

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC JOINT APPLICATION OF)	
LOUISVILLE GAS AND ELECTRIC)	
COMPANY AND KENTUCKY UTILITIES)	
COMPANY FOR A CERTIFICATE OF PUBLIC)	CASE NO. 2018-00005
CONVENIENCE AND NECESSITY FOR FULL)	
DEPLOYMENT OF ADVANCED METERING)	
SYSTEMS)	

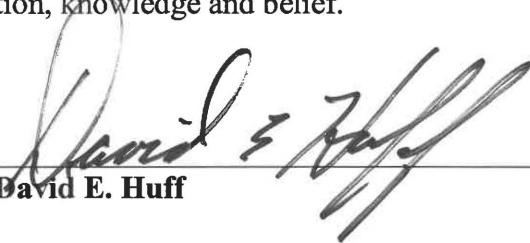
RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
AND
KENTUCKY UTILITIES COMPANY
TO THE ASSOCIATION OF COMMUNITY MINISTRIES, INC.'S
FIRST REQUEST FOR INFORMATION
DATED APRIL 2, 2018

FILED: APRIL 13, 2018

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 & Emerging Technologies 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 13th day of April 2018.



Notary Public (SEAL)

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

Notary ID # 512743

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 1

Witness: John P. Malloy

- Q-1. Please refer to the Testimony of John P. Malloy (“Malloy Testimony”) at page 15, line 9 which refers to a projected peak bill impact of \$2.60 per month for the average residential customer. Please provide the projected peak bill impact separately for Louisville Gas and Electric Company (“LG&E”) electric and Kentucky Utilities Company (“KU”) and provide the projected peak bill impact for the average residential LG&E gas customer.
- A-1. See attachment to response to AG 1-21a-b.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2018-00005

Question No. 2

Witness: John P. Malloy

- Q-2. Please refer to the Malloy Testimony at page 17, lines 14 through 16. Please state the basis for the following assumption: “[t]he Companies then assumed with full deployment of AMS (less opt-outs) that 60% of actual non-technical losses would be identified and billed...”
- A-2. See response to PSC 1-11.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2018-00005

Question No. 3

Witness: John P. Malloy

- Q-3. Please refer to the Malloy Testimony at page 19, lines 15 through 17 stating “[a]ccording to Tetra Tech, current active users of MyMeter are achieving energy savings on the order of 3.8%, resulting in bill savings of roughly 3.3% based on the Companies’ calculations.” Please provide the calculations of the 3.3% bill savings.
- A-3. See attached.

KU Residential Electric Bill - Rates as of September 2017

Average Monthly kWh				1,179
Customer Charge				\$12.25
All kWh	1,179	X	0.08795	\$103.69
Fuel Clause	1,179	X	-0.00359	(\$4.23)
DSM	1,179	X	0.00290	\$3.42
Subtotal				\$115.13
ECR (X subtotal)			2.67%	\$3.07
Subtotal				\$118.20
HEA				\$0.30
Total Average Bill				\$118.50
% Total Bill Reduction from 3.8% kWh Reduction				

KU Residential Electric Bill - Rates as of September 2017

Average Monthly kWh less 3.8%				1,134
Customer Charge				\$12.25
All kWh	1,134	X	0.08795	\$99.75
Fuel Clause	1,134	X	-0.00359	(\$4.07)
DSM	1,134	X	0.00290	\$3.29
Subtotal				\$111.22
ECR (X subtotal)			2.67%	\$2.97
Subtotal				\$114.19
HEA				\$0.30
Total Average Bill less 3.8% kWh				\$114.49
% Total Bill Reduction from 3.8% kWh Reduction				3.4%

LG&E Residential Electric Bill - Rates as of September 2017

Average Monthly kWh				957
Customer Charge				\$12.25
All kWh	957	X	0.08865	\$84.84
Fuel Clause	957	X	-0.00301	(\$2.88)
DSM	957	X	0.00346	\$3.31
Subtotal				\$97.52
ECR (X subtotal)			3.95%	\$3.85
Subtotal				\$101.37
HEA				\$0.25
Total Average Bill				\$101.62
% Total Bill Reduction from 3.8% kWh Reduction				

LG&E Residential Electric Bill - Rates as of September 2017

Average Monthly kWh less 3.8%				921
Customer Charge				\$12.25
All kWh	921	X	0.08865	\$81.61
Fuel Clause	921	X	-0.00301	(\$2.77)
DSM	921	X	0.00346	\$3.19
Subtotal				\$94.28
ECR (X subtotal)			3.95%	\$3.72
Subtotal				\$98.00
HEA				\$0.25
Total Average Bill less 3.8% kWh				\$98.25
% Total Bill Reduction from 3.8% kWh Reduction				3.3%

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2018-00005

Question No. 4

Witness: David E. Huff

- Q-4. Please refer to the Malloy Testimony at page 11, lines 12 through 14 in which he refers to the AMS Customer Service Offering (referred to herein as “AMS Opt-In Program”).
- a. Please describe the information that customers who wish to participate in the AMS Opt-In Program are required to provide to the Companies.
 - b. Please describe any information that customers who wish to participate in the AMS Opt-In Program are asked, but not required, to provide to the Companies.
 - c. Please describe any demographic data that the Companies have on:
 - i. Customers who have enrolled in the AMS Opt-In Program, and
 - ii. Customers who have enrolled in the AMS Opt-In Program who have had an AMS Meter installed.
- A-4.
- a. See attached. Attachment A contains the information requested from residential customers, and Attachment B contains the information requested from commercial customers.
 - b. There is no information asked, but not required, to provide to the Companies.
 - c. The demographic data collected is the same for customers who have enrolled and those who have enrolled and subsequently had an AMS meter installed, which includes ownership status and number of occupants.

Advanced Meter Service

Please tell us more about how you plan to use your advanced meter.

How often do you plan to review your meter usage data?

Check one

- Daily
 Weekly
 Monthly
 Handful of times a year
 Don't know

For each of the following, please indicate how likely you are to use your meter usage data for this purpose?

Check one per row

	Not at all likely	Somewhat likely	Likely	Very likely	Extremely likely
Review periodically for general awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify opportunities for energy savings on my bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change behavior related to energy use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many people at your property will likely review the usage data?

- 1
 2
 3 or more

Please tell us more about your property and your appliances.

Do you own or rent your property?

- Rent
 Own

In what year was your property built?

year

What is your property's exterior material?

Check all that apply

- Siding
 Brick
 Stucco
 Other

How many floors do you have at your property (excluding basements)?

- 1
 2
 3 or more

Does your property have a basement?

- Yes
 No

Please indicate which of the following energy efficiency improvements you have made at your property within the last 5 years.

Check all that apply (indicate number if applicable)

- Added insulation
 Installed energy efficient windows
 Installed energy efficient doors
 Updated appliances with energy efficient models
 Installed programmable thermostat
 Installed CFL light bulbs
 Installed LED light bulbs
 None

What type of air conditioning unit(s) do you have?

Check all that apply and indicate approximate year installed (if applicable)

- Central air
 Heat pump
 Window or wall mounted air conditioner
 Other
 Don't know
 None

What type of heating system(s) do you have?

Check all that apply and indicate approximate year installed (if applicable)

- Natural gas furnace
 Heat pump
 Geothermal
 Electric furnace only
 Baseboard
 Propane/LP/Bottled gas
 Wood
 Electric space heaters
 None
 Other

What type of water heater(s) do you have?

Check all that apply

- Electric
 Gas
 Heat pump
 Electric tankless
 Gas tankless
 Solar
 Other

How many refrigerators do you have?

- 1
 2
 3 or more

How many standalone freezers do you have?

- None
 1
 2
 3 or more

What type of windows do you have?

Check one

- Single pane without storm windows
- Single pane with storm windows
- Multi-pane windows
- Other

How many people live in your home?

adults 18 and older

children under 18

How many people living in your household leave your home for more than 8 hours at least 5 days per week (may include school, work, etc.)?

people

Please tell us more about how you use energy.

Do you have a programmable thermostat?

- Yes
- No

Do you routinely adjust the temperature setting?

- Yes
- No

To limit energy usage, how often is the thermostat set to a temperature which you consider uncomfortable?

Check one

- Daily
- Weekly
- On occasion
- Only when I am not there
- Never

This completes the survey. Thank you for your participation.

Advanced Meter Service

Please tell us more about how you plan to use your advanced meter.

How often do you plan to review your meter usage data?

Check one

- Daily
 Weekly
 Monthly
 Handful of times a year
 Don't know

For each of the following, please indicate how likely you are to use your meter usage data for this purpose?

Check one per row

	Not at all likely	Somewhat likely	Likely	Very likely	Extremely likely
Review periodically for general awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify opportunities for energy savings on my bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve energy efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change behavior related to energy use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How many people at your property will likely review the usage data?

- 1
 2
 3 or more

Please tell us more about your property and your appliances.

Do you own or rent your property?

- Rent
 Own

In what year was your property built?

year

What is your property's exterior material?

Check all that apply

- Siding
 Brick
 Stucco
 Other

How many floors do you have at your property (excluding basements)?

- 1
 2
 3 or more

Does your property have a basement?

Yes

No

Please indicate which of the following energy efficiency improvements you have made at your property within the last 5 years.

Check all that apply (indicate number if applicable)

- Added insulation
- Installed energy efficient windows
- Installed energy efficient doors
- Updated appliances with energy efficient models
- Installed programmable thermostat
- Installed CFL light bulbs
- Installed LED light bulbs
- None

What type of air conditioning unit(s) do you have?

Check all that apply and indicate approximate year installed (if applicable)

- Central air
- Heat pump
- Window or wall mounted air conditioner
- Other
- Don't know
- None

What type of heating system(s) do you have?

Check all that apply and indicate approximate year installed (if applicable)

- Natural gas furnace
- Heat pump
- Geothermal
- Electric furnace only
- Baseboard
- Propane/LP/Bottled gas
- Wood
- Electric space heaters
- None
- Other

What type of water heater(s) do you have?

Check all that apply

- Electric
- Gas
- Heat pump
- Electric tankless
- Gas tankless
- Solar
- Other

How many refrigerators do you have?

- None
- 1
- 2
- 3 or more

How many standalone freezers do you have?

- None
- 1
- 2
- 3 or more

What type of windows do you have?

Check one

- Single pane without storm windows
- Single pane with storm windows
- Multi-pane windows
- Other

Please tell us more about how you use energy.

Do you have a programmable thermostat?

- Yes
- No

Do you routinely adjust the temperature setting?

- Yes
- No

To limit energy usage, how often is the thermostat set to a temperature which you consider uncomfortable?

Check one

- Daily
- Weekly
- On occasion
- Only when I am not there
- Never

This completes the survey. Thank you for your participation.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 5

Witness: David E. Huff

Q-5. Please provide the numbers of AMS enrollees as of March 31, 2018 broken down by Company, and for each Company, by customer class.

A-5.

Company	Residential	Commercial	Total
LG&E	4,488	119	4,607
KU	3,329	161	3,490
Total	7,817	280	8,097

*net of removals

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Dated April 2, 2018**

Case No. 2018-00005

Question No. 6

Witness: David E. Huff

- Q-6. Please provide the numbers of LG&E residential customers enrolled in the AMS Opt-In Program as of March 31, 2018:
- a. who have had a bill payment made by a third-party assistance provider during the period beginning twelve months prior to the start of customer enrollments in June, 2015 and ending March 31, 2018; and
 - b. who have had more than one bill payment made by third-party assistance providers during the period beginning twelve months prior to the start of customer enrollments in June, 2015 and ending March 31, 2018.
- A-6.
- a. 118
 - b. 80

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Question No. 7

Witness: David E. Huff

- Q-7. Please provide in Excel format a breakdown of the number of LG&E residential customers who have enrolled in AMS as of March 31, 2018 by zip code.
- A-7. See attached being provided in Excel format. This response includes all customers who have ever enrolled in AMS as of March 31, 2018, therefore it includes customers who have since had their AMS meter removed.

The attachment is being provided in a separate file in Excel format.

Louisville Gas and Electric Company and Kentucky Utilities Company
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Dated April 2, 2018

Case No. 2018-00005

Question No. 8

Witness: David E. Huff

- Q-8. Please refer to the AMS Opt-In Online Customer Survey (“2017 Customer Survey”) attached as Appendix A-9 to the AMS Business Case, Exhibit JPM-1. Please provide a breakdown of the number of LG&E residential customers who have enrolled in AMS as of March 31, 2018, according to the following categories used by the 2017 Customer Survey to collect demographic data:
- a. Residence (own or rent)
 - b. Age Range
 - c. HH Income Level
 - d. Education Level.
- A-8.
- a. Based on data currently available to the Companies for LG&E residential AMS customers, 87% own and 13% rent.
 - b. The Companies do not track the demographics in B through D above for AMS Opt-in participants.

Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018

Case No. 2018-00005

Question No. 9

Witness: David E. Huff

- Q-9. In the Companies' Advanced Metering Systems 2017 Annual Report, filed with the Commission January 31, 2018, pursuant to an Order in Case No. 2014-00003¹, at page 4, the Report states "the participation numbers listed above are not inclusive of customers who move out (860 customers), resulting in an AMS meter removal if the move out occurs after the AMS meter was installed." Please explain why the AMS meters are removed.
- A-9. The AMS Opt-In program as approved in Case No. 2014-00003 is a voluntary offering limited to 5,000 LG&E and 5,000 KU RS and GS customers on a first-come-first-serve basis. With that context, the AMS meters are removed once the customer who signed up to request AMS moves out because the Companies do not want to presume the next customer will also want AMS.

¹ Case No. 2014-00003, Joint Application of Louisville Gas and Electric Company and Kentucky Utilities Company for Review, Modification, and Continuation of New Demand-Side Management and Energy Efficiency Programs (Ky. PSC, Nov 14, 2014).

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
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Case No. 2018-00005

Question No. 10

Witness: David E. Huff

Q-10. In the Companies' Advanced Metering Systems 2017 Annual Report, filed with the Commission January 31, 2018, pursuant to an Order in Case No. 2014-00003², at page 4, the Report states "The participation numbers also do not include customers who request to cancel their enrollment before their meter gets installed (195 customers) or opt out of the AMS offering after their meter is installed (23 customers)."

- a. Please provide the total number of LG&E customers as of March 31, 2018 who have requested to cancel their enrollment in the AMS Opt-In Program before their meter was installed. Please break down the numbers of such customers by:
 - i. customer class
 - ii. zip code in Excel format
 - iii. reason for the cancellation request.
- b. Please provide the total number of LG&E customers as of March 31, 2018 who have opted out of the AMS Opt-In Program after their meter was installed. Please break down the numbers of such customers by:
 - i. customer class
 - ii. zip code in Excel format
 - iii. reason for the opt out request.

A-10.

- a. 95 LG&E customers have cancelled their enrollment in the AMS Opt-In program before their meter was installed as of March 31, 2018.
 - i. 94 of 95 are residential, 1 of 95 is small commercial.

² Case No. 2014-00003, Joint Application of Louisville Gas and Electric Company and Kentucky Utilities Company for Review, Modification, and Continuation of New Demand-Side Management and Energy Efficiency Programs (Ky. PSC, Nov 14, 2014).

- ii. See attached.
 - iii. The Companies do not track the reason(s) for the cancellation request.
- b. 15 LG&E customers have opted out of the AMS Opt-In Program after their meter was installed as of March 31, 2018.
- i. All 15 LG&E customers who have opted out are residential.
 - ii. See attached.
 - iii. The Companies do not track the reason(s) for the opt-out request.

The attachments are
being provided in
separate files in Excel
format.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 11

Witness: David E. Huff / John P. Malloy

- Q-11. Please refer to the Malloy Testimony at Page 25 lines 5 through 9 in which he states “[f]irst, as current AMS participants already can, all customers with Internet access will be able to ... explore different products and programs that may align to their needs.” Please describe how AMS Opt-In participants have been able to explore the different products and programs referred to by Mr. Malloy and what products and programs he is referring to.
- A-11. AMS Opt-In participants are able to explore different products and programs in a number of ways. See Exhibit JPM-1, Appendix A-1, pages 31-35 for various products and energy efficiency programs that participants pointed to as steps they have taken as a result of their participation in AMS Opt-In. Through AMS Opt-In, participants are further enabled to visualize the impact of these products and programs on their consumption.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2018-00005

Question No. 12

Witness: David E. Huff

- Q-12. Please provide the numbers of LG&E AMS Opt-in participants as of March 31, 2018, who after receiving an AMS meter, also started to participate in one or more of the Companies' Demand-Side Management and Energy Efficiency (DSM/EE") Programs.
- A-12. 1,078 LG&E customers participated in one or more of the Companies' DSM-EE Programs after receiving their AMS meter.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
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Case No. 2018-00005

Question No. 13

Witness: David E. Huff

Q-13. Please provide a breakdown by DSM/EE Program of the numbers of LG&E DSM/EE Program participants as of March 31, 2018, who started participating in a DSM/EE Program after receiving an AMS meter through the AMS Opt-In Program.

A-13.

<u>Program</u>	<u>Enrollments</u>
Commercial Rebates	5
Demand Conservation	148
Fridge & Freezer Recycling	212
On-site Home Energy Analysis	341
Online Home Energy Analysis	21
Home Energy Rebates	681
WeCare	48
	<hr/>
	1,456

*Note: Customers can participate in more than one program

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
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Case No. 2018-00005

Question No. 14

Witness: David E. Huff

- Q-14. Please refer to the Malloy Testimony at page 12, lines 13 through 16 which states “[t]he Companies have found that customers participating in the AMS Customer Offering are geographically diverse, spanning various topographies, population densities, and socioeconomic segments throughout the Companies’ Kentucky service territories.” Please provide the basis for the reference to socio-economic diversity.
- A-14. See Exhibit JPM-1, Appendix A-1, page 45 of 45.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2018-00005

Question No. 15

Witness: David E. Huff

- Q-15. Please refer to the AMS Opt-In Online Customer Survey attached as Appendix A-9 to Exhibit JPM-1 ("2017 Customer Survey") at page 2 and describe the LG&E and KU Proprietary Customer Panel ("Panel"), including its purpose, function, membership qualifications, membership term and how members are recruited.
- a. Please provide a breakdown of the Panel by Company, and for each Company by customer class as of the date of the survey invite.
 - b. Please describe any demographic data that the Companies have on residential members of the Panel.
- A-15. The LG&E-KU proprietary online panel is used for purposes of evaluating existing or proposed products and services. The recruitment process begins by providing our mail-house vendor a list of all residential customer names, premise addresses, and mailing addresses. The mail-house then runs a program that randomly selects customers for the mailing, which typically includes 10,000 LG&E and 10,000 KU customers for each mail drop until the panel is full.

Customers who receive the letter are provided an "invitation code" that gives them access to the screening survey. The screening survey is used to ensure the panel demographic profiles closely match those reported in the US Census data for the LG&E and KU service areas. This means that once a specific profile is full the customer will not be allowed to join the panel.

The Companies guarantee the panelist that they will only receive one survey per month and their term will be limited to one year. However, there is no guarantee that each panelist will complete all 12 surveys.

- a. Residential customer class: LG&E = 536, KU = 806. All panelists were recruited in November and December 2016 and officially started their terms in January 2017.

- b. The profile survey that panelists initially take asks for the following demographics: utility, premise county, own or rent, gender, education, household income, and employment status.

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Question No. 16

Witness: David E. Huff

Q-16. Was the 2017 Customer Survey sent to all members of the Panel? If not, please describe how recipients of the invite were selected.

A-16. Yes.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
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Case No. 2018-00005

Question No. 17

Witness: David E. Huff

- Q-17. Please provide breakdowns of the LGE and KU customers who completed the 2017 Customer Survey, separately by customer class.
- A-17. 666 KU and 404 LG&E residential class customers.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
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Question No. 18

Witness: David E. Huff

- Q-18. Please refer to the AMS Opt-In Online Customer Survey (“2017 Customer Survey”) attached as Appendix A-9 to Exhibit JPM-1. Please provide a breakdown of the number of LG&E residential customers who completed the Survey, according to the following categories used by the 2017 Customer Survey to collect demographic data:
- a. Residence (own or rent)
 - b. Age Range
 - c. HH Income Level
 - d. Education Level.
 - e. Please provide the number of LG&E residential customers who completed the Survey who had a bill payment made by a third-party assistance provider during the period beginning twelve months prior to the start of customer enrollments in June, 2015 and ending March 31, 2018.
 - f. Please provide in Excel format a breakdown of the number of LG&E residential customers who completed the Survey by zip code.
- A-18.
- a. Not available. Not captured in the survey questions or amended to the file.
 - b. LG&E only: 18-34 (64), 35-49 (114), 50-64 (144), 65+ (79)
 - c. Not available. Not captured in the survey questions or amended to the file.
 - d. LG&E only: Less than high school (2), High School (44), Some College (95), College Graduate (148), Graduate/Post Graduate (114)
 - e. Not available. Not captured in the survey questions or amended to the file.
 - f. Not available. Not captured in the survey questions or amended to the file.

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Question No. 19

Witness: David E. Huff

Q-19. Please provide a copy of the survey instrument used to conduct the AMS Opt-In Online Customer Survey attached as Appendix A-9 to Exhibit JPM-1.

A-19. See attached.

AMS Opt-In Program Survey for Online Customer Panel – May 2017

TITLE: AMS Opt-In Program
SAMPLE: LG&E AND KU COMMUNITY

LAUNCH DATE: May 18, 2017
FIELD DATE: May 18, 2017 – May 31, 2017

INVITE

[SUBJECT]

LG&E and KU's Customer Panel: Advanced Meter Opt-In Program

[BODY]

Hi [%First Name%],

Welcome back to LG&E and KU's Online Customer Panel. In this month's survey we will be asking you to provide us your opinions about our Advanced Meter Early Adoption Program (formerly referred to as the Advanced Meter Opt-in).

LG&E and KU launched this program in 2014 as part of our Energy Efficiency programs. Customers who participate in the program receive an advanced meter and access to a customized online MyMeter dashboard that can help them track and compare their energy usage by day, week, month or year. We would like to get your opinions on the tools and information provided in the MyMeter dashboard.

This survey should take about ___ minutes of your time, and you will earn 10 points.

Please click _____ to start the survey.

As a reminder, the points you are accumulating can be redeemed for an Amazon.com gift coupon. You can redeem for a \$5 Amazon.com gift coupon once you have earned 50 points.

We are looking forward to hearing from you!

Sincerely,

Wendy Wagoner

Having problems? Contact support@lge-ku-panel.com

[INSERT FLASH SNIFFER]

[PAGE 1]

Q1_Program Satisfaction

[SINGLE CHOICE FLAT QUESTION; VERTICALLY 3 ROWS; FORCE RESPONDENTS TO ANSWER]

Have you or anyone in your household participated in the Advanced Meter Early Adoption Program?

- a. Yes [ASK Q3]
- b. No [CONTINUE]
- c. Don't know [CONTINUE]

[END PAGE]

[PAGE 2]

Q2_Reasons Not Participating

[OPEN-END QUESTION; UNLIMITED TEXT; FORCE RESPONDENTS TO ANSWER]What is the main reason(s) why you have not participated in the Advanced Meter Early Adoption Program?

[END PAGE]

[PAGE 3]

Q3_MyMeter Usage

[IF Q1=YES ASK Q3-Q6. IF Q1= NO/DON'T KNOW SHOW Q7]

[SINGLE CHOICE FLAT QUESTION; VERTICALLY 7 ROWS; FORCE RESPONDENTS TO ANSWER]

As you might be aware, customers participating in the program are able to access a customized online MyMeter dashboard that can help them track and compare their energy usage by day, week, month or year. How often would you say you log in and review your energy usage in your dashboard? Would you say...?

- a. Daily
- b. 2-3 times per week
- c. Once a week
- d. 2-3 times per month
- e. Once a month
- f. Once every other month
- g. I have not logged into the MyMeter dashboard. [ASK Q6]

[END PAGE]

[PAGE 4]

Q4_Value of MyMeter

[ASK Q4 IF 'VIEWED MY METER' IN Q3] [IF Q3=a, b, c, d, e, or f ASK Q4]

[MULTI CHOICE FLAT QUESTION; VERTICALLY 6 ROWS; RANDOMIZE; FORCE RESPONDENTS TO ANSWER] Now, which of the following sections of the MyMeter dashboard have you viewed?

- a. Charts [INSERT IMAGE: My_Meter_Chart View.jpg]
- b. Data View [INSERT IMAGE]
- c. Notifications [INSERT IMAGE]
- d. Profile [INSERT IMAGE: My_Meter_Profile.jpg]
- e. Energy Markers [INSERT IMAGE: My_Meter_EnergyMarker.jpg]
- f. I have not viewed any of the above sections in the MyMeter dashboard. [ANCHOR]
[ASK Q6]

[END PAGE]

[PAGE 5]

Q5_My Meter Attribute Ratings

[SINGLE CHOICE VISUAL GRID, ALLOW ONLY ONE ANSWER PER ATTRIBUTE QUESTION; FORCE RESPONDENTS TO ANSWER] How valuable is the information to you in each of the following MyMeter dashboard sections?

[5 COLUMNS]

Extremely valuable

Very valuable

Somewhat valuable

Not very valuable

Not at all valuable

[ROWS: ONLY DISPLAY ATTRIBUTES SELECTED IN Q4]

[END PAGE]

[PAGE 6]

Q6_Changes to Reduce Energy Consumption

[OPEN-END QUESTION; UNLIMITED TEXT; FORCE RESPONDENTS TO ANSWER] Since participating in the Advanced Meter Early Adoption Program, what measures, if any, have you taken to reduce your energy consumption?

[END PAGE]

[PAGE 7]

Q7_ Explanation of an advanced meter**[IF Q1=NO/DON'T KNOW SHOW Q7]**

While most meters record a running total of the energy used, an advanced meter can record energy usage data in 15, 30 or 60 minute increments. Generally, the meter will communicate this usage information to LG&E and KU's data network system several times a day. Customers with an advanced meter can then access their customized online dashboard to take a closer look to see when they are using energy.

[END PAGE]

[RANDOMIZE BLOCK 1]

[BLOCK_1 CONTAINS PAGE_8 THROUGH PAGE_12]

[PAGE 8]

Q8_ MyMeter Charts

The MyMeter dashboard includes a “Charts View” tab where you can track and compare your energy usage in several views – by day, week, month or year. Here, you also can view your consumption in dollars to help estimate your monthly bill; compare your energy usage to your local weather conditions; and use a zoom feature to review a specific date range or single day's usage.

[INSERT IMAGE: My_Meter_Chart View.jpg]



[SINGLE CHOICE FLAT QUESTION; VERTICALLY 5 ROWS; FORCE RESPONDENTS TO ANSWER]

How valuable is the information that is displayed, like the above, to you? Would you say it is...?

- a. Extremely valuable
- b. Very valuable
- c. Somewhat valuable
- d. Not very valuable
- e. Not at all valuable

[END PAGE]

[PAGE 9]

Q9_MyMeter Data View

The MyMeter dashboard's "Data View" tab allows customers to compare their energy usage in a calendar-style format.

Data View's unique heat map feature will compare your energy usage over time. Blue-shaded squares indicate when your energy usage is lower than average, and red-shaded squares indicate when your energy usage is higher than average. For customers on the "Time of Day" rate, they will see orange-shaded squares which represent the times of the day their rates are higher.

PLEASE NOTE: You will need to click on the video and watch in its entirety before continuing. In addition, there is no audio to the video.

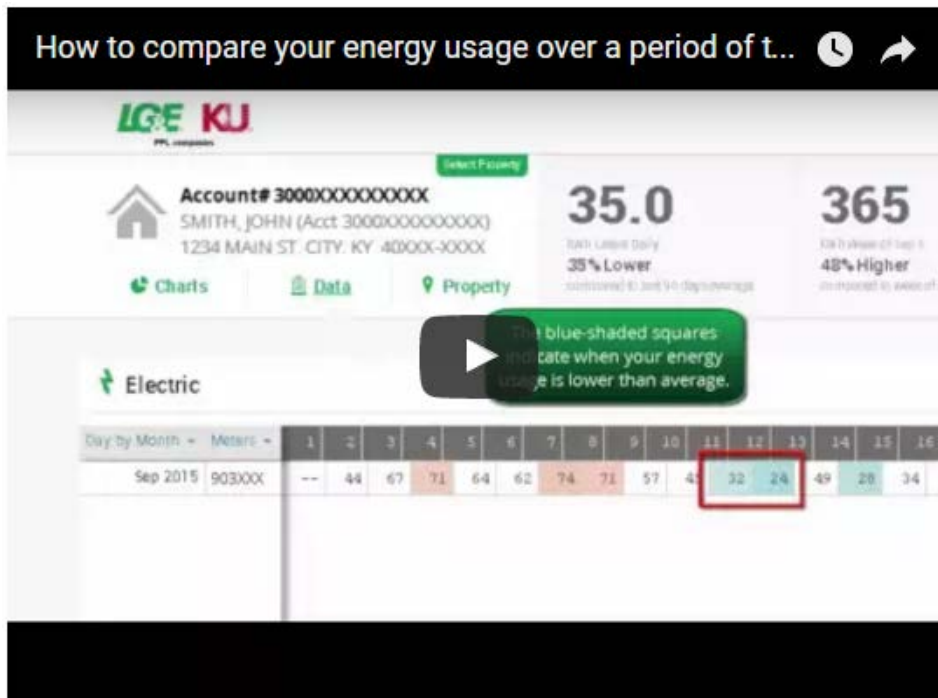
[SHOW VIDEO: Data View.mp4] [DISABLE NEXT BUTTON UNTIL VIDEO FINISHES]

Respondent media player controls:

- Play/pause, skip forward/back, replay
- ✓ Play/pause

Media completion:

- Next button enabled
- ✓ Next button enabled after media completes
- Auto-next after media completes



[SINGLE CHOICE FLAT QUESTION; VERTICALLY 5 ROWS; FORCE RESPONDENTS TO ANSWER]

How valuable is the information that is displayed, like the video you just watched, to you?

Would you say it is...?

- a. Extremely valuable
- b. Very valuable
- c. Somewhat valuable
- d. Not very valuable
- e. Not at all valuable

[END PAGE]

[PAGE 10]

Q10_My Meter Notifications

Under “Notifications,” customers can schedule MyMeter notifications to receive customized updates about their energy usage by text or email (e.g. when your bill reaches a set amount during the billing period)

PLEASE NOTE: You will need to click on the video and watch in its entirety before continuing. In addition, there is no audio to the video.

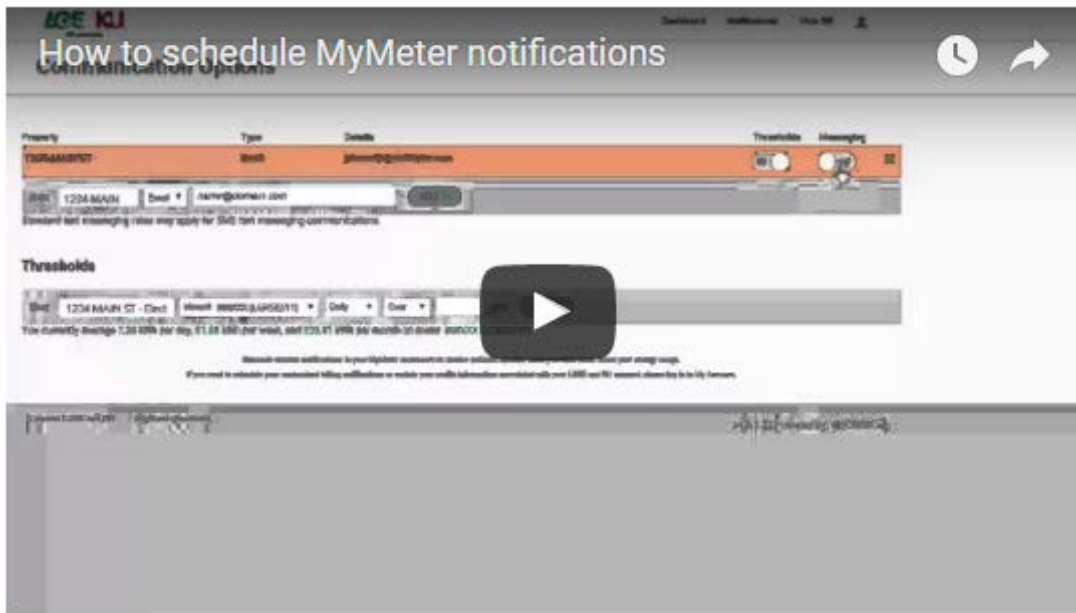
-[SHOW VIDEO: Notifications.mp4] [DISABLE NEXT BUTTON UNTIL VIDEO FINISHES]

Respondent media player controls:

- Play/pause, skip forward/back, replay
- ✓ Play/pause

Media completion:

- Next button enabled
- ✓ Next button enabled after media completes
- Auto-next after media completes



[SINGLE CHOICE FLAT QUESTION; VERTICALLY 5 ROWS; FORCE RESPONDENTS TO ANSWER]

How valuable is the information that is displayed, like the video you just watched , to you?

Would you say it is...?

- a. Extremely valuable
- b. Very valuable
- c. Somewhat valuable
- d. Not very valuable
- e. Not at all valuable

[END PAGE]

[PAGE 11]

Q11_MyMeter Profile

Customers can further personalize their dashboard by completing their “Profile” tab, which allows them to enter basic information about their property – such as size, age of construction and types of appliances.

Customers can update this information at any time if they make changes or improvements that could impact their energy use.

PLEASE NOTE: You will need to click on the video and watch in its entirety before continuing. In addition, there is no audio to the video.

[SHOW VIDEO: Profile.mp4] [DISABLE NEXT BUTTON UNTIL VIDEO FINISHES]

Respondent media player controls:

Play/pause, skip forward/back, replay

- ✓ Play/pause

Media completion:

Next button enabled

- ✓ Next button enabled after media completes
- Auto-next after media completes

[SINGLE CHOICE FLAT QUESTION; VERTICALLY 5 ROWS; FORCE RESPONDENTS TO ANSWER]

How valuable is the information that is displayed, like the video you just watched, to you?

Would you say it is...?

- a. Extremely valuable
- b. Very valuable
- c. Somewhat valuable
- d. Not very valuable
- e. Not at all valuable

[END PAGE]

[PAGE 12]

Q12_MyMeter Energy Marker Tools

Customers can create customized date reminders and track activities that can impact energy usage by clicking on the “marker” icon in either “chart” or “data” view. For instance, customers can create a “marker” after purchasing a new appliance or even when kids return home from college for the summer.

PLEASE NOTE: You will need to click on the video and watch in its entirety before continuing. In addition, there is no audio to the video.

