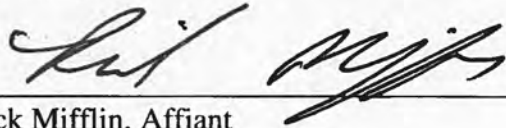


VERIFICATION

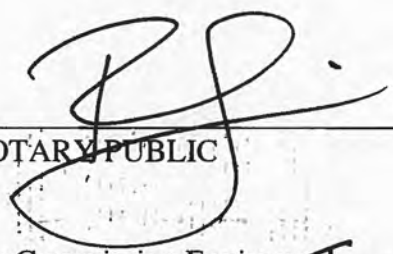
STATE OF NORTH CAROLINA            )  
  )    SS:  
COUNTY OF MECKLENBURG            )

The undersigned, Rick Mifflin, Director of Products and Services, being duly sworn, deposes and says that he 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 his knowledge, information and belief.

  
Rick Mifflin, Affiant

Subscribed and sworn to before me by Rick Mifflin on this 14 day of August, 2019.



  
NOTARY PUBLIC  
My Commission Expires: Jan 31, 2022

VERIFICATION

STATE OF NORTH CAROLINA        )  
  )        SS:  
COUNTY OF WAKE                    )

The undersigned, Lorrie Maggio, Manager Products and Services, 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.

Lorrie Maggio  
Lorrie Maggio, Affiant

Subscribed and sworn to before me by Lorrie Maggio on this 12<sup>th</sup> day of August, 2019.

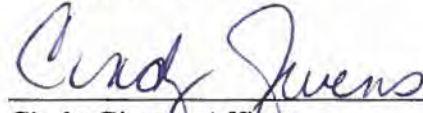
Melanie G. McDowell  
NOTARY PUBLIC

My Commission Expires: September 5, 2020

VERIFICATION

STATE OF OHIO )  
 ) SS:  
COUNTY OF HAMILTON )

The undersigned, Cindy Givens, Senior Products & Services Specialist, 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.

  
Cindy Givens, Affiant

Subscribed and sworn to before me by Cindy Givens on this 13<sup>th</sup> 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

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

**STAFF-POST HEARING-DR-01-001**

**REQUEST:**

Referring to the department managed by the Director of Products and Services, Mr. Rick Mifflin, provide the following:

- a. A detailed budget for this department;
- b. The organizational chart for this department;
- c. The portion of the budget that is allocated to Duke Kentucky; and
- d. The methodology used for Duke Kentucky’s allocation as reported in 1.c. above.

**RESPONSE:**

- a. The detailed budget for the department is as follows. Please note that this budget is for the entirety of Duke Energy Corp’s family of utility operating companies residential DSM programs.

<b>Category</b>	<b>Residential Markets Budget Amount</b>
Customer Assistance Funds	\$900,810
Income Qualified	\$20,315,341
Residential Demand Response	\$65,686,942
Home Assessment	\$11,373,302
K12	\$3,972,176
Lighting	\$42,587,919
Online Store	\$4,830,868
Multifamily	\$8,774,750
My Home Energy Report	\$22,760,051
Single Family Save Energy and Water	\$3,189,396
Residential Smart Saver	\$20,555,228
Residential New Construction	\$12,691,351

- b. Please see STAFF-POST HEARING-DR-01-001(b) Attachment for the organizational chart for this department.
- c. The portion of the budget that is allocated to Duke Energy Kentucky is as follows:

<b>Category</b>	<b>Residential Markets Duke Energy Kentucky Budget Amount</b>
Customer Assistance Funds	\$165,637
Income Qualified	\$1,012,831
Residential Demand Response	\$632,496
Home Assessment	\$285,903
K12	\$0
Lighting	\$361,805
Online Store	\$320,511
Multifamily	\$112,816
My Home Energy Report	\$168,674
Single Family Save Energy and Water	\$62,965
Residential Smart Saver	\$477,494
Residential New Construction	\$0

- d. For portions of the department budget that are not direct charged for the Duke Energy Kentucky specific programs such as when the expense is allocated to multiple operating companies, the allocation method used is based upon customer counts for each operating company to determine allocation percentages for each operating company. If a straight customer count allocation is unreasonabable due to one operating company having a greater or lesser impact on the program implementation due to uniqueness of the jurisdiction, then the percentage can be adjusted to more accurately reflect the proportion of the expense for the program(s) and operating companies impacted.

**PERSON RESPONSIBLE:** Rick Mifflin

## Residential Markets Organization Chart



### Direct Offer Programs



### Market Partner Programs



**Residential Demand Response Programs**



**Community Outreach Programs**





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

**STAFF-POST HEARING-DR-01-002**

**REQUEST:**

Provide the amount of shareholder funds that are spent on low-income assistance programs by Duke Energy and by each jurisdiction of Duke Energy.

- a. For each jurisdiction of Duke Energy, list each low-income program, a short description for each program listed, and the amount provided by ratepayers and shareholders for the program.
- b. Provide the amount spent per customer served per jurisdiction for low-income programs and the supporting calculations.

