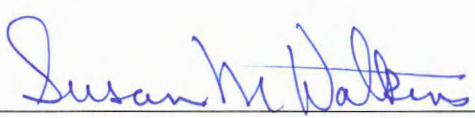
VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 ) SS:  
COUNTY OF JEFFERSON )

The undersigned, **Edwin R. Staton**, being duly sworn, deposes and says that he is Vice President, State Regulation and Rates, for Kentucky Utilities Company and Louisville Gas and Electric Company and an employee of 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.

  
Edwin/R. Staton

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 13<sup>th</sup> day of February 2015.

 (SEAL)  
Notary Public

My Commission Expires:

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

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 1**

**Responding Witness: John P. Malloy**

Q-1. Please refer to the Responses to Numbers 2(a) and (b) of the First Request for Information of Association of Community Ministries (hereafter referred to as "ACM First Request"). Please provide the 2014 information that was not provided due to unavailability as soon as it is available.

A-1. See the table below.

	Year	Type Customer	Average Number of Residential Customers	Total kWh/Mcf Residential Sales	Average Annual Use kWh/Mcf Per Customer
(a)	2014	Electric	350,587	4,157,326,074	11,858.2
(b)	2014	Gas	293,608	22,190,374	75.6

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 2**

**Responding Witness: Robert M. Conroy**

- Q-2. Please refer to Schedule N (Electric) at Tab 66 of the Filing Requirements, Page 1 of 22, referred to in the Response to ACM First Request No. 7.
- a. Please provide the rates used to calculate the Billing Factor amounts (FAC/DSM/ECR) and explain the basis for each rate.
  - b. For a residential electric customer, if the energy charge were to remain at \$0.08076 per kWh, what would the monthly Basic Service Charge need to be in order to collect the same allocated revenue requirement sought in this case? Please provide a bill impact summary using \$0.08076 per kWh and the necessary Basic Service Charge, similar to that provided in Schedule N at Tab 66 of the Filing Requirements, and as provided in Response to Metropolitan Housing Coalition Data Request No. 1-2(c).
  - c. Please confirm that the dollar and percentage increase in the residential electric Basic Service Charge resulting from LG&E's last base rate case (Case No. 2012-00222) was \$2.25 (from \$8.50 to \$10.75) or 26%. If these figures are not confirmed, please provide the correct dollar and percentage increase.
  - d. For a residential electric customer, if LG&E were to increase the Basic Service Charge by the same percentage as in its last base rate case, what would the energy charge need to be in order to collect the same allocated revenue requirement sought in this case? Please provide a bill impact summary using these figures similar to that provided in Schedule N at Tab 66 of the Filing Requirements, and as provided in response to Metropolitan Housing Coalition Data Request No. 1-2(c).
- A-2. a. See the response to KSBA 2-8. The billing factor amounts (FAC/DSM/ECR) used in Schedule N (Electric) are calculated as a unit charge based on the forecast period mechanism revenues allocated to each rate schedule and energy volumes provided in Schedules M-2.2 and M-2.3. To comply with the filing requirements in Section 16(8)(n) to prepare a typical bill comparison under present and proposed rates, LG&E calculated each mechanism billing

factor as a unit or volumetric charge, which may be different than the actual billing factors calculated in the detailed filings for the mechanisms. See the response to Question No. 4.

- b. The Company does not agree with the hypothetical scenario of leaving either the basic service charge or the energy charge at its present level. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies. With that said, for a proposed rate design that kept the energy charge at \$0.08076, the monthly Basic Service Charge would need to be \$13.50 in order to collect approximately the same allocated revenue requirement. See attached.
- c. The referenced dollar amount and percentage are correct based on the settlement approved by the Commission in Case No. 2012-00222. In LG&E's previous rate case, Case No. 2009-00549, the Basic Service Charge increased \$3.50 (from \$5.00 to \$8.50) or 70% as approved by the Commission. The Company is proposing a Basic Service Charge and volumetric rates that rely on, and are consistent with the cost-of-service study in this proceeding.
- d. The Company does not agree with the hypothetical scenario of leaving either the basic service charge or the energy charge at its present level. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies. With that said, for a proposed rate design that increased the monthly Basic Service Charge by 26% (from \$10.75 to \$13.55) the energy charge would need to be at \$0.08070 per kWh in order to collect approximately the same allocated revenue requirement. See attached.

LOUISVILLE GAS AND ELECTRIC COMPANY  
CASE NO. 2014-00372  
Typical Electric Bill Comparison under Present & Proposed Rates  
FORECAST PERIOD FOR THE 12 MONTHS ENDED JUNE 30, 2016

DATA: \_\_\_BASE PERIOD\_\_X\_\_\_FORECASTED PERIOD  
TYPE OF FILING: \_\_X\_\_ ORIGINAL \_\_\_ UPDATED \_\_\_ REVISED  
WORKPAPER REFERENCE NO(S): \_\_\_\_\_

SCHEDULE N (Electric)  
PAGE 1 of 1  
WITNESS: R. M. CONROY

**Residential (Rate RS) / Volunteer Fire Dept (Rate VFD)**

kWh	A	B	C	D	Billing Factors			H	I	J
	Base Rate Current Bill	Base Rate Proposed Bill	Increase (\$) [ B - A ]	Increase (%) [ C / A ]	FAC	DSM	ECR	Total Current Bill (\$) [A+E+F+G]	Total Proposed Bill (\$) [B+E+F+G]	Increase (%) [(I - H)/H]
500	\$ 51.13	\$ 53.88	\$ 2.75	5.4%	\$ (0.10)	\$ 0.93	\$ 4.42	\$ 56.38	\$ 59.13	4.9%
750	\$ 71.32	\$ 74.07	\$ 2.75	3.9%	\$ (0.15)	\$ 1.40	\$ 6.63	\$ 79.20	\$ 81.95	3.5%
984	\$ 90.22	\$ 92.97	\$ 2.75	3.1%	\$ (0.19)	\$ 1.83	\$ 8.69	\$ 100.55	\$ 103.30	2.74%
1,200	\$ 107.66	\$ 110.41	\$ 2.75	2.6%	\$ (0.23)	\$ 2.23	\$ 10.60	\$ 120.26	\$ 123.01	2.3%
1,500	\$ 131.89	\$ 134.64	\$ 2.75	2.1%	\$ (0.29)	\$ 2.79	\$ 13.25	\$ 147.64	\$ 150.39	1.9%
2,000	\$ 172.27	\$ 175.02	\$ 2.75	1.6%	\$ (0.39)	\$ 3.72	\$ 17.67	\$ 193.27	\$ 196.02	1.4%
2,500	\$ 212.65	\$ 215.40	\$ 2.75	1.3%	\$ (0.49)	\$ 4.65	\$ 22.09	\$ 238.90	\$ 241.65	1.2%
3,000	\$ 253.03	\$ 255.78	\$ 2.75	1.1%	\$ (0.58)	\$ 5.58	\$ 26.51	\$ 284.54	\$ 287.29	1.0%

Assumptions:

Average usage = 984 kWh per month

Billing Factors calculated as a unit charge based on forecast period revenues and volumes

Calculations may vary from other schedules due to rounding

**Calculated using Basic Service Charge at \$13.50 and volumetric charge at \$0.08076/kWh**

**Attachment to Response to LGE ACM-2 Question No. 2(b)**

Page 1 of 1

Conroy



LOUISVILLE GAS AND ELECTRIC COMPANY  
CASE NO. 2014-00372  
Typical Electric Bill Comparison under Present & Proposed Rates  
FORECAST PERIOD FOR THE 12 MONTHS ENDED JUNE 30, 2016

DATA: \_\_\_BASE PERIOD\_\_X\_\_\_FORECASTED PERIOD  
TYPE OF FILING: \_\_X\_\_ ORIGINAL \_\_\_ \_\_\_ UPDATED \_\_\_ \_\_\_ REVISED  
WORKPAPER REFERENCE NO(S):\_\_\_\_\_

SCHEDULE N (Electric)  
PAGE 1 of 1  
WITNESS: R. M. CONROY

**Residential (Rate RS) / Volunteer Fire Dept (Rate VFD)**

kWh	A	B	C	D	Billing Factors			H	I	J
	Base Rate Current Bill	Base Rate Proposed Bill	Increase (\$) [ B - A ]	Increase (%) [ C / A ]	FAC	DSM	ECR	Total Current Bill (\$) [A+E+F+G]	Total Proposed Bill (\$) [B+E+F+G]	Increase (%) [(I - H)/H]
500	\$ 51.13	\$ 53.90	\$ 2.77	5.4%	\$ (0.10)	\$ 0.93	\$ 4.42	\$ 56.38	\$ 59.15	4.9%
750	\$ 71.32	\$ 74.08	\$ 2.76	3.9%	\$ (0.15)	\$ 1.40	\$ 6.63	\$ 79.20	\$ 81.96	3.5%
984	\$ 90.22	\$ 92.96	\$ 2.74	3.0%	\$ (0.19)	\$ 1.83	\$ 8.69	\$ 100.55	\$ 103.29	2.73%
1,200	\$ 107.66	\$ 110.39	\$ 2.73	2.5%	\$ (0.23)	\$ 2.23	\$ 10.60	\$ 120.26	\$ 122.99	2.3%
1,500	\$ 131.89	\$ 134.60	\$ 2.71	2.1%	\$ (0.29)	\$ 2.79	\$ 13.25	\$ 147.64	\$ 150.35	1.8%
2,000	\$ 172.27	\$ 174.95	\$ 2.68	1.6%	\$ (0.39)	\$ 3.72	\$ 17.67	\$ 193.27	\$ 195.95	1.4%
2,500	\$ 212.65	\$ 215.30	\$ 2.65	1.3%	\$ (0.49)	\$ 4.65	\$ 22.09	\$ 238.90	\$ 241.55	1.1%
3,000	\$ 253.03	\$ 255.65	\$ 2.62	1.0%	\$ (0.58)	\$ 5.58	\$ 26.51	\$ 284.54	\$ 287.16	0.9%