[SHOW VIDEO: Energy Markers.mp4] [DISABLE NEXT BUTTON UNTIL VIDEO FINISHES]

Respondent media player controls:

Play/pause, skip forward/back, replay

- ✓ Play/pause

Media completion:

Next button enabled

- ✓ Next button enabled after media completes
- Auto-next after media completes



[SINGLE CHOICE FLAT QUESTION; VERTICALLY 5 ROWS; FORCE RESPONDENTS TO ANSWER]

How valuable is the information that is displayed, like the video you just watched, to you?

Would you say it is...?

- a. Extremely valuable
- b. Very valuable
- c. Somewhat valuable
- d. Not very valuable
- e. Not at all valuable

[END PAGE]

[PAGE 13]

Q13_Likelihood to Participate

[SINGLE CHOICE FLAT QUESTION; VERTICALLY 5 ROWS; FORCE RESPONDENTS TO ANSWER]

How likely would you be to participate in the Advanced Meter Early Adoption Program?

- a. Extremely likely
- b. Very likely
- c. Somewhat likely
- d. Not very likely
- e. Not at all likely

[END PAGE]

[PAGE 14]

Q14_Reasons for Participation

[OPENEND QUESTION; UNLIMITED; FORCE RESPONDENTS TO ANSWER] Why are you **[PIPE IN RESPONSE FROM Q13]** to participate in the Advanced Meter Early Adoption Program?

[END PAGE]

[PAGE 15]

Q15_Changes to Reduce Energy Consumption

[IF Q13=a, b, or c ASK Q15. IF Q13=d or e SKIP TO CONCLUSION]

[OPENEND QUESTION; UNLIMITED; FORCE RESPONDENTS TO ANSWER] If you were to participate in the Advanced Meter Early Adoption Program, what measures, if any, do you think you would take to reduce your energy consumption?

[END PAGE]

[TEXT]

[END]

That concludes this month's survey. Thank you for your participation. You earned 10 points for completing the survey.

As promised, here are some key findings from our April study:

- 30% indicated they would be likely to use live chat if available on the LG&E and KU website.
- If live chat was available on the LG&E and KU website, the highest percentage of respondents expect it to be available during normal business hours (31%) or 24/7 (30%).
 - o Most would use live chat to report an outage (75%) or check the status of an outage (72%).
- However, the highest percentage of respondents still prefer to contact LG&E and KU by telephone when reporting an outage.

Be sure to look for your survey invitation in your inbox in June. As a reminder you can check your points and redeem them by logging into www.lge-ku-panel.com

If you have any questions, you can always email us at marketing@lge-ku.com or support@lge-ku-panel.com

Thank you!

**[INCLUDE FINISH BUTTON THAT AUTOMATICALLY REDIRECTS TO
<https://lge-ku.com/saving-energy-money/advanced-meter-service>**

[SUBMIT]

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 20

Witness: David E. Huff

Q-20. Please refer to the AMS Opt-In Online Customer Survey ("2017 Customer Survey") attached as Appendix A-9 to Exhibit JPM-1. Throughout the Survey where the Survey shows "N=____" please describe the number provided after the "N=" See, for example, page 8 showing "N=1,070" and page 10 showing "N=87."

A-20. N = the number of panelists that answered the question.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 21

Witness: David E. Huff

Q-21. Please refer to the 2017 Customer Survey attached as Appendix A-9 to Exhibit JPM-1 at page 8 and break down the numbers of households constituting the 8% of Households participating by Company and for each Company by customer class.

- a. Please provide a breakdown of the number of LG&E residential households included in the 8% of Households participating, according to the following categories used by the 2017 Customer Survey to collect demographic data:
 - i. Residence (own or rent)
 - ii. Age Range
 - iii. HH Income Level
 - iv. Education Level.
- b. Please provide the numbers of LG&E residential households included in the 8% of Households participating, who had a bill payment made by a third-party assistance provider during the period beginning twelve months prior to the start of customer enrollments in June, 2015 and ending March 31, 2018.
- c. Please provide in Excel format a breakdown of the number of LG&E residential households included in the 8% of Households participating by zip code.

A-21. Residential class customers: LG&E = 36, KU = 53

- a. 36 LG&E panelists stated they are participating in the AMS Opt-in program.
 - i. Not available. Not captured in the survey questions or amended to the file.
 - ii. Not available. Study results provided by the vendor only show the overall age ranges for the panelists but not by Company or answers to individual questions.
 - iii. Not available. Not captured in the survey questions or amended to the file.

- iv. Not available. Study results provided by the vendor only show the overall education categories for the panelists but not by Company or answers to individual questions.

- b. Not available. Not captured in the survey questions or amended to the file.

- c. Not available. Not captured in the survey questions or amended to the file.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 22

Witness: David E. Huff

- Q-22. Please refer to the chart entitled Frequency of Use: MyMeter Dashboard at page 10 of the 2017 Customer Survey, Appendix A-9 to Exhibit JPM-1 and for each percentage, provide the number of LG&E households included in the percentages shown by customer class.
- a. For each percentage listed please provide breakdowns of the numbers of LG&E residential households included in the percentages, according to the following categories used by the 2017 Customer Survey to collect demographic data:
 - i. Residence (own or rent)
 - ii. Age Range
 - iii. HH Income Level
 - iv. Education Level.
 - b. For each percentage listed please provide breakdowns of the numbers of LG&E residential households included in the percentage, who had a bill payment made by a third-party assistance provider during the period beginning twelve months prior to the start of customer enrollments in June, 2015 and ending March 31, 2018.
 - c. For each percentage listed please provide in Excel format a breakdown of the numbers of LG&E residential households included by zip code.
- A-22. LG&E residential class customers: Daily = 0, 2-3 times per week = 0, Once a week = 4, Once a month = 10, Once every other month = 3, Have not logged in = 15
- a. See responses to parts i. – iv.
 - i. Not available. Not captured in the survey questions or amended to the file.
 - ii. Not available. Study results provided by the vendor only show the overall age ranges for the panelists but not by Company or answers to individual questions.

- iii. Not available. Not captured in the survey questions or amended to the file.
 - iv. Not available. Study results provided by the vendor only show the overall education categories for the panelists but not by Company or answers to individual questions.
- b. Not available. Not captured in the survey questions or amended to the file.
- c. Not available. Not captured in the survey questions or amended to the file.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 23

Witness: David E. Huff

- Q-23. Please refer to the chart entitled Reductions of Energy Consumption at page 13 of the 2017 Customer Survey, Appendix A-9 to Exhibit JPM-1 and for each percentage listed, provide the numbers of LG&E households included in the percentages shown by customer class.
- a. For each percentage listed please provide breakdowns of the numbers of LG&E residential households included in the percentages according to the following categories used by the 2017 Customer Survey to collect demographic data:
 - i. Residence (own or rent)
 - ii. Age Range
 - iii. HH Income Level
 - iv. Education Level.
 - b. For each percentage listed please provide breakdowns of the numbers of LG&E residential households included in the percentages, who had a bill payment made by a third-party assistance provider during the period beginning twelve months prior to the start of customer enrollments in June, 2015 and ending March 31, 2018.
 - c. For each percentage listed, please provide in Excel format breakdowns of the numbers of LG&E residential households included in the percentages by zip code.
- A-23. See attached. The survey question was open-ended and coded by the vendor. The individual respondents' responses are included in attachment, i.e., each row of the attachment shows a single respondent's response to the question, along with collected demographic data for that respondent.
- a. See responses below to parts i. – iv.
 - i. Not available. Not captured in the survey questions or amended to the file.
 - ii. The survey question was open-ended and coded by the vendor. See attached.

- iii. Not available. Not captured in the survey questions or amended to the file.
 - iv. The survey question was open-ended and coded by the vendor. See attached.
- b. Not available. Not captured in the survey questions or amended to the file.
- c. Not available. Not captured in the survey questions or amended to the file.

Q6_Changes_to_Reduce_Energy_Consumption (Open End)

Since participating in the Advanced Meter Early Adoption Program, what measures, if any, have you taken to reduce your energy consumption?

Q6_Changes_to_Reduce_Energy_Consumption	Utility_Pipe	Age_Rollup	Q7_Education (Study: Profiling Study)
LED bulbs	KU	"25-34"	Graduate / post-graduate school
updated appliances, caulked around windows, baseboards, put up window seals,	KU	"25-34"	Graduate / post-graduate school
Being aware if porchihhys remain on all day or are turned off. Turning off inside lighting when ambient lighting from outside is enough to light household.	KU	"25-34"	Graduate / post-graduate school
I look for peaks and try to correlate them to appliances or activities. This gives me my best savings opportunities. Dishwasher settings, hot water heater temperatures have been the big finds so far.	KU	"35-49"	College graduate
None	KU	"35-49"	College graduate
Adjusted programmable thermostats	KU	"35-49"	College graduate
Try to keep blinds closed on sunny days	KU	"35-49"	Graduate / post-graduate school
turn off lights much more often	KU	"35-49"	Graduate / post-graduate school
Buying new appliances and set HVAC temperature	KU	"35-49"	Graduate / post-graduate school
Adjusted thermostat program.	KU	"35-49"	Graduate / post-graduate school
Taking shorter showers.	KU	"35-49"	Graduate / post-graduate school
Unfortunately I haven't taken any steps.	KU	"35-49"	Graduate / post-graduate school
none	KU	"35-49"	High school graduate or equivalent
Adjust thermostat schedule settings; open windows when possible for ventilation; shop for energy efficient appliances.	KU	"35-49"	Some college or technical school
None taken as of yet	KU	"35-49"	Some college or technical school
Only using lights when needed in the room I'm in at the time and running my heat and AC at the same temperature all the time.	KU	"35-49"	Some college or technical school
Adjusted heating and cooling temps	KU	"35-49"	Some college or technical school
Lower heat in winter, led lights, higher temps for summer	KU	"50-64"	College graduate
Optimized timing schedule for basement dehumidifiers. Increased return air to help AC efficiency. Changed out halogen can light bulbs to LEDS.	KU	"50-64"	College graduate
Re-programmed both thermostats and started a spreadsheet with data for additional analysis.	KU	"50-64"	College graduate
Purchased new heat pump unit	KU	"50-64"	College graduate
Nothing has changed, actually. I forgot about the advanced meter and have failed to check my usage. But I am generally frugal with energy use	KU	"50-64"	Graduate / post-graduate school
none	KU	"50-64"	Graduate / post-graduate school
New refrigerator	KU	"50-64"	Graduate / post-graduate school
Added more attic insulation	KU	"50-64"	Graduate / post-graduate school
Yes, I always turn lights off after my family and and turned the thermostat up.	KU	"50-64"	Graduate / post-graduate school
I've not had to make any changes since I don't have lights on unless I have to, same for heat and air.	KU	"50-64"	Graduate / post-graduate school
Change to LED lights, raised the thermostat setting.	KU	"50-64"	Some college or technical school
Nothing	KU	"50-64"	Some college or technical school
Viewing the details of my energy usage help me make informed decisions that will affect my energy usage.	KU	65+	College graduate
I have normally tried to be conservative in electric use so I am not doing anything in addition to what I have previously done.	KU	65+	College graduate
no	KU	65+	College graduate
none	KU	65+	College graduate
NONE	KU	65+	College graduate
FEWER LIGHTS ON -	KU	65+	Graduate / post-graduate school
Purchased more efficient swimming pool pump. Installed LD bulbs throughout huse.	KU	65+	Graduate / post-graduate school
watched what trends are and turned off high power users.	KU	65+	Graduate / post-graduate school
Replaced ceiling lighting with LEDs, set timers to remind me to TURN OFF OVEN, kept freezer loaded so as not to waste cold, worn sweaters inside, wrapped basement ducts, monitored TV and computer usage.	KU	65+	Graduate / post-graduate school
Replaced and old refrigerator and an old freezer by a single new appliance	KU	65+	Graduate / post-graduate school
storm windows insulation better lighting	KU	65+	Graduate / post-graduate school
More LED bulbs; Energy Star Freezer; New Energy Star windows.	KU	65+	Graduate / post-graduate school
Changed Windows. Changed bulbs. Lowered temp.or raised temp. When time.	KU	65+	Graduate / post-graduate school
none	KU	65+	Graduate / post-graduate school
The program started just prior to an energy audit and subsequent work to control the loss of heat/air from the home. Insulation, door strips, taping heat/air pipe joints, New hot water heater, New refrigerator, New air	KU	65+	High school graduate or equivalent

limit lighting turn of computer change bulbs to low energy use outside lighting during day and no lamps	KU	65+	Some college or technical school
Adjust temp	KU	65+	Some college or technical school
Led lights dry clothes outside in summer	KU	65+	Some college or technical school
None. This home has many electronics.	KU	65+	Some college or technical school
Purchased a "smart" thermostat. Purchased a Kill-A-Watt outlet meter and measured all 120v outlets. Purchased more LED bulbs. Bought a more energy efficient computer	KU	65+	Some college or technical school
Setting a.c. to economy when not home.	KU	65+	Some college or technical school
none	KU	65+	Some college or technical school
Home energy audit and completing many of the items in the report	LG&E	"18-24"	College graduate
More aware of peak usage times and try to program thermostat to help reduce consumption.	LG&E	"25-34"	Graduate / post-graduate school
None	LG&E	"25-34"	Graduate / post-graduate school
utilize fans at night	LG&E	"25-34"	Graduate / post-graduate school
I decided to participate to try and understand why my bill is so high. Prior to enrolling in the program, all Lights had been switched to led, only energy star appliances, and various other small tasks that hooks have LED bulbs, use power strips to easily turn off power to electronics if not in use, turn heat down some when not at home	LG&E	"25-34"	Some college or technical school
installed goothermal system	LG&E	"35-49"	College graduate
Changed thermostat settings. Insulation around doors.	LG&E	"35-49"	College graduate
-Switched all bulbs in the house to LED -Replaced an old appliance with an energy efficient one -Explored replacing current vehicles with electric vehicles -Unplugged tech equipment when not in use	LG&E	"35-49"	Graduate / post-graduate school
replaced 20 year old hvac system; replaced old refrigerator	LG&E	"35-49"	Graduate / post-graduate school
Insulated attic, installed new windows, AC tune ups	LG&E	"35-49"	Graduate / post-graduate school
i didnt participate in this program but i have no option to go back and correct my answer.	LG&E	"35-49"	Graduate / post-graduate school
None.	LG&E	"35-49"	Graduate / post-graduate school
- Stay longer at a workplace. - Open windows when it's cool outside.	LG&E	"35-49"	Graduate / post-graduate school
Reprogrammed my thermostat to more energy efficient settings	LG&E	"35-49"	High school graduate or equivalent
none	LG&E	"35-49"	Some college or technical school
unplugging unused items, adjusting dampers on ducts, purchased energy efficient curtains	LG&E	"35-49"	Some college or technical school
Auto Thermostat	LG&E	"50-64"	College graduate
I adjust my thermostat during different times each day	LG&E	"50-64"	College graduate
What hour of day use more power.	LG&E	"50-64"	College graduate
I am adjusting my programmable thermostat settings to different settings during high usage times to curb usage.	LG&E	"50-64"	Graduate / post-graduate school
none	LG&E	"50-64"	Graduate / post-graduate school
New doors and insulated garage	LG&E	"50-64"	Graduate / post-graduate school
I logged in once and did not completely understand what I was viewing. Meant to go back and look again later but never have. A reminder about the system benefits and how to use would be helpful.	LG&E	"50-64"	Graduate / post-graduate school
no	LG&E	"50-64"	High school graduate or equivalent
raising thermostat in summer	LG&E	"50-64"	Some college or technical school
I incorrectly answered yes to the first question. I have an attachment for the power source for high usage days. Sorry for the confusion	LG&E	"50-64"	Some college or technical school
Just had a new HVAC system installed... 17 seer Trane	LG&E	"50-64"	Some college or technical school
NA	LG&E	"50-64"	Some college or technical school
none	LG&E	65+	College graduate
Thermostat control	LG&E	65+	Graduate / post-graduate school
Avoid use when outside temp allows. Cut back on settings.	LG&E	65+	Graduate / post-graduate school
not much, keep the temp a little higher or lower as needed.	LG&E	65+	High school graduate or equivalent
what the electric appliances that I use.	LG&E	65+	Some college or technical school
I make sure my family turn off all lights that are not needed, and I set my thermostat at a temperature that does not require the air or furnace to run continuously.	LG&E	65+	Some college or technical school
Just signed up for Advanced Meter Early Adoption Program.	LG&E	65+	Some college or technical school

Data: Including participants who completed primary survey only (Live data)

Banner: Utility_Pipe (Single Choice); Age_Rollup (Single Choice); Q7_Education (Single Choice); Q13_Likelihood_to_Participate (Single Choice)

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 24

Witness: David E. Huff

Q-24. Have the Companies done any other surveys or studies of the AMS Opt-In program participants other than those provided as part of this case? If so, please describe the surveys and results and provide copies.

A-24. No.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 25

Witness: John P. Malloy

- Q-25. Please refer to the Testimony of Rick E. Lovekamp (“Lovekamp Testimony”) at page 3, lines 14 to 15 which states “[t]he Companies are not proposing to change any of their service disconnection or reconnection policies due to AMS.” Please provide complete copies of all current LG&E service disconnection and reconnection policies. If any policies are contained in LG&E’s tariffs please provide copies of the relevant sheets rather than the entire tariff.
- A-25. Please see response to Question No. 26 for LG&E service disconnection and reconnection policies. For copies of the relevant tariffs, please see attached.

Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 105

TERMS AND CONDITIONS

Discontinuance of Service

In accordance with and subject to the rules and regulations of the Public Service Commission of Kentucky, Company shall have the right to refuse or discontinue service to an applicant or customer under the following conditions:

- A. When Company's or Commission's rules and regulations have not been complied with. However, service may be discontinued or refused only after Company has made a reasonable effort to induce Customer to comply with its rules and then only after Customer has been given at least ten (10) days written notice of such intention, mailed or otherwise delivered, including, but not limited to, electronic mail, to Customer's last known address.
- B. When a dangerous condition is found to exist on the customer's or applicant's premises. In such case service will be discontinued without notice or refused, as the case might be. Company will notify the customer or applicant immediately of the reason for the discontinuance or refusal and the corrective action to be taken before service can be restored or initiated.
- C. When Customer or Applicant refuses or neglects to provide reasonable access and/or easements to and on Customer's or Applicant's premises for the purposes of installation, operation, meter reading, maintenance, or removal of Company's property. Customer shall be given fifteen (15) days written notice (either mailed or otherwise delivered, including, but not limited to, electronic mail), of Company's intention to discontinue or refuse service.
- D. When Applicant is indebted to Company for service furnished. Company may refuse to serve until indebtedness is paid.
- E. When Customer or Applicant does not comply with state, municipal or other codes, rules and regulations applying to such service.
- F. When directed to do so by governmental authority.
- G. Service will not be supplied to any premises if Applicant or Customer is indebted to Company for service previously supplied at the same or any other premises until payment of such indebtedness shall have been made. Service will not be continued to any premises if Applicant or Customer is indebted to Company for service previously supplied at the same premises in accordance with 807 KAR 5:006, Section 15(1)(f). Unpaid balances of previously rendered Final Bills may be transferred to any account for which Customer has responsibility and may be included on initial or subsequent bills for the account to which the transfer was made. Such transferred Final Bills, if unpaid, will be a part of the past due balance of the account to which they are transferred. When there is no lapse in service, such transferred final bills will be subject to Company's collections and disconnect procedures in accordance with 807 KAR 5:006, Section 15(1)(f). Final Bills transferred following a

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State Regulation and Rates
Louisville, Kentucky

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Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 105.1

TERMS AND CONDITIONS

Discontinuance of Service

lapse in service will not be subject to disconnection unless: (1) such service was provided pursuant to a fraudulent application submitted by Customer; (2) Customer and Company have entered into a contractual agreement which allows for such a disconnection; or (3) the current account is subsequently disconnected for service supplied at that point of delivery, at which time, all unpaid and past due balances must be paid prior to reconnect. Company shall have the right to transfer Final Bills between residential and commercial with residential characteristics (e.g., service supplying common use facilities of any apartment building) revenue classifications.

Service will not be supplied or continued to any premises if at the time of application for service Applicant is merely acting as an agent of a person or former customer who is indebted to Company for service previously supplied at the same or other premises until payment of such indebtedness shall have been made. Service will not be supplied where the Applicant is a partnership or corporation whose general partner or controlling stockholder is a present or former customer who is indebted to Company for service previously supplied at the same premises until payment of such indebtedness shall have been made.

- H. For non-payment of bills. Company shall have the right to discontinue service for non-payment of bills after Customer has been given at least ten days written notice separate from Customer's original bill. Cut-off may be effected not less than twenty-seven (27) days after the mailing date of original bills unless, prior to discontinuance, a residential customer presents to Company a written certificate, signed by a physician, registered nurse, or public health officer, that such discontinuance will aggravate an existing illness or infirmity on the affected premises, in which case discontinuance may be effected not less than thirty (30) days from the original date of discontinuance. Company shall notify Customer, in writing, (either mailed or otherwise delivered, including, but not limited to, electronic mail), of state and federal programs which may be available to aid in payment of bills and the office to contact for such possible assistance.
- I. For fraudulent or illegal use of service. When Company discovers evidence that by fraudulent or illegal means Customer has obtained unauthorized service or has diverted the service for unauthorized use or has obtained service without same being properly measured, the service to Customer may be discontinued without notice. Within twenty-four (24) hours after such termination, Company shall send written notification to Customer of the reasons for such discontinuance of service and of Customer's right to challenge the termination by filing a formal complaint with the Public Service Commission of Kentucky. Company's right of termination is separate from and in addition to any other legal remedies which the utility may pursue for illegal use or theft of service.

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TERMS AND CONDITIONS

Discontinuance of Service

Company shall not be required to restore service until Customer has complied with all rules of Company and regulations of the Commission and Company has been reimbursed for the estimated amount of the service rendered, and assessment of the charges under the Unauthorized Reconnect Charge provision of Special Charges incurred by reason of the fraudulent use.

When service has been discontinued for any of the above reasons, Company shall not be responsible for any damage that may result therefrom.

Discontinuance or refusal of service shall be in addition to, and not in lieu of, any other rights or remedies available to Company.

Company may defer written notice (either mailed or otherwise delivered, including, but not limited to, electronic mail), based on Customer's payment history provided Company continues to provide the required ten (10) days written notice prior to discontinuance of service.

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Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 97

TERMS AND CONDITIONS

Customer Responsibilities

APPLICATION FOR SERVICE

A written, in-person, electronic, or oral application or contract, properly executed, will be required before Company is obligated to render electric service. Company may require any party applying for service to provide some or all of the following information for the party desiring service: full legal name, address, full Social Security Number or other taxpayer identification number, date of birth (if applicable), relationship of the applying party to the party desiring service, and any other information Company deems necessary for legal, business, or debt-collection purposes. Company shall have the right to reject for valid reasons any such application or contract, including the applying party's refusal to provide requested information.

All applications for service shall be made in the legal name of the party desiring the service.

Where an unusual expenditure for construction or equipment is necessary or where the proposed manner of using electric service is clearly outside the scope of Company's standard rate schedules, Company may establish special contracts giving effect to such unusual circumstances. Customer accepts that non-standard service may result in the delay of required maintenance or, in the case of outages, restoration of service.

TRANSFER OF APPLICATION

Applications for electric service are not transferable and new occupants of premises will be required to make application for service before commencing the use of electricity. Customers who have been receiving electric service shall notify Company when discontinuance of service is desired, and shall pay for all electric service furnished until such notice has been given and final meter readings made by Company.

CONTRACTED DEMANDS

For rate applications where billing demand minimums are determined by the Contract Demand customer shall execute written Contract prior to rendering of service. At Company's sole discretion, in lieu of a written contract, a completed load data sheet or other written load specification, as provided by Customer, can be used to determine the maximum load on Company's system for determining Contract Demand minimum.

If Company or Customer terminates Customer's service under a rate schedule that contains demand charges and Customer subsequently applies to Company to reestablish service to the same premise or facility, Company must determine monthly billing demand for the reestablished service as though Customer had continuously taken service from the time of service termination through the reestablishing of service to Customer. For the purpose of determining the monthly billing demand described in the preceding sentence, the demand to be used for the period during which Customer did not take service from Company shall be the actually recorded demand, if any, for the premise or facility during that period. The preceding two sentences will not apply if Company determines, in its sole discretion, that material changes to Customer's facilities, processes, or practices justify establishing a new Contract Demand for the reestablished service.

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Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 102

TERMS AND CONDITIONS

DEPOSITS

GENERAL

- 1) Company may require a cash deposit or other guaranty from customers to secure payment of bills in accordance with 807 KAR 5:006, Section 8 except for customers qualifying for service reconnection pursuant to 807 KAR 5:006, Section 16, Winter Hardship Reconnection.
- 2) Deposits may be required from all customers not meeting satisfactory credit and payment criteria. Satisfactory credit for customers will be determined by utilizing independent credit sources (primarily utilized with new customers having no prior history with Company), as well as historic and ongoing payment and credit history with Company.
 - a) Examples of independent credit scoring resources include credit scoring services, public record financial information, financial scoring and modeling services, and information provided by independent credit/financial watch services.
 - b) Satisfactory payment criteria with Company may be established by paying all bills rendered, having no disconnections for nonpayment, having no late notices, having no defaulted credit arrangements, having no returned payments, having no meter diversion or theft of service
- 3) Company may offer residential or general service customers the option of paying all or a portion of their deposits in installments over a period not to exceed the first six (6) normal billing periods. Service may be refused or discontinued for failure to pay and/or maintain the requested deposit.
- 4) Interest on deposits will be calculated at the rate prescribed by law, from the date of deposit, and will be paid annually either by refund or credit to Customer's bills, except that no refund or credit will be made if Customer's bill is delinquent on the anniversary date of the deposit. If interest is paid or credited to Customer's bill prior to twelve (12) months from the date of deposit, the payment or credit will be on a prorated basis. Upon termination of service, the deposit, any principal amounts, and interest earned and owing will be credited to the final bill, with any remainder refunded to Customer.

RESIDENTIAL

- 1) Residential customers are those customers served under Residential Service Rate RS - Sheet No. 5, Residential Time-of-Day Energy Service Rate RTOD-Energy - Sheet No. 6, and Residential Time-of-Day Demand Service Rate RTOD-Demand - Sheet No. 7.
- 2) The deposit for a residential customer is in the amount of \$160.00, which is calculated in accordance with 807 KAR5:006, Section 8(1)(d)(2). For combination gas and electric customers, the total deposit will be \$260.00.
- 3) Company shall retain Customer's deposit for a period not to exceed twelve (12) months, provided Customer has met satisfactory payment and credit criteria.
- 4) If a deposit is held longer than eighteen (18) months, the deposit will be recalculated, at Customer's request, and based on Customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00, Company may collect any underpayment and shall refund any overpayment by check or credit to Customer's bill. No refund will be made if Customer's bill is delinquent at the time of the recalculation.

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P.S.C. Electric No. 11, Original Sheet No. 102.1

TERMS AND CONDITIONS

DEPOSITS

RESIDENTIAL (Continued)

- 5) If Customer fails to maintain a satisfactory payment or credit record, or otherwise becomes a new or greater credit risk, as determined by Company in its sole discretion, Company may require a new or additional deposit from Customer.

GENERAL SERVICE

- 1) General service customers are those customers served under General Service Rate GS, Sheet No. 10.
- 2) The deposit for a general service customer is in the amount of \$240.00, which is calculated in accordance with 807 KAR5:006, Section 8(1)(d)(2). The deposit for a General Service customer may be waived when the General Service delivery is to a detached building used in conjunction with a Residential Service and the General Service energy usage is no more than 300 kWh per month.
- 3) Company shall retain Customer's deposit as long as Customer remains on service.
- 4) For a deposit held longer than eighteen (18) months, the deposit will be recalculated, at Customer's request, and based on Customer's actual usage. If the deposit on account differs from the recalculated amount by more than ten percent (10%), Company may collect any underpayment and shall refund any overpayment by check or credit to Customer's bill. No refund will be made if Customer's bill is delinquent at the time of the recalculation.
- 5) If Customer fails to maintain a satisfactory payment or credit record, or otherwise becomes a new or greater credit risk, as determined by Company in its sole discretion, Company may require a new or additional deposit from Customer.

OTHER SERVICE

- 1) The deposit for all other customers, those not classified herein as residential or general service, shall not exceed 2/12 of Customer's actual or estimated annual bill where bills are rendered monthly in accordance with 807 KAR5:006, Section 8(1)(d)(1).
- 2) For customers not meeting the parameters of GENERAL SERVICE ¶ 2, above, Company may retain Customer's deposit as long as Customer remains on service.
- 3) For a deposit held longer than eighteen (18) months, the deposit will be recalculated, at Customer's request, and based on Customer's actual usage. If the deposit on account differs from the recalculated amount by more than ten percent (10%), Company may collect any underpayment and shall refund any overpayment by check or credit to Customer's bill. No refund will be made if Customer's bill is delinquent at the time of the recalculation.
- 4) If Customer fails to maintain a satisfactory payment or credit record, or otherwise becomes a new or greater credit risk, as determined by Company in its sole discretion, Company may require a new or additional deposit from Customer.

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Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 103

TERMS AND CONDITIONS

Budget Payment Plan

Company's Budget Payment Plan is available to any residential customer served under Residential Service Rate RS or any general service customer served under General Service Rate GS. If a residential customer, who is currently served under Residential Service Rate RS and is currently enrolled in the Budget Payment Plan, elects to take service under Residential Time-of-Day Energy Service Rate RTOD-Energy or Residential Time-of-Day Demand Service Rate RTOD-Demand, such customer would be removed from the Budget Payment Plan and restored to regular billing.

Under this plan, a customer may elect to pay, each billing period, a budgeted amount in lieu of billings for actual usage. A customer may enroll in the plan at any time.

The budgeted amount will be determined by Company, and will be based on one-twelfth of Customer's usage for either an actual or estimated twelve (12) months. The budgeted amount will be subject to review and adjustment by Company at any time during Customer's budget year. If actual usage indicates Customer's account will not be current with the final payment in Customer's budget year, Customer will be required to pay their Budget Payment Plan account to \$0 prior to the beginning of Customer's next budget year.

If Customer fails to pay bills as agreed under the Budget Payment Plan, Company reserves the right to remove Customer from the plan, restore the Customer to regular billing and require immediate payment of any deficiency. A customer removed from the Budget Payment Plan for non-payment may be prohibited from further participation in the plan for twelve (12) months.

Failure to receive a bill in no way exempts Customer from the provisions of these terms and conditions.

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**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 26

Witness: John P. Malloy

Q-26. Please provide a current copy of the LG&E, KU, ODP Credit and Collection Policy Manual.

A-26. See attached.

LGE, KU & ODP Revenue Collection Policy Manual

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POLICY FOR APPLICATION FOR SERVICE

I. Policy for Application for Service

Revised 03-04-15

A. Overview

Customers have several options for obtaining service from the Company. The majority of customers will obtain service through either the Residential Service Center or Business Service Center. In addition, service can be obtained through any of the Company's Business Offices. Regardless of the channel customers use to obtain service, the same policy should be followed.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006, General Rules Section 5 (2). This policy applies to any customer (residential or non-residential) who is seeking to obtain electric and /or gas service from the Company.

D. Terms of the Application for Service Policy

During the application for service process, the customer should be required to furnish the necessary information to (1) prove identity and (2) pursue collection of the account, should the customer fail to pay a final bill. The information to be obtained is as follows:

- Customer Name
- Service Address
- Mailing Address (if different than Service Address)
- Place of employment (if residential applicant)
- Social Security Number (SSN) or Employer I.D.-if nonresidential account. Note: residential customer has the right to refuse providing SSN.
- Driver's License
- Spouse's Name (if applicable)
- Spouse's Place of Employment
- Telephone Number(s)
- Business Owner's Name
- Business Owner's Social Security Number
- Roommates / Other Responsible Party's Names
- Roommates / Other Responsible Party's Social Security Number
- Roommates / Other Responsible Party's Place of Employment

E. Account Name Guidelines

- Residential - The full, legal name of the customer should be listed on the account once confirmed. No nicknames, initials without full names, etc. should be allowed. (The inclusion of middle initial is acceptable if the legal first and last

name is provided.)

- Non-residential – Allowable non-residential account names should fit into one of the following categories:
 1. When a non-residential customer applies for service, we inquire if the entity is a sole proprietorship, a LLC (limited liability corporation), a LP (limited partnership), or a corporation.
 2. If sole proprietorship, we require the SSN of the owner/principal and enter the name according to our agreed, legal, naming convention. i.e. John Doe D/B/A John's Body Shop.
 3. If corporation, LLC, or limited partnership, we require a full legal name of the corporation, LLC, or limited partnership. Notations of LLC, Corp., Co. and/or INC. should always be included at the end of the name.
 4. If the entity is a single member LLC or a multiple member LLC.
 - If single member LLC, we ask for federal tax ID number or SSN. If no federal tax id, customer should provide SSN, which should be validated via Accurant, a contracted third-party service for verification of identities. If customer refuses to provide SSN, the customer must provide verification documentation and a Business Partner (BP) passcode. *NOTE: Verification documentation may be sent electronically or delivered to a company facility. Documentation should include a Certificate of Existence or good standing as listed on the Kentucky Secretary of State web site, the State Corporation Commission of Virginia, or the state where the LLC is formed. **If the BP provided a Certificate of Existence or good standing along with a BP passcode, in order to conduct future business the BP will be required to provide the passcode since no personal identifier will exist for the BP.***
 - If multiple member LLC, we ask for federal tax ID. The tax ID must be provided or we deny service.
 5. If a corporation, or limited partnership we ask for federal tax ID. The tax ID must be provided or we deny service.
 6. An individual's full legal name (preferably the owner or another financially responsible party) followed by an appropriate D/B/A (Example: "John Q. Public, d/b/a John's Pizza House"). The D/B/A should be added every time if the entity is a sole proprietorship (i.e. not an LLC or incorporation.)
 7. If the applicant is a trust or estate, we require the applicant to provide the federal tax id of the trust or estate, and the legal document supporting the trust's establishment or the appointment of the estate's executor (typically a will) or administrator (typically a court order). In the case of a trust, make sure the trustee is requesting service. In the case of an estate make sure the executor or administrator is requesting service. Do not use SSNs of trustees, executors or administrators for establishment of these accounts.