**RESPONSE:**

- a. Low income programs by Jurisdiction:
  1. Please see STAFF-POST HEARING-DR-01-002 Attachment, Section A for low-income programs included in the Energy Efficiency (EE) riders.
  2. Please see STAFF-POST HEARING-DR-01-002 Attachment, Section B for low-income weatherization programs included in base rates in Ohio and Kentucky. These programs provide incentives to assist with energy efficiencies efforts.

**Ohio**

The services in Ohio include weatherization, refrigerator replacement, and furnace replacement. The funding was authorized by the following orders:

- Per the Public Utility Commission of Ohio order on December 19, 2018 in Case No. Case 17-32-EL-AIR, Duke Energy Ohio's **electric base rates** to be approved as part of this Stipulation include \$522,000 for weatherization programs administered by People Working Cooperatively. Said funding shall continue until new base rates are established in a subsequent proceeding. This funding is a renewal of prior funding approved in Case No. 12-1682-EL-AIR.
- Per the Stipulation approved by the Public Utility Commission of Ohio order in Case No. 12-1685-GA-AIR, \$1,795,000 that is currently being collected and that will continue to be collected from customers through Duke Energy Ohio's **gas base distribution rates** for PWC's weatherization program and all such collections from customers and funding of PWC shall remain in place until the effective date of the rates in Duke Energy Ohio's next gas distribution base rate case.

### **Kentucky**

Duke Energy Kentucky's base rates have included budgeted funding for furnace replacement for low income customers. These funds have been included in base rates for many years.

3. Duke Energy Ohio Low-Income Weatherization Payments per various Stipulations. Duke Energy Ohio pays these commitments to the parties annually. The parties administer the funds based on the Commission orders without any oversight from Company.

- Per the Stipulation approved by the Public Utility Commission of Ohio order in Case No. 12-1685-GA-AIR, Duke Energy Ohio agrees to provide PWC \$350,000 per year through **shareholder contributions** to be used for low-income weatherization in Duke Energy Ohio's service territory. PWC may elect, at its discretion, to use the funds in whole or in part for either electric or natural gas weatherization programs.
- Per the Stipulation approved by the Public Utility Commission of Ohio order on December 19, 2018 in Case No. 17-32-EL-AIR, the Company shall include \$250,000 in **electric base rates** for programs administered by the City of Cincinnati, which programs shall include financial assistance in connection with electric disconnections for nonpayment and energy efficiency programs to assist customers at or below 200 percent of the federal poverty guidelines, with public service announcements about such funding options provided jointly by the Company and the City of Cincinnati. Such funding shall continue until new base rates are established in a subsequent proceeding. This funding is a new commitment in 2019.

4. Please see list of Voluntary Customer Assistance Programs in each jurisdiction:

**WinterCare – Duke Energy Kentucky**

- Funding for WinterCare comes from Duke Energy shareholders, employees, and customers. Duke Energy shareholders annually contribute \$25,000 and will match up to \$25,000 annually in employee and customer contributions.

- Employees and customers may donate on their bill by marking the donation in the designated section and mailing a check or money order. Paperless billing customers may donate on-line when paying their monthly bill.
- WinterCare is administered by the Northern Kentucky Community Action Commission (NKCAC). Eligibility and the distribution of funds are determined on a case-by-case basis.
- Eligible customers may receive assistance up to \$300 during the year as long as funds are available.
- An annual administration fee of 5% of the total annual shareholder contributions is paid from the program funds.
- Cost of bill inserts and emails are included in base rates, approximately \$20,000 annually.

**HeatShare – Duke Energy Ohio**

- Funding for HeatShare comes from Duke Energy shareholders, employees, and customers. Duke Energy shareholders contribute \$100,000 annually and will match up to \$100,000 annually in employee and customer contributions.
- Employees and customers may donate on their bill by marking the donation in the designated section and mailing a check or money order. Paperless billing customers may donate on-line when paying their monthly bill.

- HeatShare is administered by The Salvation Army. Eligible customers may apply for assistance up to \$300.00 beginning mid-January (day after M.L. King holiday) through April 30th, or until funds are depleted.
- An annual administration fee of 15% of the initial \$100,000 contribution is paid from the program funds.
- Cost of bill inserts and emails are included in base rates, approximately \$20,000 annually.

#### **Helping Hand – Duke Energy Indiana**

- Funding for Helping Hand comes from Duke Energy shareholders providing \$200,000 in addition to employee and customer contributions each year.
- Employees & customers may donate on their bill by marking the donation in the designated section and mailing a check or money order. Paperless billing customers may donate on-line when paying their monthly bill.
- Duke Energy has partnered with the Indiana Community Action Association (INCAA) and local Energy Assistance Program (EAP) agencies to distribute the program dollars. The EAP agencies will notify recipients if they are eligible for up to a \$300.00 credit towards their electric bill.
- The aggregate maximum administrative fee is 5% of the annual program funds with 2% paid to INCAA and 3% to the EAP

agencies distributing the assistance funds. The administrative fees are paid from the annual program funds.