Assumptions:

Average usage = 984 kWh per month  
Billing Factors calculated as a unit charge based on forecast period revenues and volumes  
Calculations may vary from other schedules due to rounding  
**Calculated using Basic Service Charge at \$13.55 and volumetric charge at \$0.08070/kWh**

**Attachment to Response to LGE ACM-2 Question No. 2(d)**

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 3**

**Responding Witness: Robert M. Conroy**

- Q-3. Please refer to Schedule N (Gas) at Tab 66 of the Filing Requirements, Page 1 of 9, referred to in the Response to ACM First Request No. 7.
- a. Please provide the rates used to calculate the Billing Factor amounts (GSC/DSM/GLT) and explain the basis for each rate.
  - b. For a residential gas customer, if the Distribution Cost Component were to remain at \$0.26419 per 100 Cubic Feet, what would the monthly Basic Service Charge need to be in order to collect the same allocated revenue requirement sought in this case? Please provide a bill impact summary using \$0.26419 per 100 Cubic Feet and the necessary Basic Service Charge similar to that provided in Schedule N at Tab 66 of the Filing Requirements, and as provided in response to Metropolitan Housing Coalition Data Request No. 1-2(c).
  - c. Please confirm that the dollar and percentage increase in the residential gas Basic Service Charge resulting from LG&E's last base rate case (Case No. 2012-00222) was \$1 (from \$12.50 to \$13.50) or 8%. If these figures are not confirmed, please provide the correct dollar and percentage increase.
  - d. For a residential gas customer, if LG&E were to increase the gas Basic Service Charge by the same percentage as in its last base rate case, what would the Distribution Cost Component need to be in order to collect the same allocated revenue requirement sought in this case? Please provide a bill impact summary using these figures similar to that provided in Schedule N at Tab 66 of the Filing Requirements, and as provided in response to Metropolitan Housing Coalition Data Request No. 1-2(c).
- A-3. a. See the response to KSBA 2-8. The billing factor amounts (GSC/DSM/GLT) used in Schedule N (Gas) are calculated as a unit charge based on the forecast period mechanisms revenues allocated to each rate schedule and gas volumes provided in Schedules M-2.2 and M-2.3. To comply with the filing requirements in Section 16(8)(n) to prepare a typical bill comparison under

present and proposed rates, LG&E calculated each mechanism billing factor as a unit or volumetric charge, which may be different than the actual billing factors calculated in the detailed filings for the mechanisms. See the response to Question No. 4.

- b. The Company does not agree with the hypothetical scenario of leaving either the basic service charge or the distribution cost component charge at its present level. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies. With that said, for a proposed rate design that kept the Distribution Cost Component at \$0.26419 per 100 cubic feet, the monthly Basic Service Charge would need to be \$16.12 in order to collect approximately the same allocated revenue requirement. See attached.
- c. The referenced dollar amount and percentage are correct based on the settlement approved by the Commission in Case No. 2012-00222. In LG&E's previous rate case, Case No. 2009-00549, the Basic Service Charge increased \$3.00 (from \$9.50 to \$12.50) or 32% as approved by the Commission. The Company is proposing a Basic Service Charge and volumetric rates that rely on and are consistent with the cost-of-service study in this proceeding.
- d. The Company does not agree with the hypothetical scenario of leaving either the basic service charge or the distribution cost component charge at its present level. The Company is proposing basic service charges and volumetric rates consistent with its cost of service studies. With that said, for a proposed rate design that increased the monthly Basic Service Charge by 8% (from \$13.50 to \$14.58) the Distribution Cost Component would need to be at \$0.29144 per 100 cubic feet in order to collect approximately the same allocated revenue requirement. See attached.

LOUISVILLE GAS AND ELECTRIC COMPANY  
CASE NO. 2014-00372  
Typical Gas Bill Comparison under Present & Proposed Rates  
FORECAST PERIOD FOR THE 12 MONTHS ENDED JUNE 30, 2016

DATA: \_\_\_BASE PERIOD \_\_\_X\_\_\_FORECASTED PERIOD  
TYPE OF FILING: \_\_\_X\_\_\_ ORIGINAL \_\_\_ \_\_\_ UPDATED \_\_\_ \_\_\_ REVISED  
WORKPAPER REFERENCE NO(S): \_\_\_\_\_

SCHEDULE N (Gas)  
PAGE 1 OF 1  
WITNESS: R. M. CONROY

**Residential (Rate RGS) / Volunteer Fire Dept (Rate VFD)**

MCF	A		B		C		D		E			F			G			H		I		J
	Base Rate Current Bill	Base Rate Proposed Bill	Increase (\$) [ B - A ]	Increase (%) [ C / A ]	GSC	DSM	GLT	Total Current Bill (\$) [A+E+F+G]	Total Proposed Bill (\$) [B+E+F+G]	Increase (%) [(I - H) / H]												
3.0	\$ 21.43	\$ 24.05	\$ 2.62	12.2%	\$ 15.78	\$ 0.29	\$ 3.63	\$ 41.13	\$ 43.75	6.4%												
5.7	\$ 28.56	\$ 31.18	\$ 2.62	9.2%	\$ 29.98	\$ 0.55	\$ 3.63	\$ 62.72	\$ 65.34	4.2%												
10.0	\$ 39.92	\$ 42.54	\$ 2.62	6.6%	\$ 52.60	\$ 0.96	\$ 3.63	\$ 97.11	\$ 99.73	2.7%												
20.0	\$ 66.34	\$ 68.96	\$ 2.62	4.0%	\$ 105.19	\$ 1.92	\$ 3.63	\$ 177.08	\$ 179.70	1.5%												
40.0	\$ 119.18	\$ 121.80	\$ 2.62	2.2%	\$ 210.39	\$ 3.84	\$ 3.63	\$ 337.04	\$ 339.66	0.8%												
60.0	\$ 172.01	\$ 174.63	\$ 2.62	1.5%	\$ 315.58	\$ 5.76	\$ 3.63	\$ 496.98	\$ 499.60	0.5%												
80.0	\$ 224.85	\$ 227.47	\$ 2.62	1.2%	\$ 420.78	\$ 7.67	\$ 3.63	\$ 656.93	\$ 659.55	0.4%												
100.0	\$ 277.69	\$ 280.31	\$ 2.62	0.9%	\$ 525.97	\$ 9.59	\$ 3.63	\$ 816.88	\$ 819.50	0.3%												

Assumptions:

Average usage = 5.7 Mcf per month  
Billing Factors calculated as a unit charge based on forecast period revenues and volumes  
Calculations may vary from other schedules due to rounding  
**Calculated using Basic Service Charge at \$16.12 and volumetric charge at \$2.6419/Mcf**

LOUISVILLE GAS AND ELECTRIC COMPANY  
CASE NO. 2014-00372  
Typical Gas Bill Comparison under Present & Proposed Rates  
FORECAST PERIOD FOR THE 12 MONTHS ENDED JUNE 30, 2016

DATA: \_\_\_BASE PERIOD\_\_X\_\_FORECASTED PERIOD  
TYPE OF FILING: \_\_X\_\_ ORIGINAL \_\_\_ \_\_\_ UPDATED \_\_\_ \_\_\_ REVISED  
WORKPAPER REFERENCE NO(S): \_\_\_\_\_

SCHEDULE N (Gas)  
PAGE 1 OF 1  
WITNESS: R. M. CONROY

**Residential (Rate RGS) / Volunteer Fire Dept (Rate VFD)**

MCF	A		B		C		D		E			F			G			H		I		J
	Base Rate		Base Rate		Increase		Increase		Billing Factors			Billing Factors			Billing Factors			Total		Total		Increase
	Current		Proposed		(\$)		(%)		GSC			DSM			GLT			Current		Proposed		(%)
	Bill	Bill	[ B - A ]	[ C / A ]														[A+E+F+G]	[B+E+F+G]	[(I - H) / H]		
3.0	\$ 21.43	\$ 23.32	\$ 1.89	8.8%	\$ 15.78	\$ 0.29	\$ 3.63	\$ 41.13	\$ 43.02	4.6%												
5.7	\$ 28.56	\$ 31.19	\$ 2.63	9.2%	\$ 29.98	\$ 0.55	\$ 3.63	\$ 62.72	\$ 65.35	4.2%												
10.0	\$ 39.92	\$ 43.72	\$ 3.80	9.5%	\$ 52.60	\$ 0.96	\$ 3.63	\$ 97.11	\$ 100.91	3.9%												
20.0	\$ 66.34	\$ 72.87	\$ 6.53	9.8%	\$ 105.19	\$ 1.92	\$ 3.63	\$ 177.08	\$ 183.61	3.7%												
40.0	\$ 119.18	\$ 131.16	\$ 11.98	10.1%	\$ 210.39	\$ 3.84	\$ 3.63	\$ 337.04	\$ 349.02	3.6%												
60.0	\$ 172.01	\$ 189.44	\$ 17.43	10.1%	\$ 315.58	\$ 5.76	\$ 3.63	\$ 496.98	\$ 514.41	3.5%												
80.0	\$ 224.85	\$ 247.73	\$ 22.88	10.2%	\$ 420.78	\$ 7.67	\$ 3.63	\$ 656.93	\$ 679.81	3.5%												
100.0	\$ 277.69	\$ 306.02	\$ 28.33	10.2%	\$ 525.97	\$ 9.59	\$ 3.63	\$ 816.88	\$ 845.21	3.5%												