F. New Service Applicant

Residential Service Applicants:

Revised 02-2010

In all cases, customers wishing to establish a new account **MUST** provide

- Their full legal name, AND a valid Social Security Number OR satisfy one of the following three options:
 - **OPTION #1-** Their full legal name AND one of the following alternative forms of identification:
 - A valid, current driver's license (photo included) from any state or,
 - A government-issued ID (photo included) issued by a Circuit Court Clerk's office or other recognized government body or,
 - A valid, current Passport issued by the applicant's country of origin.
 - **OPTION #2-** If the applicant does not satisfy Option #1 above, they must provide their full legal name, an Individual Tax Identification Number (ITIN) provided by the Internal Revenue Service (IRS) AND one of the following forms of identification listed below with an unexpired expiration date:
 - National identification card issued by a foreign government (must include photo, name, address in country of origin, date of birth, and expiration date)
 - Foreign driver's license (must include photo, name, address in country of origin, date of birth, and expiration date)

ITIN document provided by the IRS can be documented with either an authorization letter or a card similar to a Social Security card. Both forms will contain a unique nine digit number that **always** begins with the number 9 and has a 7 or 8 in the fourth digit, example 9XX-7X-XXXX. It is imperative that this number be recorded as this will ensure we do not allow for duplicate ITIN numbers to be used.

- **OPTION #3-** If the applicant is a refugee (as determined by the U.S. State Department – no passport is available), they must provide:
 - Their "A" information (provided to LG&E or KU by Kentucky Refugee Ministries or Catholic Charities (currently the only organizations known to be working with the State Department to support refugees in our service territories), based on information from the U.S. State Department). This information is all that is initially needed by LG&E or KU to provide service in the refugee's name. Further instructions regarding the provision of service to refugees are listed below.

PLEASE NOTE: Options 1, 2, and 3 will require the applicant to visit a walk-in center (see "Process" section below). In the event the applicant is out of state, or simply cannot visit a business office to apply, the applicant should be offered the opportunity to e-mail a photo of the required documents, including a photo of the applicant, along with photo ID, or a notarized copy of their ID. All service applicants refusing to comply with the requirements listed above **should be denied utility service.** **Option 3 will require communication with either Kentucky Refugee Ministries or Catholic Charities. See**

below for further explanation of the process. *Positive ID must be viewed by the appropriate office personnel and a remark noted on the account as to the type of ID provided.*

Process:

Each new, residential applicant for service will be asked to provide their full name and Social Security Number (SSN). A credit check will be completed using the SSN provided to determine if a security deposit is required. If the credit check indicates a deposit is not appropriate, the deposit requirement will be waived and service established. If the credit check indicates a deposit is appropriate, the deposit will be charged.

If the applicant refuses to provide a SSN or provides a SSN that does not match the name provided, we will require the applicant to visit a walk in center and comply with one of the options listed above in order to receive utility service.

Process for Refugees (Option 4):

- The U.S. State Department (State Department) determines who may be granted refugee status.
- The State Department then contacts the appropriate local refugee agency (currently Kentucky Refugee Ministries or Catholic Charities) and provides the agency with a refugee's "A" number.
- The State Department provides the refugee with an I-94 visa and an Employee Authorization Document (EAD).
 - Exception: Refugees from Cuba will have passports, rather than I-94 visas.
- Generally, 6-8 weeks after the State Department notifies the local refugee agency, the refugee arrives at the agency.
- Kentucky Refugee Ministries or Catholic Charities will contact LG&E and provide the refugee's A# information and will request that service be provided in the refugee's name at the time of apartment rental.
- Within a couple days of the refugee's arrival, Kentucky Refugee Ministries or Catholic Charities will accompany the refugee in applying for food stamps and will also accompany the refugee to the LG&E office or the agency will fax copies of the I-94 form to our call center.
- Two weeks later, the refugee will apply for a Social Security Number. Once application is made, the SSN is usually received between 10 days and a month later (can take longer, depending upon individual circumstances).
- Once the SSN has been received by the refugee, he/she or the agency will follow up with LG&E and provide the SSN, so the customer account can be updated.

FOOTNOTES:

Non-Immigrant – An alien who seeks a temporary entry to the United States for a specific purpose. The alien must have a permanent residence abroad (for most classes of admission) and qualify for the nonimmigrant classification sought. The nonimmigrant classifications include: foreign government officials, visitors for business and for pleasure, aliens in transit through the United States, treaty traders and investors, students, international representatives, temporary workers and trainees, representatives of foreign information media, exchange visitors, fiance (s) of U.S. citizens, intra-company transferees, NATO officials, religious workers, and some others. Most non-immigrants can be accompanied or joined by spouses and unmarried minor (or dependent) children.

Permanent Resident Alien – An alien admitted to the United States as a lawful permanent resident. Permanent residents are also commonly referred to as immigrants; however, the Immigration and Nationality Act (INA) broadly defines an immigrant as any alien in the United States, except one legally admitted under specific nonimmigrant categories (INA section 101 (A)(15)). An illegal alien who entered the United States without inspection, for example, would be strictly defined as an immigrant under the INA but is not a permanent resident alien. Lawful permanent residents are legally accorded the privilege of residing permanently in the United States. They may be issued immigrant visas by the Department of State overseas or adjusted to permanent resident status by U.S. Citizenship and Immigration Services in the United States.

Permanent Resident – Any person not a citizen of the United States who is residing in the U.S. under legally recognized and lawfully recorded permanent residence as an immigrant also known as Permanent Resident Alien, Lawful Permanent Resident, Resident Alien Permit Holder, or Green Card Holder.

Non-Residential Service Applicants:

In **ALL** cases, non-residential service applicants wishing to establish a new account MUST provide:

- When a non-residential customer applies for service, we inquire if the entity is a sole proprietorship, a LLC, a LP (limited partnership), or a corporation.
- If sole proprietorship, we require the SSN of the owner/principal and enter the name according to our agreed, legal, naming convention. i.e. John Doe D/B/A John's Body Shop.
- If LLC, we inquire if the entity is a single member LLC or a multiple member LLC.
 - If single member LLC, we ask for federal tax ID number or SSN. If no federal tax id, customer should provide SSN, which should be validated via Accurint. If customer refuses to provide SSN the customer must provide verification documentation and a BP passcode. *NOTE: Verification documentation may be sent electronically or delivered to a company facility. Documentation should include a Certificate of Existence or good standing as listed on the Kentucky Secretary of State web site, the State Corporation Commission of Virginia, or the state where the LLC is formed. **If the BP provided a Certificate of Existence or good standing along with a BP passcode, in order to conduct future business the BP will be required to provide the passcode since no personal identifier will exist for the BP.***
 - ⊖ If multiple member LLC, we ask for federal tax ID. The tax ID must be provided or we deny service.
 - ⊖ If LLC, we require a full legal name of the entity if a corporation, LLC, or limited partnership. Notations of LLC and/or INC should always be included at the end of the name.

- ⊖ If a corporation, we ask for federal tax ID. The tax ID must be provided or we deny service.

All non-residential service applicants refusing to provide the full legal name of the responsible party and a valid social security number or employer ID number **should be denied utility service.**

POLICY FOR DECEASED CUSTOMERS

II. Policy for Deceased Customers

Revised 2-2010

A. Overview

Customers meet certain legal requirements in order to apply for, receive, or continue to receive service from the Company. These requirements include being a living person of legal age and capacity. Advanced technology and information reporting makes it possible to expedite processing and minimize charge-offs related to deceased customers. A death certificate or executor/executrix order is no longer needed if the information can be verified on-line. ***A death certificate or executor/ executrix order will continue to be required if the information cannot be verified on-line.***

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006, General Rules Section 5 (2).

POLICY FOR MINOR CUSTOMER

III. Policy for Minor Customers

Revised 2-2010

- A. Overview
Customers meet certain legal requirements in order to apply for, receive, or continue to receive service from the Company. These requirements include being a living person of legal age and capacity.
- B. Definitions
N/A
- C. Applicability
See Kentucky Public Service Commission Regulation 807 KAR 5:006, General Rules Section 5 (2). This policy applies to any customer (residential or non-residential) who is seeking to obtain electric and / or gas service from the Company.
- D. Terms of the Policy for Minor Customers
- All applicants must have achieved their 18th birthday before service will be provided. Applicants may be asked to provide proof of age and identification in person. Refer to the New Service Applicant Policy for acceptable forms of identification.
 - Those applicants who are under the age of 18 and who are either married or emancipated will be required to show legal documentation of this status in person before service will be provided.
 - Once it has been determined that the applicant is of legal age or status, the applicant's request for service should be completed per the normal procedure for move-in orders.

Note: Old Bill in a Minor's Name

- If a customer provides proper identification to prove he/she was a minor when an old bill was incurred, the account may be treated as identity theft. The customer should complete the Identity Theft Affidavit and provide a copy of a police report and other substantiation including names of those who may have used their identity. Refer to the Identity Theft Policy.

POLICY FOR CUSTOMER IDENTIFICATION

IV. Policy for Customer Identification

Revised 5-28-14

A. Overview

The following requirements apply to all customers and all customer situations prior to transacting business on or providing any information relative to a utility account. IMPORTANT EXCEPTIONS ARE LISTED.

In all cases, LGE/KU/ODP prefers to deal with the actual customer of record relative to any business matter concerning the utility account. However, necessity and customer convenience dictate that occasionally we must deal with a responsible party other than the actual customer of record as we provide service to our customers. Subject to the exceptions listed at the end of this policy, the following information **MUST BE** provided by customers prior to transacting any type of business or exchanging any information relative to the utility account. These requirements apply to **ALL** account inquiries, service or service order requests, etc. This policy is necessary to comply with federal Red Flag Rules, to protect customer identity and rights, and to protect Company assets and revenue.

B. Definitions

N/A

C. Applicability

N/A

D. Terms of the Policy of Customer Identification

In **ALL** cases, customers wishing to inquire about or transact business **MUST**:

- Be listed on the account as the customer of record, a party appointed by the courts to conduct business on behalf of the customer of record, a party appointed by the customer of record to conduct business on behalf of him/her or a responsible party appointed by the customer of record as receiving benefit of the utility service.

NOTE:

Only the primary customer(s) of record listed on the contract account are allowed to add Business Partner relationships or other responsible parties to the contract account. "Contact Person", "Financially Responsible" and "Key Decision Maker" BP relationships may be removed at any time by the primary customer of record or themselves. The time-slice of the relationship will still indicate the "from" and "to" dates of the relationship and can be used to prove responsibility of any existing delinquencies when necessary

- Represent themselves as the customer of record or as a responsible party listed on the account.

- Verify an account identifier (account number, address, or phone number) that matches information maintained in our records.
- **Verify** an appropriate social security number, employer ID number, or drivers license number or other options (as listed in the Policy for Application of Service) listed on the account.

EXISTING ACCOUNTS:

For existing accounts with no social security number, employer ID number, driver's license number or other options (as listed in the Policy for Application of Service), the customer of record or other responsible party associated with the account will be required to provide the same information. (The information provided should be verified using Accurant.)

OFF SERVICE ACCOUNTS (FINAL AND/OR WRITE OFF):

We are required to confirm that we are dealing with the customer of record by obtaining and validating the social security number and name provided match those listed on the contract account in question. Occasionally customers will fail to remember the actual street address of the previous service location and likely will not recall their previous contract account number making it impossible to obtain the SECOND identifier as required by this policy. Therefore an exception is allowed for off service accounts only.

When discussing outstanding indebtedness associated with previous contract accounts, the provision of the service address and the time period in which the debt was incurred is allowed in order to substantiate the debt and attempt to get the customer to acknowledge responsibility and agree to pay. Should the customer wish to pay by phone then the old contract account number may also be provided. PLEASE KEEP IN MIND THAT THIS PROVISION OF INFORMATION WITHOUT THE CUSTOMER PROVIDING THE SECOND ACCOUNT IDENTIFIER IS ONLY ALLOWED WHEN DEALING WITH OFF SERVICE ACCOUNTS AND THE CUSTOMER WISHES TO PAY THE DEBT.

ALL CUSTOMERS REFUSING TO PROVIDE A COMPLETE SOCIAL SECURITY NUMBER, EMPLOYER ID, OR DRIVER'S LICENSE NUMBER AS LISTED WILL BE REQUIRED TO VISIT A WALK IN CENTER AND PROVIDE POSITIVE IDENTIFICATION BEFORE WE WILL PROVIDE ANY INFORMATION OR TRANSACT ANY BUSINESS RELATIVE TO THE UTILITY ACCOUNT. *Positive ID must be viewed by the appropriate office personnel and a contact placed on the account as to the type of ID provided.*

E. Terms of Acceptable Alternatives

Other options (as listed in the Policy for Application of Service) should be allowed only as a last resort to create a Business Partner and after the customer has refused to provide the full social security number, employer ID, or drivers license number.

Acceptable alternatives include:

- Other options (as listed in the Policy for Application of Service) – must visit a walk in center
- Government issued ID – must visit a walk in center

- Last four digits of SSN– must visit a walk in center

The customer will be required to provide personal identifier when transacting business on the account in the future.

Examples of when not to provide information or transact business relative to the utility account:

1. A realtor contacts the Company requesting actual or average usage at a premise.
2. A landlord, property owner, or property manager contacts the Company inquiring about account status, account name periods of service, service transactions, etc.3. Law enforcement, political, or a governmental official contacts the Company inquiring about account status, account name, periods of service, service transactions, etc. Any and all requested information may be provided upon receipt of a legal subpoena or similar document from a proper authority.
4. A party other than those listed on the account (spouse, companion, roommate, parent, child, etc.) contacts the Company inquiring about account status, account name, periods of service, service transactions, etc.
5. An assistance organization (Community Action, social services, faith-based charitable groups, local church groups, or any other individual or organization) contacts the Company inquiring about account status, account name, periods of service, service transactions, etc.

In all cases, the request or inquiry should be respectfully refused and customer privacy issues explained. If the customer of record or other responsible party listed on the account as receiving benefit of service provides written authorization to release specific information, then that information may be provided.

EXCEPTIONS:

(Limited information may be provided to contacts other than the customer of record or other responsible parties listed on the account ONLY IF THEY INDICATE THEIR INTENTION IS TO MAKE PAYMENT ON THE ACCOUNT.)

Prior to disconnection – The dollar amount required to maintain active service for the immediate future (30 days) and the date the account is eligible for disconnect may be provided to ANY contact if the party indicates their intention is to pay on the account. No other information may be provided.

After disconnection – The lump sum dollar amount required to reconnect service (including past due charges, reconnect fees, deposits, etc.) may be provided to ANY contact if the party indicates their intention is to pay on the account. No other information may be provided. FOR SAFETY REASONS, NO TURN ON OR RECONNECT ORDER SHOULD BE ISSUED WITHOUT COMMUNICATION WITH THE CUSTOMER OF RECORD OR OTHER RESPONSIBLE PARTY LISTED ON THE ACCOUINT.

After disconnection – If party applying for service at said location has presented a lease with a historical start date, the amount of the billings included in the lease time period

may be provided to the new party. If the amount was included as part of the disconnection, the payment must be made prior to granting service. The payment should be applied to an inactive Contract Account (CA) if the party has had prior service. If no prior service, party will need to visit office to make payment. After backdated move in, a ZCTR (transfer account balance) service order, would need to be created to have the payment transferred to the new CA in CCS (LKE's Customer Care System) after adjustments are complete.

POLICY FOR OWNER PASSWORD POLICY

V. Policy for Owner Password Policy

Revised 2-2010, 9-2-10

A. Overview

The Kentucky Public Service Commission mandates that utilities have an obligation to provide service to any and all consumers meeting the utility's established service requirements as set forth by the utility and approved by the Commission. In other words, no utility service can be terminated or refused on any basis other than those specifically prescribed by PSC regulations.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006 General Rules; Section 14

D. Terms of the Owner Password Policy

Utility service may be terminated or refused only under the following conditions:

- A) For noncompliance with the utility's tariffed rules or commission regulations. Reasonable effort to obtain customer compliance must be demonstrated by the utility prior to refusal or termination and the customer must be given at least 10 days written termination notice.*
- B) For dangerous conditions. If a dangerous condition is found to exist relating to the utility's service which could subject any person to imminent harm or result in substantial damage to property, service can be refused or terminated without advance notice. The utility shall notify the customer immediately in writing, and orally if possible, of the reasons for termination or refusal. Such notice shall include corrective action to be taken before service can be restored or provided.*
- C) For refusal of access. Corrective action should be negotiated between the utility and the customer and if the situation cannot be resolved, 10 days written termination notice should be provided prior to termination.*
- D) For outstanding indebtedness.*
- E) For noncompliance with state, local or other codes. Service may be refused or if service is existing, 10 days written notice should be provided prior to termination.*
- F) For nonpayment of bills. A utility may terminate service at a point of delivery for nonpayment of charges incurred for utility service at that point of delivery. Advanced termination notice in compliance with other regulations shall be provided prior to termination.*

E. Terms of the Owner Password

Utility service cannot be denied or terminated for any reason other than those listed in commission regulations even if the property owner, landlord, etc., requests otherwise. Despite property ownership, we are obligated to serve all customers. The customer whose name the service is in is our customer of record. If the service is not active, we

have no customer.

The use of “passwords” or other control and monitoring options should be strictly avoided relative to non-active services. The utility is obligated to provide utility service to any and all applicants complying with Kentucky Public Service Commission regulations and meeting the utility’s service requirements. Those requesting the use of “passwords” or other control and monitoring options should be informed that we will not comply and an explanation tendered. (Property owners, landlords, etc. may control the use of their property by obtaining appropriate legal or judicial orders and utilizing law enforcement. In addition, they may undertake such measures as the installation of their own locking/disconnect devices beyond the meter base, the removal of the meter base, etc.).

Note: It is important that the Company avoid involvement in property and/or occupancy that Company representatives have offered suggestions or advice to parties involved.

The use of “passwords” or other control and monitoring options may be allowed under select circumstances relative to active accounts. These requests may be fielded only from the customer of record on the account and it should be explained that 100% adherence is not guaranteed. Situations where the use of “passwords” may be acceptable include instances where a party may be attempting to use the utility service as a source of harassment, harm, or injury to the customer of record. Any questions or concerns should be directed to appropriate management.

POLICY FOR IDENTITY THEFT CLAIMS

VI. POLICY FOR IDENTITY THEFT CLAIMS

Revised 2-2015

A. Overview

BUSINESS RESPONSIBILITY

According to the Fair and Accurate Credit Transactions Act (FACTA) a **business** that provides credit or products and services to someone who fraudulently uses another person's identity **must** provide copies of documents such as applications for credit or transaction records to the victim. The **business must** also provide copies of documents to any federal, state, or local law enforcement agency specified by the victim via subpoena.

VICTIM'S RESPONSIBILITY

To obtain information, the **victim must** supply proof of identity. Usually this would be the same type of identifying information necessary to open an account. The victim must provide a police report and an identity theft affidavit such as the one available from the Federal Trade Commission at <http://101-identitytheft.com/affidavit.htm>. See instructions regarding the Identity Theft Disclaimer under INITIAL CONTACT-BUSINESS OR WALK-IN OFFICE OR CALL CENTER, Section 2.

The victim must also:

- Make the request in writing
- Mail the request to the business at an address it specifies
- If the business asks, include relevant information about dates and account numbers.

If it is determined that the debt was incurred fraudulently, no further collection will be attempted from the victim. The collection agency will be notified to return the account and have it removed from the customer's credit record.

If the customer fails to provide the required documentation, or if the information provided fails to substantiate the claim, the customer of record (the victim) will be responsible for the debt. The current business rules apply to these accounts, i.e., any new service would be denied until the old debt is paid.

B. Definitions

N/A

C. Applicability

N/A

KU and LG&E IDENTITY THEFT DISCLAIMER

This identity Theft Affidavit packet is provided to assist you in documenting your Identity Theft claim. The information you provide will be used by the Company to process the claim that your identity was fraudulently used to obtain service.

Completion of this affidavit does not guarantee that the identity theft perpetrator, if discovered, will be prosecuted, or that the debt will be removed from your credit record.

Payment of the entire indebtedness will be required prior to obtaining new or additional service if the claim cannot be verified to the Company's full satisfaction.

POLICY FOR DENIAL OF SERVICE

VII. Policy for Denial of Service

A. Overview

The Kentucky Public Service Commission mandates that utilities have an obligation to provide service to any and all consumers meeting the utility's established service requirements as set forth by the utility and approved by the Commission. In other words, no utility service can be terminated or refused on any basis other than those specifically prescribed by PSC regulations.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 14, Subsections (a), (b), (c), (d), (e).

See Kentucky Utilities Company Rates, Terms and Conditions for Furnishing Electric Service Original Sheet No. 90 and 90.1 P.S.C. No.13

D. Terms of the Denial of Service Policy

Generally, conditions under which service can be refused (followed by what must be done to correct the situation and receive service) are as follows:

- For noncompliance with the utility's tariffs or PSC administrative regulations.
 - Customer must comply with rules and/or regulations.
- For dangerous conditions which could subject any person to imminent harm or result in substantial damage to property of the utility or others.
 - Dangerous condition(s) must be corrected.
- For refusal of access.
 - Access must be granted
- For outstanding indebtedness.
 - Business Partners (BP) requesting new service shall be denied service until all outstanding debt is paid if;
 - Requesting Residential Business Partner has a BP, Spouse or Roommate relationship with the delinquent or charged off account(s).
 - Non-residential Business Partner has the same tax i.d. as the delinquent or charged off account(s)
 - Policy Exceptions:
BPs applying for service under the Winter Hardship Reconnect Rule (See Kentucky Public Service Commission Regulation 807 KAR5:006. General Rules, Section 15. Winter Hardship Reconnection).

- Requesting BP can prove that the BP, Spouse or Roommate relationship had ended before the debt was incurred. Example – Mary Smith applies for service and we find a bad debt in the name of John and Mary Smith. Mary provides divorce papers and proof of residence information showing that the relationship ended prior to the debt being incurred, even though her name is still listed in CCS as part of the relationship.
- Due to a decision by the Virginia State Corporation Commission, service cannot be denied to an ODP applicant with a previous debt that is five years or older, unless a court judgment has been obtained against the customer. This ruling does not prevent the debt from remaining with a collection agency or credit bureau.

Denial of Service to Landlords

Revised 03/04/2015

Denying service to landlord when tenant has been disconnected for nonpayment or has been denied service.

- In most all cases, landlords who are eligible for service in their own name (no prior debt owed by the landlord) should be provided service at any location in which they have a property interest, regardless of whether the indebted and disconnected tenant continues to reside there. However, in situations where a tenant has just been disconnected for non-payment (within the past business day), and the landlord is asking to put service in his/her name, we should attempt to verify if the tenant is still living in the premise. If verifiable information can be obtained, we should deny service to the landlord. **Extreme discretion should be exercised, and Revenue Collection should be consulted if there is any doubt.**
- Strict observance of our deposit policy should be observed. These should be viewed as “residential” services, the landlord should be required to provide his/her SSN, a credit check should be run via Experian, a contracted third party vendor, and a deposit should be charged, if appropriate. If the SSN is refused, a deposit should be charged. Further, if the landlord wishes to use a federal taxpayer ID number, a deposit should be charged.
- If the landlord subsequently requests that service be moved to another person’s name, we should inform the landlord we cannot honor this request, and that the new applicant must contact us directly to establish service in accordance with our existing policy. Once this information is conveyed to the landlord, and if he/she requests the service be discontinued, we should honor that request
- For noncompliance with state, local, or other codes.
 - o Code violations must be corrected.

POLICY FOR TRANSFER OF SERVICE / ACCOUNT BALANCE - (ACTIVE TO ACTIVE ACCOUNT)

VIII. Policy for Transfer of Service/ Account Balance (Active to Active Account)

A. Overview

During the process of customers moving from one service location to another, the potential need to transfer account balances to an active account will occur. Care must be exercised so that the transfer is within the bounds of the PSC rules.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006 Sections 14 and 15.

See Kentucky Utilities Rates, Terms & Conditions for Furnishing Electric Service Original Sheet No. 82 P.S.C. No. 13

D. Terms of the Transfer of Service / Account Balance Policy

Revised 9-19-08 Revised 8-25-10

If an active customer requests service to be transferred to a new location, the account should be reviewed for any open, past due balances prior to transferring. If the customer has open, past due balances the transfer should not be allowed until the delinquent balance is paid in full.

POLICY FOR TRANSFER OF ACCOUNT BALANCE - (FINAL OR CHARGED OFF BALANCE TO ACTIVE ACCOUNT)

IX. Policy for Transfer of Account Balance (Final or Charged Off Balance to Active Account.) Revised 6-12-2014

A. Overview

In the event we discover a finalized or a charged off balance owed and the customer has an active account, the potential to transfer account balances to the customer's new active account may occur. Disconnection of the account can only occur after the customer has received a disconnect notice. Care must be exercised so that the transfer is within the bounds of the PSC rules.

B. Definitions

N/A

C. Applicability

See Kentucky Utilities Company Rates, Terms & Conditions for Furnishing Electric Service Original Sheet Nos. 82 and 90 P.S.C. No 13

D. Terms of the Transfer of Account Balance Policy

- Balances can be transferred and disconnection for nonpayment can result if:
 - Matching "customer of record" balances are identified. (i.e. exact match of name and social security number).
 - Account balances associated with husband/wife households are identified. (i.e. if the same husband/wife are residing at the subsequent account, regardless of which name is listed on the subsequent account.)
 - Account balances associated with households (defined as exactly the same number and names of people living at the same premise regardless of relationship) are identified, as long as ONLY the members of the original household are impacted.
 - Delinquent account balances associated with sole proprietor commercial accounts (where the legal definition of the entity does not insulate the owner from the Company's liabilities) are identified. DO NOT transfer where there are multiple owners or where the legal make-up of the Company protects the owners from the Company's liabilities (i.e. partnerships, LLC's, corporations, etc.). These cases may require legal counsel.

Balances typically CANNOT be transferred between classes of service, (i.e. commercial to residential), however the Company shall have the right to transfer final bills between residential and commercial with residential characteristics (e.g., service supplying common use facilities of any apartment building) revenue classifications

- Unpaid balances of previously rendered Final Bills may be transferred to any account for which Customer has responsibility and may be included on initial or subsequent bills for the account to which the transfer was made. Such transferred Final Bills, if unpaid, will be a

part of the past due balance of the account to which they are transferred. When there is no lapse in service, such transferred Final Bills will be subject to Company's collections and disconnect procedures in accordance with 807 KAR 5:006, Section 14(1)(f). Final Bills transferred following a lapse in service will not be subject to disconnection unless: (1) such service was provided pursuant to a fraudulent application submitted by Customer; (2) Customer and Company have entered into a contractual agreement which allows for such a disconnection; or (3) the current account is subsequently disconnected for service supplied at that point of delivery, at which time, all unpaid and past due balances must be paid prior to reconnect.

- Service transfers are NOT allowed when:
 - The same parties living at the original premise where the debt was incurred ARE NOT living at the subsequent premise.
 - When legitimate proof is not available to confirm the same parties at both locations.

Transfer & Denial "Proof" Listing					
<i>To prove . . .</i>	Occupancy/ Time of Occupancy	Age	Identity	Ownership	Responsibility For Debt
<i>You may need . . .</i>	Verified lease	Birth certificate	Police Report of Stolen Identity	PVA records	Verified lease
	AFDC ¹ check with address	Driver's license	Driver's license	Deeds or other legal records	AFDC check with address
	SSI ² check with address	Other Photo ID	Other Photo ID		SSI check with address
	LIHEAP ³ or other assistance voucher		Passport		LIHEAP or other assistance voucher
	Bill of Sale - Mobile Home			Bill of Sale - Mobile Home	Divorce decree with court ordered dates
	Eviction Notice				Incarceration papers
	Police Report of vandalism				Bankruptcy petition

¹ AFDC – Aid to Families with Dependent Children, a federal assistance program administered by the Social Security Administration.

² SSI – Supplemental Security Income, a federal income supplement program administered by the Social Security Administration.

³ LIHEAP – Low Income Energy Assistance Program, a federal program administered through identified state agencies.

POLICY FOR SERVICE DEPOSITS

X. Policy for Service Deposits

Revised 6-2015

A. Overview

The collection of service deposits from both residential and non-residential customers is an essential part of managing the Company's credit risk and exposure to loss.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 7, Subsections (1) – (7).

See Kentucky Utilities Company Rates, Terms & Conditions for Furnishing Electric Service Sheet No. 87 P.S.C No. 13

D. Terms of the Service Deposit Policy

Residential service deposits are required from all new customers, based on the customer's credit score, provided by Experian, as well as existing customers who have been disconnected for nonpayment and are seeking to have service restored. Accounts requiring a security deposit may have the deposit billed in up to six monthly installments.

Residential service deposit amounts can be found in each utility's filed and approved tariffs.

Residential Deposits:

LG&E, KU and ODP residential service deposits are held a minimum of 12 months. LG&E and KU deposits earn interest determined by the KPSC annually, while ODP deposits earn interest determined by the Commonwealth of Virginia annually.

LG&E, KU and ODP deposits will be refunded (applied to the customer's account) at the end of the first 12 month period, in which the customer has not:

- Been disconnected for nonpayment, or
- Received a disconnect notice/budget reminder letter, or
- Had a returned check, or
- Had meter theft/tampering or diversion charges, or
- Defaulted on an installment plan

IMPORTANT: The maximum security deposit for a residential contract account **cannot** exceed the amount indicated in our approved tariffs.

For residential customers, personal guarantees or letters of credit from other utilities **ARE NOT** acceptable in lieu of a cash deposit.

Security deposits should not be required on non-metered contracts (typically outdoor lights) tied to residential contract accounts.

The use and usage of non-residential contracts tied to residential contract accounts should be determined and if historic consumption on the non-residential contract(s)

warrants a security deposit, then the deposit should be required based on the tariffed method of calculation. (fixed deposit amount for GS rate categories and 2/12's for all other rate categories) (Ex. Assume a residential contract account has an electric contract, a gas contract, and separate garage that constitutes a non-residential contract. In this case CCS will render a deposit quote for all three contracts. The CSR should review the historic usage on the garage and/or inquire as to the intended use of the garage and then make a determination as to whether a deposit should be requested for the garage.)

Non-residential Deposits:

Service deposits should be required from all new non-residential customers, as well as all existing non-residential customers failing to maintain satisfactory credit with the Company defined as no disconnects, no late notices, no defaults on installment plans, no returned payments, and no diversion incidents or customers whose deposit is below the 2/12 minimum. Calculation of the deposit amount is typically 2/12 of the annual billing per meter unless the customer is on a GS rate. (see filed and approved tariffs for current amount).

Non-residential deposits for LG&E and KU will be held until the customer terminates the service. The only exception to this is for LG&E non-residential deposits secured prior to July 1, 2004 which will be refunded under the policies in effect at that time.

Non-residential deposits for ODP will be held a minimum of two years, and will be refunded (applied to the customer's account), provided the customer has maintained satisfactory credit with the Company, as defined above.

A surety bond or bank letter of credit can be provided in lieu of a cash deposit

Business rules for non-residential deposits

All new, separate, and distinct non-residential service applicants will be required to provide a security deposit as a condition of service. New, separate and distinct is defined as follows: For incorporated or LLC businesses, this would be indicated by separate tax id numbers. For unincorporated businesses (sole proprietorship), new, separate and distinct would be indicated by a different type of business. For example, a pizza shop and an auto repair business.

This deposit may be paid prior to providing service or may be billed up to four installments beginning on the first regular billing. If the deposit is waived, appropriate contacts should be entered on all accounts indicating the employee responsible for the decision to waive and the reason for the waiver.

All existing non-residential customers will be required to provide a security deposit as a condition of reconnection after service has been disconnected for either non-payment or any other reasons for disconnection per approved tariffs and regulations. If the deposit is waived, appropriate contacts should be entered on all accounts indicating the employee responsible for the decision to waive and the reason for the waiver.

All existing non-residential customers may be assessed a deposit once their payment history becomes unsatisfactory. In addition, if a non-residential customer has a deposit

less than 2/12's of the annual usage, and unsatisfactory credit, an increase in the deposit amount should be considered.

Discretion should be used to determine whether security deposits should be required on non-metered contracts (typically outdoor lights) tied to non-residential contract accounts as well as non-metered contracts (typically outdoor lights) on stand-alone contract accounts.

POLICY FOR INSTALLMENT PLANS

XI. Policy for Installment Plans

Revised 10-2007, 11-2009

A. Overview

The Company is obligated, per PSC regulations, to work with customers experiencing problems in payment of their utility bill, and to arrive at a mutually agreeable installment plan. The guiding philosophy in negotiating an installment plan is to collect as much as possible up front and amortize the balance over as short a time period as possible.

Installment plans may be negotiated with any responsible party listed on the account. We assume we are dealing with a responsible party if the contact can provide the identifying information as referenced in the Customer Identification policy.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 13, Subsection (2)

D. SERVICE MEMBERS CIVIL RELIEF ACT

Service Members Civil Relief Act covers installment contracts for personal property. If a service member makes a payment under the installment contract before starting active duty, the contract cannot be terminated for nonpayment once the service member starts active duty. Service should not be discontinued for failure to make payments on the payment plan. This could also apply to budget billing depending on timing. Should official request be received, please contact Revenue Collections for instructions.

E. Terms of the Installment Plan Policy

The following guidelines should be used when negotiating an installment plan.

- Installment plans for residential customers should be established by determining the largest amount of the delinquent balance the customer can pay at the time the installment plan is established.
- Customers should be strongly encouraged to make some "good faith" payment towards their arrears when negotiating an installment plan.
- Only in extreme circumstances should a new installment plan be negotiated if the prior installment plan is in default.
- Installment plans should be limited to no more than 6 months for utility and /or deposit installments.
- If an installment plan is negotiated due to Company error, (i.e., meter read in error, meter problem), the customer must be allowed to pay the arrears over the same length of time in which the error occurred, up to two years.
- Installment plans are subject to immediate disconnection if in default.
- Late payment charges are still applicable on the current month charges, even if an installment plan exists on the account.

- Customers that agree to an installment plan that includes transferred final billing after a lapse in service may be disconnected for non-payment if the installment plan defaults. Transferred balances in the IP should always be discussed in the negotiations with the customer.

These terms are subject to limitations during winter months as ordered by the Public Service Commission which are discussed in detail in Section 7, "Special Circumstances."

POLICY FOR DISCONNECT / RECONNECT

XII. Policy for Disconnect / Reconnect**A. Overview**

Disconnection of service can occur for different reasons (see section below on Terms of Disconnect / Reconnect Policy). However, the predominant reason for disconnection is for nonpayment of service. Once the customer has remedied the reason for disconnection of service, the Company is required to restore service within 24 hours.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 14, Subsections (1), (2), & (3)

D. Terms of the Disconnect / Reconnect Policy

Disconnection of service should be made as soon as possible after the disconnect notice due date, to avoid confusion with subsequent bills rendered. In addition, disconnects resulting from defaulted credit arrangements, NSF checks (checks not honored by the bank due to the identified bank account containing insufficient funds for the amount identified), etc., should be completed as soon as possible after the occurrence.

