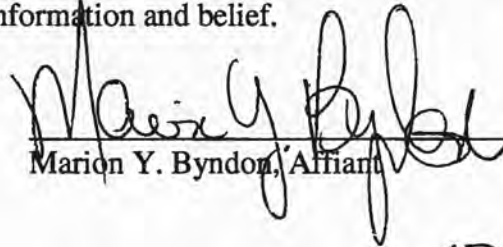


VERIFICATION

STATE OF OHIO)
) SS:
COUNTY OF HAMILTON)

The undersigned, Marion Y. Byndon, Manager Customer Care Operations, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing post-hearing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.


Marion Y. Byndon, Affiant

Subscribed and sworn to before me by Marion Y. Byndon on this 13 day of August, 2019.


NOTARY PUBLIC

My Commission Expires: July 8, 2022

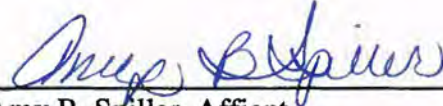


E. MINNA ROLFES-ADKINS
Notary Public, State of Ohio
My Commission Expires
July 8, 2022

VERIFICATION

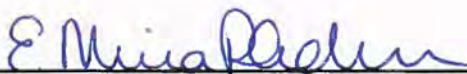
STATE OF OHIO)
) SS:
COUNTY OF HAMILTON)

The undersigned, Amy B. Spiller, State President of Duke Energy Ohio, Inc. and its subsidiary, Duke Energy Kentucky, Inc., being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing post-hearing data requests and that the answers are true and correct to the best of her knowledge, information and belief.



Amy B. Spiller, Affiant

Subscribed and sworn to before me by Amy B. Spiller, on this 15th day of August, 2019.



NOTARY PUBLIC

My Commission Expires: July 8, 2022



KyPSC Case No. 2018-00370
TABLE OF CONTENTS

<u>DATA REQUEST</u>	<u>WITNESS</u>	<u>TAB NO.</u>
AG-POST-HEARING-DR-01-001	Marion Y. Byndon	1
AG-POST-HEARING-DR-01-002	Amy B. Spiller	2

Duke Energy Kentucky
Case No. 2018-00370
Attorney General First Set Post-Hearing Data Requests
Date Received: August 2, 2019

AG-POST HEARING-DR-01-001

REQUEST:

Reference the July 31, 2019 Video Testimony Evidence (“VTE”) at 11:55:28-11:56:23. Provide the script(s), prompt(s), information or document(s) that DEK’s customer service representatives see and/or use to inform customers who contact DEK regarding their inability to pay, that financial assistance is available based on income, and provide Northern Kentucky Community Action Council’s contact information.

RESPONSE:

Customer service representatives have access to an application called The Source. Representatives are able to access The Source during calls to obtain relevant information for the customer and subsequently provide them the information. Please see AG-POST HEARING-DR-01-001 Attachment 1 for screenshots taken from The Source providing information on customer assistance programs. See also, AG-POST HEARING-DR-01-001 Attachment 2 for a copy of the training documents related to WinterCare.

PERSON RESPONSIBLE: Marion Y. Byndon



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Solution Properties

Solution ID:

204132302729

Last Modified Date:

08/20/2019 12:57:36 PM

Refresh Date:

09/20/2019 02:38:32 PM

Responsible:

Support Analyst

Linked Tickets

Categories:

Customer Care/Assistance

gr...

5

Author:

nnett

Times Viewed:

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DEMW - WinterCare

Description:

Continuing a 30-year tradition, Duke Energy, customers and shareholders will provide the funds that are distributed by the Northern Kentucky Community Action Commission to assist customers struggling to pay their winter energy bills. Duke Energy contributes \$25,000 and will match \$1 for \$1 up to an additional \$25,000 in customer and employee donations each year for our WinterCare program. Last year, our donation combined with customer and employee donations provided over \$69,000 to assist more than 400 families in need.

Work Process:

Eligibility Requirements

- Applicants must be responsible for home energy costs (bill in their name or spouse's name)
- Applicants must be active Duke Energy Customers who have Duke Energy electric or natural gas as their primary heat source
- Eligibility and the distribution of funds are determined by the Northern Kentucky Community Action Commission (NKCAC) on a case-by-case basis
- Eligible customers can receive assistance of up to \$300 per program year, as long as funds are available

To apply for assistance

The Northern Kentucky Community Action Commission manages the program using federal low-income guidelines, as well as true need, to determine eligibility.