Assumptions:

Average usage = 5.7 Mcf per month  
Billing Factors calculated as a unit charge based on forecast period revenues and volumes  
Calculations may vary from other schedules due to rounding  
**Calculated using Basic Service Charge at \$14.58 and volumetric charge at \$2.9144/Mcf**

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 4**

**Responding Witness: Robert M. Conroy**

- Q-4. Please refer to the Response to ACM First Request No. 7. Does LG&E have any estimate or projection of average residential electric and gas bills as described in Request No. 7 or average residential usage for each month of the forecast period? If so, please provide and describe the basis therefor.
- A-4. See attached. Attachment 1 provides the residential electric information and Attachment 2 provides the residential gas information.

See the response to KSBA 2-8. LG&E calculated monthly average residential electric and gas usage by dividing the monthly forecasted kWh or MCF by the monthly forecasted number of electric or gas customers. The billing factors shown on Schedule N are calculated by using the forecast period mechanism revenues allocated to each rate schedule divided by the usage for each rate schedule. These billing factors may be different than the actual billing factors calculated in the detailed filings for the mechanisms. The data used to calculate the average residential electric and gas bills can be found in Schedules M-2.2 and M-2.3.

LOUISVILLE GAS AND ELECTRIC COMPANY  
CASE NO. 2014-00372  
Typical Electric Bill Comparison under Present & Proposed Rates  
FORECAST PERIOD FOR THE 12 MONTHS ENDED JUNE 30, 2016

DATA: \_\_\_BASE PERIOD\_\_\_X\_\_\_FORECASTED PERIOD  
TYPE OF FILING: \_\_\_X\_\_\_ ORIGINAL \_\_\_ \_\_\_ UPDATED \_\_\_ \_\_\_ REVISED  
WORKPAPER REFERENCE NO(S): \_\_\_\_\_

SCHEDULE N (Electric)  
PAGE 1 OF 1  
WITNESS: R. M. CONROY

**Residential (Rate RS) / Volunteer Fire Dept (Rate VFD)**

	Average Monthly kWh	A	B	C	D	E			F	G	H	I	J
		Base Rate Current Bill	Base Rate Proposed Bill	Increase (\$) [ B - A ]	Increase (%) [ C / A ]	Billing Factors (per kWh charge)			DSM	ECR	Total Current Bill (\$) [A+E+F+G]	Total Proposed Bill (\$) [B+E+F+G]	Increase (%) [(I - H)/H]
						FAC \$ (0.00019)	DSM \$ 0.00186	ECR \$ 0.00884					
Jul 2015	1,435	\$ 126.64	\$ 127.32	\$ 0.68	0.5%	\$ (0.28)	\$ 2.67	\$ 12.68	\$ 141.71	\$ 142.39	0.5%		
Aug 2015	1,433	\$ 126.48	\$ 127.17	\$ 0.69	0.5%	\$ (0.28)	\$ 2.67	\$ 12.66	\$ 141.53	\$ 142.22	0.5%		
Sep 2015	1,074	\$ 97.49	\$ 99.82	\$ 2.33	2.4%	\$ (0.21)	\$ 2.00	\$ 9.49	\$ 108.77	\$ 111.10	2.1%		
Oct 2015	762	\$ 72.29	\$ 76.05	\$ 3.76	5.2%	\$ (0.15)	\$ 1.42	\$ 6.73	\$ 80.29	\$ 84.05	4.7%		
Nov 2015	713	\$ 68.33	\$ 72.32	\$ 3.98	5.8%	\$ (0.14)	\$ 1.33	\$ 6.30	\$ 75.82	\$ 79.81	5.3%		
Dec 2015	928	\$ 85.70	\$ 88.70	\$ 3.00	3.5%	\$ (0.18)	\$ 1.73	\$ 8.20	\$ 95.45	\$ 98.45	3.1%		
Jan 2016	1,037	\$ 94.50	\$ 97.00	\$ 2.50	2.7%	\$ (0.20)	\$ 1.93	\$ 9.16	\$ 105.39	\$ 107.89	2.4%		
Feb 2016	907	\$ 84.00	\$ 87.10	\$ 3.10	3.7%	\$ (0.18)	\$ 1.69	\$ 8.01	\$ 93.52	\$ 96.62	3.3%		
Mar 2016	854	\$ 79.72	\$ 83.06	\$ 3.34	4.2%	\$ (0.17)	\$ 1.59	\$ 7.55	\$ 88.69	\$ 92.03	3.8%		
Apr 2016	713	\$ 68.33	\$ 72.32	\$ 3.98	5.8%	\$ (0.14)	\$ 1.33	\$ 6.30	\$ 75.82	\$ 79.81	5.3%		
May 2016	815	\$ 76.57	\$ 80.09	\$ 3.52	4.6%	\$ (0.16)	\$ 1.52	\$ 7.20	\$ 85.13	\$ 88.65	4.1%		
Jun 2016	1,134	\$ 102.33	\$ 104.39	\$ 2.06	2.0%	\$ (0.22)	\$ 2.11	\$ 10.02	\$ 114.24	\$ 116.30	1.8%		
	984	\$ 90.22	\$ 92.96	\$ 2.74	3.0%	\$ (0.19)	\$ 1.83	\$ 8.69	\$ 100.55	\$ 103.29	2.7%		

Assumptions:

- Average usage = 984 kWh per month
- Billing Factors calculated as a unit charge based on forecast period revenues and volumes
- Calculations may vary from other schedules due to rounding
- Average Monthly kWh is based on forecasted volume and number of customers for each month

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
<u>Source: Schedule M-2.2; M-2.3</u>								
	Revenue As Billed	FAC Billings	DSM Billings	ECR Billings	Energy kWh	FAC / kWh [(2) / (5)]	DSM / kWh [(3) / (5)]	ECR / kWh [(4) / (5)]
Residential/VFD	\$ 436,027,011	\$ (827,983)	\$ 7,942,641	\$ 37,698,883	4,266,714,109	\$ (0.00019)	\$ 0.00186	\$ 0.00884



LOUISVILLE GAS AND ELECTRIC COMPANY  
CASE NO. 2014-00372  
Typical Gas Bill Comparison under Present & Proposed Rates  
FORECAST PERIOD FOR THE 12 MONTHS ENDED JUNE 30, 2016

DATA: \_\_\_BASE PERIOD\_\_\_X\_\_\_FORECASTED PERIOD  
TYPE OF FILING: \_\_\_X\_\_\_ ORIGINAL \_\_\_ \_\_\_ UPDATED \_\_\_ \_\_\_ REVISED  
WORKPAPER REFERENCE NO(S): \_\_\_\_\_

SCHEDULE N (Gas)  
PAGE 1 OF 1  
WITNESS: R. M. CONROY

**Residential (Rate RGS) / Volunteer Fire Dept (Rate VFD)**

		A	B	C	D	E			F	G	H	I	J
	Average Monthly MCF	Base Rate Current Bill	Base Rate Proposed Bill	Increase (\$) [ B - A ]	Increase (%) [ C / A ]	Billing Factors (per MCF/meter charge)					Total Current Bill (\$) [A+E+F+G]	Total Proposed Bill (\$) [B+E+F+G]	Increase (%) [(I - H) / H]
						GSC \$5.26/MCF	DSM \$0.10/MCF	GLT \$3.63/meter					
Jul-15	1.3	\$ 16.91	\$ 21.76	\$ 4.85	28.7%	\$ 6.80	\$ 0.12	\$ 3.63	\$	\$ 27.46	\$ 32.31	17.7%	
Aug-15	1.4	\$ 17.14	\$ 21.93	\$ 4.79	28.0%	\$ 7.24	\$ 0.13	\$ 3.63	\$	\$ 28.14	\$ 32.93	17.0%	
Sep-15	1.6	\$ 17.72	\$ 22.41	\$ 4.69	26.5%	\$ 8.41	\$ 0.15	\$ 3.63	\$	\$ 29.91	\$ 34.60	15.7%	
Oct-15	2.9	\$ 21.14	\$ 25.16	\$ 4.02	19.0%	\$ 15.20	\$ 0.28	\$ 3.63	\$	\$ 40.25	\$ 44.27	10.0%	
Nov-15	6.3	\$ 30.02	\$ 32.33	\$ 2.31	7.7%	\$ 32.89	\$ 0.60	\$ 3.63	\$	\$ 67.14	\$ 69.45	3.4%	
Dec-15	11.6	\$ 44.23	\$ 43.81	\$ (0.42)	-1.0%	\$ 61.19	\$ 1.12	\$ 3.63	\$	\$ 110.17	\$ 109.75	-0.4%	
Jan-16	13.9	\$ 50.23	\$ 48.64	\$ (1.59)	-3.2%	\$ 73.12	\$ 1.33	\$ 3.63	\$	\$ 128.31	\$ 126.72	-1.2%	
Feb-16	12.1	\$ 45.49	\$ 44.82	\$ (0.67)	-1.5%	\$ 63.70	\$ 1.16	\$ 3.63	\$	\$ 113.98	\$ 113.31	-0.6%	
Mar-16	8.5	\$ 36.08	\$ 37.22	\$ 1.14	3.2%	\$ 44.95	\$ 0.82	\$ 3.63	\$	\$ 85.48	\$ 86.62	1.3%	
Apr-16	4.4	\$ 25.10	\$ 28.36	\$ 3.26	13.0%	\$ 23.09	\$ 0.42	\$ 3.63	\$	\$ 52.24	\$ 55.50	6.2%	
May-16	2.4	\$ 19.92	\$ 24.18	\$ 4.26	21.4%	\$ 12.78	\$ 0.23	\$ 3.63	\$	\$ 36.56	\$ 40.82	11.7%	
Jun-16	1.4	\$ 17.22	\$ 22.00	\$ 4.78	27.8%	\$ 7.41	\$ 0.14	\$ 3.63	\$	\$ 28.40	\$ 33.18	16.8%	
Annual Avg	5.7	\$ 28.56	\$ 31.16	\$ 2.60	9.1%	\$ 29.98	\$ 0.55	\$ 3.63	\$	\$ 62.72	\$ 65.32	4.2%	