Transferred final billing will not be subject to disconnection unless: (1) such service was provided pursuant to a fraudulent application submitted by Customer; (2) failure to comply with contractual agreement (i.e. installment plan) between Customer and Company that included the transferred balance; or (3) the current account is subsequently disconnected for service supplied at that point of delivery, at which time, all unpaid and past due balances must be paid prior to reconnect.

Per PSC regulations, reconnects must be made within 24 hours of receipt of payment, or when reason for the disconnection has been remedied.

In order for service to be restored after disconnection for nonpayment, defaulted installment plans, NSF checks, or any other reason regarding payment, **the full, past due balance should be collected prior to issuing a reconnect service order.** In addition, a reconnect fee should be billed, as well as a service deposit.

A reconnect order may be accepted from any responsible party relative to the account.

- All customers that are disconnected are required to provide a security deposit unless we already hold a full deposit. The only exceptions are those that apply to PSC regulations such as Hardship Reconnects, etc.
- Customers should be informed that a deposit will be billed on the subsequent bill and will be due on the due date of the subsequent bill.
- Customers must be allowed up to four installments to pay the deposit if necessary.
- We cannot require a balance to be paid until after the final payment date listed on the disconnect notice.

- A reconnect fee can only be charged when service is actually terminated due to one of the reasons allowed by PSC regulations.

When an account is disconnected for just cause per the PSC regulations and is subsequently turned off due to nonpayment the same responsible party may apply for service, at the same premise. A reconnect fee may be charged to the account as a condition of supplying service to the same premise. (i.e. the resident never moved out, but remained at the same premise).

POLICY FOR RESIDENTIAL NON-PAY DISCONNECT GUIDELINES FOR USE DURING PERIODS OF EXTREME HEAT OR COLD

XIII. Policy for Residential Non-Pay Disconnect Guidelines for Use During Periods of Extreme Heat or Cold.

A. Overview

The guidelines apply only to disconnections for non-payment and do not apply to disconnection of unauthorized reconnects (UARs) or disconnections necessary due to other dangerous conditions. KU/ODP & LG& E will continue to disconnect UARs regardless of weather conditions because we cannot condone a practice that places the person performing the UAR at immediate risk of permanent injury from electric shock or electrocution.

B. Definitions

N/A

C. Applicability

N/A

D. Terms of the Policy for Residential Non-Pay Disconnect - Guidelines During Periods of Extreme Heat or Cold.

Cold Weather Periods

Non-pay disconnects should not be initiated when the National Weather Service (NWS) predicts a daily high temperature below 32 degrees for a 24 hour period. It is suggested that non-pay disconnects be curbed on the last work day of the week when the weekend forecast calls for temperatures that fall below 32 degrees. In addition, disconnections may be suspended during the work day should temperatures abruptly drop below the original NWS forecast.

Hot Weather Periods

Non-pay disconnects should not be initiated when the National Weather Service (NWS) forecast calls for temperatures to reach or exceed 95 degrees during the next 24 hours. It is suggested that non-pay disconnects be curbed on Fridays, if the forecast for the weekend calls for temperatures that reach or exceed 95 degrees.

Comments

The above-referenced guidelines apply only to disconnections for non-payment and do not apply to disconnection of unauthorized reconnections (UARs) or disconnections necessary due to other dangerous conditions. We will continue to disconnect UARs under cold and hot conditions because we cannot, in any way, condone a practice that places the person performing the UAR at immediate risk of permanent injury from electric shock or electrocution.

[POLICY FOR CERTIFICATE OF NEED \(30 DAY EXTENSION / HARDSHIP RECONNECT\)](#)

XIV. Policy for Certificate of Need (30 Day Extension / Hardship Reconnect)

A. Overview

During the winter months, the PSC has provided a regulation governing discontinuance of service to those residential customers who have been determined to be in financial need. The current regulation is composed of two parts: (1) the **30 Day Extension of Service** section which pertains to active customers who have been issued a disconnect notice and (2) the **Winter Hardship Reconnection** section which pertains to off service customers who have been disconnected for nonpayment and who still have an outstanding balance due.

B. Definitions

N/A

C. Availability

See Section E & F below.

D. Applicability

30 Day Extension – See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 14, Subsections (3)

Hardship Reconnection – See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 15

30 Day Extension

Revised 6-10

The utility shall not terminate service for thirty (30) days beyond the termination date if the Kentucky Cabinet for Human Resources or its designee certifies in writing that the customer is eligible for the cabinet’s energy assistance program or household income is at or below 130 percent of the poverty level, and the customer presents such certificate to the utility. Customers eligible for such certification from the Cabinet for Human Resources shall have been issued a termination notice between November 1 and March 31. Certificates shall be presented to the utility during the initial ten (10) day termination notice period. As a condition of the thirty (30) day extension, the customer shall:

- Exhibit good faith in paying his indebtedness by making a present payment in accordance with his ability to do so.
- Agree to a repayment plan which will permit the customer to become current in the payment of his bill as soon as possible but not later than October 15, in accordance with KPSC Regulation 807 KAR 5:006, Section 13.

The utility shall not require a new deposit from a customer to avoid termination of service for a thirty (30) day period who presents a certificate to the utility certified by the Kentucky Cabinet for Health and Family Services, or its designee that the customer is

eligible for the cabinet's Energy Assistance Program or whose household income is at or below 130 percent of the poverty level.

If a Certificate is received after the final payment date and service has not been disconnected, an extension will be granted; however, the extension will still end 30 days from the final payment date.

Company policy is to accept **one** 30 day extension per residential customer, per heating season. All installment plans should be negotiated in a manner that allows collection of the arrears as soon as possible.

Hardship Reconnect Revised 06-04-10

PSC REGULATION: A residential customer who has, at any time, been disconnected **for nonpayment** and is still off service, and who applies for a Winter Hardship reconnection between November 1 and March 31, shall be reconnected, provided he/she:

- Presents the Certificate of Need.
- Pay the lesser of 1/3 of the outstanding balance, or \$200.00.
- Agrees to an installment plan to pay off the remaining past due balance as soon as possible, but no later than October 15. However, if the customer owes more than \$600, there is no time limit on when the balance must be paid, provided the customer is paying his/her current charges, and making a good faith effort to reduce the past due balance, in accordance with his/her ability to pay. When dealing with a customer owing more than \$600.00, our negotiating on the "good faith" payment amount should begin at \$200.00 and work our way downward.

E. **Additional policy notes:**

- In accordance with the regulation, no deposit or reconnect fee will be charged.
- If a current deposit request exists, any unpaid portions should be reversed and any paid portions retained.
- A Hardship Reconnect should be granted in subsequent heating seasons, even if the customer is delinquent under a Hardship Reconnect issued in a previous season, so long as the customer has obtained a Certificate of Need from the Cabinet for Human Resources
- Any money owed on an account due to the theft/diversion (tampering charges and /or charges for consumption) should be collected, **in full**, prior to acceptance of a Winter Hardship Reconnect. This would put the customer back in the position of being disconnected for nonpayment, rather than due to theft/diversion, and allow us to reconnect under the provisions of the Winter Hardship regulations.
- A Hardship Reconnect is valid **ONLY** if the customer was disconnected for nonpayment. The disconnection may be at the current premise or it may have been at a previous location at some point in the past.
- The Company will not accept Hardship Reconnects from customers who simply left our service territory owing us money. (Some investigation may be required to determine if the previous premise was disconnected for nonpayment or simply turned off.)

POLICY FOR MEDICAL EXTENSION

XV. Policy for Medical Extensions

A. Overview

The Medical Extension regulation allows customers with medically certified debilitating illnesses or infirmities an extension of 30 days beyond the disconnect notice final payment date before service can be terminated for nonpayment.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 14, Subsection (2), Paragraph (c)

D. Terms of the Medical Extension

- The customer must present a medical extension letter (prepared by a physician, registered nurse or public health officer) conforming to the PSC regulation noted above.
 - Medical extension letters were formerly referred to as a medical deferment or sick letters. This does not include 30 day extensions under the Certificate of Financial Need program.
- Service will not be terminated for 30 days beyond the most recent final payment date.
 - If the final payment date has already passed but the service has not yet been disconnected, the customer's extension will be less than 30 days.
 - If the service has already been disconnected, a medical extension letter will NOT be accepted.
 - The account will be eligible for disconnect at the end of the 30 day period if the customer has not paid the account or made an installment plan.
 - An additional 30 days from the most recent final payment date must be granted if the customer brings in another medical extension letter AND negotiates an installment plan.
 - The Company must accept all subsequent medical extension letters presented which conform to the PSC Regulations, as long as the customer pays his/her account within the 30 day period or is keeping an installment plan current.

POLICY FOR RETURNED ITEMS

XVI. Policy for Returned Items Revised 9/23/2014

A. Overview

A returned item can be a utility payment made by either check or automated clearinghouse (ACH) item which is subsequently returned by our depository bank for non-sufficient funds (NSF), or a multitude of other reasons, including but not limited to, bank account closed, invalid bank routing /transit number, invalid bank account number.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 8, Subsection (2), Paragraph (g)

D. Terms of the Returned Item Policy

Checks or ACH payments returned for non-sufficient funds are debited back to the customer's account, a returned check fee is charged (according to the rate set forth in our filed tariffs) and the customer is sent notification of the returned item.

The returned item must be redeemed by certified check, cash, money order, or credit/debit card via third-party vendor as long as there is only one returned item on the account within the most recent 12 month period. (i.e. Customers cannot redeem a returned check with another check.) Once the initial returned item is redeemed and there is only one returned item on the account in the most recent 12 month period, customers may make subsequent payments via personal check as long as a second return in 12 months does not occur.

Once a customer has had two payments returned in a 12 month period, he/she is denied the privilege of making check or ACH payments until there is only one returned item in the most recent 12 months, and must pay via cash, money order, certified check or credit card during that time.

[POLICY FOR MEDICAL ALERT PROGRAM](#)

XVII. Policy for Medical Alert Program (MAP)

A. Overview

The Company provides the Medical Alert Program to customers (or household members) who are on physician-prescribed ventilators, respirators or ventricular assist devices. We will restore electrical service to MAP customers as soon as possible after notification of a power outage caused by storms or unexpected events. If we must interrupt power for repairs or maintenance we will attempt to give notice to all MAP customers in advance so they can make arrangements.

B. Definitions

N/A

C. Applicability

N/A

D. Terms of the Medical Alert Program

Customers on the Medical Alert Program are required to renew their certification to participate in the program annually to ensure the continued use of the equipment noted above. Customers on the program will have a special meter tag and transformer tag added to the appropriate facilities to indicate the Medical Alert status. Customers also have the option of selecting a "Third Party Contact" which allows the Company to notify a third party, designated and authorized by the customer, if the customer receives a notice of termination for non-payment.

The listing of confirmed MAP customers can be found on the intranet in SharePoint Team Sites (Collaboration)

Choose Applications

SharePoint Team Sites (Collaborations)

Energy Delivery

Asset Information

Under Documents choose Critical Customers

The Excel spreadsheet contains both LGE and KU MAP customers

POLICY FOR BUDGET PAYMENT PLAN

XVIII. POLICY for BUDGET PAYMENT PLAN Revised 6-7-10

A. Overview

The Company has a Budget Payment Plan available for its residential customers and small commercial customers. Non-residential accounts must be General Service Rate (GS), non-demand metered, and stand alone metered customers in order to enroll.

B. Definitions

N/A

C. Applicability

See Kentucky Public Service Commission Regulation 807 KAR 5:006. General Rules, Section 13 Subsection (2) Paragraph (A)

See Kentucky Utilities Company Rates, Terms & Conditions for Furnishing Electric Service Original Sheet No. 88 P.S.C. No. 13

D. Terms of the Budget Payment Plan Policy

- Customers can enroll during any month.
- Customers will be reviewed and revised if necessary, the 5th and 9th month.
- Customers will settle their budget payment plan on their anniversary month of joining the program.
- If the customer fails to make his/her full budget payment on two consecutive budget billings the customer will be removed from the budget program and will not be allowed to re-enroll for 12 months.
- A customer can request to join the program by checking the box on the bill, through the CSS website or by making request to a Company representative.
- Customers that are currently disconnected or have disconnect orders pending will not be allowed to enroll in the budget payment plan.
- Customers who request removal from the program will not be allowed to enroll in the plan for 12 months.

Policy Clarification: *Customers with current balances that inquire about budget enrollment should be offered the following options in the order listed:*

1. *Ask the customer to pay the current bill. Once paid, they may be enrolled in the plan which will begin with the next billing.*
2. *If the customer is unable to pay the current bill, make payment arrangements with the customer to pay the current balance prior to the next billing date. Once paid, they may be enrolled in the plan which will begin with the next billing.*
3. *If the customer is unable to pay the current bill by the next billing date, the current balance can be rolled into the monthly budget payment amount and will be spread over the next 12 months. There will be NO PAYMENT DUE in the current month. This option should be used only in extreme circumstances*

POLICY FOR FLEX PROGRAM**XX. Policy for FLEX (Fixed and Limited Income Extension) Program**

Effective 12/2009

A. Overview

The Flex program was designed to assist customers who are on fixed and /or limited income, and whose normal utility bill due date does not coincide with the receipt of their fixed income check. The due date of the customer's bill, once enrolled in the Program, will be 28 days from the mail date of the bill. The FLEX program replaces the Extencicare/Select Due Date programs that LG&E offered customers until April 1, 2009.

B. Definitions

N/A

C. Applicability

N/A

D. Terms of the Flex Program

To be eligible for the Flex program, the customer must be served under the Company's (KU, LG&E & ODP) Residential Rate and the customer must indicate to a Company Representative that they:

- o Cannot pay the amount due by the "original" due date: AND
 - o Could ordinarily pay the amount due if the date were extended to a point in time after the customer receives his/her monthly check (including, but not limited to, Social Security or similar governmental payments); AND
 - o Will face this situation every month for the foreseeable future (i.e. not a one-time incident but a recurring monthly issue)
- Customer care rep should review the customer's account **before** advising the customer they qualify for the FLEX option:
 - o To determine if the contract account shows consistent posting of payments after the payment due date since April 1, 2009.
 - o For any consistency in relation to the date when payment is received each month.
 - o To discuss any other options that may exist for the customer (i.e., payment arrangements, Budget Payment Plan, etc.) before advising we can make the regular adjustment to the customer's payment due date.
 - o Customer care rep should advise the customer of the importance of making payment before the new extended due date each month in order to avoid later payment fees and/or disconnection of service.
 - o In addition, the Company representative may require the customer to provide some form of verification of eligibility.
 - o The Company may deny the customer participation in the "FLEX" option for good cause, or may remove a customer from the Program if payments are not made timely.
 - o Customers whose payment is received beyond the extended due date will incur late payment fees and are subject to removal from the FLEX option.
 - o Customers whose payment is not received by the extended due date will be eligible to receive a disconnect notice and/or be disconnected for non-payment.

CUSTOMER BILL OF RIGHTS**Kentucky Utilities Company**

Original Sheet No. 80

P.S.C. No. 13

TERMS AND CONDITIONS**Customer Bill of Rights**

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service, if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to participate in equal, budget payment plans for your natural gas and electric service.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days, you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between the months of November and the end of March.
- If you have been disconnected due to non-payment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you:
 - 1) Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources, and
 - 2) Pay one third (1/3) of your outstanding bill (\$200 maximum), and
 - 3) Accept referral to the Human Resources' Weatherization Program, and
 - 4) Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (call Toll Free 1-800-772-4636).

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 27

Witness: John P. Malloy

- Q-27. Please describe in detail LG&E's current procedures for disconnections of residential customers for nonpayment, including each step involved from issuance of the regular bill to actual disconnection. In the description, please identify whether steps are automated or carried out by personnel or contractors. Please include the following:
- a. how and when disconnections are scheduled, including:
 - i. the timeframes during which LG&E carries out disconnections;
 - ii. who schedules disconnections, such as personnel, contractor or automated procedure;
 - iii. how many are normally scheduled and carried out each day;
 - iv. any numerical limits on how many can be scheduled or carried out in a day; and
 - v. any factors that may affect scheduling such as the time of year or weather;
 - b. the role that location of the customer's premises plays in the disconnection process, for example whether regular bill due dates and/or brown bill due dates are arranged by neighborhood, zip code or other geographic region so that customers subject to disconnection on the same date are in the same vicinity;
 - c. any differences resulting from whether the customer's service is electric only, gas only or combined gas and electric;
 - d. in the event that a combined customer's gas and electric are subject to disconnection, whether the disconnections of both services are carried out at the same time, and if not, the reasons for the difference in timing;
 - e. any procedures applicable to circumstances that a service technician carrying out a disconnection order may encounter on the customer's premises, such as customers stating that they have already paid or have an appointment with an assistance agency

or potential customer safety situations such as unattended children on the premises or disabled customers; and

- f. whether there are circumstances in which a service technician has the authority to not carry out a disconnection, and if so, please describe any such circumstances.
- g. Please provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in the procedures relating to disconnections of residential customers for nonpayment.
- h. Please describe how each of the procedures described above will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.

A-27.

- a. Disconnection orders are generated from the Companies' SAP Customer Care System (CCS) batch processes and interface with the Mobile (ABB Service Suite) work order management system on a daily basis. Each morning Field Services dispatchers (Company personnel and contractors) will assign disconnection orders to technician work queues.
 - i. Disconnection orders are available to be worked during a four-day period (starting on the day the order was created).
 - ii. The procedure is described in Question No. 27 (a). The CCS-to-Mobile system is automated. Disconnection orders are then assigned to service technicians (Company personnel and contractors) by dispatchers who monitor work progress throughout the work day.
 - iii. The average number of completed disconnections was 161 per day during the period January 1, 2017, through June 30, 2017.
 - iv. The daily number of disconnection orders depends on variations in total workload and available workforce. Not all dispatched orders are completed. Typical factors affecting completion of disconnection service orders are:
 - * Last minute payments and pledges cancel dispatched disconnection orders.
 - * Service technician cannot access the meter to disconnect service
 - * Weather
 - v. Factors include:

- * Daily workloads vary by service order type (i.e., turn on/off service, move reads, meter condition, disconnections, etc.)
 - * Disconnections will be suspended by business area during periods of extreme temperatures.
 - * Periodic training sessions can affect the available number of technicians working disconnection orders.
 - * Storm response can affect the available number of technicians working disconnection orders.
- b. Disconnection orders are generated after bill payment default which is a lagging function of the meter reading by districts and portions.
- c. For combination and electric only accounts, typically the electric will be disconnected. For gas only accounts, gas service will be disconnected.
- d. Typically, the electric service is disconnected first. The reconnection of the electric service is less complicated than the gas service, which requires inside access to the premise. If a technician cannot access the electric meter at a premise, but can access the gas meter, the gas meter will be disconnected.
- e. When a full payment is registered in CCS, the field disconnection order is automatically cancelled (through the Mobile system). Technicians have the discretion to contact the dispatcher to check an account for payment. Technicians also use their discretion to stop a disconnection if safety issues are evident.
- f. Circumstances in which a service technician has the authority to not carry out a disconnection include:
- * Customer threatens the safety of the technician.
 - * Dogs or dangerous animals are near the meter.
 - * Unattended children are at the premise.
- g. See attached.
- h. The procedures for manually disconnecting gas services will remain the same. Plans for electric disconnection will involve remotely disconnecting electric service. If customers elect to “opt out” of AMS, those non-communicating electric meters will require manual disconnection.

ELECTRIC METER TURN OFF (SOCKET METER):

- verify meter number and record an accurate reading
- cut seal and open hasp
- remove meter base cover
- grab meter firmly and remove meter from meter base
- place sleeves on load side prongs
- align meter with meter base sockets and replace meter
- replace meter base cover
- close hasp and place appropriate seal

Contingencies:

- Before servicing a meter base being fed by underground service wires, be sure to check that the meter base is not being pulled away the side of the building or structure due to ground settling
- After opening a meter base that is fed from underground service wires, line side wires that are not crossing over and placing tension on the line side sockets, should be reported to the customer for repair by an electrician
- If a broken meter base block is found then notify the customer and report it to the dispatcher to send electric trouble for disconnect. Customer is responsible for hiring an electrician to repair service.
- Report any damaged equipment/ situations to the customer and discontinue any work
- Any imminently dangerous condition that cannot be made safe requires the technician to, contact the dispatcher, contact the customer and stay on site until a service crew arrives before being released

LUG METER TURN OFF:

- verify meter number and record an accurate reading
- cut seal and open hasp on the bottom of sequence box
- remove cover of sequence box
- observe inside of box for any hazardous concerns
- loosen lug terminal 4 breaking contact with lug block
- loosen lug terminal 3 breaking contact with lug block
- replace cover of sequence box
- close hasp and place appropriate seal

Contingencies:

- All wires should be contained inside of the sequence box and not pinched by the box cover
- Do not remove any wires from any terminal or bus on a lug style meter base

SHORTED METER TURN OFF:

- verify meter number and record an accurate reading
- cut seal and open hasp on the bottom of sequence box
- remove cover of sequence box
- observe inside of box for any hazardous concerns
- remove cover plate of terminal screws
- (2 wire service) loosen load wire screw, and pull load wire down from the terminal to disconnect service
- (3 wire service) loosen load wire screw, and pull load wire down from the terminal then repeat this process for the SECOND load wire to disconnect service
- replace cover plate
- replace cover of sequence box
- close hasp and place appropriate seal

Contingencies:

- All wires should be contained inside of the sequence box and not pinched by the box cover
- Never remove the line side wires from the terminal bus

GAS METER TURN OFF:

Verify address and meter number before performing any work and well as record each meter read.

PROCEDURE:

- Turn meter stop valve to the off position.
- Loosen inlet swivel nut.
- Swivel meter to the side.
- Inspect and replace gasket as necessary.
- Place disc in inlet side of meter.
- Return meter back to forward position and retighten swivel nut.

Place barrel or collar lock on meter as necessary for order type and condition.

CONTINGENCIES:

- Water seen in meter inlet or outlet orifice should be reported to dispatch.
- Broken or leaking gas meter stop valve handle is to be reported to dispatch to be given to gas trouble for repair.
- Gas meters that are not attached to buildings or structures should be reported.
- Gas meters that are sitting on the ground or leaning against structures without proper meter loop anchors, should be reported and are not to be serviced.
- Gas meters that are sitting on the ground should be reported and are not to be serviced.

STREET STOP VALVE TURN OFF

- Locate stop valve cap in yard easement
- Open cap with valve cap tool
- Remove cap and look down hole into to confirm valve position
- Insert street into hole and engage valve
- Turn street key 90 degrees to turn stop valve to off position
- Key will face parallel to house if valve is in off position
- Remove street key, replace cap

CONTIGENCIES:

- Valve tubes packed with mud or other debris should be reported to dispatch for gas trouble to remedy.
- Buried or otherwise non-locatable stop valves must be reported to dispatch for gas trouble.
- Inoperable or misaligned stop valves must be reported to dispatch for gas trouble.
- Damaged or leaking stop valves should be IMMEDIATELY reported to dispatch where further instructions may be given.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 28

Witness: John P. Malloy

- Q-28. Please refer to the Lovekamp Testimony at page 4, lines 10 through 16 in which he refers to a provision in the Companies' tariffs extending the timeframe for disconnections when a customer presents a medical certificate.
- a. Please provide complete copies of any LG&E policies relating to this provision in the tariffs, and which are not included in response to Question 25 above. If any policies are contained in LG&E's tariffs please provide copies of the relevant sheets, rather than the entire tariff.
 - b. Describe in detail the current procedures for implementation of this provision, including what steps are carried out by personnel or contractors and what steps are automated. Please include how the LG&E ensures that customers are not disconnected during the thirty day extension period.
 - c. Please provide copies of any operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in these procedures.
 - d. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.
- A-28.
- a. Please see response to Question No. 26 for policies regarding medical certificates. Please see response to Question No. 25 for copies of relevant tariffs.
 - b. Application for a medical extension (certificate) must be made by the account holder or a valid relationship Business Partner, who must provide permission to contact the identified physician's office, registered nurse or public health official. Application is made via a Company Contact Center (either in person, on the phone, via fax or e-mail). The customer must have an active disconnection notice to be eligible. A Contact Center representative will contact the identified physician's office, registered nurse or public health official to obtain the completed form. Once the form is received, it is reviewed by the Contact Center representative. If the form meets the requirements, the Contact

Center representative will create a medical lock on the account valid for 30 calendar days past the disconnection notice final due date. This lock prevents the creation of any system-generated dunning disconnection order on the account for this period of time. The medical lock expires automatically after this period of time, placing the account into regular dunning procedures.

- c. See attached.
- d. There are no expected changes to policies for disconnection eligibility requirements.

Medical Extension

(also called Medical Deferment, Medical Letter, Sick Letter)

For LG&E and KU Residential Customers only (not ODP) the Medical Letter Extension grants 30 days beyond the original Disconnection Notice final pay date if customer meets Medical Extension Form Requirements. (Outdoor light only accounts are not eligible)

The Medical Extension Form states that the termination of electric/gas service will aggravate an existing debilitating illness or infirmity of a patient living at the residence.

Always confirm the CA before entering any of the Contacts in the steps below.

Medical Form Requirements

- Service is active.
- Has a Disconnection Notice (this could include a returned check).
- The Account Holder or valid Relationship BP must grant permission to contact Doctor's office:
 - Phone Customers - Verbal Permission.
 - Office Customers - Signed Permission Form.
- We must receive the accurately completed form from the Doctor's office.
- Must Provide Patient Name and Date of Birth.
- Residential Only.

Not Eligible:

- "Estate Of" Accounts.
- Accounts which are in the name of a deceased Account Holder.
- ZDOF Disconnected Accounts.
- Existing unpaid MEDD Installment Plans.

First Medical Extension

Scenario: Active Disconnection Notice

1. Advise the customer:
 - Past due bill \$\$ due XX/XX/XXXX
 - Current bill \$\$ due XX/XX/XXXX
 - Medical Extension Form must be received by 7 PM ET XX/XX/XXXX (Disconnection Notice final pay date) to guarantee service.
 - Medical Extension Form will grant an additional 30 days beyond the Disconnection Notice final pay date.
2. Obtain the customer's permission.
 - **Phone representatives** ask: "Do you give us permission to provide your doctor's office with your account number and service address?"

- **Business Office representatives** have the customer sign an “Authorization to Disclose Customer Account Information For Purposes of Obtaining Medical Certificate for Extension” form in the office.

Note: If the customer refuses to provide authorization, we will not be able to offer the medical extension form.

3. Ask the customer for the Name of the Medical Practice/doctor’s name/and phone number. *Not Fax Number*
 - *Example: Louisville Cardiology/Dr. Rebecca McFarland/5022557591*
4. Advise the customer to call the doctor’s office to let them know we will be contacting them.
5. Ask the customer for the patient's name and date of birth.
6. Advise the customer that you will contact them to confirm receipt of the Medical Extension form.
 - Create a DUNN 0013 contact on the account that includes: customer name/ medical form requested/gave permission for us to provide info to Medical Practice Name / Doctor’s name / Doctor’s phone number / Patient name / DOB / advised Medical Extension form must be received by 7 PM ET on the final pay date XX/XX/XXXX. Will call customer back to confirm receipt of form/advised past due \$\$ final pay date XX/XX/XXXX/ current bill \$\$ due XX/XX/XXXX. Note: Business Offices attach the signed authorization form to this contact.
7. Send the following information to Medical.Letter@lge-ku.com:
 - Patient name/Date of Birth
 - Account Holder’s Name/Account Number (Joe Smith/350012345678)
 - Name of the Medical Practice/ Doctor’s Name/Phone Number (Not Fax Number)

Scenario: Pending ZDOF (Disconnection Order)

1. Advise the customer:
 - Past due bill \$\$ due XX/XX/XXXX to guarantee service
 - Current bill \$\$ due XX/XX/XXXX
 - Medical Extension Form must be received before the Disconnection has been completed
 - If disconnected, the entire past due balance would be required to reconnect service.
 - Medical Extension Form will grant an additional 30 days beyond the Disconnection Notice final pay date.
2. Obtain the customer's permission:
 - **Phone representatives** ask: “Do you give us permission to provide your doctor’s office with your account number, service address, patient name and date of birth?”
 - **Business Office representatives** have the customer sign an “Authorization to Disclose Customer Account Information For Purposes of Obtaining Medical Certificate for Extension” form in the office.

Note: If the customer refuses to provide authorization, we will not be able to offer the medical extension form.

3. Ask the customer for the Name of the Medical Practice/doctor's name/and phone number. *Not Fax Number*
 - *Example: Louisville Cardiology/Dr. Rebecca McFarland/5022557591*
4. Advise the customer to call the doctor's office to let them know we will be contacting them.
5. Ask the customer for the patient's name and date of birth.
6. Advise the customer that you will contact them to confirm receipt of the Medical Extension form.
 - Create a DUNN 0013 contact on the account that includes: customer name/medical form requested/gave permission for us to provide info to Medical Practice Name/Doctor's name/Doctor's phone number/Patient name/DOB/advised Medical Extension form must be received by 7 PM ET on the final pay date XX/XX/XXXX or before disconnection occurs (if ZDOF pending). Will call customer back to confirm receipt of form/advised past due \$\$ final pay date XX/XX/XXXX/ current bill \$\$ due XX/XX/XXXX.

Note: Business Offices attach the signed authorization form to this contact.

7. Send the following information to Medical.Letter@lge-ku.com:
 - Patient name/Date of Birth
 - Account Holder's Name/Account Number (Joe Smith/350012345678)
 - Name of the Medical Practice/ Doctor's Name/Phone Number (Not Fax Number)

Once the email is submitted, the email team does this

1. Review account and confirm eligibility.
2. If eligible, call the doctor's office directly, then create a contact to document phone call.

If the doctor's office does answer:

- Once the doctor agrees to complete the form, access the form and type the patient's name, DOB, address, and account number
- Send the form to the doctor's office via fax or email
- The doctor's office completes the form and will either email or fax it to the email team
- Review the medical extension form and confirm it is acceptable

If the doctor's office does not answer:

- The email team will provide the Louisville after hours phone number (502-523-9097) for the doctor to call back.
- When the doctor's office calls back with the necessary information (fax number/email and patient name); the coach will email that information to the email team to complete the process.

Note: if it is after hours, the email team will follow-up the next business day.

If the form meets the requirements

The email team will:

- Cancel pending ZDOF (disconnection) service order, if applicable
- Place Medical Deferment Dunning Lock at the CA level that expires 30 days from the Disconnection Notice Final Payment date
- Complete the semi-automated Contact as follows: *Placed Medical Deferment Dunning Lock with expiration date of XX/XX/XXXX*
 - Attach the Medical Extension Form to the contact
- Email the representative (the CSR who originally spoke to the customer) to advise the Medical Deferment Dunning Lock has been created and to contact the customer.

Business Office or Call Center Representative will then:

1. Confirm the lock creation.
2. Contact the customer to advise to pay \$\$ by XX/XX/XXXX.
3. Create a LOWI – 0004 Medical Deferments contact.
4. Contact Text: *Customer name / Contacted customer at XXX-XXX-XXXX/advised medical extension form received/pay \$\$ by XX/XX/XXXX/current bill \$\$ due XX/XX/XXXX.*

If the form does not meet the requirements

The email team will:

- Email the representative to contact the customer and advise what needs to be corrected.
- Create a contact stating who was emailed, include reasons for the denial.

Business Office or Call Center Representative will then:

1. Contact the customer to advise of denial and explain what needs to be corrected. The customer must follow up with the Doctor's office.
2. Create a contact containing the details of the conversation.

Second Medical Extension - customer has an Existing Medical Extension Form and Cannot Pay

If customer contacts us on or before the Medical Deferment Dunning Lock expiration and is unable to pay in full by the expiration date, take these steps:

1. Advise the customer:

- Past due balance must be paid or Medical Extension Form received by XX/XX/XXXX (Medical Deferment Dunning Lock Expiration date) to guarantee service.
 - Any monies due and the due dates
 - Medical Extension Form will grant an additional 30 days beyond the original Medical Extension date
2. Obtain the customer's permission:
 - **Phone representatives** ask: "Do you give us permission to provide your doctor's office with your account number, service address, patient name and date of birth?"
 - **Business Office representatives** must have the customer sign an Authorization to Disclose Customer Account Information For Purposes of Obtaining Medical Certificate for Extension" form in the office. (The customer may receive a copy if requested.)
 3. Ask the customer for the Name of the Medical Practice/doctor's name/ and phone number.
 4. Advise the customer to call the doctor's office to let them know we will be contacting them.
 5. Ask the customer the patient's name and date of birth.
 6. Negotiate (do not create) Installment Plan over 1 – 3 months, for original past due receivables included in the first medical extension.
 7. Advise the customer you will contact them to confirm receipt of the Medical Extension Form.
 8. Create a DUNN 0013 contact on the account that includes: customer name / medical form requested / gave permission for us to provide info to doctor's office/doctor's name / doctor's phone number / patient name/patient DOB / advised Medical Extension Form must be received by 7 PM ET on XX/XX/XXXX (Medical Deferment Dunning Lock Expiration date). Will call customer back to confirm receipt of form /advised past due \$\$/ any other monies due \$\$ and due dates. Customer agreed to a MEDD IP for \$\$ for 1-3 months at \$\$ per month. **Business Offices attach the signed authorization form to this contact.**
 9. Send the following information to Medical.Letter@lge-ku.com:
 - Patient name/Date of Birth
 - Account Holder's Name/Account Number (Joe Smith/350012345678)
 - Name of the Medical Practice/ Doctor's Name/Phone Number (Not Fax Number)

Email Team

1. Review account and confirm eligibility.
2. If eligible, call the doctor's office directly, then create a contact to document the phone call.

If the form meets the requirements and the customer has agreed to an Installment Plan (per contacts):

The email team will:

- Place Medical Deferment Dunning Lock at the CA level that expires 30 days from the Disconnection Notice Final Payment date
- Complete the semi-automated Contact as follows: *Placed Medical Deferment Dunning Lock with expiration date of XX/XX/XXXX*

- Attach the Medical Extension Form to the contact
- Email the representative (the CSR who originally spoke to the customer) to advise the Medical Deferment Dunning Lock has been created and to contact the customer.

Business Office or Call Center Representative will:

1. Confirm the lock creation
2. Review the contacts to determine the negotiated installment plan
3. Contact the customer and Create the MEDD IP for 1-3 installments (Anything more than 3 months, requires a coach/lead approval)
4. Provide Monthly IP script
5. Advise that once the Installment Plan is paid in full, the customer can start the process again with a new Medical Extension Form
6. Advise customer of any other monies due and due dates
7. Create a LOWI – 0004 Medical Deferrals contact
 - Contact Text: *Customer name / Contacted customer at (XXX) XXX-XXXX advised medical extension form received / pay \$\$ for x months / no further medical extensions can be granted until these monies are paid / other past due bill \$\$ due XX/XX/XXXX / current bill \$\$ due XX/XX/XXXX.*

After Medical Lock Expiration Date

If customer contacts us to request Medical Extension and has already had one before and the Medical Deferment Dunning Lock has expired:

Check to see if past due included in the lock has been paid in full:

- If YES, customer may request a NEW Medical Extension (see FIRST TIME above)
- If NO, second Medical form can NOT be accepted.