Eligible customers can receive up to \$300 during the year as long as funds are available. Customers should contact the Northern Kentucky Community Action Commission at 859.845.0081 for more information.

Required Documents

- Proof of income for previous month for all adults in the home
- Current electric or gas bill in head of household or spouse's name

Donations from customers or the public:

Customers may add a donation to their monthly Duke Energy bill. Monthly bills have a special notation in the upper right-hand corner for WinterCare donations. Customers may write in the dollar amount they would like to give (in even dollar amounts) and add the amount to their bill payment.

Donations may be mailed (check or money order only) to the Program Manager. Checks should be made payable to The Northern Kentucky Community Action Commission/WinterCare Program and mailed to:

WinterCare Program

139 E 4th Street

Cincinnati, OH 45202

Paperless Billing customers donations

Paperless Billing customers can make a donation online while scheduling their monthly Duke Energy payment. Customers will need to complete the section titled 'Customer Contribution' if they would like to make a donate to WinterCare.

All donations are forwarded to the Northern Kentucky Community Action Commission for distribution to those in need.

Administrative Reference:

//callcenterhelp.duke-energy.com/credit/_WinterCare_-_Kentucky_DEMW.htm



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- Edit this Solution
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- Email Solution
- Print
- Close Solution

Who found this solution helpful

Solution Properties
 Solution ID: 412207015853
 Last Modified Date: 08/2019 12:56:01 PM
 Fresh Date: 09/2019 02:24:19 PM
 Assistance: Support Analyst
 Linked Tickets

Categories:
 Ancillary/Utility Assistance
 Other:
 None
 Times Viewed: 4

Subscribe to this solution

DEMW - Customer Assistance Programs; Appointments

Description:

Information on programs that provide assistance available to customers during the winter heating season. Including work processes for pending appointments with agencies.

Specialists may email VoucherHelp@duke-energy.com for assistance with a pledge or agency payment. Questions should include the program name in the subject of the email. (Indiana EAP or Ohio HEAP or KY LIHEAP)

Work Process:

Indiana	Kentucky	Ohio
<p>Energy Assistance Program (EAP)</p> <ul style="list-style-type: none"> • Assists with winter bills • If pledge is made, customer cannot be disconnected between Dec. 1 and March 15 • Program is through Community Action Agencies 	<p>Low Income Energy Assistance Program (LIHEAP)</p> <ul style="list-style-type: none"> • Assistance to low income households • Applicants should call 800-456-3452 or 800-372-2973 to schedule an apt in Nov and Dec. • Crisis provides assistance if customer is experiencing a home heating crisis • Crisis applications can be made Jan. 5 - Mar 31 or until funds are depleted 	<p>Home Energy Assistance Program (HEAP)</p> <ul style="list-style-type: none"> • May help pay part of customers heating bill if they qualify as a low-income household • Customers should be referred to their Community Action Agency or send application from Call Center Forms - Home Energy Assistance Program (Heap) Ohio • HEAP Direct Credits apply to a customer's total account balance. Applies to PIPP Plus customer's total arrears balance, not amount due.
<p>Helping Hand</p> <ul style="list-style-type: none"> • Duke Energy Indiana Program • Eligibility determined by EAP • Funds distributed by EAP • Customers should be referred to their local Community Action Agency 	<p>Winter Care Program</p> <ul style="list-style-type: none"> • Duke Energy Kentucky Program • Eligibility determined by the Northern Kentucky Community Action Commission • Provides residential customers one time only limited financial assistance for heating • Applications are taken all year long, as long as funds are available 	<p>Ohio Winter Rule</p> <ul style="list-style-type: none"> • Begins Mid-October each year, and runs through mid-April • Ohio Residential customers • Account must be in disconnect status, have been DNP or have a PDF/COA and trying to obtain new service • Customer must pay \$175, or \$175 may be pledged by CAA or another agency
	<p>Certificate of Financial Need</p> <ul style="list-style-type: none"> • Document Kentucky customers receive from Community Action commission certifying the customer is low income • In effect Nov. 1 to March 31 • Customer is eligible to make two payment plans - one to prevent disconnection and one to restore service after disconnection • Customer must pay \$200 or 1/3 of current bill whichever is less • Deposit and reconnect fees are waived 	<p>Ohio Heatshare</p> <ul style="list-style-type: none"> • Duke Energy Ohio Program • Administered by Salvation Army • Customers may call 513-762-5636 beginning Jan. 20 to determine if they qualify • Income eligibility is determined by Salvation Army but customers must meet other requirements: <ul style="list-style-type: none"> ■ Must be resident of Adams, Brown, Butler, Clermont, Clinton Hamilton, Highland or Warren Counties ■ Have Duke Energy Ohio as heat provider ■ Cannot be on PIPP (unless funds remain available after March 31) ■ Must be customer of record ■ Must have Disconnect Notice
Child and Family Services	Child and Family Services	Child and Family Services
Churches	Churches	Churches
FEMA	FEMA	FEMA
Trustee Offices - Review trustee pledge process		
St Vincent De Paul	St Vincent De Paul	St Vincent De Paul
Indiana Family & Social Services	Cabinet for Health & Family Services	Job & Family Services