Assumptions:

- Average usage = 5.7 Mcf per month
- Billing Factors calculated as a unit charge based on forecast period revenues and volumes
- Calculations may vary from other schedules due to rounding
- Average Monthly MCF is based on forecasted volume and number of customers for each month

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Source: Schedule M-2.2 and M-2.3	Revenue As Billed	GSC	DSM	GLT	Volume MCF	GSC / MCF [(2) / (5)]	DSM / MCF [(3) / (5)]	# OF CUSTOMERS	GLT/ Customer [(4) / (8)]
Residential Gas Service - Rate RGS	\$ 220,393,502	\$ 105,116,312	\$ 1,917,198	\$ 12,833,669	19,985,070.6	\$ 5.26	\$ 0.10	3,535,390	\$ 3.63

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 5**

**Responding Witness: Robert M. Conroy**

- Q-5. Please refer to the Response to ACM First Request No. 8.
- a. On Page 2 of 2 of the Attachment, why did the gas line tracker decrease to \$1.08 in May, 2014, and why is it projected to increase in the forecast year to \$3.63 as shown on Schedule N (Gas) at Tab 66 of the Filing Requirements, Page 1 of 9?
  - b. Please provide the information provided in Attachment to Response to Question No. 8 for January 2015 and February 2015 as soon as it becomes available.
- A-5.
- a. The GLT factor decreased to \$1.08 as a result of the Company's true-up application in Case No. 2014-00070. The current factor of \$2.53 for residential customers was approved in Case No. 2014-00381 to be effective with the first billing cycle in January 2015. The factor is expected to increase every year because the plant investment is cumulative and therefore will increase the return and depreciation included in the revenue requirement each year. See the response to Question No. 4 for an explanation of the \$3.63 amount found on Schedule N.
  - b. See attachment being provided in Excel format. The Attachment to Response to ACM 1-8 now includes January 2015 for both gas and electric.

# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 6**

**Responding Witness: Edwin R. "Ed" Staton**

- Q-6. Please refer to the Response to ACM First Request No. 9.
- a. Please provide the same information as provided on the Non-Payment Disconnection/Reconnection Reports for the months of July 2014 through January 2015.
  - b. Are the customers whose disconnections are shown on the "Gas Customers Only" Reports customers who receive electric service from another provider? Please describe the type of customers who are gas only.
- A-6. a. See attached.
- b. The customers represented on the Gas Customers Only Reports are customers who only receive gas service from LG&E. These customers do not receive electric service from LG&E because they reside in other retail electric suppliers' certified service territories or because they have other reasons for not taking electric service from LG&E; concerning the latter group, LG&E is not privy to its gas-only customers' reasons for not taking electric service.

**LOUISVILLE GAS AND ELECTRIC COMPANY  
NON-PAYMENT DISCONNECTION/RECONNECTION REPORT  
ELECTRIC CUSTOMERS  
807 KAR 5:006, SECTION 4(5)**

**COMPANY: LOUISVILLE GAS AND ELECTRIC COMPANY  
220 WEST MAIN STREET  
LOUISVILLE, KY 40202**

<b>Month Year</b>	<b>Jul 2014</b>	<b>Aug 2014</b>	<b>Sep 2014</b>	<b>Oct 2014</b>	<b>Nov 2014</b>	<b>Dec 2014</b>	<b>Jan 2015</b>
<b>Number Terminated</b>	4,813	5,683	5,190	5,940	3,479	4,713	4,329
<b>Highest \$ Amount Terminated</b>	\$2,483.64	\$1,868.16	\$2,288.99	\$1,394.55	\$2,050.53	\$4,495.74	\$2,372.01
<b>Lowest \$ Amount Terminated</b>	\$75.13	\$75.10	\$75.07	\$75.06	\$75.04	\$75.02	\$75.18
<b>Median \$ Amount Terminated</b>	\$147.92	\$163.18	\$157.87	\$159.18	\$143.47	\$133.69	\$178.41
<b>Average \$ Amount Terminated</b>	\$197.91	\$203.39	\$195.63	\$189.46	\$178.67	\$170.43	\$214.28
<b>Number Reinstated</b>	2,984	5,054	4,504	5,344	3,291	4,148	3,699

Note: Data includes all residential disconnections excluding returned checks, diversion and others which may skew the results

**LOUISVILLE GAS AND ELECTRIC COMPANY  
NON-PAYMENT DISCONNECTION/RECONNECTION REPORT  
GAS CUSTOMERS ONLY  
807 KAR 5:006, SECTION 4(5)**

**COMPANY: LOUISVILLE GAS AND ELECTRIC COMPANY  
220 WEST MAIN STREET  
LOUISVILLE, KY 40202**

Month Year	Jul 2014	Aug 2014	Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015
<b>Number Terminated</b>	137	72	119	70	13	143	177
<b>Highest \$ Amount Terminated</b>	\$1,464.95	\$1,413.17	\$1,130.17	\$885.70	\$797.98	\$756.61	\$968.19
<b>Lowest \$ Amount Terminated</b>	\$76.01	\$75.50	\$75.68	\$77.17	\$76.68	\$75.94	\$76.06
<b>Median \$ Amount Terminated</b>	\$104.95	\$97.92	\$99.04	\$104.88	\$98.61	\$107.83	\$116.78
<b>Average \$ Amount Terminated</b>	\$156.33	\$138.24	\$143.97	\$159.11	\$152.66	\$133.19	\$132.44
<b>Number Reinstated</b>	46	48	105	228	159	123	154

Note: Data includes all residential disconnections excluding returned checks, diversion and others which may skew the results

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 7**

**Responding Witness: John P. Malloy**

- Q-7. Please refer to the Response to ACM First Request No. 10.
- a. Please confirm that the information provided on the Attachments to Questions 10(a) and (b) are for the fiscal years beginning in 2011, 2012 and 2013. If not, please describe the periods provided.
  - b. Please confirm that the information provided on the Attachment to Question 10(a) is for residential electric only and combined gas and electric accounts, and that the information on the Attachment to 10(b) is residential gas only accounts. If not, please describe the information provided.
  - c. Please provide in Excel format the information requested in ACM First Request No. 10 with the following additional Jefferson County zip codes, which appear to be missing from the Attachments, and any other Jefferson County zip codes missing from the original response: 40018, 40023, 40025, 40027, 40041, 40056, 40059, 40109, and 40177.
  - d. If the total disconnections by zip code for fiscal years 2012 and 2013 provided in response to this Request do not agree with the numbers reported to the Public Service Commission, please explain any differences.
- A-7.
- a. Yes, this data is the fiscal year January through December for each year.
  - b. Yes, the data shows residential electric only and combined gas and electric accounts that were disconnected in 2011, 2012, and 2013.
  - c. See attachment being provided in Excel format.
  - d. The numbers reported to the Public Service Commission are total LG&E. The numbers reported in ACM 1-10a and ACM 1-10b are only for Jefferson County.



# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 8**

**Responding Witness: John P. Malloy**

- Q-8. Please provide in Excel format the number of residential electric only and combined residential electric and gas accounts per zip code for each of the fiscal years beginning in 2011, 2012 and 2013 and for July 1, 2014 through January 31, 2015.
- A-8. LG&E does not have the historical data. See attachment to the response to Question No. 22 for the current residential electric only and combined residential electric and gas accounts by zip code as of February 7, 2015.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 9**

**Responding Witness: John P. Malloy**

- Q-9. Please provide in Excel format the number of residential gas only accounts per zip code for each of the fiscal years beginning in 2011, 2012 and 2013 and for July 1, 2014 through January 31, 2015.
  
- A-9. LG&E does not have the historical data. See attached being provided in Excel format for the current residential gas only accounts by zip code as of February 7, 2015.

# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 10**

**Responding Witness: John P. Malloy**

Q-10. Please provide in Excel format the monthly number of LG&E residential accounts disconnected for nonpayment for each month starting July 2012 through January 2015 for the following zip codes: 40177, 40202, 40203, 40208, 40209, 40210, 40211, 40212, 40213, 40215, 40218 and 40219. Please provide this information in a manner that corresponds to the numbers reported on the disconnection reports provided in Response to ACM First Requests No. 9 and 10 for:

- a. residential electric customers
- b. residential gas customers

A-10.

- a. See attachment being provided in Excel format.
- b. See attachment being provided in Excel format.

# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 11**

**Responding Witness: John P. Malloy**

Q-11. Please provide the number of residential accounts receiving third party assistance payments that (1) were disconnected for nonpayment in each of the fiscal years beginning in 2011, 2012, 2013 and 2014 through January 31, 2015 and (2) the number of those accounts in each fiscal year for which service was reinstated. Please provide this information in a manner that corresponds to the numbers reported on the disconnection reports provided in Response to ACM First Requests No. 9 and 10 for:

- a. residential electric customers
- b. residential gas customers.

A-11. See table below.

	<u>Year</u>	<u>Disconnects</u>	<u>Reconnects</u>
a. Electric	2011	14,388	12,928
	2012	10,955	9,848
	2013	12,012	10,678
	2014 - January 2015	10,743	9,104
Electric Total		48,098	42,558

	<u>Year</u>	<u>Disconnects</u>	<u>Reconnects</u>
b. Gas	2011	245	180
	2012	196	150
	2013	182	136
	2014 - January 2015	181	132
Gas Total		804	598

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 12**

**Responding Witness: John P. Malloy**

Q-12. Please provide the number of Winter Hardship reconnections processed in each of the fiscal years beginning in 2011, 2012, 2013, and 2014, broken down by Jefferson County zip code.

A-12. See table below.

Zip Codes	2011	2012	2013	2014
40202	4	2	12	2
40203	79	60	58	55
40204	13	12	7	7
40205	6	4	1	3
40206	12	13	13	5
40207	4	12	4	3
40208	29	23	22	10
40209	2	0	1	0
40210	53	44	77	28
40211	106	89	128	63
40212	89	61	59	50
40213	16	21	22	3
40214	54	39	48	28
40215	77	48	49	16
40216	67	74	62	27
40217	15	9	11	3
40218	24	66	46	25
40219	37	44	25	9
40220	17	19	14	19
40222	4	5	5	1
40223	2	7	8	0
40228	6	9	4	3
40242	5	8	2	4
40243	2	3	1	0
40258	27	21	18	17
Total	750	693	697	381



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 13**

**Responding Witness: John P. Malloy**

- Q-13. Please refer to the Response to ACM First Request No. 11. For each month provided in the Response (July 2012 through December 2014), please provide in Excel format a breakdown of the amount of third party assistance by type of assistance as listed on the LG&E/KU Web portal through which third party assistance providers make pledges.
- A-13. See attachment being provided in Excel format.

# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 14**

**Responding Witness: John P. Malloy**

Q-14. For each of the types of assistance listed on the LG&E/KU Web portal please provide the following information for each month of calendar years 2012 through 2014 for Jefferson County broken down by zip code:

- a. Total dollar amount paid
- b. Total number of households assisted.

A-14. See attachment being provided in Excel format.

# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 15**

**Responding Witness: John P. Malloy**

- Q-15. Please refer to the Response to ACM First Request No. 12. Does the Response provide information for the entire LG&E service territory? If not please describe the territory provided.
- A-15. The response to ACM 1-12 contains data for the entire LG&E service territory. See attached being provided in Excel format for a breakdown by zip code of the number of LG&E residential customers in Jefferson County who had at least one bill paid by a third-party agency and the amount of assistance paid.

# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 16**

**Responding Witness: John P. Malloy**

Q-16. Please refer to the Responses to ACM First Request No. 11 and 12. In the Response to No. 11, the sums of the number of customers and amount of assistance are as follows:

	July-Dec. 2012	Jan.-Dec. 2013	Jan.-Dec. 2014
Customers	24,871	51,482	55,052
Amount	\$2,546,547.76	\$6,980,592.65	\$7,669,063.70

In Response to No. 12, the amounts of assistance agree with the amounts provided above, but the numbers of customers differ as shown below:

Customers	22,100	21,051	21,178
-----------	--------	--------	--------

Please explain the difference in the number of customers and if any information provided was incorrect, please provide the correct information in Excel format as requested in the First Request.

A-16. The information as submitted is correct.

The response to ACM 1-11 lists the number of unique LG&E residential customers that received assistance from a third party by month for each month July 1, 2013 through December 31, 2014. A customer receiving a pledge in each month is counted once in each month the assistance is received.

The response to ACM 1-12 lists the number of unique LG&E residential customers that received assistance from a third party by year for each year 2012 through 2014. A customer receiving assistance from a third party in multiple months during a year is counted once in each year the assistance was received.

The difference is due to customers that receive more than one pledge per year being counted in each monthly period they received a pledge in response to ACM

1-11. In response to ACM 1-12, regardless of how many pledges a customer receives in a year, they are counted as one customer on an annual basis.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 17**

**Responding Witness: John P. Malloy**

Q-17. Please refer to the Attachment to the Response to ACM First Request No.13(d), page 13 of 19.

- a. Please provide the numbers of respondents making up the percentages listed.
- b. Please describe how the survey was conducted, including how the information was obtained, such as telephone or in person and the geographic area surveyed
- c. Please provide the demographics of the survey respondents overall including owner/renter, income, employment, ethnic group and average bill.
- d. Please provide a copy of the 2013 Bellamy Customer Satisfaction Research Study referenced on Page 11 of 19.

A-17. a.

	<b><u>Respondent Sample Size</u></b>
<b>Own/Rent</b>	<b>2,033</b>
Own	1,412
Rent	621
<b>Household Income</b>	<b>1,707</b>
Under \$40k	891
\$40k+	816
<b>Employment</b>	<b>1,910</b>
Work full-time	975
Work part-time	142
Unemployed	186
Retired	607
<b>Ethnic Group</b>	<b>1,853</b>
White or Caucasian	1,473
African American	380

- b. The survey was conducted via telephone among customers located across the LG&E service territory.
- c. See table below.

	<b>Respondent Sample Size</b>	<b>% of Total</b>
<b><u>Owner/renter status</u></b>		
Own	1,412	67%
Rent	621	30%
Prefer not to answer	55	3%
Don't know	15	1%
<b><u>Household income range</u></b>		
Under \$10,000	153	7%
\$10,000 - \$20,000	244	12%
Over \$20,000 - \$30,000	251	12%
Over \$30,000 - \$40,000	243	12%
Over \$40,000 - \$50,000	175	8%
Over \$50,000 - \$75,000	254	12%
Over \$75,000 - \$100,000	169	8%
Over \$100,000 - \$150,000	160	8%
Over \$150,000 - \$200,000	29	1%
Over \$200,000	29	1%
Prefer not to answer	395	19%
<b><u>Current employment situation</u></b>		
Working full-time	975	46%
Working part-time	142	7%
Unemployed	186	9%
Stay at home parent or caregiver	63	3%
Student	38	2%
Retired	607	29%
Prefer not to answer	91	4%
<b><u>Ethnic Group</u></b>		
White or Caucasian	1,473	70%
Asian	15	1%
African American	380	18%
American-Indian	19	1%
Hispanic	21	1%
Mixed	38	2%
Other	7	0%
Prefer not to answer	149	7%
<b><u>Most recent bill amount</u></b>		
Under \$50	66	3%
\$50-\$99	374	18%
\$100-\$149	567	27%
\$150-\$199	450	21%
\$200-\$299	342	16%
\$300-\$399	85	4%
\$400-\$499	16	1%
\$500 or more	18	1%
Don't know	184	9%

d. See attached.

**LG&E and KU Services Company**  
**Residential Customer & Competitor Satisfaction Survey**  
**Phone Study #10202**

Hello, this is **[INSERT INTERVIEWER NAME]** calling from Bellomy Research. We are conducting a survey about household utility service to gather customer feedback and would like to include your opinions.

(IF NECESSARY: We are not selling anything, we would just like your opinions on your utility service.)

(IF ASKED: The survey should take less than 15 minutes to complete.)

- S1 Are you the adult who makes decisions about energy or your electric utility service?
1. Yes
  2. No
  3. Not available **[SCHEDULE CALL BACK]**

**[IF S1 = 2]**

S1A For this survey, we need to speak to a decision maker for the electric utility service for your household. May I speak to that person?