NOTE: If you believe this customer has extenuating circumstances, consult with a coach/lead about alternatives for the customer.

Requesting a Medical Extension after receiving an agency pledge and/or a 30-day CFN extension

Because the lock has prevented the account from going through dunning, a disconnect notice has not been generated. The customer is not at risk for disconnection, therefore a medical extension is not necessary.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 29

Witness: John P. Malloy

Q-29. Please refer to the Lovekamp Testimony at page 4, lines 22 through 24 in which he refers to the Commission's regulations concerning refusal or termination of service.

- a. Please provide complete copies of any LG&E policies relating to the Commission's regulations concerning refusal or termination of service, and which are not included in response to Question 25 above. If any policies are contained in LG&E's tariffs, please provide copies of the relevant sheets rather than the entire tariff.
- b. Describe in detail the current procedures for implementation of the Commission's regulations concerning refusal or termination of service, including what steps are carried out by personnel or contractors and what steps are automated. Please include how LG&E ensures that customers are not disconnected in violation of these regulations, such as when a payment has been made, when a partial payment plan is in effect and when a certificate of need has been presented.
- c. Please provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in these procedures.
- d. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.

A-29.

- a. All policies and procedures regarding refusal or termination of service are contained in Question No. 25 above.
- b. Please see response to Question No. 26 above. For any of the described dunning prevention policies, Company's SAP Customer Care System (CCS) provides applicable dunning locks which are placed on the customer's account, preventing the account from proceeding through the dunning process for the specified period of time (depending on the policy). Some locks are manually placed by the Contact Center representative (bankruptcy, Certificate of Need, Fraud, and Medical Deferment), and

some are placed automatically by CCS when the customer is placed on the appropriate program by the Contact Center Representative (Budget Billing, Low Income 30-day Extension, Disconnect Notices for past due balances below \$25).

- c. For training of back office personnel, please see response to Question No. 26 above. For denial of service (refusal) and disconnection training for Contact Center Representatives, please see attached.
- d. There are no expected changes to policies for disconnection eligibility requirements.

Denial of Service (DOS)

The **Denial of Service (DOS)** process is used to prevent a New Contract from being created for a specific Business Partner (BP) and/or Premise. The process is implemented for the following reasons:

- A. When the identification of the requesting BP is unable to be verified
- B. When the requesting BP is associated with a delinquent balance
- C. When the requested Premise is associated with a delinquent balance or previous Denial of Service.

The Contract Management process includes a Business Partner (BP) Delinquency Check and a Premise Delinquency Check.

See table below to determine whether to deny service. If denied, no service until past due balance is paid in FULL.

BP or Premise?	Issue?	Deny?
Business Partner	<p>Experian or Accurint verification issues due to:</p> <ul style="list-style-type: none"> • Customer has not given permission for a credit check and you are unable to identify in Accurint OR • Customer has given permission for a credit check but Experian results state SSN/Name Doesn't Match OR No Hit and you are unable to verify in Accurint 	<p>YES Send to office with picture id</p>
<p>Business Partner</p> <p>OR</p> <p>Spouse or Roommate Relationship</p>	<p>Past due balance of \$25 or more for the SAME company (LG&E, KU or ODP). Can be Commercial or Residential Do not deny if balance is part of a bankruptcy</p> <ul style="list-style-type: none"> • SAME Company example: We cannot deny KU service to a customer with a balance due on an ODP account. 	<p>YES Deny until the paid in full</p>

<p>Contact Relationship</p> <p>OR</p> <p>CCS Web User</p>	<p>Not financially responsible.</p> <p>A customer can be added to an account as a Contact Relationship if he/she owes a balance at another premise. We should email Revenue Collections this customer's new mailing address with the account information so we can attempt to collect the debt.</p>	<p>NO</p>
<p>Business Partner</p>	<p>Split Service Account (service installations, such as gas and electric, are split into separate contract accounts)</p>	<p>YES</p> <p>Split service balance must be paid in full</p>
<p>Business Partner</p>	<p>Unpaid UAR (unauthorized reconnection of service) Fees</p>	<p>Yes</p> <p>Deny until the fee is paid</p>
<p>Business Partner</p>	<p>BP has an IP (installment plan) for a stopped meter or hardship and it is PAST DUE.</p>	<p>YES</p> <p>IP balance must be paid in full</p>
<p>Business Partner</p>	<p>BP has an IP for a stopped meter or hardship and it is CURRENT.</p>	<p>NO</p> <p>The balance can be transferred to the new account and the IP reset</p>
<p>Premise</p>	<p>\$75.00 or greater past due balance with a Move Out date less than 2 months in the past</p> <ul style="list-style-type: none"> Do not deny for balances with move out dates older than 2 months unless other suspicious factors exist such as same last names or UAR (unauthorized reconnection of service) <p>AND</p> <p>Unable to verify occupancy from owner, landlord or PVA (property valuation administrator)</p>	<p>YES</p> <p>Deny until balance is paid OR the occupancy is verified</p> <p>Exception:</p> <p>If requesting BP is processing a Move Contracts, DO NOT DENY for the past due balance at the new premise.</p>

Premise	<p>Previous Denial of Service (DOS) at the premise.</p> <ul style="list-style-type: none"> If previous applicants have been denied, attempt to verify the applicant's occupancy information. 	<p>YES</p> <p>Deny until the occupancy is verified</p> <p>Exception:</p> <p>If requesting BP is processing a Move Contracts, DO NOT DENY service if a previous DOS has been recorded.</p>
Premise	<p>Landlord requesting service that has been disconnected for nonpayment within the past business day.</p>	<p>NO</p> <p><i>Note: Landlords who are eligible for service in their own name should be provided service at any location in which they have a property interest, regardless of whether the indebted and disconnected tenant continues to reside there.</i></p>
Premise	<p>Delinquent balance at the premise belongs to the Landlord.</p>	<p>Investigate to determine the tenant's move in date.</p>

Important notes:

- **Hardship Reconnects** may be accepted to obtain new service at a new location as long as the previous address was disconnected for non-payment and not by customer request.
- If a sole proprietorship for an individual has debt, deny the individual (and deny the sole proprietorship for debts of the individual)
- If entities have the same Tax ID as the LLC or corporation with debt, deny service BUT...
 - Do NOT deny individuals for debts for LLCs or corporations and
 - Do NOT deny LLCs or corporations for individual debts.
- DO NOT deny service if account displays **Do Not Collect Write Off. Do Not Deny Service** on Account History (Post Reason column) or on the Display Contact History screen.
- If customer mentions owing an old balance (April 2009 or prior) and balance is not showing in CCS, perform a CIS Archive Search.

ZDOF

This service order type is *automatically* created by the Dunning process when an account reaches Dunning Level 3. See Disconnect for Non-Payment for details. Revenue Collection may create this order manually in certain situations. See Manually Created ZDOF

Name: Disconnect - Dunning Disconnection

The ZDOF is routed to the service tech who:

1. disconnects service at the meter
2. places a Disconnect Hang Tag on the meter.
3. marks the order Complete.

Timing of Cutoff

Assume anything with a DIS (disconnection pending) status could be disconnected that day. Disconnection can occur any time between the Creation/Basic Start Date and the Expiration Date (4 business days from Creation Date).

Re-dated order

If the order is re-dated, it is usually dated for the next day.

Customer is still required to pay the full past due balance in order to cancel the disconnect order (unless otherwise instructed by management due to weather or other circumstances, etc.)

ZDOF on Owner Allocation (OA) Premise

Premise will NOT revert to Landlord if a ZDOF is PENDING or COMPLETED.

If tenant in an OA Premise requests a Move Out when a ZDOF is PENDING, CSR should manually cancel the ZDOF before entering the Move Out for the next day. This will let the Premise revert to the Landlord.

Disconnection for Non-Payment (DNP)

Customer accounts can be disconnected for non-payment of any amount that is past due and has been presented to the customer on a Disconnection Notice.

Eligibility for Disconnection

Disconnectable Balance

Green Energy and WinterCare/WinterHelp charges are included on the Disconnection Notice as part of the total past due balance but are excluded from the Dunning Balance required to be paid to avoid disconnection.

Disconnection Process

Dunning Procedures are sets of processes assigned to each Contract Account (CA) that control if, when and how a CA is treated when there is a past due balance owed. If the CA meets all the conditions of the Dunning Procedure, a ZDOF Dunning Disconnection order is automatically created.

A disconnect order may also be entered manually by Revenue Collection in situations such as:

- UAR (Unauthorized Reconnect) or Diversion
- Fraud
- Service in minor's name
- MAP (Medical Alert) Dunning
- Special Account Dunning
- Deceased Customer
- Collective Bill Dunning

Time line and activities at each level

Account reaches Dunning Level 2 and meets the Dunning threshold amount (see Dunning Levels - Active Accounts) a Disconnection **Notice** is automatically created.

If balance on Disconnection Notice is not paid by the due date of the on the notice and the disconnectable balance is still over the threshold, the account will go to Dunning Level 3 and a ZDOF (disconnection **order**) will automatically be created.

Disconnection

After disconnecting service, the field service technician places a Disconnection Hang Tag on the meter.

If the customer contacts us after the service is disconnected, advise customer to pay and call back before 5pm to have services reconnected the same day.

ATO

If there is no activity on the account for 10 business days after the disconnection for non-payment (DNP), the account will be automatically turned off via a system-generated disconnection order to a field services technician (ATO).

Canceling a disconnect service order

Do not cancel a disconnect when customer says bankruptcy has been files UNLESS we have received the appropriate bankruptcy paperwork.

Manually Created ZDOF

ZDOF Dunning Disconnection orders are normally created automatically, but Revenue Collection sometimes needs to create them manually. Example: when customer pays a final bill to obtain new service but the payment is returned.

After entering the order, Revenue Collection will place notes and a Special Condition on the account to explain why the services are being disconnected.

Dunning Levels

Dunning Levels (DL) are the stages of dunning for each Dunning Procedure. Tables below show the Dunning Levels for unpaid amounts and the actions taken at each DL for the different Dunning Procedures.

NOTE: NO DUNNING activity on the Sundays before Presidents' Day and Columbus Day. (training days)

Levels for Active Accounts

NOTE: Open pledges/pending payments treated as if paid. Excludes miscellaneous debits not yet on a customer bill.

****All activity is done the night of the specified date**

Level	When this Level is Reached**	Activities at this level	Dunning Threshold:
DL1	On the bill due date.	System will calculate and add creditworthiness points to the Business Partner.	No minimum
DL2	Next business day (night) after the bill due date. EXCEPTION: customers with Special Accounts 25 business days after the bill due date (41 business days after the Document/Mailed date)	LPC applied Non-Budget customers are eligible to receive a Disconnect Notice, but Behavioral Scoring determines what accounts are actually sent a notice. •	Must have \$75 minimum balance to receive the Disconnect Notice.
DL3	On the Disconnect Notice due date EXCEPTION: customers with Special Accounts don't reach this level until 35 business days after the bill due date (50 business days after the Document/ Mailed date)	For most customers, a ZDOF is automatically created if the threshold is met. NOTE: if invoice is reversed, ZDOF will automatically be canceled in 15 minutes. EXCEPTIONS: For Customers on MAP or Collective Billing or Special Accounts, a BPEM case (ZDSC, ZF22, or ZF20) is automatically created and routed to Revenue Collection to review and determine the collection action. Outdoor Lighting accounts will reach Dunning Level 3 but no ZDOF will be created because	Must have received a Disconnect Notice (DL2) Must have a disconnectable amount of at least \$75 for the Service Order to be created

		there is no meter. Revenue Collection tracks these using a report. When necessary, they contact the customer and take appropriate actions.	
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Levels for Installment Plans

Level	When is this level reached	Activities at this level
DL1	IPs default in batch the night of the installment due date	IP is deactivated with a deactivation reason of Dunning. Remaining open items from the defaulted IP get a Document level Dunning Lock and will be dunned again with the next invoice. (to avoid off-cycle billing)

Levels for Finaled Accounts

Level	When is this level reached	Activities at this level
DL1	On final bill due date	Dunning produces a Collection letter that is sent to the customer asking them to pay the final balance on the account.
DL2	On 11th business day after the final bill due date	A BPEM case is created and routed to Revenue Collection via BPEM case. Different BPEM case for Contract Accounts with balances over \$25 (ZF23) and those under \$25 (ZF21).
DL3	On 36th business day after the final bill due date	Dunning flags accounts to go to a Collection Agency if the final balance is over 25.00. Revenue Collection runs the Collection Agency process in ECC. This marks the Contract Account as eligible for a Collection Agency. NOTE: actual submission to collection agencies is processed every other Friday. Although the CA may show a released submission status, it does not actually get turned over the agency until the next submission date.
DL4	On 75th business day after the final bill due date	Dunning is looking at the time line of the receivables for Revenue Collection to try and match them to active accounts and transfer these receivables before write off. The account will show up on the matching program that Revenue Collection runs daily to look for other active Contract Accounts for the customer. If active CAs are confirmed, open balances may be transferred.
DL5	On 90th business day after the final bill due date	Eligible for write-off. If it has been at least 120 days without any posting activity to the account, the account is automatically written-off. NOTE: Only utility charges are actually marked as Written Off. Certain other charges are automatically credited prior to write-off but still show in Account History. Examples: UAR, Energy Audits, Meter Loop Repair,

		Service Line Replacement, Capacitor Billing, Green Energy, WinterCare, WinterHelp.
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**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 30

Witness: John P. Malloy

- Q-30. Please refer to the testimony of Rick Lovekamp at pages 4 through 5 referring to the Companies' cold weather disconnection policy.
- a. Provide a complete copy of this policy including any other weather-related policies, such as a hot weather disconnection policy and which are not included in response to Question 25 above. If any policies are contained in LG&E's tariffs, please provide copies of the relevant sheets rather than the entire tariff.
 - b. Please describe in detail LG&E's current procedures for implementation of this and any other weather related policy, including what steps are carried out by personnel or contractors and what steps are automated. Please include how LG&E ensures that non-payment disconnections:
 - i. are not initiated when the National Weather Service (NWS) predicts a daily high temperature below 32 degrees for a 24 hour period, or
 - ii. do not occur on the last work day of the week when the weekend forecast calls for temperatures that fall below 32 degrees, or
 - iii. are suspended during the work day should temperatures abruptly drop below the original NWS forecast, or
 - iv. do not occur during conditions described in any other weather related policy.
 - c. Please describe how the NWS forecast is monitored.
 - d. Please describe whether this and any other weather related policy is always followed or is subject to discretion and if subject to discretion, what guidelines apply to the exercise of any discretion and who has authority to exercise discretion under such policy.
 - e. Please describe the procedure that goes into effect if the weather forecast changes so that previously scheduled disconnections need to be cancelled per this and any other weather related policy.

- f. Please provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in these procedures.
- g. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.
- h. Once remote disconnection is implemented, will there be any change in how LG&E retrieves or enters NWS data? For example, will the computer system retrieve the NWS data or will a person be required to enter it into the system?

A-30.

- a. Please see response to Question No. 26 above.
- b. See response to part i. – iv.
 - i. Field Service Operations management reviews the daily NWS temperature forecasts for 26 business areas across the Companies' service territories.
 - ii. An internal e-mail is sent (before 8:00am) to Customer Services and operating areas regarding the suspension of non-pay disconnections for that particular day.
 - iii. If the original NWS temperature forecast changes, and the daily high is forecasted below 32 degrees, non-pay disconnections will be suspended.
 - iv. Typically will suspend non-pay disconnections in areas where major snow storms are approaching
- c. Temperature forecast data from the NWS website: <https://www.weather.gov/>
- d. The policy for residential disconnects for non-payment is always followed.
- e. Field service management will send a notification to dispatchers. Dispatchers immediately notify all technicians and supervisors of the change.
- f. Please see response to Question No. 26 above.
- g. LG&E does not expect any change to the extreme temperature policy.
- h. No. The Company plans to continue retrieving NWS data and using it the same as prior to AMS installation.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 31

Witness: John P. Malloy

Q-31.

- a. Provide complete copies of any LG&E policies pertaining to disconnection when the Companies receive payments or pledges made by third party agencies and which are not included in response to Question 25 above. If any policies are contained in LG&E's tariffs, please provide copies of the relevant sheets rather than the entire tariff.
- b. Please describe in detail LG&E's current procedures applicable to disconnections when a customer receives a pledge or payment from a third party agency including what steps are carried out by personnel or contractors and what steps are automated. Please include how LG&E ensures that customers are not disconnected during any period of time for which the disconnection is postponed or service is guaranteed.
- c. If not included in the responses to (a) and (b) of this question, please provide the information requested by (a) and (b) pertaining to the situation in which a customer notifies LG&E that he or she has an appointment with a third party agency which falls after the disconnection date listed on the disconnection notice.
- d. Please provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in these procedures.
- e. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.

A-31.

- a. A payment or pledge from a third party is viewed as a payment from the customer. When a payment or pledge from a third party is received prior to the disconnection date a disconnection order is not created. See attached.
- b. The disconnection process is not initiated if a payment or pledge from a third party is received. Disconnections are automatically generated by the Company's SAP

Customer Care System (CCS) when a payment from the customer or payment or pledge from a third party is not received prior to disconnection date.

- c. When a customer notifies the Company of their upcoming appointment with a third party agency which falls after the disconnection date, the Company will extend the disconnection date to allow the customer to remain on service until their appointment date.
- d. To create a time extension, a Company Customer Care Representative will use the following procedure:

TIME EXTENSION FOR AGENCY APPOINTMENT				
WHO CONTACTS US	REQUEST	ELIGIBILITY	SCENARIO	CREATE
Customer or Agency	<ul style="list-style-type: none"> • Needs time extension for Community Action Partnership appointment 	<ul style="list-style-type: none"> • Must contact us on or before the disconnection notice final pay date • Customer has not already received an extension to seek assistance for the latest disconnection notice • returned checks or defaulted receivables must be paid before daily installment plan will be granted for appointment time extension 	<ul style="list-style-type: none"> • Customer DOES have an active Daily installment plan 	<ul style="list-style-type: none"> • No action required. Explain the installment plan due date is the same as the time extension date.
			<ul style="list-style-type: none"> • Customer DOES NOT have an active Daily installment plan 	<ul style="list-style-type: none"> • Create a DAILY installment plan with the installment due on the Current Bill Due Date
Customer	<ul style="list-style-type: none"> • Extend time past current bill due date 	<ul style="list-style-type: none"> • Customer has already received an extension so they are not eligible for further extension 	<ul style="list-style-type: none"> • Customer DOES have an active Daily installment plan 	<ul style="list-style-type: none"> • Advise: after the current bill due date customer is responsible for making any payment needed to prevent disconnection.

- e. The above processes will not change with Company's implementation of remote disconnection of service.

Louisville Gas and Electric Company**P.S.C. Electric No. 11, Original Sheet No. 105****TERMS AND CONDITIONS****Discontinuance of Service**

In accordance with and subject to the rules and regulations of the Public Service Commission of Kentucky, Company shall have the right to refuse or discontinue service to an applicant or customer under the following conditions:

- A. When Company's or Commission's rules and regulations have not been complied with. However, service may be discontinued or refused only after Company has made a reasonable effort to induce Customer to comply with its rules and then only after Customer has been given at least ten (10) days written notice of such intention, mailed or otherwise delivered, including, but not limited to, electronic mail, to Customer's last known address.
- B. When a dangerous condition is found to exist on the customer's or applicant's premises. In such case service will be discontinued without notice or refused, as the case might be. Company will notify the customer or applicant immediately of the reason for the discontinuance or refusal and the corrective action to be taken before service can be restored or initiated.
- C. When Customer or Applicant refuses or neglects to provide reasonable access and/or easements to and on Customer's or Applicant's premises for the purposes of installation, operation, meter reading, maintenance, or removal of Company's property. Customer shall be given fifteen (15) days written notice (either mailed or otherwise delivered, including, but not limited to, electronic mail), of Company's intention to discontinue or refuse service.
- D. When Applicant is indebted to Company for service furnished. Company may refuse to serve until indebtedness is paid.
- E. When Customer or Applicant does not comply with state, municipal or other codes, rules and regulations applying to such service.
- F. When directed to do so by governmental authority.
- G. Service will not be supplied to any premises if Applicant or Customer is indebted to Company for service previously supplied at the same or any other premises until payment of such indebtedness shall have been made. Service will not be continued to any premises if Applicant or Customer is indebted to Company for service previously supplied at the same premises in accordance with 807 KAR 5:006, Section 15(1)(f). Unpaid balances of previously rendered Final Bills may be transferred to any account for which Customer has responsibility and may be included on initial or subsequent bills for the account to which the transfer was made. Such transferred Final Bills, if unpaid, will be a part of the past due balance of the account to which they are transferred. When there is no lapse in service, such transferred final bills will be subject to Company's collections and disconnect procedures in accordance with 807 KAR 5:006, Section 15(1)(f). Final Bills transferred following a

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DATE OF ISSUE: July 7, 2017**DATE EFFECTIVE:** July 1, 2017

ISSUED BY: /s/ Robert M. Conroy, Vice President
State Regulation and Rates
Louisville, Kentucky

**Issued by Authority of an Order of the
Public Service Commission in Case No.
2016-00371 dated June 22, 2017 and modified June 29, 2017**

Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 105.1

TERMS AND CONDITIONS**Discontinuance of Service**

lapse in service will not be subject to disconnection unless: (1) such service was provided pursuant to a fraudulent application submitted by Customer; (2) Customer and Company have entered into a contractual agreement which allows for such a disconnection; or (3) the current account is subsequently disconnected for service supplied at that point of delivery, at which time, all unpaid and past due balances must be paid prior to reconnect. Company shall have the right to transfer Final Bills between residential and commercial with residential characteristics (e.g., service supplying common use facilities of any apartment building) revenue classifications.

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Service will not be supplied or continued to any premises if at the time of application for service Applicant is merely acting as an agent of a person or former customer who is indebted to Company for service previously supplied at the same or other premises until payment of such indebtedness shall have been made. Service will not be supplied where the Applicant is a partnership or corporation whose general partner or controlling stockholder is a present or former customer who is indebted to Company for service previously supplied at the same premises until payment of such indebtedness shall have been made.

- H. For non-payment of bills. Company shall have the right to discontinue service for non-payment of bills after Customer has been given at least ten days written notice separate from Customer's original bill. Cut-off may be effected not less than twenty-seven (27) days after the mailing date of original bills unless, prior to discontinuance, a residential customer presents to Company a written certificate, signed by a physician, registered nurse, or public health officer, that such discontinuance will aggravate an existing illness or infirmity on the affected premises, in which case discontinuance may be effected not less than thirty (30) days from the original date of discontinuance. Company shall notify Customer, in writing, (either mailed or otherwise delivered, including, but not limited to, electronic mail), of state and federal programs which may be available to aid in payment of bills and the office to contact for such possible assistance.
- I. For fraudulent or illegal use of service. When Company discovers evidence that by fraudulent or illegal means Customer has obtained unauthorized service or has diverted the service for unauthorized use or has obtained service without same being properly measured, the service to Customer may be discontinued without notice. Within twenty-four (24) hours after such termination, Company shall send written notification to Customer of the reasons for such discontinuance of service and of Customer's right to challenge the termination by filing a formal complaint with the Public Service Commission of Kentucky. Company's right of termination is separate from and in addition to any other legal remedies which the utility may pursue for illegal use or theft of service.

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DATE OF ISSUE: July 7, 2017

DATE EFFECTIVE: July 1, 2017

ISSUED BY: /s/ Robert M. Conroy, Vice President
State Regulation and Rates
Louisville, Kentucky

**Issued by Authority of an Order of the
Public Service Commission in Case No.
2016-00371 dated June 22, 2017 and modified June 29, 2017**

Louisville Gas and Electric Company

P.S.C. Electric No. 11, Original Sheet No. 105.2

TERMS AND CONDITIONS**Discontinuance of Service**

Company shall not be required to restore service until Customer has complied with all rules of Company and regulations of the Commission and Company has been reimbursed for the estimated amount of the service rendered, and assessment of the charges under the Unauthorized Reconnect Charge provision of Special Charges incurred by reason of the fraudulent use.

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When service has been discontinued for any of the above reasons, Company shall not be responsible for any damage that may result therefrom.

Discontinuance or refusal of service shall be in addition to, and not in lieu of, any other rights or remedies available to Company.

Company may defer written notice (either mailed or otherwise delivered, including, but not limited to, electronic mail), based on Customer's payment history provided Company continues to provide the required ten (10) days written notice prior to discontinuance of service.

DATE OF ISSUE: July 7, 2017

DATE EFFECTIVE: July 1, 2017

ISSUED BY: /s/ Robert M. Conroy, Vice President
State Regulation and Rates
Louisville, Kentucky

**Issued by Authority of an Order of the
Public Service Commission in Case No.
2016-00371 dated June 22, 2017 and modified June 29, 2017**

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 32

Witness: John P. Malloy

Q-32.

- a. Please provide complete copies of any LG&E policies relating to disconnection of service for customers who are on the Companies' Medical Alert Program or who have notified LG&E of a medical necessity for service, such as a respirator, and which are not included in response to Question 25 above. If any policies are contained in LG&E's tariffs, please provide copies of the relevant sheets rather than the entire tariff.
- b. Please describe in detail LG&E's current procedures for disconnections of service for customers who are on the Companies' Medical Alert Program or who have notified LG&E of a medical necessity, including what steps are carried out by personnel or contractors and what steps are automated. Please include how LG&E ensures that customers are not disconnected in violation of its policies or procedures.
- c. Provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in these procedures.
- d. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.

A-32.

- a. All policies related to Medical Alert Program (MAP) are contained in the response to Question No. 25 above.
- b. MAP customers are subject to normal dunning procedures, in compliance with our policies and procedures. However, MAP customer accounts are monitored by Company's Revenue Collection department, and a MAP dunning lock is placed on the MAP customer account preventing issuance of a disconnection order. If a threshold past due amount of \$500 is reached on the customer's account, Revenue Collection receives an automatic alert for review of the account. If it is determined that collection procedures need to be pursued, the MAP customer is sent a certified letter advising the past due amount must be paid, or financial assistance or payment arrangements made, within 30 days of the receipt of the certified letter. If, at the end of 30 days there has

been no such action by the MAP customer, the account is reviewed again by Revenue Collection management and the Company's legal department to determine if a disconnection is warranted. If it is determined a disconnection is warranted, Revenue Collection will manually create a disconnection service order, to be worked by a field service technician. Revenue Collection will attempt to contact the customer via phone, field visit, e-mail, and/or mail at each step of this process. These contacts are recorded in the Company's SAP Customer Care System (CCS).

- c. See attached.
- d. There are no expected changes to disconnection eligibility requirements.

Medical Alert Program (MAP)

This program is for LG&E/KU/ODP customers on life-sustaining devices (generally this is a **physician-prescribed ventilator, respirator or ventricular assist device**).

Customers on the program are kept informed about planned outages and ongoing restoration work to prevent a life-threatening situation.

"Medical Alert" displays in the alert section if customer is on MAP.

NOTE: Once a year, the customer will have to provide updated proof that they still qualify. Revenue Collection will notify them by letter.

If a customer asks about going on the program,

1. Advise the customer:

- **The customer must provide proof that they qualify. They will be mailed an application to fill out and return. We will then contact their physician for verification of the medical equipment.**
- **This is not a guarantee of service.** Outages due to storms, wildlife, fallen trees or other events outside our control can happen at any time and this program is in no way a substitute for having adequate backup service.
- **Customer can still be disconnected for non-payment.**

2. Enter an Ad Hoc request for form **01059 MAP Application BPEM** which creates a ZMAP semi-automated Contact. When you create and save the Contact, it will automatically create a ZC02 BPEM (business process exception manager) case in CCS, which is forwarded to Revenue Collection.

Additional Information:

- We do not make final decisions regarding program qualification. The MAP process provides three opportunities (in writing) for others to bear the burden of confirmation – not the Company.
- Operations Managers and Office Managers are emailed each time a service order is created to add or remove the customer to/from MAP.

MAP Process - Revenue Collection

For general information about MAP, how to respond to customer inquiries and enter customer's request as a BPEM, see Medical Alert Program.

These steps are used by Revenue Collection after the request has been entered as a BPEM case.

Process

When Revenue Collection Receives ZC02 BPEM Case (request for MAP):

1. Open the BPEM Case and select the Notes tab to review the information. Check to see if there are any special instructions such as a different mailing address.
2. Confirm the account and create a Manual Contact (Class ZMAP and Action 0009 Map-Application requested). Enter a note stating the application is being mailed and include specific notes as needed.
3. To mail the application information to the customer, click the **Adhoc Correspondence** tab on the navigation bar.
4. Select the **Ad Hoc Form of 00701 MAP - Application** from the Ad Hoc Forms dropdown. To see instructions for requesting a form, see Ad Hoc Correspondence and MAP Ad Hoc Forms.
5. Enter the account number into the **Contract Acct** field.
6. The available Form Type selections will show only Print Immediately, Print Batch and View Documents. Select how you would like to send the form and click **Submit**.
7. Reset the due date of the BPEM case to 15 calendar days from the processing date to remind yourself to follow-up on the correspondence if necessary. Click **Save**.
8. Complete the semi-automated contact and click **Save**.

When the completed application is returned, skip to the steps below for **When Completed Application is Received**.

If the application is not received in 15 days, send a second Ad Hoc letter (00101 2nd Letter), stating the application has not been received and that the applicant will be removed from consideration within 10 days. If no response is received to the 2nd letter, enter a Manual Contact explaining why the customer was dropped from the application process.

Once the application has been received, the customer's physician is sent a form letter requesting confirmation of the medical equipment in use. If the form letter is not returned within 15 days, a follow-up letter is sent which gives them 10 days to respond.

Note: It can take up to two months or more from the time the BPEM is created until completion.

When Completed Application is Received:

1. Revenue Collection requests Ad Hoc form 00114 MAP Physician Letter to be sent to the applicant's physician, requesting verification of the medical equipment in use.
2. When the doctor returns the form letter:
 - If the equipment noted on the application is one of the **3 qualifying types**, follow the steps below to add the customer to MAP.
 - If the equipment is NOT one of the qualifying types, the physician letter is reviewed by Occupational Physician Services (2015) for MAP qualification.
 - If our physician approves the application, follow the steps below to add the customer to MAP.
 - If our physician denies the application, based on the equipment in use, send Ad Hoc form 00104 Denial of Application to the customer via certified mail, requesting confirmation of receipt. Revenue Collection

enters a manual Contact on the applicant's account, explaining the reason for denial.

3. If the applicant's doctor fails to return the form letter within 15 days:
 - Send a follow-up letter (Ad Hoc form 00102-no response from doctor) to the applicant, stating we have not received verification from the physician and they will be removed from consideration for the program, if they do not reply in 10 days.
 - If no response is received in the allotted time, the account is removed from consideration. Place a Manual Contact on the CA.
4. If a customer's application has been denied multiple times, Revenue Collection will request Ad Hoc form 00105 Multiple Appln Denial to be sent to the applicant.

Add Customer to MAP (or remove a customer from MAP):

1. After the application is approved, verify that we have an outage number for the customer.
2. To add the **MAP Enrollment Date** (the date the orders are placed) click the **BP Overview** tab on the navigation bar. Click **Edit** and select the date from the calendar in the Map Enrollment field. (To remove customer from MAP, delete the MAP Enrollment Date). Click **Save**.
3. Complete the semi-automatic contact to explain the Enrollment Date change.
4. Change the Dunning Procedure on the account to **MAP Accounts**.
5. Access the Installation and change the Deregul. Status to M. This will put a special condition (Medical Alert) on the account and alert ARM (electric distribution operations) personnel to the MAP priority. (If removing customer from MAP, change this back to blank).
 - Enter T-code **es31**.
 - From the Change Installation screen, enter the Installation number in the Installation field.
 - Change the Deregul Status in the Deregulation section to "M-Medical Alert." This will create and Alert on the account that states Medical Alert Program. Click **Save**.
 - Create a Manual Contact explaining the Installation change.
6. Create a ZIMD (put medical alert on meter and transformer) service order for the NEXT business day to add the medical alert meter seals and transformer tags. This ensures our field personnel are aware the customer is enrolled in MAP.

NOTE: To remove customer from MAP, select Order Type ZRMD Remove Medical Alert
7. Revenue Collection updates the spreadsheet information on SharePoint. The Medical Alert Program Customer List is located on the Grid under the Asset Information Team Site. This information is available to all Operation managers, Business Office managers and other pertinent personnel.

8. Operation managers and Business Office managers are e-mailed each time a service order is created to add or remove a customer from MAP.

Annual MAP Recertification:

MAP customers must be re-certified every year to demonstrate that they are still eligible for MAP.

1. Once a year, a ZC01 Recertify MAP App Process BPEM case is routed to Revenue Collection for each MAP customer to start the recertification process. The case is triggered by the MAP Enrollment Date which is the manually entered date that the customer was enrolled into the program.
2. Revenue Collection then notifies the customer by letter (Ad Hoc form Recertify MAP 00106) to provide a new application so we can write to their physician to re-confirm they still use eligible equipment. The equipment types which qualify are: Respirator, Ventilator or a Ventricular Assist Device. The customer goes through the same process as they did in the beginning when they applied for the program.
3. If the customer does not respond by returning the completed application (by them) then Revenue Collection will request Ad Hoc 00103 2nd Recertify MAP explaining to the customer they have 10 days to return the application to us or we will determine they no longer need the program. If no response within the 10 days the customer is evaluated for removal. If the decision is made to remove the customer, the special alert is removed from the account and a ZRMD Remove Medical Alert order is placed to remove the tag and seal from that location.
4. If a MAP customer is removed due to no longer qualifying due to the physician verification, Revenue Collection will request Ad Hoc form 0010 Denial of Application which explains that acceptance will only be granted again if circumstances change and we receive confirmation from the applicant's physician.
5. Revenue Collection will then create a ZRMD Remove Medical Alert service order to remove the MAP tags from the meter and transformer.

Dunning of MAP Customer

See Dunning Levels - Active Accounts

1. When a MAP customer reaches Active Dunning Level 3, a ZF22 BPEM case is automatically created and sent to Revenue Collection.
2. If the account balance exceeds \$500, the person working the BPEM notifies Revenue Collection Management and the appropriate Business Office to review the situation and decide whether or not we should pursue collection.
3. If the managers advise Revenue Collection we need to pursue collection, then the office sends a certified letter to the customer giving them 30 days to obtain financial assistance or to make payment arrangements.