Certificate of Financial Need/WinterCare

Introduction

In this lesson, you will learn about the eligibility requirements for the Certificate of Financial Need and Duke Energy Winter Care.

Objectives

After completing this lesson, you will be able to:

- Determine eligibility for the Certificate of Financial Need and Winter Care
- Identify the correct payment arrangement to establish with the customer
- Verify the customer is CFN eligible by reviewing the Account Notes



Certificate of Financial Need

The Certificate of Financial Need (CFN) is a document that **Kentucky** customers receive from the Community Action Commission (CAC) certifying that the customer is low income.

- Program runs from November 1st through March 31st every year
- Customer would be eligible for two CFN's per winter season:
 - One to prevent disconnection
 - One to restore service after disconnection
- The CFN is an exception to the one (1) agreement per year guideline
- Refer customers to their local CAC to apply
 - Eligibility is income based
 - The CAC office will notify the PIPP department of eligible customers
- Account must be in a DNP status

Once the CAC contacts the PIPP department to advise that the customer is eligible for the CFN, the PIPP specialist will make an **Account Note** stating this information.



Certificate of Financial Need

Certificate of Financial Need Call Handling

- Check Account Notes to determine if customer is CFN eligible
 - If no notes are listed on the account, refer the customer to CAC, not a PIPP specialist
 - If the CFN is verified, set the customer on the appropriate payment plan
- Add an account note stating the action taken on the customer's behalf

Once a Customer is Eligible to use the CFN:

If...	Then...
Service is OFF	— Customer must pay \$200 or 1/3 of current bill, whichever is less to restore service only — Agreement will be set on the remaining balance based on the following guidelines: <ul style="list-style-type: none"> ○ May have a 6 month agreement if the balance <i>is less than</i> \$600 ○ May have an agreement until October 15th if the balance <i>is more than</i> \$600 <p>Note: Security Deposit and Reconnect Fee are waived.</p>
Service is ON	— Customer must pay 1/6 of the balance up front to be setup on the agreement — Customer may have a 6 month agreement if the balance <i>is less than</i> \$600 — Customer may have an agreement until October 15 th if the balance <i>is more than</i> \$600



Winter Care

Program Summary

- Winter Care is a Duke Energy Kentucky sponsored program designed to provide heating assistance to those in need
- Winter Care is administered in partnership with Northern Kentucky Community Action Commission (NKCAC)
- Funding for Winter Care comes from Duke Energy shareholders, employees and customers. Each year, Duke Energy donates \$25,000 and will match up to \$25,000 in employee and customer contributions.

Eligibility Requirements

- Applicants must be responsible for home energy costs (bill in their name or spouse's name)
- Applicants must be active Duke Energy customers who have Duke Energy electric or natural gas as their primary heating source
- Eligibility and the distribution of funds are determined by NKCAC on a case by case basis
- Eligible customers may receive assistance of up to \$300 per program year
- Customers must provide proof of income for previous month for all adults in the home and their current electric or gas bill and in head of household or spouse's name

Customers may call Toll Free 859-845-0081 or online at nkac.casscheduler.com for additional information or to schedule an appointment

Duke Energy Kentucky
Case No. 2018-00370
Attorney General First Set Post-Hearing Data Requests
Date Received: August 2, 2019

AG-POST HEARING-DR-01-002

REQUEST:

Reference the document following this request and the July 31, VTE at 2:01:36. Confirm that the Amy Spiller who appeared as a witness before the Commission at the hearing in this matter, is the same Amy Spiller who substituted as counsel of record for DEK in Case No. 2008-00100.

RESPONSE:

Yes, the Amy Spiller who appeared as a witness before the Commission at the hearing in this matter is the same Amy Spiller who substituted as counsel of record for Duke Energy Kentucky in Case No. 2008-00100.

PERSON RESPONSIBLE: Amy B. Spiller