1. Yes **[REPEAT INTRODUCTION]**
2. Not available **[SCHEDULE CALL BACK]**
3. No **[TERMINATE]**

**[LOOP TWICE]**

- S2 Do you or anyone in your household currently work for a natural gas utility or electric utility?
1. Yes **[TERMINATE]**
  2. No
  98. Don't know **[TERMINATE]**

S3 What is the name of the utility that sends you a bill for electric service? (INTERVIEWER: DO NOT READ LIST) **[ONLY SHOW UTILITIES IN QUOTA GROUP]**

1. Louisville Gas & Electric/LG&E **[LG&E]**
2. Kentucky Utilities/KU/Old Dominion Power **[KU]**
3. Duke Energy **[Duke Energy Midwest]**
4. Duke Energy **[Duke Energy Carolinas]**
5. Georgia Power (Savannah Gas and Electric) **[Georgia Power]**
6. South Carolina Electric & Gas/SCE&G **[SCE&G]**
7. SCANA **[SCE&G]**
8. AEP Appalachian Power **[AEP]**
9. AEP Kentucky Power **[AEP]**
10. AEP Ohio (Ohio Power) **[AEP]**
11. Mid-American Energy **[Mid-American]**
12. Included in rent **[TERMINATE]**
13. Utility does not match quota group (utility named by respondent is not listed)
98. Don't know

**[IF S3=13 OR 98, THEN ASK]**

S3a According to where you live, we thought you would be in the following territory. (INTERVIEWER: READ LIST) Is this who sends you your bill? **[ONLY SHOW UTILITIES IN QUOTA GROUP]**

1. Louisville Gas & Electric/LG&E **[LG&E]**
2. Kentucky Utilities/KU/Old Dominion Power **[KU]**
3. Duke Energy **[Duke Energy Midwest]**
4. Duke Energy **[Duke Energy Carolinas]**
5. Georgia Power (Savannah Gas and Electric) **[Georgia Power]**
6. South Carolina Electric & Gas/SCE&G **[SCE&G]**
7. SCANA **[SCE&G]**
8. AEP Appalachian Power **[AEP]**
9. AEP Kentucky Power **[AEP]**
10. AEP Ohio (Ohio Power) **[AEP]**
11. Mid-American Energy **[Mid-American]**
12. (do not read) No **[TERMINATE]**
98. (do not read) Don't know **[TERMINATE]**

**[IF 1-11, PUNCH IN S3]**

**[IF QUOTA GROUP TYPE 2 , THEN ASK S4]**

S4 Are you a customer of **[S3 UTILITY]** for electric service only, or both electric and gas service?

1. Electric service only
2. Both electric and gas service
98. Don't know **[TERMINATE]**

S5 Do you know anyone who works at **[S3 UTILITY]**?

1. Yes
2. No
98. Don't know

S6 Which of the following groups includes your age (READ LIST)?

1. Under 18 **[TERMINATE]**
2. 18-34
3. 35-44
4. 45-54
5. 55-64
6. 65 or older

**[CHECK QUOTA – THANK & TERMINATE IF QUOTA IS FULL]**

**QUOTA GROUP TYPE 1 (ELECTRIC) = KU, AEP MIDWEST, DUKE ENERGY CAROLINAS, GEORGIA POWER**

**QUOTA GROUP TYPE 2 (ELECTRIC AND GAS) = LG&E, DUKE ENERGY MIDWEST, MIDAMERICAN ENERGY, SCE&G**

**OVERALL**

Q1 I want you to think about **[S3 UTILITY]**. On a scale of 1 to 10 where 10 means “completely satisfied” and 1 means “not satisfied at all”, overall how satisfied are you with the service provided by **[S3 UTILITY]**?

Complete ly satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**[IF Q1 <= 5 and S3 = 1 or 2 THEN ASK]**

Q1a Why did you not give **[S3 UTILITY]** a higher rating?

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**POWER QUALITY AND RELIABILITY**

The following questions concern the quality and reliability of the power provided by **[S3 UTILITY]**.

Q5 On a scale of 1 to 10, where 10 is “completely satisfied” and 1 is “not satisfied at all”, please tell me how satisfied you are overall that **[S3 UTILITY]** provides electric service that is reliable?

Comple tely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

Q6 Now, I am going to read a number of statements about **[S3 UTILITY]**. On a scale of 1 to 10, where 10 is “completely satisfied” and 1 is “not satisfied at all”, please tell me how satisfied you are with their ability to....

Comple tely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**[RANDOMIZE]**

- Provide quality electric power free from spikes, drops or surges
- Avoid brief interruptions of 5 minutes or less
- Avoid lengthy outages of more than 5 minutes
- Promptly restore power after an outage
- Keep you informed about an outage
- Supply electricity during very hot or very cold temperatures

Q7 Within the past three months, how many brief interruptions of 5 minutes or less have you experienced at your home? (If respondent doesn't know, say "Please estimate the number based on the times you do know". If unsure put 0)

\_\_\_\_\_ **[ALLOW 0-99]**

Q8 Within the past three months, how many lengthy outages of more than 5 minutes have you experienced at your home? (If respondent doesn't know, say "Please estimate the number based on the times you do know". If unsure put 0)

\_\_\_\_\_ **[ALLOW 0-99]**

**[ASK IF Q7 OR Q8 > 0] [IF Q7 AND Q8 = 0 THEN SKIP TO Q43]**

Q9 Within the past three months, what was the longest time the power to your home was out? (allow respondent to answer in minutes or hours or days)

\_\_\_\_\_ minutes **[ALLOW 1-999]**

\_\_\_\_\_ hours **[ALLOW 1-999]**

\_\_\_\_\_ days **[ALLOW 1-99]**

\_\_\_\_\_ (do not read) Don't know

Q11 Thinking now about your most recent outage, did you contact **[S3 UTILITY]** to report the outage?

1. Yes

2. No **[SKIP TO Q43]**

98. (do not read) Don't know **[SKIP TO Q43]**

Q12 When you reported the outage at your home did you...

**[RANDOMIZE EXCEPT 5, ALLOW ONLY ONE ANSWER]**

1. Call and use the automated telephone system

2. Call and speak directly with a utility representative

3. Report the outage on the utility website

4. Visit the utility's local office to report the outage

5. Other **[ANCHOR]**

Q13 What information did you receive about your outage when you contacted **[S3 UTILITY]**? (read list, allow multiple responses)

**[RANDOMIZE EXCEPT 10,11,98]**

1. Confirmed an outage in your area

2. That your power specifically was out

3. How extensive the outage area was

4. About the cause of the outage

5. How long it would be before your power was back on

6. Instructions on what to do if power was not turned back on within a certain time frame

7. The time the interruption began
8. When to call for an update about the outage
9. If work crews had been dispatched to the area
10. Other (specify) \_\_\_\_\_ **[ANCHOR]**
11. (do not read) No information received **[EXCLUSIVE, ANCHOR]**
98. (do not read) Don't know **[EXCLUSIVE, ANCHOR]**

**[ASK IF Q13\_005=Y]**

Q14 Was your power restored before, after, or on time as estimated by **[S3 UTILITY]**?

1. Before
2. After
3. On time
4. (do not read) Was not given a time frame by utility for power restoration **[SKIP TO Q16]**
98. (do not read) Don't know **[SKIP TO Q16]**

Q15 How close was the actual power restoration to the time that was estimated?

A. Actual restoration was... **[ASK IF Q14=1]** (read list)

1. 15 minutes or less before the estimated time
2. 16 to 30 minutes
3. 31 to 60 minutes
4. 61 to 120 minutes
5. More than 2 hours (i.e. power was restored more than 2 hours earlier than the estimated time)
98. (do not read) Don't know

B. Actual restoration was... **[ASK IF Q14=2]** (read list)

1. up to 15 minutes after the estimated time
2. 16 to 30 minutes
3. 31 to 60 minutes
4. 61 to 120 minutes
5. More than 2 hours (i.e. power was restored more than 2 hours after the estimated time)
98. (do not read) Don't know

Q16 Did **[S3 UTILITY]** contact you after power was restored to confirm if your power was back on?

1. Yes
2. No
3. (do not read) Don't know

**[ASK Q43 ONLY IF ELECTRIC & GAS UTILITY (S3 = 1 LG&E, =3 DUKE MW, =6 or =7 SCE&G, =11 MIDAMERICAN)]**



Q43 Have you experienced a gas outage or reported a gas leak within the past three months?  
 (IF NECESSARY: If you don't have gas service to your home, think about any gas leaks that you may have noticed in your area and reported.)

- 1. Yes
- 2. No **[SKIP TO Q18]**
- 98. (do not read) Don't know **[SKIP TO Q18]**

Q44 Thinking about the most recent gas outage or gas leak you experienced, who did you contact to report the outage or leak?

- 1. Called 911
- 2. Called **[SAMPLE UTILITY]**
- 3. Other (specify) \_\_\_\_\_
- 4. Did not contact anyone **[SKIP TO Q18]**
- 98. (do not read) Don't know **[SKIP TO Q18]**

Q45 How long did it take for someone to arrive to investigate the gas outage or gas leak, from the time you contacted them until they arrived? (read list)

- 1. Less than one hour
- 2. One to two hours
- 3. More than two hours
- 98. (do not read) Don't know

Q46 On a scale of 1 to 10, where 10 is "completely satisfied" and 1 is "not satisfied at all", how satisfied were you with the length of time it took for the gas outage or gas leak to be repaired?

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**CORPORATE CITIZENSHIP**

Let's talk now about **[S3 UTILITY]**'s involvement in your community.

Q18 On a scale of 1 to 10, where 10 is "completely satisfied" and 1 is "not satisfied at all", please tell me how satisfied you are overall that **[S3 UTILITY]** provides leadership in your community?

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

Q19 Now, I am going to read a number of statements about **[S3 UTILITY]**. Using the same 10 point scale, please tell me how satisfied you are with their ability to....

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**[RANDOMIZE]**

- a. Take action to preserve and protect the environment
- b. Develop energy supply plans for the future
- c. Get involved in local communities, civic organizations, and charities
- d. Offer a variety of energy efficiency programs
- e. Provide useful energy saving tips
- f. Help people with very low incomes manage their utility bill

Q20 How familiar are you with energy efficiency programs from **[S3 UTILITY]** to help you with ways to use less electricity?