Certified Letter Example

Month Day, Year

[recipient's address]

Dear Sir or Madam:

We have not received a payment on your account since xx/xx/xxxx. Your account is now past due in the amount of \$xxx.xx. We have sent multiple notification(s) of past due balance(s) on your Kentucky Utilities account. It is imperative that you contact our office immediately to avoid any further collection actions. If we do not receive a response from you within thirty (30) days, further collection action will be taken up to and including disconnection of service. To avoid disconnection of service, payment must be made in full by xx/xx/xxxx.

The Medical Alert Program designation on your account simply means that Kentucky Utilities will make reasonable efforts to restore service to your address on a priority basis in the event of an outage. It in no way excludes you from the responsibility of paying your bills in a timely fashion.

Please consider this your last notice prior to disconnection of service on or after xx/xx/xxxx. If payment cannot be made by xx/xx/xxxx, please make arrangements to relocate the person living in your home who relies on life support equipment before that date. In addition to this certified letter a duplicate letter will be hand delivered to your residence.

Please contact Kentucky Utilities Company for payment arrangements or agency information. If you have any questions or concerns, please contact us.

Sincerely,

Revenue Collection Department

MAP Administration

859-367-5303

5. At the end of the 30 days, the Business Office Manager and Revenue Collection notify the Legal Department of the situation and they all decide together whether to create a disconnect order. If so, they advise the person working the BPEM case to enter a manual Disconnect Order.

Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018

Case No. 2018-00005

Question No. 33

Witness: John P. Malloy

Q-33.

- a. Please provide complete copies of any other LG&E policies which provide protection to customers who have received a disconnection notice, and which are not included in response to Questions 25 through 32 above. If any policies are contained in LG&E's tariffs, please provide copies of the relevant sheets rather than the entire tariff.
- b. Please describe in detail LG&E's current procedures for implementation of any policies provided in response to part (a) of this question, including what steps are carried out by personnel or contractors and what steps are automated. Please include how LG&E ensures that customers are not disconnected in violation of such policies or procedures.
- c. Please provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way in the procedures described in this question.
- d. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.

A-33.

- a. All policies providing protection to customers who have received a disconnection notice are included in the responses to Question Nos. 25 through 32 above.
- b. All procedures providing protection to customers who have received a disconnection notice are included in the responses to Question Nos. 25 through 32 above.
- c. All procedures providing protection to customers who have received a disconnection notice are included in the responses to Question Nos. 25 through 32 above.
- d. There is no expected change to disconnection eligibility requirements.

Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018

Case No. 2018-00005

Question No. 34

Witness: John P. Malloy

Q-34.

- a. Please describe any current LG&E review or quality control procedures in place to ensure that customers are not erroneously disconnected.
- b. Please provide copies of any LG&E operating procedures, instructions and training materials for company personnel or contractors who are involved in any way with such quality control procedures.
- c. Please describe how each of the procedures described in response to this question will change as a result of LG&E's implementation of remote disconnection of service. Please specify any procedural changes that are anticipated but have not been developed. If new operating procedures, instructions or training materials have been developed, please provide copies.
- d. For each customer erroneously disconnected in the LG&E territory during the period from January 1, 2017 through March 31, 2018, please provide the customer zip code, the month of disconnection and the reason(s) for the error. Please provide this in Excel format.

A-34.

- a. Customers that are pending a disconnection have the ability to make a payment or receive a pledge to cancel the disconnection. When the payment or pledge is made to satisfy the disconnection amount, the pending order is cancelled in the SAP Customer Care System (CCS) and is automatically removed from the Field Service Technician's Mobile tablet.
- b. See attached.
- c. No changes are anticipated.
- d. This process is tracked by the Residential Services Center (ZHON process). Attached is a copy of the Priority Reconnect Report, by month, under Attachment to Response to ACM 1-34(d).

Canceling a Disconnection (Cancel a ZDOF Service Order)

Automatic Cancellation

- **Disconnectable Balance falls to \$25 or less.** If a ZDOF is pending and a payment is posted, you will see one of these statuses:

Cancelled Fin

Payment posted and cancelled the order before it was completed.

Completed Fin

Payment posted after the order was completed. NOTE: This is not an off in error; usually a short period of time between when we worked the order and when payment came in.

NOTE: if a payment is received but not enough to cancel the order, an alert is automatically sent to the dispatcher. (see Manual Cancellation below)

- **A Move-In is created for the Premise.** If the scheduled date on the ZDOF is less than or equal to today's date, AND there is a Move-In scheduled within the next day (today or tomorrow), the ZDOF will automatically be cancelled.
- **Service Order Stale Dated (expired)** - If a ZDOF is not worked within 4 business days after creation, it is "stale dated" (automatically canceled)
- **Invoice is reversed before the ZDOF is completed.** Reversal of the Invoice will cancel the ZDOF within 15 minutes and put 2 Contacts on the account: Activity Reversed for Dunning and Mass Invoice Reversal Created for Billing.
- **Customer has a pending ZDOF when additional items reach Dunning Level 3:** existing ZDOF is automatically Cancelled, and a new ZDOF is automatically created with a recalculated amount.
- Customer has filed for Bankruptcy and we have received the appropriate bankruptcy paperwork. Revenue Collection will put a Special Condition and Contact on the CA when the paperwork is received.

Manual Cancellation

Situations where manual cancelation may be done:

- **Disconnectable balance decreases but is still more than \$25:** an automatic alert is sent to the dispatcher who has the option to cancel the disconnection if it has not already been completed. See Disconnectable Balance
- **Account should not have been scheduled for disconnection.**

Steps To Manually Cancel Disconnection:

1. From CRM Service Orders Fly Out Menu.
2. Choose Chng/canc/complete service Order.
3. Place the service order number in the work order number field.
4. Click the Execute Button.
5. Change the status of the order to cancelled.

The attachment for
ACM 1-34(d) is being
provided in a separate
file in Excel format.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 35

Witness: John P. Malloy

- Q-35. From a technical point of view, please describe how remote disconnections will work including how this process will interface with other Company computer systems.
- A-35. Remote disconnections will be initiated from the Company's SAP Customer Care System (CCS) based on either A) a customer scheduling a move out from their existing service, or B) otherwise become eligible for disconnection due to non-payment. When the disconnect order is generated it will include a scheduled date for completion. Company's current planning is that SAP (CCS) will then trigger a command to the Meter Data Management (MDM) and Head End applications, which will send out a command over the mesh network to the electric meter associated with the customer's account. The meter will process the command and open the service switch. For a full representative illustration of the Company's planned AMS application landscape and interfacing, see Exhibit JPM-1. Appendix A-2.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 36

Witness: John P. Malloy

Q-36. Please refer to the Testimony of David E. Huff ("Huff Testimony") at Page 9.

- a. Please list and describe the changes in current processes that could result from Remote Service Switching referred to by Mr. Huff in lines 12 to 14.
- b. Please list and describe the potential future processes referred to by Mr. Huff in line 20.
- c. Please provide an update on the current status of any changes in current processes that could result from Remote Service Switching or potential future processes relating to disconnections that were discussed in the AMS Collaborative including but not limited to:
 - i. a description of any further development or refinement of any possible changes that were discussed in the AMS Collaborative;
 - ii. a description of any new possible changes that the Companies have developed since the AMS Collaborative; and
 - iii. a description of any decisions LG&E has made about any possible changes either discussed at the Collaborative or developed afterwards.

A-36.

- a. The change is the method of disconnection using technology instead of a technician physically at a premise. The timing of disconnections was discussed - whether everyone is disconnected at approximately the same time or are staggered across the service territory. The concern is with customer education on when to expect a disconnect so they can plan their schedule vs concerns with assistance agencies and Company's Customer Support Representatives being inundated with help or payment requests. Also the automation of move-in and move-out customers for customer convenience.
- b. The discussion of potential future processes centered around the questions on page 39 of Exhibit DEH-4. No definitive processes were determined as existing processes and procedures will be utilized as they are pre AMS deployment.

- c. See below and the responses to Q-38.
 - i. No further refinement or possible changes have been discussed since the collaborative.
 - ii. No possible changes in processes have been developed since the collaborative.
 - iii. The Company plans to be consistent in operating disconnections and reconnections with existing policies and procedures. No other decisions have been made regarding the remote service switch operations.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 37

Witness: John P. Malloy

Q-37. Please refer to Exhibit DEH-4 page 33 entitled Current Disconnection Notice Process.

- a. For each step on the chart please describe how the step is carried out and by whom (e.g. personnel, contractor, other individuals or automated procedure.) For steps carried out by personnel, contractors or other individuals, please identify the job title. For steps carried out by automated procedure, please describe the procedure. Please specify any steps that require personnel, contractors or other individuals to enter information in the CIS or other Company systems.
- b. Please describe how and by whom (e.g. personnel, contractor, other individuals or automated procedure) payment information is entered into the CIS or other Company system so that the Companies know whether payment has been received within 16 days after the bill being sent or 10 days after the Brown Bill being sent or before the service technician gets to the disconnection location.
- c. Please describe the reason or reasons that service technicians do not get to the account within the 4 day window.
- d. Please describe whether all disconnections go through the process described on this chart or if there are any exceptions. Please describe the reasons for any exceptions and the percentage of any exceptions.
- e. Please describe how and by whom (e.g. personnel, contractor, other individuals or automated procedure) information that would affect the disconnection process (such as a customer having an appointment with an assistance agency, pledge being made, certificate of need, payment plan or medical certificate) is entered into the CIS or other Company system so that an erroneous disconnection does not take place.

A-37.

- a. For the first step on the chart (Bill is generated in CIS / Bill is sent to Customer), the customer's meter is read either manually or remotely, depending on the meter type, and is entered either manually or remotely by a contractor or Company personnel into the requisite system. This information is then automatically batched to the SAP Customer Care System (CCS) via overnight process. CCS automatically calculates usage on the

customer's account, including demand and minimums where applicable, the basic service charge, energy charge, and franchise fees, where applicable. Billing documents for all contracts under a single contract account are combined, and applicable taxes are applied, total bill is calculated, late payment charges are applied where applicable, and bill is posted to the customer's account. A batch job is then routed automatically via CCS to the printing contractor (Xerox) for printing and mailing.

For the second step on the chart (16 business days), CCS automatically issues a disconnection notice if the payment is not received within 16 days of mail date of the bill (brown bill), unless there is an applicable dunning lock placed on the account preventing issuance of a disconnection notice (medical deferment, pledge pending, MAP account, bankruptcy, etc.).

For the third step on the chart (10 days later), if payment has not been received 10 days after the issuance of the disconnection notice, a service order is automatically created in CCS to be worked the following business day, according to current guidelines. Manual dunning disconnection orders are created only by Revenue Collection personnel (revenue collection associates and/or Revenue Collection Team Leader/Manager) based on policies and procedures outlined in Question Nos. 25 through 32. Manual disconnection orders are worked following the same procedure as automatically created disconnection orders.

For the fourth step on the chart (Outcomes), once the disconnection order is created, the service technician has four days to complete the order before it is automatically cancelled (stale-dated) in CCS, restarting the dunning cycle the following billing period. Disconnection orders are typically stale-dated due to lack of available Company resources to work the particular order on a given day or days, or due to moratoriums on disconnections due to extreme weather. Disconnection service orders are worked by both Company personnel and contractors (field service technicians and/or meter technicians). If a disconnection order is pending (has been created but not yet worked or cancelled / stale-dated), and a payment or pledge is received, the order is automatically cancelled in CCS, preventing the order from being worked and the customer from being disconnected.

- b. Payments and pledges are entered into CCS either automatically through various interfaces with banks and third-party payment processors, or manually by Contact Center representatives (Company personnel and contractors), or a Cash Remittance Associate (Company personnel). If a disconnection order is pending (has been created but not yet worked or cancelled / stale-dated), and a payment or pledge is received and posted to the account (either automatically or manually), the order is automatically cancelled in CCS, preventing the order from being worked and the customer from being disconnected. Payments and pledges are entered into CCS either automatically through various interfaces with banks and third-party payment processors, or manually by Contact Center representatives (Company personnel and contractors), or a Cash Remittance Associate (Company personnel).

- c. Access issues – locked gate, location of meters; dangerous environment / safety concerns (dogs, threats, etc.).

- d. Yes, all disconnect orders follow this process if account/installment plan is not paid (some are automatically created and some are manually created).

- e. If a disconnection order is pending (has been created but not yet worked or cancelled / stale-dated), and a payment or pledge is received and posted to the account (either automatically or manually), the order is automatically cancelled in CCS, preventing the order from being worked and the customer from being disconnected. Payments and pledges are entered into CCS either automatically through various interfaces with banks and third-party payment processors, or manually by Contact Center representatives (Company personnel and contractors), a Cash Remittance Associate (Company personnel), or a Customer Commitment associate (Company personnel).
In addition, if a move-in by another customer is scheduled at the delinquent premise and the disconnection date is equal to or less than the current date, and the move-in is scheduled within the next business day, the disconnection order will be automatically cancelled in CCS. Move-in orders are created automatically in CCS via customer interface with the Company Customer (MyAccount) website, or manually by a Contact Center representative following normal move in/out procedures. If the customer's bill is reversed for any reason prior to completion of the disconnection order, CCS automatically cancels the pending disconnection order. If the customer files for bankruptcy and the Company receives the appropriate bankruptcy paperwork, the pending disconnection order is manually cancelled by either a Contact Center representative (Company personnel or contractor) or a Revenue Collection associate (Company personnel).
Field service technicians (Company personnel and contractors) work all disconnection orders in Mobile, a third party work scheduling software, which interfaces in near real-time with CCS. Any cancellation of the disconnection order in CCS is automatically routed to Mobile, cancelling the work order in Mobile and preventing the disconnection work order from being completed by the field service technician.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 38

Witness: John P. Malloy

Q-38. Please refer to Exhibit DEH-4 page 33 entitled Current Disconnection Notice Process:

- a. After the Companies implement remote disconnections, for each step on the chart, as well as any additional steps that may be added, please describe how the step will be carried out and by whom (e.g. personnel, contractor, other individuals or automated procedure including advanced meter.) For steps that will be carried out by personnel, contractors or other individuals, please identify the job title. For steps that will be carried out by automated procedure, including advanced meter, please describe the procedure. Please specify any steps that will require personnel, contractors or other individuals to enter information in the CIS or other Company systems.
- b. After the Companies implement remote disconnections, please describe how and by whom (e.g. personnel, contract or other individual or automated procedure) payment information will be entered into the CIS or other Company system so that the Companies will know whether payment has been received within 16 days after the bill being sent or 10 days after the Brown Bill being sent or before the service technician gets to the disconnection location.
- c. After the Companies implement remote disconnections, please describe how and by whom (e.g. personnel, contractor, other individuals or automated procedure.) information that would affect the disconnection process (such as a customer having an appointment with an assistance agency, pledge being made, certificate of need, payment plan or medical certificate) will be entered into the CIS or other Company system so that an erroneous disconnection does not take place.
- d. Please describe whether a Customer Service Representative will have the ability to stop remote disconnection upon receipt of information that would affect the disconnection process such as a medical certificate, and if so, how.
- e. Under what circumstances will a Customer Service Representative have the ability to override a pending remote disconnection and prevent a remote disconnection before it takes place?

A-38.

- a. The steps outlined in Exhibit DEH-4 pg. 33 will not change. How the disconnect order will be executed is the only new step. The execution of the order, which will continue to be created in the CCS system, will be determined during the design phases of the AMS project. Therefore, Companies are unable to describe the exact process and/or personnel that will be involved in the process.
- b. Payments and/or pledges will continue to be posted in the CCS system as they are today. As it works today, if the payment is sufficient to cancel the disconnection order that will occur in the CCS system. How the information will be transferred to the AMS systems will be determined during the design phases of the AMS project.
- c. The process of canceling a disconnection order will not change. Cancellations will still occur as they do today in the CCS system. How the information will be transferred to the AMS systems will be determined during the design phases of the AMS project.
- d. Customer service representatives will continue to have the ability to stop disconnections. How the information will be transferred to the AMS systems will be determined during the design phases of the AMS project.
- e. The policies and practices for a customer service representative to cancel a disconnection order will not change.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 39

Witness: John P. Malloy

Q-39. Please refer to Exhibit DEH-4 page 34 entitled LKE Disconnect Service Orders-Illustrative Breakout.

- a. Please confirm that the percentages on the pie chart represent the letters on the right hand side of the page, (40% service orders canceled due to payment pledge or other received, 10% service orders canceled due to service order stale or dated and 50% service disconnected).
- b. Please provide the numbers associated with each percentage listed on the pie chart broken down by Company.
- c. Please provide a similar chart for 2017 and the numbers associated with each percentage listed on the 2017 pie chart, broken down by Company.

A-39.

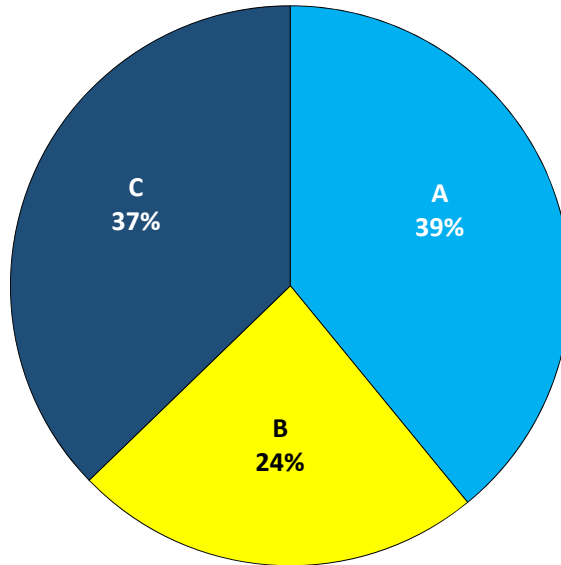
- a. Yes, the numbers are confirmed as stated.
- b. Listed below are the numbers associated with the chart on Exhibit DEH-4 page 34 entitled LKE Disconnect Service Orders-Illustrative Breakout.

	LG&E	KU	TOTAL	
A	59,559	60,198	119,757	40%
B	31,303	2,151	33,454	10%
C	57,510	87,212	144,722	50%
Total	148,372	149,561	297,933	

Rounded to nearest 10 percent.

- c. See attached.

LKE Disconnect Service Orders - Illustrative Breakout



A. Service Order canceled - Payment/ Pledge/ Other received

B. Service Order canceled - Service Order Stale dated

C. Service disconnected

	<u>LGE</u>	<u>KU</u>	<u>Total</u>	
A	60,473	63,707	124,180	39%
B	72,522	2,704	75,226	24%
C	32,330	85,978	118,308	37%
	165,325	152,389	317,714	100%

Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018

Case No. 2018-00005

Question No. 40

Witness: John P. Malloy

Q-40. Please refer to Exhibit DEH-4 page 39

- a. Please describe the Companies' plans regarding the timing and notification issues raised by each of the questions listed on this page including whether the Companies have made decisions on any of these issues.
- b. If plans are not final, please describe the options that the Companies are considering with respect to each issue.

A-40.

- a. The Companies plan to work with the low income agencies to determine a window of time for disconnections that both satisfies the customers' needs and controls traffic into their offices. Today, the Telephone Consumers Protection Act (TCPA) allows the Companies to issue a notification via an automated telephone call or SMS text to customers who are scheduled for disconnection for non-payment or to confirm service has been restored. The efficiency of the notifications depends upon customers keeping their telephone number up-to-date. To date, the Companies have not made a decision on the method or timing of notifications.
- b. Notification Options being considered in addition to current notifications:
 - i. Opt In Method: requires customers to register to receive the notifications and allows them the flexibility to determine the channel and/or timing.
 - ii. Notify All Method: uses the telephone number on file and a pre-set time.

Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018

Case No. 2018-00005

Question No. 41

Witness: John P. Malloy

- Q-41. Please refer to Exhibit DEH-6 at page 8, the first bullet point under the Remote Service Switch heading. Please describe the current status of the Companies' future plans and processes to increase education and awareness on service disconnections and to consider providing notice of disconnects through a variety of communication means such as text messages, phone calls and mail.
- A-41. Both of the methods described in Question No. 40 would include an awareness campaign. The campaign would inform customers to keep their telephone number up-to-date and if the Companies elect to use a preference portal, then selecting notification preferences. Outside of the campaign, customers calling the Company would be informed of the service.

Today, customers can update their telephone number via My Account, by contacting the call center or visiting a walk-in center. Customers can also sign-up for bill notifications which include: 1) your bill is ready to view, 2) your bill is due in five days, and 3) your bill has just gone past due.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 42

Witness: John P. Malloy

- Q-42. Please refer to Exhibit DEH-6 at page 8, the second bullet point under the Remote Service Switch heading. Please describe in detail the plan to use a temporary procedure that has manual review and human intervention components for an initial period to fine tune any internal business logic and avoid unnecessary disconnections. If the plan has not been finalized, please describe options that the Companies are considering.
- A-42. The temporary process is linked to the design and development of the Meter Data Management system and the remote service switch functionality which has not been designed. The intent of the temporary procedure is to assure the system design operates according to the Companies' disconnection and reconnection policies.

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 43

Witness: John P. Malloy

- Q-43. Please provide the number of disconnections for nonpayment carried out each day from January 1, 2017 through June 30, 2017 in the LG&E territory, broken down by zip code.
- A-43. See attached.

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Commercial	Electric	1/3/2017	40205	1
Commercial	Electric	1/10/2017	40213	1
Commercial	Electric	1/10/2017	40218	1
Commercial	Electric	1/11/2017	40220	1
Commercial	Electric	1/12/2017	40208	1
Commercial	Electric	1/12/2017	40218	4
Commercial	Electric	1/12/2017	40220	2
Commercial	Electric	1/13/2017	40204	1
Commercial	Electric	1/13/2017	40209	1
Commercial	Electric	1/13/2017	40211	1
Commercial	Electric	1/13/2017	40214	2
Commercial	Electric	1/13/2017	40216	1
Commercial	Electric	1/16/2017	40206	1
Commercial	Electric	1/16/2017	40207	1
Commercial	Electric	1/16/2017	40272	1
Commercial	Electric	1/16/2017	40299	2
Commercial	Electric	1/17/2017	40216	1
Commercial	Electric	1/18/2017	40203	1
Commercial	Electric	1/18/2017	40212	2
Commercial	Electric	1/18/2017	40214	1
Commercial	Electric	1/18/2017	40272	1
Commercial	Electric	1/19/2017	40155	1
Commercial	Electric	1/19/2017	40212	3
Commercial	Electric	1/19/2017	40216	1
Commercial	Electric	1/20/2017	40211	2
Commercial	Electric	1/20/2017	40212	1
Commercial	Electric	1/23/2017	40203	1
Commercial	Electric	1/23/2017	40210	2
Commercial	Electric	1/23/2017	40211	1
Commercial	Electric	1/24/2017	40218	1
Commercial	Electric	1/25/2017	40214	2
Commercial	Electric	1/25/2017	40216	1
Commercial	Electric	1/26/2017	40204	1
Commercial	Electric	1/26/2017	40218	1
Commercial	Electric	1/26/2017	40228	1
Commercial	Electric	2/1/2017	40208	1
Commercial	Electric	2/2/2017	40202	1
Commercial	Electric	2/2/2017	40208	1
Commercial	Electric	2/3/2017	40203	1
Commercial	Electric	2/3/2017	40208	1
Commercial	Electric	2/7/2017	40014	2
Commercial	Electric	2/8/2017	40208	1
Commercial	Electric	2/8/2017	40217	1
Commercial	Electric	2/9/2017	40214	1
Commercial	Electric	2/9/2017	40299	3
Commercial	Electric	2/10/2017	40203	2
Commercial	Electric	2/10/2017	40210	1
Commercial	Electric	2/10/2017	40211	1
Commercial	Electric	2/10/2017	40218	1
Commercial	Electric	2/10/2017	40299	1
Commercial	Electric	2/14/2017	40214	1
Commercial	Electric	2/15/2017	40211	2
Commercial	Electric	2/16/2017	40202	1
Commercial	Electric	2/21/2017	40211	2
Commercial	Electric	2/23/2017	40211	1

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Commercial	Electric	2/24/2017	40215	1
Commercial	Electric	2/27/2017	40031	1
Commercial	Electric	2/27/2017	40204	1
Commercial	Electric	2/27/2017	40205	1
Commercial	Electric	3/9/2017	40209	2
Commercial	Electric	3/9/2017	40213	2
Commercial	Electric	3/14/2017	40203	2
Commercial	Electric	3/14/2017	40206	1
Commercial	Electric	3/14/2017	40211	1
Commercial	Electric	3/14/2017	40213	2
Commercial	Electric	3/14/2017	40216	1
Commercial	Electric	3/14/2017	40218	1
Commercial	Electric	3/14/2017	40219	1
Commercial	Electric	3/14/2017	40299	1
Commercial	Electric	3/15/2017	40206	1
Commercial	Electric	3/15/2017	40211	1
Commercial	Electric	3/15/2017	40299	2
Commercial	Electric	3/16/2017	40203	1
Commercial	Electric	3/16/2017	40216	1
Commercial	Electric	3/17/2017	40272	1
Commercial	Electric	3/20/2017	40211	1
Commercial	Electric	3/20/2017	40219	1
Commercial	Electric	3/21/2017	40210	1
Commercial	Electric	3/21/2017	40272	1
Commercial	Electric	3/22/2017	40212	1
Commercial	Electric	3/23/2017	40208	3
Commercial	Electric	3/23/2017	40291	1
Commercial	Electric	3/24/2017	40211	1
Commercial	Electric	3/24/2017	40212	1
Commercial	Electric	3/27/2017	40014	1
Commercial	Electric	3/27/2017	40165	1
Commercial	Electric	3/27/2017	40204	3
Commercial	Electric	3/27/2017	40219	1
Commercial	Electric	3/27/2017	40222	1
Commercial	Electric	3/29/2017	40203	1
Commercial	Electric	3/29/2017	40204	1
Commercial	Electric	3/29/2017	40219	2
Commercial	Electric	4/4/2017	40241	1
Commercial	Electric	4/5/2017	40208	1
Commercial	Electric	4/6/2017	40202	1
Commercial	Electric	4/10/2017	40223	2
Commercial	Electric	4/11/2017	40203	1
Commercial	Electric	4/11/2017	40258	1
Commercial	Electric	4/12/2017	40214	1
Commercial	Electric	4/12/2017	40218	1
Commercial	Electric	4/12/2017	40272	1
Commercial	Electric	4/12/2017	40299	1
Commercial	Electric	4/13/2017	40214	1
Commercial	Electric	4/17/2017	40206	1
Commercial	Electric	4/17/2017	40214	2
Commercial	Electric	4/17/2017	40216	2
Commercial	Electric	4/17/2017	40219	2
Commercial	Electric	4/19/2017	40216	1
Commercial	Electric	4/20/2017	40026	1
Commercial	Electric	4/20/2017	40202	1

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Commercial	Electric	4/20/2017	40204	1
Commercial	Electric	4/20/2017	40216	1
Commercial	Electric	4/20/2017	40218	1
Commercial	Electric	4/20/2017	40245	4
Commercial	Electric	4/21/2017	40216	1
Commercial	Electric	4/21/2017	40291	1
Commercial	Electric	4/24/2017	40204	1
Commercial	Electric	4/24/2017	40228	1
Commercial	Electric	4/25/2017	40212	1
Commercial	Electric	4/25/2017	40215	1
Commercial	Electric	4/25/2017	40228	1
Commercial	Electric	4/25/2017	40245	1
Commercial	Electric	4/26/2017	40059	1
Commercial	Electric	4/26/2017	40215	1
Commercial	Electric	4/26/2017	40241	1
Commercial	Electric	4/27/2017	40059	1
Commercial	Electric	4/27/2017	40242	1
Commercial	Electric	4/27/2017	40258	2
Commercial	Electric	4/28/2017	40228	1
Commercial	Electric	5/3/2017	40213	1
Commercial	Electric	5/3/2017	40241	1
Commercial	Electric	5/4/2017	40203	1
Commercial	Electric	5/4/2017	40209	1
Commercial	Electric	5/5/2017	40118	1
Commercial	Electric	5/11/2017	40216	1
Commercial	Electric	5/11/2017	40220	1
Commercial	Electric	5/11/2017	40223	2
Commercial	Electric	5/11/2017	40299	6
Commercial	Electric	5/12/2017	40219	1
Commercial	Electric	5/16/2017	40206	1
Commercial	Electric	5/16/2017	40299	1
Commercial	Electric	5/17/2017	40203	1
Commercial	Electric	5/19/2017	40210	1
Commercial	Electric	6/2/2017	40217	1
Commercial	Electric	6/6/2017	40206	1
Commercial	Electric	6/8/2017	40203	1
Commercial	Electric	6/8/2017	40211	2
Commercial	Electric	6/9/2017	40203	2
Commercial	Electric	6/13/2017	40203	3
Commercial	Electric	6/14/2017	40216	1
Commercial	Electric	6/14/2017	40299	8
Commercial	Electric	6/15/2017	40216	2
Commercial	Electric	6/19/2017	40216	1
Commercial	Electric	6/20/2017	40211	2
Commercial	Electric	6/21/2017	40155	1
Commercial	Electric	6/21/2017	40212	1
Commercial	Electric	6/22/2017	40031	1
Commercial	Electric	6/22/2017	40165	7
Commercial	Electric	6/22/2017	40210	1
Commercial	Electric	6/22/2017	40211	1
Commercial	Electric	6/22/2017	40214	1
Commercial	Electric	6/22/2017	40218	3
Commercial	Electric	6/22/2017	40228	1
Commercial	Electric	6/22/2017	40229	1
Commercial	Electric	6/22/2017	40245	2

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Commercial	Electric	6/22/2017	40291	2
Commercial	Electric	6/23/2017	40213	1
Commercial	Electric	6/23/2017	40216	2
Commercial	Electric	6/23/2017	40218	2
Commercial	Electric	6/23/2017	40228	2
Commercial	Electric	6/27/2017	40118	2
Commercial	Electric	6/27/2017	40202	3
Commercial	Electric	6/27/2017	40203	1
Commercial	Electric	6/27/2017	40204	2
Commercial	Electric	6/27/2017	40206	1
Commercial	Electric	6/27/2017	40219	2
Commercial	Electric	6/27/2017	40228	1
Commercial	Electric	6/28/2017	40059	1
Commercial	Electric	6/28/2017	40208	1
Commercial	Electric	6/28/2017	40215	1
Commercial	Electric	6/28/2017	40216	2
Commercial	Electric	6/28/2017	40218	1
Commercial	Electric	6/28/2017	40219	2
Commercial	Electric	6/29/2017	40014	1
Commercial	Electric	6/29/2017	40203	1
Commercial	Electric	6/29/2017	40223	1
Commercial	Gas	1/10/2017	42701	1
Commercial	Gas	1/17/2017	40037	1
Commercial	Gas	1/19/2017	40108	1
Commercial	Gas	1/20/2017	40202	1
Commercial	Gas	1/25/2017	40213	1
Commercial	Gas	2/3/2017	42716	1
Commercial	Gas	2/8/2017	42748	1
Commercial	Gas	2/10/2017	42701	1
Commercial	Gas	3/9/2017	42748	2
Commercial	Gas	3/16/2017	40004	1
Commercial	Gas	3/17/2017	40004	4
Commercial	Gas	3/17/2017	40210	1
Commercial	Gas	3/22/2017	40210	1
Commercial	Gas	3/27/2017	40215	1
Commercial	Gas	4/6/2017	42748	1
Commercial	Gas	4/11/2017	40208	1
Commercial	Gas	4/12/2017	40004	7
Commercial	Gas	4/12/2017	40214	1
Commercial	Gas	4/13/2017	40004	1
Commercial	Gas	4/17/2017	40165	1
Commercial	Gas	4/20/2017	40204	1
Commercial	Gas	4/27/2017	40011	1
Commercial	Gas	5/2/2017	40031	1
Commercial	Gas	5/5/2017	42748	2
Commercial	Gas	5/15/2017	40004	2
Commercial	Gas	5/17/2017	40160	1
Commercial	Gas	6/9/2017	40214	1
Commercial	Gas	6/15/2017	40004	7
Commercial	Gas	6/21/2017	40160	1
Commercial	Gas	6/22/2017	40165	1
Commercial	Gas	6/27/2017	40215	1
Commercial	Gas	6/27/2017	40219	1
Residential	Electric	1/3/2017	40203	1
Residential	Electric	1/3/2017	40204	5

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	1/3/2017	40205	4
Residential	Electric	1/3/2017	40206	8
Residential	Electric	1/3/2017	40207	10
Residential	Electric	1/3/2017	40208	20
Residential	Electric	1/3/2017	40222	2
Residential	Electric	1/3/2017	40223	5
Residential	Electric	1/3/2017	40241	7
Residential	Electric	1/3/2017	40242	9
Residential	Electric	1/3/2017	40245	4
Residential	Electric	1/3/2017	40272	13
Residential	Electric	1/4/2017	40204	1
Residential	Electric	1/10/2017	40026	1
Residential	Electric	1/10/2017	40203	3
Residential	Electric	1/10/2017	40205	6
Residential	Electric	1/10/2017	40210	1
Residential	Electric	1/10/2017	40213	41
Residential	Electric	1/10/2017	40214	1
Residential	Electric	1/10/2017	40215	20
Residential	Electric	1/10/2017	40217	7
Residential	Electric	1/10/2017	40218	40
Residential	Electric	1/10/2017	40219	58
Residential	Electric	1/10/2017	40220	28
Residential	Electric	1/10/2017	40258	1
Residential	Electric	1/10/2017	40272	26
Residential	Electric	1/11/2017	40118	4
Residential	Electric	1/11/2017	40205	10
Residential	Electric	1/11/2017	40209	4
Residential	Electric	1/11/2017	40213	21
Residential	Electric	1/11/2017	40214	20
Residential	Electric	1/11/2017	40215	2
Residential	Electric	1/11/2017	40217	3
Residential	Electric	1/11/2017	40218	4
Residential	Electric	1/11/2017	40219	12
Residential	Electric	1/11/2017	40220	14
Residential	Electric	1/11/2017	40299	38
Residential	Electric	1/12/2017	40118	18
Residential	Electric	1/12/2017	40165	1
Residential	Electric	1/12/2017	40202	1
Residential	Electric	1/12/2017	40203	34
Residential	Electric	1/12/2017	40205	2
Residential	Electric	1/12/2017	40208	12
Residential	Electric	1/12/2017	40210	31
Residential	Electric	1/12/2017	40216	1
Residential	Electric	1/12/2017	40218	25
Residential	Electric	1/12/2017	40219	3
Residential	Electric	1/12/2017	40220	58
Residential	Electric	1/12/2017	40223	46
Residential	Electric	1/12/2017	40243	1
Residential	Electric	1/12/2017	40245	31
Residential	Electric	1/12/2017	40299	48
Residential	Electric	1/13/2017	40203	36
Residential	Electric	1/13/2017	40210	1
Residential	Electric	1/13/2017	40211	8
Residential	Electric	1/13/2017	40214	68
Residential	Electric	1/13/2017	40216	29

