

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

In the Matter of:

The Application of Duke Energy Kentucky, )  
Inc. for (1) a Certificate of Public )  
Convenience and Necessity Authorizing the )  
Construction of an Advanced Metering ) Case No. 2016-00152  
Infrastructure; (2) Request for Accounting )  
Treatment; and (3) All Other Necessary )  
Waivers, Approvals, and Relief. )

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**DUKE ENERGY KENTUCKY, INC.’S ANNUAL PROGRAM REPORTING**

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**I. Introduction**

In its Order in Case No. 2016-00152 entered on May 25, 2017, the Kentucky Public Service Commission approved a Stipulation entered into between Duke Energy Kentucky and the Attorney General in Duke Energy Kentucky’s Advanced Metering Infrastructure (AMI) or Metering Upgrade Certificate for Public Convenience and Necessity (CPCN) case, subject to certain Commission modifications.<sup>1</sup> Section 8 of the Stipulation reads:

“During deployment, and for three years following completion of deployment, Duke Energy Kentucky agrees to provide annual reporting to the Attorney General and the Commission regarding the development and implementation of products and services designed to engage Duke Energy Kentucky’s customers around energy consumption. This annual reporting shall include, but is not limited to, the development of Company portal enhancements, flexible billing programs, and other payment programs. The Company commits to making a monthly usage alert program as

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<sup>1</sup> *In the Matter of the Application of Duke Energy Kentucky, Inc. for (1) Certificate of Public Convenience and Necessity Authorizing the Construction of an Advanced Metering Infrastructure; (2) Request for Accounting Treatment; and (3) All Other Necessary Waivers, Approvals, and Relief*, Order, Case No. 2016-00152 (KY. P.S.C., May 25, 2017).

described on page 10 of Company witness Weintraub' s testimony in this Case as soon as practicable following completion of deployment.”<sup>2</sup>

Pursuant to Section 8 of the Stipulation Duke Energy Kentucky plans to provide its annual programs, products and services report. The Company began its AMI deployment in August 2017. This report reflects data through the end of June 2022.

## **II. Usage Awareness**

Usage alerts are available for Duke Energy Kentucky electric service customers. These alerts require customers to have a certified smart meter and an email address on file with the Company. Eligible customers are automatically enrolled in the program and are sent an email notification half-way through their billing cycle each month. This email shows the customer’s actual electricity cost to date and projected electricity costs through the end of their billing cycle, based on their current electricity consumption and rate schedule. It also contains a breakdown of estimated usage to date by major appliance (e.g., HVAC, refrigeration, lighting, etc.) based on the customer’s usage, general appliance usage patterns, weather data, and details provided by the customer in their Home Profile.

Customers also have the option to enroll in budget alerts. Budget alerts allow customers to set their desired electricity budget and are notified via emails and/or text messages when they reach 75% and 100% of that amount. As of June 30, 2022, there were 90,545 Duke Energy Kentucky customers enrolled in the usage alert program and 3,267,537 alerts had been sent to customers.

Additionally, Duke Energy Kentucky is currently providing all customers who have smart meters access to their usage data via Duke-Energy.com and the Company’s Mobile Application. Using either of these platforms, the customer is able to view their day behind 30-

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<sup>2</sup> *Stipulation and Recommendation*, at p.12-13.

minute interval usage information by day, billing cycle, or month. The customer also has access to functionality similar to the Green Button Download My Data within their account on DukeEnergy.com.

### **III. Flexible Billing Programs**

The Company continues to explore a prepaid energy program to give customers an enhanced payment choice, such as prepaying for their power in smaller amounts, while allowing them to avoid deposits and reconnect fees.

### **IV. Other Programs, Products and Services**

Pick Your Due Date is a program that allows customers to choose a due date that best meets their personal needs and income stream. The program is available to Duke Energy Kentucky customers that have a certified smart meter, and it allows customers to choose a new due date one time per year. As of June 30, 2022, there are 4,286 Duke Energy Kentucky customers enrolled in the program.

For Customers with remote capable AMI meters, customers can request to turn on their electric service on the same day or Saturdays. This service helps meet the needs of customers that need to move quickly or on the weekend. Plus, Duke Energy does not need to physically visit the customer's home to read their meter or to turn power on or off. Customers do not need to be home when they request for service to be turned on, and generally power is turned on within a few hours of submitting the request.

Duke Energy Kentucky also launched the Duke Energy App available for Android users in the Google App store and available for IOS users in the App Store. This platform allows customers to review usage details while also providing a new method to pay their bills.

## V. Conclusion

In accordance with the Commission-approved Stipulation, the Company has provided annual reporting regarding the development and implementation of products and services designed to engage Duke Energy Kentucky's customers around energy consumption. This report is the final report required under the Stipulation.

Respectfully submitted,

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### **CERTIFICATE OF SERVICE**

This is to certify that the foregoing electronic filing is a true and accurate copy of the document being filed in paper medium; that the electronic filing was transmitted to the Commission on August 5, 2022; that there are currently no parties that the Commission has excused from participation by electronic means in this proceeding; and a copy of the filing is also being electronically delivered to the following:

John G. Horne, II  
The Office of Attorney General  
Utility Intervention and Rate Division  
700 Capital Avenue, Ste. 118  
Frankfort, Kentucky 40601

/s/ Rocco D'Ascenzo

Rocco O. D'Ascenzo