4. Very familiar
3. Somewhat familiar
2. Not very familiar **[SKIP TO Q22]**
1. Not at all familiar **[SKIP TO Q22]**
98. (do not read) Don't know **[SKIP TO Q22]**

Q21 Which, if any, of the following energy efficiency programs do you participate in? (multiple responses accepted, read list) **[RANDOMIZE 1-8, ANCHOR 9 AND 98]**

1. Rebates for switching to high efficiency appliances
2. Refrigerator recycle program
4. In-home Energy Audit
5. Energy Calculator(s)
6. Compact Fluorescent Light Bulb giveaways or coupons
7. Air-conditioning load cycling program (for example, the utility pays you for the ability to turn off the compressor on your air-conditioner periodically)
8. HVAC Diagnostic and Tune-up
9. (do not read) Don't participate in any energy efficiency programs **[EXCLUSIVE]**
98. (do not read) Don't know **[EXCLUSIVE]**

Q22 Are you familiar with any efforts **[S3 UTILITY]** has made to improve their impact on the environment?

1. Yes
2. No
98. (do not read) Don't know

Q23 Are you aware of any donations or sponsorships [S3 UTILITY] has made to support civic and charitable organizations in your area?

1. Yes
2. No
98. (do not read) Don't know

**COMMUNICATIONS**

Next I am going to ask you about [S3 UTILITY]'s communications, including things such as advertisements, bill inserts, and public announcements.

Q24 On a scale of 1 to 10, where 10 is "completely satisfied" and 1 is "not satisfied at all", please tell me how satisfied you are with the effectiveness of [S3 UTILITY] communications?

Completely satisfied									Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98

Q25 Now, I am going to read a number of statements about [S3 UTILITY]. Using the same scale, please tell me how satisfied you are with their ability to....

Completely satisfied									Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98

**[RANDOMIZE]**

- a. Provide information about what they are doing to keep overall energy costs low
- b. Communicate ways that you can reduce your energy usage and lower your bill
- c. Create messages that get your attention
- d. Communicate how to be safe around electricity
- e. Communicate changes that might affect your account or service

Q26 In total, how many times in the last three months do you recall seeing, reading, or hearing an advertisement, news story, communication, or public announcement from [S3 UTILITY]?

\_\_\_\_\_ [ALLOW 0-99]

**[IF Q26=0 THEN SKIP TO Q28a]**

Q27 Thinking about the most recent communication you recall from [S3 UTILITY], what was the main topic of the message? (allow only one answer, do not read list) (if customer mentions

“prices” then probe to determine if they are referring to an actual base rate increase {13} or other billing factors {10})

1. Company image
2. Company information or news
3. Consumer safety around electricity or natural gas
4. Corporate citizenship (involvement in the community / sponsorships)
5. Customer service (telephone #s, payment options, etc.)
6. Energy efficiency rebates / financing
7. Energy efficiency tips
8. Emergency preparedness
9. Environmental issues
10. Electricity or natural gas prices (excludes base rate changes; includes other rate adjustments such as Fuel adjustments, Gas Cost adjustments, Environmental Cost Recovery)
11. Power supply (plenty available)
12. Power outage
13. Price (rate) change (increase / decrease in base rate)
14. Product or service offers
15. Reliability of electric or natural gas delivery
17. Employee volunteerism
16. Other (specify) \_\_\_\_\_
98. Don't know

Q28 Where did you see or hear this most recent communication? (allow only one answer, do not read list)

1. Billboard
2. Bill insert
3. Bill message
4. Door hanger
5. E-mail

6. Magazine
7. Newspaper
8. Radio advertisement
9. Radio news report
10. Television advertisement
11. Television news report
12. Website for utility
14. Social Media (Twitter, Blog, YouTube, Facebook, etc.)
15. Web banner or digital advertisement
13. Other
98. Don't know

Q28a How do you prefer to receive information and communications from **[S3 UTILITY]**? (allow only one answer, do not read list)

1. Bill Insert
2. Bill Message
3. E-Mail
4. Newspaper
5. Website for utility
6. News media
7. Advertisements (print, radio, television, web)
8. Social Media (Twitter, Blog, Facebook, YouTube, etc.)
9. Automated phone call
10. Other
98. Don't know

**[Media Intro]**

The following section deals with communications about your utility from the media. Please keep in mind that this section does not deal with communications you may recall from your utility.

Q28b. In total, how many times in the last three months do you recall seeing, reading, or hearing a news story, communication, or public announcement in the media about **[S3 UTILITY]**?

\_\_\_\_\_ **[ALLOW 0-99]**

**[IF Q28b=0 THEN SKIP TO Q29]**

Q28c. Overall, would you say the news **[Q28b=1 say: story was; Q28b >1 say: stories were]**.....

3. Mostly positive toward the utility
2. Neutral
1. Mostly negative toward the utility
98. Don't know

Q28d. What [Q28b=1 say: was the topic of the news story; Q28b >1 say: were the topics of the news stories]? Select all that apply. (allow multiple answers, do not read list)

1. Community or charity event
2. Company news (merger, new facilities, etc...)
3. Deregulation/customer choice
4. Emergency preparedness
5. Energy conservation or efficiency
6. Environmental or pollution issue
7. Natural gas prices
8. Power generation supply
9. Power reliability or outages
10. Price (rate) change (increase / decrease in base rate)
11. Smart grid/smart meter technology
12. Transmission lines
13. Other
98. Don't know

Q28e. Where did you see or hear [Q28b=1 say: this communication; Q28b >1 say: these communications]? Select all that apply. (allow multiple responses, do not read list)

1. Billboard
2. E-mail
3. Magazine
4. Newspaper
5. Radio advertisement

- 6. Radio news report
- 7. Television advertisement
- 8. Television news report
- 9. Social Media (Twitter, Blog, YouTube, Facebook, etc.)
- 10. Web banner or digital advertisement
- 11. Other
- 98. Don't know

**BILLING AND PAYMENT**

Next I am going to ask you about [S3 UTILITY]'s billing and payment process.

Q29 On a scale of 1 to 10, where 10 is "completely satisfied" and 1 is "not satisfied at all", please tell me how satisfied you are with the effectiveness of the billing process?

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

Q30 How satisfied are you with the effectiveness of the payment process?

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

Q31 Now, I am going to read a number of statements about [S3 UTILITY]. Using the same scale, please tell me how satisfied you are with them on the following attributes....

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**[RANDOMIZE]**

- a. Easy to find the exact amount to pay on the bill
- b. Provides useful information on your bill
- c. Provides bills that are clear and easy to understand
- d. Length of time you are given to pay your bill without penalties

- e. Has payment options that meet your needs
- f. Has bills that are accurate

Q32 How do you usually pay your monthly **[electric (INSERT IF S4=2; electric and gas)]** bill?  
(READ LIST IF NEEDED)

- 1. Automatically deducted from checking account
- 2. Call in and pay with a credit card
- 3. Call in and pay with a check card/checking account
- 4. In person at the utility
- 5. In person at a payment agency (convenience store, grocery store, etc.)
- 6. Mail in payment to the utility
- 7. Online at the utility's website
- 8. Online at a financial services website
- 9. Other
- 98. (do not read) Don't know

Q33 What type of bill statement do you receive from **[S3 UTILITY]**?

- 1. Paper bill statement
- 2. Electronic bill statement
- 98. (do not read) Don't know

Q34 Do you have an online account set up on **[S3 UTILITY]**'s website?

- 1. Yes
- 2. No
- 98. (do not read) Don't know

Q35 Are you on a Budget Payment plan? (IF NEEDED: On a budget payment/billing plan you pay the same amount every month regardless of usage, with the difference settled at the end of the year.)

- 1. Yes
- 2. No
- 98. (do not read) Don't know



**PRICE**

Next I am going to ask you about **[S3 UTILITY]**'s pricing.

Q36 On a scale of 1 to 10, where 10 is "completely satisfied" and 1 is "not satisfied at all", please tell me how satisfied you are with the price you pay for the electric service you receive?

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**[ASK Q37 IF S4=2]**

Q37 On the same scale of 1 to 10, please tell me how satisfied you are with the price you pay for the natural gas service you receive?

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

Q38 Now, I am going to read a number of statements about your utility provider. Please tell me how satisfied you are with **[S3 UTILITY]** on the following attributes....

Completely satisfied										Not satisfied at all	(DNR) Don't know
10	9	8	7	6	5	4	3	2	1	98	

**[RANDOMIZE]**

- Offers pricing options that meet your needs
- Provides good value for the money you spend
- Offers pricing options that are easy to understand
- Has fair pricing
- Provides tips to help reduce your monthly bill

Q39 Thinking about the amount you pay for your **[electricity (INSERT IF S4=2; electricity and gas)]**, how much was your most recent bill? (round to the nearest whole dollar)

\$\_\_\_\_\_ **[ALLOW 1-9999, WHOLE NUMBERS ONLY]**

98. (do not read) Don't know

## Demographics

I'd like to conclude by asking a few questions for classification purposes.

D1a (INTERVIEWER: record gender)

1. Male
2. Female

D1 Do you own or rent your home?

1. Own
2. Rent
97. (do not read) Prefer not to answer
98. (do not read) Don't know

D2a Which of the following best describes your residence?