Louisville Gas and Electric Company
Disconnects for Non-Payment
January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	1/13/2017	40222	6
Residential	Electric	1/13/2017	40223	14
Residential	Electric	1/13/2017	40243	22
Residential	Electric	1/13/2017	40245	2
Residential	Electric	1/13/2017	40258	41
Residential	Electric	1/16/2017	40014	1
Residential	Electric	1/16/2017	40023	3
Residential	Electric	1/16/2017	40203	6
Residential	Electric	1/16/2017	40206	20
Residential	Electric	1/16/2017	40207	13
Residential	Electric	1/16/2017	40208	6
Residential	Electric	1/16/2017	40210	4
Residential	Electric	1/16/2017	40214	43
Residential	Electric	1/16/2017	40215	1
Residential	Electric	1/16/2017	40216	78
Residential	Electric	1/16/2017	40218	1
Residential	Electric	1/16/2017	40258	70
Residential	Electric	1/16/2017	40291	1
Residential	Electric	1/16/2017	40299	1
Residential	Electric	1/17/2017	40014	1
Residential	Electric	1/17/2017	40031	1
Residential	Electric	1/17/2017	40203	37
Residential	Electric	1/17/2017	40206	9
Residential	Electric	1/17/2017	40207	3
Residential	Electric	1/17/2017	40211	31
Residential	Electric	1/17/2017	40212	9
Residential	Electric	1/17/2017	40214	49
Residential	Electric	1/17/2017	40216	60
Residential	Electric	1/17/2017	40217	1
Residential	Electric	1/17/2017	40241	1
Residential	Electric	1/17/2017	40242	1
Residential	Electric	1/17/2017	40272	71
Residential	Electric	1/18/2017	40202	5
Residential	Electric	1/18/2017	40203	13
Residential	Electric	1/18/2017	40206	1
Residential	Electric	1/18/2017	40211	24
Residential	Electric	1/18/2017	40212	45
Residential	Electric	1/18/2017	40213	1
Residential	Electric	1/18/2017	40214	62
Residential	Electric	1/18/2017	40218	2
Residential	Electric	1/18/2017	40220	3
Residential	Electric	1/18/2017	40258	13
Residential	Electric	1/18/2017	40272	57
Residential	Electric	1/18/2017	40299	1
Residential	Electric	1/19/2017	40023	1
Residential	Electric	1/19/2017	40108	13
Residential	Electric	1/19/2017	40155	12
Residential	Electric	1/19/2017	40203	8
Residential	Electric	1/19/2017	40210	2
Residential	Electric	1/19/2017	40211	41
Residential	Electric	1/19/2017	40212	53
Residential	Electric	1/19/2017	40214	5
Residential	Electric	1/19/2017	40216	16
Residential	Electric	1/19/2017	40258	21
Residential	Electric	1/19/2017	40272	50

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	1/20/2017	40211	39
Residential	Electric	1/20/2017	40212	15
Residential	Electric	1/20/2017	40216	14
Residential	Electric	1/20/2017	40218	31
Residential	Electric	1/20/2017	40219	14
Residential	Electric	1/20/2017	40228	1
Residential	Electric	1/20/2017	40229	139
Residential	Electric	1/20/2017	40272	2
Residential	Electric	1/23/2017	40047	7
Residential	Electric	1/23/2017	40210	27
Residential	Electric	1/23/2017	40211	32
Residential	Electric	1/23/2017	40212	1
Residential	Electric	1/23/2017	40216	32
Residential	Electric	1/23/2017	40228	3
Residential	Electric	1/23/2017	40272	2
Residential	Electric	1/24/2017	40031	1
Residential	Electric	1/24/2017	40165	35
Residential	Electric	1/24/2017	40203	2
Residential	Electric	1/24/2017	40210	13
Residential	Electric	1/24/2017	40211	4
Residential	Electric	1/24/2017	40214	1
Residential	Electric	1/24/2017	40218	22
Residential	Electric	1/24/2017	40219	5
Residential	Electric	1/24/2017	40228	2
Residential	Electric	1/24/2017	40229	25
Residential	Electric	1/24/2017	40258	4
Residential	Electric	1/24/2017	40291	51
Residential	Electric	1/25/2017	40118	8
Residential	Electric	1/25/2017	40202	3
Residential	Electric	1/25/2017	40203	1
Residential	Electric	1/25/2017	40204	1
Residential	Electric	1/25/2017	40208	6
Residential	Electric	1/25/2017	40210	13
Residential	Electric	1/25/2017	40211	8
Residential	Electric	1/25/2017	40212	7
Residential	Electric	1/25/2017	40213	6
Residential	Electric	1/25/2017	40214	23
Residential	Electric	1/25/2017	40215	108
Residential	Electric	1/25/2017	40216	51
Residential	Electric	1/25/2017	40218	48
Residential	Electric	1/25/2017	40219	20
Residential	Electric	1/25/2017	40228	6
Residential	Electric	1/25/2017	40229	3
Residential	Electric	1/25/2017	40272	3
Residential	Electric	1/25/2017	40291	2
Residential	Electric	1/26/2017	40059	5
Residential	Electric	1/26/2017	40165	1
Residential	Electric	1/26/2017	40204	33
Residential	Electric	1/26/2017	40210	12
Residential	Electric	1/26/2017	40211	5
Residential	Electric	1/26/2017	40212	3
Residential	Electric	1/26/2017	40213	34
Residential	Electric	1/26/2017	40215	42
Residential	Electric	1/26/2017	40216	17
Residential	Electric	1/26/2017	40217	10

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	1/26/2017	40218	17
Residential	Electric	1/26/2017	40219	44
Residential	Electric	1/26/2017	40228	28
Residential	Electric	1/26/2017	40229	35
Residential	Electric	1/26/2017	40291	1
Residential	Electric	1/27/2017	40204	10
Residential	Electric	1/27/2017	40208	22
Residential	Electric	1/27/2017	40211	6
Residential	Electric	1/27/2017	40214	9
Residential	Electric	1/27/2017	40215	1
Residential	Electric	1/27/2017	40216	6
Residential	Electric	1/27/2017	40223	3
Residential	Electric	1/31/2017	40272	3
Residential	Electric	2/1/2017	40014	1
Residential	Electric	2/1/2017	40031	1
Residential	Electric	2/1/2017	40059	9
Residential	Electric	2/1/2017	40203	5
Residential	Electric	2/1/2017	40206	6
Residential	Electric	2/1/2017	40207	12
Residential	Electric	2/1/2017	40208	34
Residential	Electric	2/1/2017	40210	2
Residential	Electric	2/1/2017	40212	11
Residential	Electric	2/1/2017	40214	3
Residential	Electric	2/1/2017	40215	10
Residential	Electric	2/1/2017	40216	2
Residential	Electric	2/1/2017	40222	39
Residential	Electric	2/1/2017	40241	13
Residential	Electric	2/1/2017	40245	3
Residential	Electric	2/1/2017	40258	7
Residential	Electric	2/1/2017	40272	29
Residential	Electric	2/2/2017	40203	20
Residential	Electric	2/2/2017	40204	3
Residential	Electric	2/2/2017	40205	1
Residential	Electric	2/2/2017	40206	9
Residential	Electric	2/2/2017	40207	14
Residential	Electric	2/2/2017	40208	14
Residential	Electric	2/2/2017	40209	1
Residential	Electric	2/2/2017	40214	8
Residential	Electric	2/2/2017	40217	22
Residential	Electric	2/2/2017	40222	7
Residential	Electric	2/2/2017	40241	41
Residential	Electric	2/2/2017	40242	37
Residential	Electric	2/2/2017	40258	29
Residential	Electric	2/3/2017	40203	1
Residential	Electric	2/3/2017	40206	2
Residential	Electric	2/3/2017	40207	20
Residential	Electric	2/3/2017	40208	18
Residential	Electric	2/3/2017	40214	4
Residential	Electric	2/3/2017	40215	23
Residential	Electric	2/3/2017	40217	6
Residential	Electric	2/3/2017	40222	15
Residential	Electric	2/3/2017	40223	13
Residential	Electric	2/3/2017	40241	12
Residential	Electric	2/3/2017	40242	1
Residential	Electric	2/3/2017	40243	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	2/3/2017	40245	18
Residential	Electric	2/3/2017	40299	7
Residential	Electric	2/6/2017	40031	6
Residential	Electric	2/6/2017	40208	2
Residential	Electric	2/6/2017	40214	5
Residential	Electric	2/6/2017	40215	23
Residential	Electric	2/6/2017	40218	19
Residential	Electric	2/6/2017	40219	1
Residential	Electric	2/6/2017	40220	17
Residential	Electric	2/6/2017	40258	1
Residential	Electric	2/6/2017	40272	2
Residential	Electric	2/7/2017	40014	28
Residential	Electric	2/7/2017	40203	1
Residential	Electric	2/7/2017	40208	3
Residential	Electric	2/7/2017	40241	31
Residential	Electric	2/7/2017	40245	7
Residential	Electric	2/8/2017	40203	37
Residential	Electric	2/8/2017	40204	1
Residential	Electric	2/8/2017	40205	1
Residential	Electric	2/8/2017	40208	7
Residential	Electric	2/8/2017	40209	1
Residential	Electric	2/8/2017	40210	7
Residential	Electric	2/8/2017	40213	9
Residential	Electric	2/8/2017	40214	2
Residential	Electric	2/8/2017	40215	6
Residential	Electric	2/8/2017	40217	4
Residential	Electric	2/8/2017	40218	3
Residential	Electric	2/8/2017	40220	1
Residential	Electric	2/8/2017	40223	1
Residential	Electric	2/8/2017	40245	1
Residential	Electric	2/8/2017	40291	39
Residential	Electric	2/8/2017	40299	3
Residential	Electric	2/10/2017	40203	15
Residential	Electric	2/10/2017	40204	1
Residential	Electric	2/10/2017	40205	2
Residential	Electric	2/10/2017	40206	3
Residential	Electric	2/10/2017	40207	2
Residential	Electric	2/10/2017	40208	5
Residential	Electric	2/10/2017	40209	4
Residential	Electric	2/10/2017	40210	1
Residential	Electric	2/10/2017	40211	9
Residential	Electric	2/10/2017	40213	6
Residential	Electric	2/10/2017	40214	28
Residential	Electric	2/10/2017	40215	1
Residential	Electric	2/10/2017	40217	2
Residential	Electric	2/10/2017	40218	5
Residential	Electric	2/10/2017	40219	21
Residential	Electric	2/10/2017	40220	15
Residential	Electric	2/10/2017	40243	3
Residential	Electric	2/10/2017	40258	2
Residential	Electric	2/10/2017	40272	7
Residential	Electric	2/10/2017	40291	1
Residential	Electric	2/13/2017	40047	1
Residential	Electric	2/13/2017	40210	3
Residential	Electric	2/13/2017	40211	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	2/13/2017	40214	16
Residential	Electric	2/13/2017	40216	23
Residential	Electric	2/13/2017	40218	1
Residential	Electric	2/13/2017	40258	5
Residential	Electric	2/14/2017	40203	16
Residential	Electric	2/14/2017	40211	21
Residential	Electric	2/14/2017	40212	24
Residential	Electric	2/14/2017	40214	26
Residential	Electric	2/14/2017	40215	1
Residential	Electric	2/14/2017	40216	1
Residential	Electric	2/14/2017	40220	31
Residential	Electric	2/14/2017	40223	24
Residential	Electric	2/14/2017	40243	16
Residential	Electric	2/14/2017	40245	4
Residential	Electric	2/14/2017	40258	40
Residential	Electric	2/14/2017	40299	5
Residential	Electric	2/15/2017	40108	8
Residential	Electric	2/15/2017	40155	6
Residential	Electric	2/15/2017	40202	2
Residential	Electric	2/15/2017	40203	7
Residential	Electric	2/15/2017	40210	10
Residential	Electric	2/15/2017	40211	34
Residential	Electric	2/15/2017	40212	40
Residential	Electric	2/15/2017	40214	5
Residential	Electric	2/15/2017	40216	67
Residential	Electric	2/15/2017	40223	16
Residential	Electric	2/15/2017	40245	10
Residential	Electric	2/15/2017	40258	6
Residential	Electric	2/15/2017	40291	1
Residential	Electric	2/15/2017	40299	1
Residential	Electric	2/16/2017	40118	4
Residential	Electric	2/16/2017	40202	1
Residential	Electric	2/16/2017	40203	31
Residential	Electric	2/16/2017	40211	28
Residential	Electric	2/16/2017	40212	26
Residential	Electric	2/16/2017	40214	67
Residential	Electric	2/16/2017	40215	1
Residential	Electric	2/16/2017	40216	34
Residential	Electric	2/16/2017	40220	1
Residential	Electric	2/16/2017	40258	16
Residential	Electric	2/16/2017	40272	51
Residential	Electric	2/17/2017	40210	1
Residential	Electric	2/17/2017	40211	25
Residential	Electric	2/17/2017	40212	8
Residential	Electric	2/17/2017	40214	30
Residential	Electric	2/17/2017	40216	3
Residential	Electric	2/17/2017	40229	2
Residential	Electric	2/17/2017	40258	2
Residential	Electric	2/17/2017	40272	4
Residential	Electric	2/17/2017	40291	5
Residential	Electric	2/21/2017	40108	8
Residential	Electric	2/21/2017	40155	10
Residential	Electric	2/21/2017	40165	33
Residential	Electric	2/21/2017	40203	11
Residential	Electric	2/21/2017	40208	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	2/21/2017	40210	47
Residential	Electric	2/21/2017	40211	43
Residential	Electric	2/21/2017	40212	15
Residential	Electric	2/21/2017	40216	14
Residential	Electric	2/21/2017	40218	5
Residential	Electric	2/21/2017	40219	2
Residential	Electric	2/21/2017	40245	2
Residential	Electric	2/21/2017	40272	36
Residential	Electric	2/22/2017	40118	2
Residential	Electric	2/22/2017	40203	1
Residential	Electric	2/22/2017	40204	3
Residential	Electric	2/22/2017	40210	23
Residential	Electric	2/22/2017	40211	5
Residential	Electric	2/22/2017	40212	2
Residential	Electric	2/22/2017	40218	4
Residential	Electric	2/22/2017	40219	22
Residential	Electric	2/22/2017	40229	43
Residential	Electric	2/22/2017	40245	1
Residential	Electric	2/22/2017	40291	4
Residential	Electric	2/23/2017	40026	1
Residential	Electric	2/23/2017	40118	1
Residential	Electric	2/23/2017	40211	25
Residential	Electric	2/23/2017	40214	1
Residential	Electric	2/23/2017	40215	26
Residential	Electric	2/23/2017	40216	24
Residential	Electric	2/23/2017	40228	38
Residential	Electric	2/23/2017	40272	1
Residential	Electric	2/23/2017	40291	66
Residential	Electric	2/24/2017	40118	1
Residential	Electric	2/24/2017	40202	3
Residential	Electric	2/24/2017	40211	3
Residential	Electric	2/24/2017	40212	4
Residential	Electric	2/24/2017	40214	1
Residential	Electric	2/24/2017	40215	29
Residential	Electric	2/24/2017	40228	15
Residential	Electric	2/27/2017	40014	1
Residential	Electric	2/27/2017	40026	15
Residential	Electric	2/27/2017	40031	5
Residential	Electric	2/27/2017	40059	11
Residential	Electric	2/27/2017	40118	21
Residential	Electric	2/27/2017	40202	1
Residential	Electric	2/27/2017	40203	1
Residential	Electric	2/27/2017	40204	30
Residential	Electric	2/27/2017	40205	8
Residential	Electric	2/27/2017	40210	1
Residential	Electric	2/27/2017	40212	5
Residential	Electric	2/27/2017	40215	20
Residential	Electric	2/27/2017	40216	22
Residential	Electric	2/27/2017	40217	10
Residential	Electric	2/27/2017	40223	1
Residential	Electric	2/27/2017	40241	6
Residential	Electric	2/27/2017	40272	1
Residential	Electric	3/2/2017	40177	4
Residential	Electric	3/2/2017	40212	8
Residential	Electric	3/2/2017	40229	2

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	3/2/2017	40258	19
Residential	Electric	3/2/2017	40272	11
Residential	Electric	3/3/2017	40031	10
Residential	Electric	3/3/2017	40118	2
Residential	Electric	3/3/2017	40203	10
Residential	Electric	3/3/2017	40204	3
Residential	Electric	3/3/2017	40205	6
Residential	Electric	3/3/2017	40215	1
Residential	Electric	3/3/2017	40241	4
Residential	Electric	3/3/2017	40242	1
Residential	Electric	3/3/2017	40245	18
Residential	Electric	3/3/2017	40272	2
Residential	Electric	3/6/2017	40014	13
Residential	Electric	3/6/2017	40118	1
Residential	Electric	3/6/2017	40208	1
Residential	Electric	3/6/2017	40211	3
Residential	Electric	3/6/2017	40212	3
Residential	Electric	3/6/2017	40214	4
Residential	Electric	3/6/2017	40215	31
Residential	Electric	3/6/2017	40219	1
Residential	Electric	3/6/2017	40222	26
Residential	Electric	3/6/2017	40228	1
Residential	Electric	3/6/2017	40229	3
Residential	Electric	3/6/2017	40241	11
Residential	Electric	3/6/2017	40245	3
Residential	Electric	3/7/2017	40207	1
Residential	Electric	3/7/2017	40208	25
Residential	Electric	3/7/2017	40214	2
Residential	Electric	3/7/2017	40216	1
Residential	Electric	3/7/2017	40217	3
Residential	Electric	3/7/2017	40218	10
Residential	Electric	3/7/2017	40220	18
Residential	Electric	3/7/2017	40222	27
Residential	Electric	3/7/2017	40223	11
Residential	Electric	3/7/2017	40245	2
Residential	Electric	3/7/2017	40272	1
Residential	Electric	3/7/2017	40291	1
Residential	Electric	3/8/2017	40218	30
Residential	Electric	3/8/2017	40220	10
Residential	Electric	3/8/2017	40291	72
Residential	Electric	3/8/2017	40299	10
Residential	Electric	3/9/2017	40047	15
Residential	Electric	3/9/2017	40204	1
Residential	Electric	3/9/2017	40205	7
Residential	Electric	3/9/2017	40209	2
Residential	Electric	3/9/2017	40211	5
Residential	Electric	3/9/2017	40212	3
Residential	Electric	3/9/2017	40213	12
Residential	Electric	3/9/2017	40214	22
Residential	Electric	3/9/2017	40215	29
Residential	Electric	3/9/2017	40217	3
Residential	Electric	3/9/2017	40218	8
Residential	Electric	3/9/2017	40220	13
Residential	Electric	3/9/2017	40243	9
Residential	Electric	3/9/2017	40291	17

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	3/9/2017	40299	49
Residential	Electric	3/13/2017	40222	1
Residential	Electric	3/13/2017	40272	1
Residential	Electric	3/13/2017	40291	1
Residential	Electric	3/14/2017	40014	7
Residential	Electric	3/14/2017	40023	2
Residential	Electric	3/14/2017	40118	15
Residential	Electric	3/14/2017	40203	49
Residential	Electric	3/14/2017	40205	1
Residential	Electric	3/14/2017	40206	9
Residential	Electric	3/14/2017	40210	5
Residential	Electric	3/14/2017	40211	4
Residential	Electric	3/14/2017	40213	2
Residential	Electric	3/14/2017	40216	56
Residential	Electric	3/14/2017	40218	2
Residential	Electric	3/14/2017	40219	41
Residential	Electric	3/14/2017	40220	39
Residential	Electric	3/14/2017	40299	10
Residential	Electric	3/15/2017	40203	13
Residential	Electric	3/15/2017	40206	3
Residential	Electric	3/15/2017	40207	6
Residential	Electric	3/15/2017	40208	1
Residential	Electric	3/15/2017	40210	10
Residential	Electric	3/15/2017	40211	7
Residential	Electric	3/15/2017	40212	9
Residential	Electric	3/15/2017	40214	29
Residential	Electric	3/15/2017	40215	2
Residential	Electric	3/15/2017	40216	1
Residential	Electric	3/15/2017	40219	1
Residential	Electric	3/15/2017	40220	2
Residential	Electric	3/15/2017	40222	5
Residential	Electric	3/15/2017	40223	26
Residential	Electric	3/15/2017	40241	1
Residential	Electric	3/15/2017	40242	3
Residential	Electric	3/15/2017	40245	5
Residential	Electric	3/15/2017	40258	14
Residential	Electric	3/15/2017	40272	7
Residential	Electric	3/15/2017	40299	16
Residential	Electric	3/16/2017	40014	6
Residential	Electric	3/16/2017	40203	21
Residential	Electric	3/16/2017	40207	6
Residential	Electric	3/16/2017	40210	7
Residential	Electric	3/16/2017	40211	14
Residential	Electric	3/16/2017	40212	21
Residential	Electric	3/16/2017	40214	53
Residential	Electric	3/16/2017	40216	7
Residential	Electric	3/16/2017	40243	17
Residential	Electric	3/16/2017	40245	23
Residential	Electric	3/16/2017	40258	3
Residential	Electric	3/16/2017	40272	16
Residential	Electric	3/16/2017	40299	1
Residential	Electric	3/17/2017	40206	33
Residential	Electric	3/17/2017	40211	1
Residential	Electric	3/17/2017	40212	18
Residential	Electric	3/17/2017	40216	28

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	3/17/2017	40219	2
Residential	Electric	3/17/2017	40229	15
Residential	Electric	3/17/2017	40272	37
Residential	Electric	3/20/2017	40202	1
Residential	Electric	3/20/2017	40210	3
Residential	Electric	3/20/2017	40211	35
Residential	Electric	3/20/2017	40212	47
Residential	Electric	3/20/2017	40218	31
Residential	Electric	3/20/2017	40229	17
Residential	Electric	3/20/2017	40272	32
Residential	Electric	3/21/2017	40165	2
Residential	Electric	3/21/2017	40203	4
Residential	Electric	3/21/2017	40210	47
Residential	Electric	3/21/2017	40212	3
Residential	Electric	3/21/2017	40213	1
Residential	Electric	3/21/2017	40214	3
Residential	Electric	3/21/2017	40218	16
Residential	Electric	3/21/2017	40219	8
Residential	Electric	3/21/2017	40223	2
Residential	Electric	3/21/2017	40228	1
Residential	Electric	3/21/2017	40229	29
Residential	Electric	3/21/2017	40245	9
Residential	Electric	3/21/2017	40272	18
Residential	Electric	3/21/2017	40291	2
Residential	Electric	3/21/2017	40299	1
Residential	Electric	3/22/2017	40031	4
Residential	Electric	3/22/2017	40047	6
Residential	Electric	3/22/2017	40118	2
Residential	Electric	3/22/2017	40202	4
Residential	Electric	3/22/2017	40203	4
Residential	Electric	3/22/2017	40204	6
Residential	Electric	3/22/2017	40210	26
Residential	Electric	3/22/2017	40211	44
Residential	Electric	3/22/2017	40212	5
Residential	Electric	3/22/2017	40214	11
Residential	Electric	3/22/2017	40216	48
Residential	Electric	3/22/2017	40219	11
Residential	Electric	3/22/2017	40228	35
Residential	Electric	3/22/2017	40229	9
Residential	Electric	3/22/2017	40272	5
Residential	Electric	3/22/2017	40291	4
Residential	Electric	3/23/2017	40202	18
Residential	Electric	3/23/2017	40203	3
Residential	Electric	3/23/2017	40204	10
Residential	Electric	3/23/2017	40206	1
Residential	Electric	3/23/2017	40208	28
Residential	Electric	3/23/2017	40210	19
Residential	Electric	3/23/2017	40211	46
Residential	Electric	3/23/2017	40212	1
Residential	Electric	3/23/2017	40215	23
Residential	Electric	3/23/2017	40216	13
Residential	Electric	3/23/2017	40291	68
Residential	Electric	3/24/2017	40203	2
Residential	Electric	3/24/2017	40208	9
Residential	Electric	3/24/2017	40210	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	3/24/2017	40211	5
Residential	Electric	3/24/2017	40212	6
Residential	Electric	3/24/2017	40214	19
Residential	Electric	3/24/2017	40215	11
Residential	Electric	3/24/2017	40216	17
Residential	Electric	3/24/2017	40218	5
Residential	Electric	3/24/2017	40219	13
Residential	Electric	3/24/2017	40245	2
Residential	Electric	3/27/2017	40014	6
Residential	Electric	3/27/2017	40059	16
Residential	Electric	3/27/2017	40165	2
Residential	Electric	3/27/2017	40202	2
Residential	Electric	3/27/2017	40203	9
Residential	Electric	3/27/2017	40204	9
Residential	Electric	3/27/2017	40206	10
Residential	Electric	3/27/2017	40208	6
Residential	Electric	3/27/2017	40211	4
Residential	Electric	3/27/2017	40212	22
Residential	Electric	3/27/2017	40213	6
Residential	Electric	3/27/2017	40215	18
Residential	Electric	3/27/2017	40216	5
Residential	Electric	3/27/2017	40219	25
Residential	Electric	3/27/2017	40222	37
Residential	Electric	3/27/2017	40229	7
Residential	Electric	3/27/2017	40245	31
Residential	Electric	3/27/2017	40272	2
Residential	Electric	3/28/2017	40014	10
Residential	Electric	3/28/2017	40026	12
Residential	Electric	3/28/2017	40047	1
Residential	Electric	3/28/2017	40056	6
Residential	Electric	3/28/2017	40059	17
Residential	Electric	3/28/2017	40077	3
Residential	Electric	3/28/2017	40203	20
Residential	Electric	3/28/2017	40204	1
Residential	Electric	3/28/2017	40206	11
Residential	Electric	3/28/2017	40207	1
Residential	Electric	3/28/2017	40211	8
Residential	Electric	3/28/2017	40212	15
Residential	Electric	3/28/2017	40213	3
Residential	Electric	3/28/2017	40214	1
Residential	Electric	3/28/2017	40216	8
Residential	Electric	3/28/2017	40219	19
Residential	Electric	3/28/2017	40222	3
Residential	Electric	3/28/2017	40223	15
Residential	Electric	3/28/2017	40241	4
Residential	Electric	3/28/2017	40242	19
Residential	Electric	3/28/2017	40245	13
Residential	Electric	3/29/2017	40014	4
Residential	Electric	3/29/2017	40056	8
Residential	Electric	3/29/2017	40059	1
Residential	Electric	3/29/2017	40203	4
Residential	Electric	3/29/2017	40204	19
Residential	Electric	3/29/2017	40205	23
Residential	Electric	3/29/2017	40206	33
Residential	Electric	3/29/2017	40207	15

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	3/29/2017	40210	5
Residential	Electric	3/29/2017	40211	7
Residential	Electric	3/29/2017	40212	3
Residential	Electric	3/29/2017	40213	1
Residential	Electric	3/29/2017	40215	5
Residential	Electric	3/29/2017	40216	5
Residential	Electric	3/29/2017	40218	4
Residential	Electric	3/29/2017	40219	6
Residential	Electric	3/29/2017	40220	7
Residential	Electric	3/29/2017	40222	1
Residential	Electric	3/29/2017	40241	10
Residential	Electric	3/29/2017	40258	37
Residential	Electric	3/29/2017	40272	39
Residential	Electric	3/30/2017	40118	2
Residential	Electric	3/30/2017	40203	6
Residential	Electric	3/30/2017	40205	1
Residential	Electric	3/30/2017	40206	3
Residential	Electric	3/30/2017	40207	21
Residential	Electric	3/30/2017	40208	48
Residential	Electric	3/30/2017	40210	3
Residential	Electric	3/30/2017	40211	5
Residential	Electric	3/30/2017	40212	5
Residential	Electric	3/30/2017	40214	1
Residential	Electric	3/30/2017	40215	5
Residential	Electric	3/30/2017	40216	4
Residential	Electric	3/30/2017	40218	1
Residential	Electric	3/30/2017	40219	1
Residential	Electric	3/30/2017	40222	24
Residential	Electric	3/30/2017	40241	12
Residential	Electric	3/30/2017	40242	23
Residential	Electric	3/30/2017	40258	9
Residential	Electric	3/30/2017	40272	5
Residential	Electric	3/30/2017	40291	1
Residential	Electric	3/31/2017	40203	1
Residential	Electric	4/3/2017	40014	2
Residential	Electric	4/3/2017	40031	1
Residential	Electric	4/3/2017	40206	1
Residential	Electric	4/3/2017	40207	4
Residential	Electric	4/3/2017	40213	2
Residential	Electric	4/3/2017	40214	1
Residential	Electric	4/3/2017	40215	1
Residential	Electric	4/3/2017	40219	1
Residential	Electric	4/3/2017	40241	2
Residential	Electric	4/3/2017	40291	2
Residential	Electric	4/4/2017	40014	19
Residential	Electric	4/4/2017	40118	1
Residential	Electric	4/4/2017	40208	8
Residential	Electric	4/4/2017	40213	28
Residential	Electric	4/4/2017	40214	1
Residential	Electric	4/4/2017	40216	1
Residential	Electric	4/4/2017	40217	38
Residential	Electric	4/4/2017	40218	22
Residential	Electric	4/4/2017	40220	3
Residential	Electric	4/4/2017	40222	29
Residential	Electric	4/4/2017	40223	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	4/4/2017	40241	11
Residential	Electric	4/4/2017	40245	25
Residential	Electric	4/4/2017	40272	1
Residential	Electric	4/5/2017	40031	2
Residential	Electric	4/5/2017	40203	1
Residential	Electric	4/5/2017	40205	3
Residential	Electric	4/5/2017	40206	2
Residential	Electric	4/5/2017	40208	2
Residential	Electric	4/5/2017	40213	10
Residential	Electric	4/5/2017	40214	2
Residential	Electric	4/5/2017	40215	3
Residential	Electric	4/5/2017	40218	33
Residential	Electric	4/5/2017	40222	1
Residential	Electric	4/5/2017	40241	7
Residential	Electric	4/5/2017	40245	4
Residential	Electric	4/5/2017	40291	4
Residential	Electric	4/5/2017	40299	5
Residential	Electric	4/6/2017	40203	2
Residential	Electric	4/6/2017	40210	2
Residential	Electric	4/6/2017	40211	6
Residential	Electric	4/6/2017	40213	24
Residential	Electric	4/6/2017	40214	8
Residential	Electric	4/6/2017	40215	4
Residential	Electric	4/6/2017	40216	1
Residential	Electric	4/6/2017	40217	1
Residential	Electric	4/6/2017	40218	10
Residential	Electric	4/6/2017	40220	32
Residential	Electric	4/6/2017	40223	1
Residential	Electric	4/6/2017	40228	1
Residential	Electric	4/6/2017	40299	6
Residential	Electric	4/7/2017	40023	3
Residential	Electric	4/7/2017	40203	1
Residential	Electric	4/7/2017	40208	1
Residential	Electric	4/7/2017	40210	8
Residential	Electric	4/7/2017	40214	7
Residential	Electric	4/7/2017	40219	43
Residential	Electric	4/7/2017	40223	16
Residential	Electric	4/10/2017	40010	1
Residential	Electric	4/10/2017	40014	4
Residential	Electric	4/10/2017	40059	1
Residential	Electric	4/10/2017	40108	1
Residential	Electric	4/10/2017	40177	15
Residential	Electric	4/10/2017	40203	14
Residential	Electric	4/10/2017	40211	2
Residential	Electric	4/10/2017	40213	10
Residential	Electric	4/10/2017	40220	6
Residential	Electric	4/10/2017	40223	1
Residential	Electric	4/10/2017	40245	5
Residential	Electric	4/10/2017	40272	16
Residential	Electric	4/11/2017	40014	4
Residential	Electric	4/11/2017	40118	29
Residential	Electric	4/11/2017	40203	1
Residential	Electric	4/11/2017	40208	2
Residential	Electric	4/11/2017	40210	1
Residential	Electric	4/11/2017	40211	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	4/11/2017	40213	3
Residential	Electric	4/11/2017	40214	8
Residential	Electric	4/11/2017	40216	7
Residential	Electric	4/11/2017	40219	6
Residential	Electric	4/11/2017	40220	7
Residential	Electric	4/11/2017	40258	3
Residential	Electric	4/12/2017	40014	1
Residential	Electric	4/12/2017	40023	1
Residential	Electric	4/12/2017	40202	4
Residential	Electric	4/12/2017	40203	42
Residential	Electric	4/12/2017	40212	5
Residential	Electric	4/12/2017	40214	55
Residential	Electric	4/12/2017	40216	24
Residential	Electric	4/12/2017	40218	4
Residential	Electric	4/12/2017	40220	6
Residential	Electric	4/12/2017	40223	7
Residential	Electric	4/12/2017	40242	1
Residential	Electric	4/12/2017	40245	5
Residential	Electric	4/12/2017	40258	19
Residential	Electric	4/12/2017	40272	22
Residential	Electric	4/13/2017	40206	15
Residential	Electric	4/13/2017	40210	3
Residential	Electric	4/13/2017	40211	8
Residential	Electric	4/13/2017	40213	3
Residential	Electric	4/13/2017	40214	26
Residential	Electric	4/13/2017	40217	3
Residential	Electric	4/13/2017	40219	1
Residential	Electric	4/13/2017	40223	6
Residential	Electric	4/13/2017	40243	7
Residential	Electric	4/13/2017	40245	3
Residential	Electric	4/17/2017	40047	1
Residential	Electric	4/17/2017	40165	8
Residential	Electric	4/17/2017	40203	6
Residential	Electric	4/17/2017	40206	7
Residential	Electric	4/17/2017	40207	8
Residential	Electric	4/17/2017	40211	8
Residential	Electric	4/17/2017	40212	10
Residential	Electric	4/17/2017	40214	22
Residential	Electric	4/17/2017	40215	1
Residential	Electric	4/17/2017	40216	24
Residential	Electric	4/17/2017	40218	1
Residential	Electric	4/17/2017	40219	3
Residential	Electric	4/17/2017	40229	29
Residential	Electric	4/17/2017	40272	34
Residential	Electric	4/17/2017	40291	1
Residential	Electric	4/17/2017	40299	1
Residential	Electric	4/18/2017	40047	10
Residential	Electric	4/18/2017	40165	9
Residential	Electric	4/18/2017	40203	10
Residential	Electric	4/18/2017	40208	1
Residential	Electric	4/18/2017	40210	1
Residential	Electric	4/18/2017	40211	10
Residential	Electric	4/18/2017	40216	44
Residential	Electric	4/18/2017	40218	45
Residential	Electric	4/18/2017	40299	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	4/19/2017	40118	1
Residential	Electric	4/19/2017	40202	1
Residential	Electric	4/19/2017	40203	14
Residential	Electric	4/19/2017	40210	9
Residential	Electric	4/19/2017	40211	15
Residential	Electric	4/19/2017	40212	22
Residential	Electric	4/19/2017	40216	41
Residential	Electric	4/19/2017	40218	38
Residential	Electric	4/19/2017	40219	17
Residential	Electric	4/19/2017	40229	22
Residential	Electric	4/19/2017	40272	3
Residential	Electric	4/20/2017	40026	1
Residential	Electric	4/20/2017	40031	1
Residential	Electric	4/20/2017	40165	9
Residential	Electric	4/20/2017	40202	9
Residential	Electric	4/20/2017	40204	30
Residential	Electric	4/20/2017	40206	1
Residential	Electric	4/20/2017	40210	5
Residential	Electric	4/20/2017	40211	14
Residential	Electric	4/20/2017	40214	2
Residential	Electric	4/20/2017	40217	17
Residential	Electric	4/20/2017	40218	56
Residential	Electric	4/20/2017	40219	11
Residential	Electric	4/20/2017	40228	8
Residential	Electric	4/20/2017	40229	64
Residential	Electric	4/20/2017	40245	6
Residential	Electric	4/20/2017	40272	6
Residential	Electric	4/21/2017	40202	1
Residential	Electric	4/21/2017	40204	8
Residential	Electric	4/21/2017	40206	1
Residential	Electric	4/21/2017	40214	9
Residential	Electric	4/21/2017	40215	66
Residential	Electric	4/21/2017	40216	1
Residential	Electric	4/21/2017	40218	18
Residential	Electric	4/21/2017	40228	18
Residential	Electric	4/21/2017	40229	12
Residential	Electric	4/21/2017	40291	49
Residential	Electric	4/24/2017	40014	11
Residential	Electric	4/24/2017	40059	1
Residential	Electric	4/24/2017	40202	6
Residential	Electric	4/24/2017	40203	1
Residential	Electric	4/24/2017	40204	11
Residential	Electric	4/24/2017	40210	14
Residential	Electric	4/24/2017	40211	17
Residential	Electric	4/24/2017	40212	2
Residential	Electric	4/24/2017	40213	9
Residential	Electric	4/24/2017	40214	2
Residential	Electric	4/24/2017	40215	1
Residential	Electric	4/24/2017	40216	48
Residential	Electric	4/24/2017	40217	1
Residential	Electric	4/24/2017	40219	51
Residential	Electric	4/24/2017	40228	10
Residential	Electric	4/24/2017	40229	1
Residential	Electric	4/24/2017	40245	5
Residential	Electric	4/24/2017	40258	8

