

**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 ) Case No. 2016-00152  
Advanced Metering 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

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<sup>1</sup> *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 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).*

usage alert program as 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 and the first annual report was filed in September 2018 with data through the end of June 2018. This report reflects data through the end of June 2019.

## **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, 2019, there were 83,060 Duke Energy Kentucky customers enrolled in the usage alert program and 880,307 alerts had been sent to customers.

Duke Energy Kentucky is currently exploring Company portal enhancements that will feature download capabilities similar to green button.

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

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

Prepaid Advantage is a prepaid energy program that gives customers an enhanced payment choice, such as prepaying for their power in smaller amounts, while allowing them to avoid deposits and reconnect fees. The Prepaid Advantage solution for Kentucky is currently under development and is dependent on the deployment of a new Customer Information System, as the Company looks to leverage IT developments for potential faster deployment. Duke Energy Kentucky will seek Commission authorization through a tariff change prior to implementing this program.

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

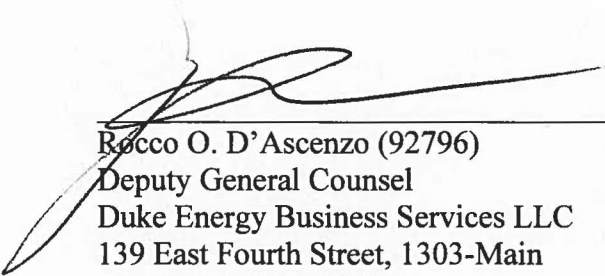
Pick Your Own Due Date is a program that allows customers to choose a due date that best meets their personal needs and income stream. The program is available to Duke Energy Kentucky customers that have a certified smart meter and it allows customers to choose a new due date one time per year. As of June 30, 2019, there are 920 Duke Energy Kentucky customers enrolled in the program.

Duke Energy Kentucky has 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 new platform will allow customers to review usage details while also providing a new method to pay their bills.

### **V. Conclusion**

The Company will continue to provide updates in compliance with the Commission-approved Stipulation.

Respectfully submitted,



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**CERTIFICATE OF SERVICE**

This is to certify that a copy of the foregoing has been served via electronic mail to the following party on this 13<sup>th</sup> day of August 2019.

Rebecca W. Goodman  
Office of the Attorney General  
Utility Intervention and Rate Division  
700 Capital Avenue, Suite 20  
Frankfort, KY 40601-8204



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