1. Single family home
2. Townhome
3. Apartment
4. Condominium
5. Mobile or manufactured home
6. Duplex
7. Other
98. (do not read) Don't Know

D2 Including yourself, how many people are there in your household?

\_\_\_\_\_ **[ALLOW 1-99]**

97. (do not read) Prefer not to answer

D3 What is the last grade or level of schooling that you completed?

1. 1<sup>st</sup> through 8<sup>th</sup> grade
2. Some high school
3. High school graduate or equivalent
4. Some college or technical school
5. College graduate
6. Graduate/post-graduate school
7. No schooling
97. (do not read) Prefer not to answer

D4a Which of the following statements best describes your current employment situation? Are you.....? (read list)

1. Working full-time (30 hours or more per week)
2. Working part-time (less than 30 hours per week)
3. Unemployed **[SKIP TO D4]**

4. Stay at home parent or caregiver **[SKIP TO D4]**
5. Student **[SKIP TO D4]**
6. Retired **[SKIP TO D4]**
97. (do not read) Prefer not to answer **[SKIP TO D4]**

D4b. What is your current occupation, that is, what kind of work do you do and what is your job title? (INTERVIEWER: Job title is not required, but may be relevant to certain occupations. Probe to get detailed description of occupation and job title, where relevant.) (INTERVIEWER: If respondent says they are an ENGINEER, ask what type of Engineer. Some responses could include Chemical, Civil, Computer, Electrical, Mechanical, etc.)

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97. (do not read) Prefer not to answer

D4 I am going to read a list of household income categories; please stop me when I reach yours.

1. Under \$10,000
2. \$10,000 - \$20,000
3. Over \$20,000 - \$30,000
4. Over \$30,000 - \$40,000
5. Over \$40,000 - \$50,000
6. Over \$50,000 - \$75,000
7. Over \$75,000 - \$100,000
9. Over \$100,000 - \$150,000
10. Over \$150,000 - \$200,000
11. Over \$200,000
97. (do not read) Prefer not to answer

D5 Which of the following best describes your ethnic group?

1. White or Caucasian
2. Asian
3. African American
4. American-Indian
5. Hispanic
6. Mixed
7. Other (specify) \_\_\_\_\_
97. (do not read) Prefer not to answer

D6a What languages, other than English, are spoken in your household?

1. No other languages
2. Spanish
3. Other (specify) \_\_\_\_\_
97. (do not read) Prefer not to answer

D8 Please verify your ZIP code. We are showing that it is **[INSERT FROM SAMPLE FILE]**.

1. Correct

2. Incorrect (enter correct zip code \_\_\_\_\_) **[ALLOW 5 DIGITS]**

97. (do not read) Prefer not to answer

**[ASK ONLY IF D1=1]**

Q47 Lastly I want you to think about all the different types of utility lines that run to your home. When you think about doing landscaping on your property, what steps do you take before you begin any digging? (multiple responses accepted, do not read answers)

1. Call 811/ BUD Before You Dig (to get utility lines marked)

2. Call **[SAMPLE UTILITY]**

3. Visually check for any signs of utility lines

4. Other (specify) \_\_\_\_\_

98. Don't know **[EXCLUSIVE]**

Those are all of the questions that I have for you today. Thank you for your participation and have a nice day.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 18**

**Responding Witness: Robert M. Conroy**

- Q-18. Please refer to the Response to ACM First Request No. 15(d). Please explain why LG&E is not able to provide a copy of the EEI report.
- A-18. The report is published by EEI and provided to the EEI members. It is available for purchase by others through EEI as referenced in the response to ACM 1-15(d). The report in its entirety cannot be reproduced at the request of EEI. LG&E has received permission to reproduce the pages that were utilized in the referenced testimony and did so in response to ACM 1-15. As stated in the response to ACM 1-15(d), the Company will make the report available on site at the LG&E corporate offices upon the request of ACM.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 19**

**Responding Witness: John P. Malloy**

- Q-19. Please refer to the Response to ACM First Request No. 26. Please break down the numbers of LG&E Unique Accounts listed in the Response by zip code if available.
- A-19. The numbers of LG&E unique accounts logins and online transactions by zip code through My Account are not readily available.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 20**

**Responding Witness: John P. Malloy**

- Q-20. Please refer to the Responses to ACM First Request No. 26 and 27. Do both responses give the LG&E numbers for the entire LG&E service territory? If not please describe the territory provided.
- A-20. Yes, both responses give the LG&E numbers for the entire LG&E service territory.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 21**

**Responding Witness: John P. Malloy**

Q-21. Please refer to the Attachment to Response to ACM First Request No. 28(b).

- a. Please state which classes of customers are included the Attachment.
- b. Please provide in Excel format the number of electronic payments made by LG&E residential customers and the total number of residential customers for each zip code provided in the Attachment to Response 28(b) for each of the years 2009 through 2014.

A-21. a. All classes are included.

- b. See the attachment being provided in Excel format. See the response to Question Nos. 22 and 23 for the total number of residential customers by zip code.



# Attachment in Excel

The attachment(s)  
provided in separate  
file(s) in Excel format.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 22**

**Responding Witness: John P. Malloy**

Q-22. Please list all zip codes in which LG&E provides electric service and the current number of residential customers in each.

A-22. See attached.

Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Electric Customers by Zip Code in which LG&E Operates		
Line No.	Zip Code	Number of Customers
1.	40010	206
2.	40014	7,083
3.	40018	4
4.	40022	4
5.	40023	949
6.	40025	60
7.	40026	2,094
8.	40027	48
9.	40031	2,649
10.	40041	144
11.	40047	1,229
12.	40055	171
13.	40056	1,283
14.	40059	7,652
15.	40067	1
16.	40077	331
17.	40108	1,023
18.	40109	60
19.	40118	3,999
20.	40155	419
21.	40165	3,546
22.	40175	15

Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Electric Customers by Zip Code in which LG&E Operates		
23.	40177	578
24.	40202	1,489
25.	40203	6,694
26.	40204	7,852
27.	40205	10,788
28.	40206	10,302
29.	40207	14,874
30.	40208	6,533
31.	40209	178
32.	40210	5,620
33.	40211	9,395
34.	40212	7,190
35.	40213	7,353
36.	40214	19,406
37.	40215	8,963
38.	40216	18,092
39.	40217	6,159
40.	40218	13,656
41.	40219	16,125
42.	40220	15,487
43.	40222	10,379
44.	40223	10,179
45.	40228	6,878

Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Electric Customers by Zip Code in which LG&E Operates		
46.	40229	13,246
47.	40241	12,681
48.	40242	4,800
49.	40243	4,740
50.	40245	12,322
51.	40258	11,025
52.	40272	14,693
53.	40291	15,770
54.	40299	16,252
	<b>TOTAL RESIDENTIAL ELECTRIC CUSTOMERS</b>	<b>352,669</b>

This data is not captured and stored on a historical basis. As a result, the count information is as of February 7, 2015.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2014-00372**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated February 6, 2015**

**Question No. 23**

**Responding Witness: John P. Malloy**

Q-23. Please list all zip codes in which LG&E provides gas service and the current number of residential customers in each.

A-23. See attached.

Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Gas Customers by Zip Code in which LG&E Operates		
Line No.	Zip Code	Number of Customers
1.	40004	2,879
2.	40006	234
3.	40010	188
4.	40011	189
5.	40013	60
6.	40014	4,616
7.	40019	642
8.	40022	5
9.	40023	453
10.	40025	58
11.	40026	780
12.	40031	3,733
13.	40033	20
14.	40037	192
15.	40041	16
16.	40047	5,346
17.	40048	1
18.	40050	271
19.	40056	884
20.	40057	276
21.	40059	6,252
22.	40067	772

Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Gas Customers by Zip Code in which LG&E Operates		
23.	40068	265
24.	40069	5
25.	40071	379
26.	40108	656
27.	40109	404
28.	40118	2,965
29.	40150	203
30.	40155	262
31.	40160	2,007
32.	40162	173
33.	40165	7,553
34.	40175	907
35.	40177	387
36.	40202	630
37.	40203	5,351
38.	40204	6,735
39.	40205	10,041
40.	40206	8,101
41.	40207	11,363
42.	40208	4,484
43.	40209	168
44.	40210	5,024
45.	40211	8,646



Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Gas Customers by Zip Code in which LG&E Operates		
46.	40212	6,594
47.	40213	5,789
48.	40214	15,265
49.	40215	8,171
50.	40216	15,137
51.	40217	5,563
52.	40218	10,084
53.	40219	11,184
54.	40220	11,422
55.	40222	6,071
56.	40223	6,861
57.	40228	5,335
58.	40229	11,340
59.	40241	9,231
60.	40242	3,918
61.	40243	3,319
62.	40245	9,338
63.	40258	9,365
64.	40272	12,276
65.	40291	11,095
66.	40299	11,896
67.	42141	1
68.	42154	1

Louisville Gas and Electric Company		
Case No. 2014-00372		
Number of Residential Gas Customers by Zip Code in which LG&E Operates		
69.	42214	90
70.	42701	228
71.	42716	147
72.	42722	23
73.	42746	30
74.	42748	839
75.	42749	42
76.	42757	154
77.	42764	15
	<b>TOTAL RESIDENTIAL GAS CUSTOMERS</b>	295,400

This data is not captured and stored on a historical basis. As a result, the count information is as of February 7, 2015.