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	4/25/2017	40059	6
Residential	Electric	4/25/2017	40165	4
Residential	Electric	4/25/2017	40202	2
Residential	Electric	4/25/2017	40203	8
Residential	Electric	4/25/2017	40206	14
Residential	Electric	4/25/2017	40208	6
Residential	Electric	4/25/2017	40212	20
Residential	Electric	4/25/2017	40213	30
Residential	Electric	4/25/2017	40214	20
Residential	Electric	4/25/2017	40215	29
Residential	Electric	4/25/2017	40216	5
Residential	Electric	4/25/2017	40218	3
Residential	Electric	4/25/2017	40219	80
Residential	Electric	4/25/2017	40222	33
Residential	Electric	4/25/2017	40223	13
Residential	Electric	4/25/2017	40229	7
Residential	Electric	4/25/2017	40242	8
Residential	Electric	4/25/2017	40245	19
Residential	Electric	4/25/2017	40272	3
Residential	Electric	4/26/2017	40014	4
Residential	Electric	4/26/2017	40026	6
Residential	Electric	4/26/2017	40031	1
Residential	Electric	4/26/2017	40055	3
Residential	Electric	4/26/2017	40056	6
Residential	Electric	4/26/2017	40059	13
Residential	Electric	4/26/2017	40077	6
Residential	Electric	4/26/2017	40118	2
Residential	Electric	4/26/2017	40203	9
Residential	Electric	4/26/2017	40204	7
Residential	Electric	4/26/2017	40205	4
Residential	Electric	4/26/2017	40206	2
Residential	Electric	4/26/2017	40207	1
Residential	Electric	4/26/2017	40211	3
Residential	Electric	4/26/2017	40212	19
Residential	Electric	4/26/2017	40213	1
Residential	Electric	4/26/2017	40215	37
Residential	Electric	4/26/2017	40216	7
Residential	Electric	4/26/2017	40218	1
Residential	Electric	4/26/2017	40219	24
Residential	Electric	4/26/2017	40220	8
Residential	Electric	4/26/2017	40222	1
Residential	Electric	4/26/2017	40229	3
Residential	Electric	4/26/2017	40241	28
Residential	Electric	4/26/2017	40242	4
Residential	Electric	4/26/2017	40245	9
Residential	Electric	4/26/2017	40291	3
Residential	Electric	4/27/2017	40014	1
Residential	Electric	4/27/2017	40026	11
Residential	Electric	4/27/2017	40031	3
Residential	Electric	4/27/2017	40041	2
Residential	Electric	4/27/2017	40059	15
Residential	Electric	4/27/2017	40077	1
Residential	Electric	4/27/2017	40118	1
Residential	Electric	4/27/2017	40165	1
Residential	Electric	4/27/2017	40177	11

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	4/27/2017	40205	7
Residential	Electric	4/27/2017	40206	58
Residential	Electric	4/27/2017	40207	112
Residential	Electric	4/27/2017	40211	3
Residential	Electric	4/27/2017	40212	1
Residential	Electric	4/27/2017	40217	1
Residential	Electric	4/27/2017	40218	5
Residential	Electric	4/27/2017	40219	1
Residential	Electric	4/27/2017	40222	11
Residential	Electric	4/27/2017	40241	12
Residential	Electric	4/27/2017	40242	16
Residential	Electric	4/27/2017	40258	24
Residential	Electric	4/27/2017	40272	56
Residential	Electric	4/28/2017	40014	2
Residential	Electric	4/28/2017	40059	1
Residential	Electric	4/28/2017	40207	10
Residential	Electric	4/28/2017	40218	1
Residential	Electric	4/28/2017	40219	1
Residential	Electric	4/28/2017	40222	25
Residential	Electric	4/28/2017	40241	3
Residential	Electric	4/28/2017	40242	12
Residential	Electric	4/28/2017	40258	3
Residential	Electric	5/2/2017	40014	9
Residential	Electric	5/2/2017	40047	5
Residential	Electric	5/2/2017	40118	3
Residential	Electric	5/2/2017	40203	2
Residential	Electric	5/2/2017	40207	5
Residential	Electric	5/2/2017	40208	6
Residential	Electric	5/2/2017	40214	2
Residential	Electric	5/2/2017	40222	2
Residential	Electric	5/2/2017	40243	8
Residential	Electric	5/2/2017	40245	1
Residential	Electric	5/2/2017	40291	11
Residential	Electric	5/3/2017	40208	7
Residential	Electric	5/3/2017	40215	1
Residential	Electric	5/3/2017	40218	14
Residential	Electric	5/3/2017	40222	3
Residential	Electric	5/3/2017	40229	1
Residential	Electric	5/3/2017	40241	18
Residential	Electric	5/3/2017	40291	12
Residential	Electric	5/4/2017	40014	24
Residential	Electric	5/4/2017	40031	4
Residential	Electric	5/4/2017	40203	16
Residential	Electric	5/4/2017	40209	1
Residential	Electric	5/4/2017	40213	10
Residential	Electric	5/4/2017	40215	2
Residential	Electric	5/4/2017	40216	2
Residential	Electric	5/4/2017	40217	3
Residential	Electric	5/4/2017	40220	33
Residential	Electric	5/4/2017	40223	3
Residential	Electric	5/4/2017	40241	7
Residential	Electric	5/4/2017	40245	3
Residential	Electric	5/4/2017	40272	11
Residential	Electric	5/4/2017	40291	63
Residential	Electric	5/4/2017	40299	32

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	5/5/2017	40118	16
Residential	Electric	5/5/2017	40205	2
Residential	Electric	5/5/2017	40206	1
Residential	Electric	5/5/2017	40207	1
Residential	Electric	5/5/2017	40218	4
Residential	Electric	5/5/2017	40219	21
Residential	Electric	5/5/2017	40220	14
Residential	Electric	5/5/2017	40222	1
Residential	Electric	5/5/2017	40243	1
Residential	Electric	5/5/2017	40299	4
Residential	Electric	5/8/2017	40203	1
Residential	Electric	5/8/2017	40209	1
Residential	Electric	5/8/2017	40213	1
Residential	Electric	5/8/2017	40214	1
Residential	Electric	5/8/2017	40218	5
Residential	Electric	5/8/2017	40219	9
Residential	Electric	5/8/2017	40222	1
Residential	Electric	5/10/2017	40014	7
Residential	Electric	5/10/2017	40203	3
Residential	Electric	5/10/2017	40206	1
Residential	Electric	5/10/2017	40208	5
Residential	Electric	5/10/2017	40210	14
Residential	Electric	5/10/2017	40211	8
Residential	Electric	5/10/2017	40213	10
Residential	Electric	5/10/2017	40216	1
Residential	Electric	5/10/2017	40217	1
Residential	Electric	5/10/2017	40218	3
Residential	Electric	5/10/2017	40219	14
Residential	Electric	5/10/2017	40220	43
Residential	Electric	5/10/2017	40223	36
Residential	Electric	5/10/2017	40243	7
Residential	Electric	5/10/2017	40258	1
Residential	Electric	5/10/2017	40272	1
Residential	Electric	5/10/2017	40291	1
Residential	Electric	5/10/2017	40299	18
Residential	Electric	5/11/2017	40047	1
Residential	Electric	5/11/2017	40206	25
Residential	Electric	5/11/2017	40207	3
Residential	Electric	5/11/2017	40210	1
Residential	Electric	5/11/2017	40211	1
Residential	Electric	5/11/2017	40214	22
Residential	Electric	5/11/2017	40216	36
Residential	Electric	5/11/2017	40219	1
Residential	Electric	5/11/2017	40220	9
Residential	Electric	5/11/2017	40222	2
Residential	Electric	5/11/2017	40223	20
Residential	Electric	5/11/2017	40243	26
Residential	Electric	5/11/2017	40245	26
Residential	Electric	5/11/2017	40258	23
Residential	Electric	5/11/2017	40291	1
Residential	Electric	5/11/2017	40299	6
Residential	Electric	5/12/2017	40214	34
Residential	Electric	5/12/2017	40216	24
Residential	Electric	5/12/2017	40218	6
Residential	Electric	5/12/2017	40223	3

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	5/12/2017	40243	4
Residential	Electric	5/12/2017	40245	7
Residential	Electric	5/12/2017	40258	1
Residential	Electric	5/12/2017	40272	21
Residential	Electric	5/16/2017	40203	4
Residential	Electric	5/16/2017	40206	10
Residential	Electric	5/16/2017	40207	5
Residential	Electric	5/16/2017	40210	8
Residential	Electric	5/16/2017	40211	19
Residential	Electric	5/16/2017	40212	2
Residential	Electric	5/16/2017	40214	2
Residential	Electric	5/16/2017	40216	22
Residential	Electric	5/16/2017	40217	1
Residential	Electric	5/16/2017	40220	2
Residential	Electric	5/16/2017	40229	4
Residential	Electric	5/16/2017	40272	10
Residential	Electric	5/16/2017	40299	1
Residential	Electric	5/17/2017	40047	10
Residential	Electric	5/17/2017	40165	30
Residential	Electric	5/17/2017	40203	25
Residential	Electric	5/17/2017	40210	2
Residential	Electric	5/17/2017	40211	95
Residential	Electric	5/17/2017	40212	57
Residential	Electric	5/17/2017	40214	3
Residential	Electric	5/17/2017	40216	20
Residential	Electric	5/17/2017	40218	24
Residential	Electric	5/17/2017	40222	1
Residential	Electric	5/17/2017	40228	1
Residential	Electric	5/17/2017	40229	4
Residential	Electric	5/17/2017	40258	14
Residential	Electric	5/17/2017	40272	30
Residential	Electric	5/18/2017	40047	3
Residential	Electric	5/18/2017	40165	13
Residential	Electric	5/18/2017	40203	8
Residential	Electric	5/18/2017	40210	50
Residential	Electric	5/18/2017	40211	54
Residential	Electric	5/18/2017	40212	79
Residential	Electric	5/18/2017	40214	1
Residential	Electric	5/18/2017	40216	3
Residential	Electric	5/18/2017	40218	21
Residential	Electric	5/18/2017	40219	23
Residential	Electric	5/18/2017	40223	3
Residential	Electric	5/18/2017	40228	33
Residential	Electric	5/18/2017	40229	2
Residential	Electric	5/18/2017	40245	4
Residential	Electric	5/18/2017	40258	1
Residential	Electric	5/18/2017	40272	25
Residential	Electric	5/18/2017	40291	39
Residential	Electric	5/19/2017	40202	3
Residential	Electric	5/19/2017	40203	2
Residential	Electric	5/19/2017	40204	12
Residential	Electric	5/19/2017	40207	1
Residential	Electric	5/19/2017	40208	1
Residential	Electric	5/19/2017	40210	1
Residential	Electric	5/19/2017	40211	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	5/19/2017	40212	2
Residential	Electric	5/19/2017	40214	4
Residential	Electric	5/19/2017	40216	4
Residential	Electric	5/19/2017	40218	7
Residential	Electric	5/19/2017	40219	3
Residential	Electric	5/19/2017	40229	3
Residential	Electric	5/19/2017	40245	1
Residential	Electric	5/19/2017	40299	1
Residential	Electric	5/23/2017	40219	1
Residential	Electric	5/23/2017	40228	1
Residential	Electric	5/31/2017	40258	1
Residential	Electric	5/31/2017	40272	1
Residential	Electric	6/1/2017	40059	5
Residential	Electric	6/1/2017	40203	1
Residential	Electric	6/1/2017	40214	3
Residential	Electric	6/1/2017	40222	21
Residential	Electric	6/1/2017	40223	2
Residential	Electric	6/1/2017	40228	2
Residential	Electric	6/1/2017	40229	4
Residential	Electric	6/1/2017	40241	12
Residential	Electric	6/1/2017	40242	3
Residential	Electric	6/1/2017	40291	1
Residential	Electric	6/2/2017	40059	7
Residential	Electric	6/2/2017	40207	1
Residential	Electric	6/2/2017	40219	2
Residential	Electric	6/2/2017	40229	1
Residential	Electric	6/2/2017	40241	5
Residential	Electric	6/2/2017	40245	5
Residential	Electric	6/5/2017	40212	3
Residential	Electric	6/5/2017	40223	5
Residential	Electric	6/5/2017	40272	7
Residential	Electric	6/5/2017	40291	3
Residential	Electric	6/6/2017	40014	1
Residential	Electric	6/6/2017	40216	2
Residential	Electric	6/6/2017	40219	1
Residential	Electric	6/6/2017	40241	9
Residential	Electric	6/6/2017	40258	1
Residential	Electric	6/6/2017	40272	1
Residential	Electric	6/6/2017	40291	12
Residential	Electric	6/7/2017	40203	11
Residential	Electric	6/7/2017	40208	7
Residential	Electric	6/7/2017	40213	7
Residential	Electric	6/7/2017	40215	1
Residential	Electric	6/7/2017	40217	25
Residential	Electric	6/7/2017	40218	2
Residential	Electric	6/7/2017	40220	42
Residential	Electric	6/7/2017	40229	1
Residential	Electric	6/7/2017	40272	9
Residential	Electric	6/7/2017	40299	27
Residential	Electric	6/8/2017	40047	5
Residential	Electric	6/8/2017	40203	56
Residential	Electric	6/8/2017	40211	8
Residential	Electric	6/8/2017	40213	62
Residential	Electric	6/8/2017	40215	25
Residential	Electric	6/8/2017	40218	56

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	6/8/2017	40219	32
Residential	Electric	6/8/2017	40220	36
Residential	Electric	6/8/2017	40243	3
Residential	Electric	6/8/2017	40272	11
Residential	Electric	6/8/2017	40291	34
Residential	Electric	6/8/2017	40299	49
Residential	Electric	6/9/2017	40014	1
Residential	Electric	6/9/2017	40202	1
Residential	Electric	6/9/2017	40203	27
Residential	Electric	6/9/2017	40205	8
Residential	Electric	6/9/2017	40208	33
Residential	Electric	6/9/2017	40210	34
Residential	Electric	6/9/2017	40213	8
Residential	Electric	6/9/2017	40214	26
Residential	Electric	6/9/2017	40217	13
Residential	Electric	6/9/2017	40218	15
Residential	Electric	6/9/2017	40220	49
Residential	Electric	6/9/2017	40222	1
Residential	Electric	6/9/2017	40223	1
Residential	Electric	6/9/2017	40241	1
Residential	Electric	6/9/2017	40299	25
Residential	Electric	6/12/2017	40014	2
Residential	Electric	6/12/2017	40213	8
Residential	Electric	6/12/2017	40214	1
Residential	Electric	6/12/2017	40219	32
Residential	Electric	6/12/2017	40243	7
Residential	Electric	6/13/2017	40118	7
Residential	Electric	6/13/2017	40203	14
Residential	Electric	6/13/2017	40208	3
Residential	Electric	6/13/2017	40209	3
Residential	Electric	6/13/2017	40213	5
Residential	Electric	6/13/2017	40214	12
Residential	Electric	6/13/2017	40216	46
Residential	Electric	6/13/2017	40222	2
Residential	Electric	6/13/2017	40223	3
Residential	Electric	6/13/2017	40243	11
Residential	Electric	6/13/2017	40258	17
Residential	Electric	6/13/2017	40272	5
Residential	Electric	6/13/2017	40299	3
Residential	Electric	6/14/2017	40118	2
Residential	Electric	6/14/2017	40203	4
Residential	Electric	6/14/2017	40206	23
Residential	Electric	6/14/2017	40207	5
Residential	Electric	6/14/2017	40208	6
Residential	Electric	6/14/2017	40210	6
Residential	Electric	6/14/2017	40213	1
Residential	Electric	6/14/2017	40214	50
Residential	Electric	6/14/2017	40215	2
Residential	Electric	6/14/2017	40216	46
Residential	Electric	6/14/2017	40218	1
Residential	Electric	6/14/2017	40219	1
Residential	Electric	6/14/2017	40220	23
Residential	Electric	6/14/2017	40223	8
Residential	Electric	6/14/2017	40243	10
Residential	Electric	6/14/2017	40245	14

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	6/14/2017	40258	19
Residential	Electric	6/14/2017	40299	9
Residential	Electric	6/15/2017	40014	4
Residential	Electric	6/15/2017	40203	32
Residential	Electric	6/15/2017	40206	4
Residential	Electric	6/15/2017	40207	4
Residential	Electric	6/15/2017	40210	4
Residential	Electric	6/15/2017	40211	18
Residential	Electric	6/15/2017	40212	6
Residential	Electric	6/15/2017	40213	1
Residential	Electric	6/15/2017	40214	15
Residential	Electric	6/15/2017	40216	35
Residential	Electric	6/15/2017	40223	15
Residential	Electric	6/15/2017	40243	6
Residential	Electric	6/15/2017	40258	32
Residential	Electric	6/15/2017	40272	9
Residential	Electric	6/16/2017	40204	1
Residential	Electric	6/16/2017	40207	9
Residential	Electric	6/16/2017	40212	1
Residential	Electric	6/16/2017	40214	14
Residential	Electric	6/16/2017	40216	6
Residential	Electric	6/16/2017	40219	1
Residential	Electric	6/16/2017	40220	1
Residential	Electric	6/16/2017	40272	10
Residential	Electric	6/19/2017	40118	1
Residential	Electric	6/19/2017	40203	2
Residential	Electric	6/19/2017	40211	17
Residential	Electric	6/19/2017	40212	13
Residential	Electric	6/19/2017	40214	68
Residential	Electric	6/19/2017	40216	15
Residential	Electric	6/19/2017	40258	10
Residential	Electric	6/19/2017	40272	50
Residential	Electric	6/20/2017	40203	16
Residential	Electric	6/20/2017	40210	8
Residential	Electric	6/20/2017	40211	64
Residential	Electric	6/20/2017	40212	14
Residential	Electric	6/20/2017	40218	33
Residential	Electric	6/20/2017	40220	2
Residential	Electric	6/20/2017	40229	62
Residential	Electric	6/20/2017	40272	26
Residential	Electric	6/20/2017	40291	10
Residential	Electric	6/21/2017	40047	9
Residential	Electric	6/21/2017	40108	11
Residential	Electric	6/21/2017	40155	10
Residential	Electric	6/21/2017	40165	36
Residential	Electric	6/21/2017	40203	3
Residential	Electric	6/21/2017	40210	19
Residential	Electric	6/21/2017	40211	40
Residential	Electric	6/21/2017	40212	34
Residential	Electric	6/21/2017	40214	1
Residential	Electric	6/21/2017	40216	3
Residential	Electric	6/21/2017	40218	42
Residential	Electric	6/21/2017	40219	38
Residential	Electric	6/21/2017	40229	23
Residential	Electric	6/21/2017	40272	12

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	6/21/2017	40291	2
Residential	Electric	6/22/2017	40031	2
Residential	Electric	6/22/2017	40118	8
Residential	Electric	6/22/2017	40165	13
Residential	Electric	6/22/2017	40202	14
Residential	Electric	6/22/2017	40204	4
Residential	Electric	6/22/2017	40210	17
Residential	Electric	6/22/2017	40211	33
Residential	Electric	6/22/2017	40214	16
Residential	Electric	6/22/2017	40218	22
Residential	Electric	6/22/2017	40219	10
Residential	Electric	6/22/2017	40223	2
Residential	Electric	6/22/2017	40228	2
Residential	Electric	6/22/2017	40229	16
Residential	Electric	6/22/2017	40245	2
Residential	Electric	6/22/2017	40291	38
Residential	Electric	6/23/2017	40202	2
Residential	Electric	6/23/2017	40204	8
Residential	Electric	6/23/2017	40213	7
Residential	Electric	6/23/2017	40215	21
Residential	Electric	6/23/2017	40216	21
Residential	Electric	6/23/2017	40218	3
Residential	Electric	6/23/2017	40219	5
Residential	Electric	6/23/2017	40258	1
Residential	Electric	6/23/2017	40272	27
Residential	Electric	6/26/2017	40014	18
Residential	Electric	6/26/2017	40118	3
Residential	Electric	6/26/2017	40213	2
Residential	Electric	6/26/2017	40214	7
Residential	Electric	6/26/2017	40215	37
Residential	Electric	6/26/2017	40216	3
Residential	Electric	6/26/2017	40218	7
Residential	Electric	6/26/2017	40219	25
Residential	Electric	6/26/2017	40228	21
Residential	Electric	6/26/2017	40242	11
Residential	Electric	6/26/2017	40245	21
Residential	Electric	6/26/2017	40272	2
Residential	Electric	6/27/2017	40014	4
Residential	Electric	6/27/2017	40056	4
Residential	Electric	6/27/2017	40118	12
Residential	Electric	6/27/2017	40202	1
Residential	Electric	6/27/2017	40203	3
Residential	Electric	6/27/2017	40204	10
Residential	Electric	6/27/2017	40205	5
Residential	Electric	6/27/2017	40206	7
Residential	Electric	6/27/2017	40208	30
Residential	Electric	6/27/2017	40211	4
Residential	Electric	6/27/2017	40212	24
Residential	Electric	6/27/2017	40214	11
Residential	Electric	6/27/2017	40215	9
Residential	Electric	6/27/2017	40216	15
Residential	Electric	6/27/2017	40217	4
Residential	Electric	6/27/2017	40219	8
Residential	Electric	6/27/2017	40220	1
Residential	Electric	6/27/2017	40222	9

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Electric	6/27/2017	40223	12
Residential	Electric	6/27/2017	40229	12
Residential	Electric	6/27/2017	40241	7
Residential	Electric	6/27/2017	40245	1
Residential	Electric	6/27/2017	40272	6
Residential	Electric	6/28/2017	40059	20
Residential	Electric	6/28/2017	40165	2
Residential	Electric	6/28/2017	40203	4
Residential	Electric	6/28/2017	40204	3
Residential	Electric	6/28/2017	40205	12
Residential	Electric	6/28/2017	40206	3
Residential	Electric	6/28/2017	40207	3
Residential	Electric	6/28/2017	40210	1
Residential	Electric	6/28/2017	40213	2
Residential	Electric	6/28/2017	40215	40
Residential	Electric	6/28/2017	40216	15
Residential	Electric	6/28/2017	40219	6
Residential	Electric	6/28/2017	40222	23
Residential	Electric	6/28/2017	40223	10
Residential	Electric	6/28/2017	40242	12
Residential	Electric	6/28/2017	40245	7
Residential	Electric	6/29/2017	40026	3
Residential	Electric	6/29/2017	40056	4
Residential	Electric	6/29/2017	40059	9
Residential	Electric	6/29/2017	40203	16
Residential	Electric	6/29/2017	40206	32
Residential	Electric	6/29/2017	40207	22
Residential	Electric	6/29/2017	40211	7
Residential	Electric	6/29/2017	40212	13
Residential	Electric	6/29/2017	40222	9
Residential	Electric	6/29/2017	40241	10
Residential	Electric	6/29/2017	40245	3
Residential	Electric	6/29/2017	40258	23
Residential	Electric	6/29/2017	40272	25
Residential	Electric	6/30/2017	40219	1
Residential	Gas	1/10/2017	42701	2
Residential	Gas	1/10/2017	42716	1
Residential	Gas	1/10/2017	42748	4
Residential	Gas	1/10/2017	42764	1
Residential	Gas	1/12/2017	40109	5
Residential	Gas	1/17/2017	40216	1
Residential	Gas	1/18/2017	40212	1
Residential	Gas	1/19/2017	40004	9
Residential	Gas	1/19/2017	40108	2
Residential	Gas	1/19/2017	40160	15
Residential	Gas	1/19/2017	40175	2
Residential	Gas	1/20/2017	40004	3
Residential	Gas	1/20/2017	40203	2
Residential	Gas	1/20/2017	40212	1
Residential	Gas	1/20/2017	40229	5
Residential	Gas	1/23/2017	40047	3
Residential	Gas	1/23/2017	40165	2
Residential	Gas	1/24/2017	40165	28
Residential	Gas	1/24/2017	40214	1
Residential	Gas	1/25/2017	40218	1

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Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Gas	1/26/2017	40165	2
Residential	Gas	2/2/2017	42748	1
Residential	Gas	2/6/2017	40031	18
Residential	Gas	2/6/2017	42716	1
Residential	Gas	2/6/2017	42748	2
Residential	Gas	2/7/2017	42716	1
Residential	Gas	2/8/2017	40019	5
Residential	Gas	2/8/2017	40031	1
Residential	Gas	2/8/2017	40213	1
Residential	Gas	2/8/2017	42701	1
Residential	Gas	2/8/2017	42748	9
Residential	Gas	2/8/2017	42757	1
Residential	Gas	2/10/2017	42701	4
Residential	Gas	2/13/2017	40047	1
Residential	Gas	2/27/2017	40204	1
Residential	Gas	3/3/2017	40031	27
Residential	Gas	3/3/2017	42748	1
Residential	Gas	3/6/2017	42716	1
Residential	Gas	3/7/2017	42748	2
Residential	Gas	3/9/2017	40047	14
Residential	Gas	3/9/2017	42701	3
Residential	Gas	3/9/2017	42748	7
Residential	Gas	3/16/2017	40004	1
Residential	Gas	3/17/2017	40004	27
Residential	Gas	3/17/2017	40229	1
Residential	Gas	3/17/2017	42701	1
Residential	Gas	3/20/2017	40004	2
Residential	Gas	3/20/2017	40047	2
Residential	Gas	3/20/2017	40150	1
Residential	Gas	3/20/2017	40160	23
Residential	Gas	3/21/2017	40037	1
Residential	Gas	3/21/2017	40047	4
Residential	Gas	3/21/2017	40150	6
Residential	Gas	3/21/2017	40165	6
Residential	Gas	3/21/2017	40175	4
Residential	Gas	3/22/2017	40047	12
Residential	Gas	3/22/2017	40229	6
Residential	Gas	3/23/2017	40031	1
Residential	Gas	3/23/2017	40211	1
Residential	Gas	3/24/2017	40004	1
Residential	Gas	3/27/2017	40059	2
Residential	Gas	3/27/2017	40165	2
Residential	Gas	3/28/2017	40059	1
Residential	Gas	3/29/2017	40205	1
Residential	Gas	3/29/2017	40218	1
Residential	Gas	3/30/2017	40004	1
Residential	Gas	3/30/2017	40206	1
Residential	Gas	3/31/2017	42748	2
Residential	Gas	4/3/2017	40031	1
Residential	Gas	4/4/2017	42748	1
Residential	Gas	4/5/2017	40014	1
Residential	Gas	4/5/2017	40019	3
Residential	Gas	4/5/2017	40031	16
Residential	Gas	4/5/2017	42716	1
Residential	Gas	4/6/2017	40014	3

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Gas	4/6/2017	40019	10
Residential	Gas	4/6/2017	40050	9
Residential	Gas	4/6/2017	40068	4
Residential	Gas	4/6/2017	42701	2
Residential	Gas	4/6/2017	42748	3
Residential	Gas	4/6/2017	42757	4
Residential	Gas	4/7/2017	40019	3
Residential	Gas	4/7/2017	40068	5
Residential	Gas	4/10/2017	40109	3
Residential	Gas	4/10/2017	40177	1
Residential	Gas	4/10/2017	40272	1
Residential	Gas	4/12/2017	40004	19
Residential	Gas	4/13/2017	40004	12
Residential	Gas	4/13/2017	40160	1
Residential	Gas	4/13/2017	40206	2
Residential	Gas	4/17/2017	40047	1
Residential	Gas	4/17/2017	40160	15
Residential	Gas	4/17/2017	40165	7
Residential	Gas	4/17/2017	40229	1
Residential	Gas	4/18/2017	40165	13
Residential	Gas	4/18/2017	40211	1
Residential	Gas	4/18/2017	40216	1
Residential	Gas	4/19/2017	40047	27
Residential	Gas	4/19/2017	40229	8
Residential	Gas	4/20/2017	40165	19
Residential	Gas	4/20/2017	40202	1
Residential	Gas	4/20/2017	40204	1
Residential	Gas	4/21/2017	40218	2
Residential	Gas	4/24/2017	40245	3
Residential	Gas	4/26/2017	40212	1
Residential	Gas	4/27/2017	40011	7
Residential	Gas	4/27/2017	40160	2
Residential	Gas	4/27/2017	40206	1
Residential	Gas	4/28/2017	40222	1
Residential	Gas	5/1/2017	42748	2
Residential	Gas	5/2/2017	40047	5
Residential	Gas	5/2/2017	42716	3
Residential	Gas	5/4/2017	42748	2
Residential	Gas	5/5/2017	42701	1
Residential	Gas	5/5/2017	42748	5
Residential	Gas	5/5/2017	42749	1
Residential	Gas	5/5/2017	42757	1
Residential	Gas	5/9/2017	42722	1
Residential	Gas	5/11/2017	40206	1
Residential	Gas	5/15/2017	40004	24
Residential	Gas	5/15/2017	40013	1
Residential	Gas	5/16/2017	40037	1
Residential	Gas	5/16/2017	40150	10
Residential	Gas	5/17/2017	40037	1
Residential	Gas	5/17/2017	40160	32
Residential	Gas	5/17/2017	40165	32
Residential	Gas	5/18/2017	40047	16
Residential	Gas	5/18/2017	40150	1
Residential	Gas	5/18/2017	40165	16
Residential	Gas	6/2/2017	42748	2

Louisville Gas and Electric Company
 Disconnects for Non-Payment
 January 1 2017 through June 30, 2017

Residential / Commercial	Service	Disconnection Date	Premise Postal Code	Total
Residential	Gas	6/5/2017	40031	1
Residential	Gas	6/6/2017	40031	5
Residential	Gas	6/7/2017	40057	7
Residential	Gas	6/7/2017	40203	1
Residential	Gas	6/8/2017	40019	8
Residential	Gas	6/8/2017	40047	2
Residential	Gas	6/8/2017	40050	4
Residential	Gas	6/8/2017	42701	2
Residential	Gas	6/8/2017	42722	2
Residential	Gas	6/8/2017	42748	14
Residential	Gas	6/8/2017	42757	2
Residential	Gas	6/9/2017	40019	7
Residential	Gas	6/9/2017	40057	6
Residential	Gas	6/9/2017	40068	5
Residential	Gas	6/9/2017	40203	1
Residential	Gas	6/9/2017	40210	1
Residential	Gas	6/12/2017	40109	1
Residential	Gas	6/14/2017	40206	2
Residential	Gas	6/15/2017	40004	35
Residential	Gas	6/15/2017	40037	3
Residential	Gas	6/16/2017	40004	2
Residential	Gas	6/19/2017	40004	2
Residential	Gas	6/19/2017	40150	3
Residential	Gas	6/19/2017	42701	1
Residential	Gas	6/20/2017	40037	1
Residential	Gas	6/20/2017	40150	1
Residential	Gas	6/20/2017	40229	2
Residential	Gas	6/21/2017	40047	1
Residential	Gas	6/21/2017	40160	25
Residential	Gas	6/21/2017	40162	1
Residential	Gas	6/21/2017	40165	8
Residential	Gas	6/22/2017	40031	1
Residential	Gas	6/22/2017	40165	11
Residential	Gas	6/22/2017	40210	1
Residential	Gas	6/22/2017	40229	6
Residential	Gas	6/27/2017	40203	1
Residential	Gas	6/27/2017	40211	1
Residential	Gas	6/28/2017	40047	1
Residential	Gas	6/28/2017	40215	1
Residential	Gas	6/28/2017	40218	1

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to the Association of Community Ministries, Inc.'s First Request for Information
Dated April 2, 2018**

Case No. 2018-00005

Question No. 44

Witness: John P. Malloy

- Q-44. What are the current estimates on how much disconnect and reconnect fees will change after implementation of remote service switching and at what point, in relation to the implementation of remote service switching they would change?
- A-44. There are no current estimates on how much disconnect and reconnect fees will change after implementation of remote service switching. These fees would be evaluated within the context of future rate cases.