- Cost of bill inserts and emails are included in base rates, approximately \$20,000 annually.

### **Share the Warmth – Duke Energy Carolinas NC/SC**

- Funding for Share the Warmth comes from Duke Energy customers, employees, and the Duke Energy Foundation. The Duke Energy Foundation will match up to \$500,000 in employee and customer contributions during the heating season. The Share the Warmth (STW) program provides financial assistance for heating bills during the winter season for those in need within the Duke Energy service territory in the Carolinas. The Duke Energy Foundation also provides \$250,000 for Cooling Assistance and \$60,000 for Fan Relief in the NC/SC Duke Energy Carolinas service area.
- Employees and customers may donate by mailing a check or money order. Paperless billing customers may donate on-line when paying their monthly bill.
- Over 80 agencies within the Duke Energy service territory in the Carolinas assist in the distribution of the funds.
- No administrative fees are paid to the Share the Warmth agencies. Duke Energy Carolinas partners with the Duke

Energy Foundation to distribute the STW funds to the agencies and prepare annual reporting.

- Cost of bill inserts, emails, postage, fee for dedicated P.O. Box and administrative fees are included in base rates, approximately \$70,000 annually.

#### **Energy Neighbor Fund – Duke Energy Progress NC/SC**

- Funding for Energy Neighbor Fund comes from Duke Energy Progress customers, employees, and the Duke Energy Foundation. The Duke Energy Foundation will match up to \$500,000 in employee and customer contributions throughout the year. The Duke Energy Foundation also provides \$40,000 for Fan/Heat Relief funds in North Carolina.
- Customers may donate one-time or recurring through their monthly bill, by mail, or by completing an online form.
- Duke Energy Progress partners with the State of North Carolina, Division of Health & Human Services, and the South Carolina Office of the Governor to allocate funds by county on a monthly basis to local county and social service agencies for distribution to Duke Energy customers in need.
- No administrative fees are paid.
- Cost of bill inserts and emails are included in base rates, approximately \$20,000 annually

### **Energy Neighbor Fund – Florida**

- Funding for Energy Neighbor Fund comes from Duke Energy customers, employees, and the Duke Energy Foundation (Shareholder \$). The Duke Energy Foundation will match up to \$500,000 in employee and customer contributions during the heating season. Customers may donate one-time or recurring thorough their monthly bill, by mail or by completing an online form
  - ENF funds are allocated by county on a monthly basis to 13 partnering social service agencies including the United Way to assist Duke Energy customers.
  - The Duke Energy Foundation provides the ENF partnering agencies an administrative fee of 10% of funds distributed on a quarterly basis.
  - Cost of bill inserts and emails are included in base rates, approximately \$20,000 annually.
- b. Please see STAFF-POST HEARING-DR-01-002 Attachment for the amount spent per customer served per jurisdiction for low-income programs and the supporting calculations
1. Section A contains the details for the low-income programs included in the Energy Efficiency (EE) riders;
  2. Section B contains the details for low-income weatherization programs included in base rates in Ohio and Kentucky.



3. Duke Energy Ohio doesn't have any details for the Duke Energy Ohio Low-Income Weatherization Payments per various Stipulations since the Company isn't involved in the administration of the programs.
4. Section C contains the details for the Voluntary Customer Assistance Programs

**PERSON RESPONSIBLE:** Lorrie Maggio

	DE Kentucky	DE Ohio	DE Indiana	DE Carolinas NC/SC	DE Progress NC/SC	DE Florida
<b>A. Energy Efficiency Programs that are recovered through the EE Rider</b>						
<b>Weatherization Programs</b> – Provides incentives to weatherization agencies to assist with energy efficiency efforts. Fixed incentives (which vary by state) are paid on EE measures, such as attic insulation, wall insulation, air sealing, duct sealing, HVAC replacement, LED lights, water saving measures, etc. Follows DOE/LIHEAP qualifications of <200% of Federal Poverty Guidelines.						
2018 Actual Spend	\$ 234,169.00	\$ 187,394.00	\$ 150,306.00	\$ 2,559,437.00	\$ -	\$ 253,022.00
2018 Participation	129	914	143	627		320
Average Spend Per Participant	\$ 1,815.26	\$ 205.03	\$ 1,051.09	\$ 4,082.04		\$ 790.69
<b>Payment Plus Program</b> - Provides education to low income customers on energy efficiency and budgeting. Customers attending classes receive a \$200 bill credit for attending the energy efficiency class, \$150 bill credit for the budgeting class, and if their home is weatherized after attending the class, a \$150 bill credit						
2018 Actual Spend	\$ 92,294.00	\$ -	\$ -	\$ -	\$ -	\$ -
2018 Participation	194				0	0
Average Spend Per Participant	\$ 475.74					
<b>Refrigerator Replacement</b> - Incentives provided under the weatherization program for replacing inefficient refrigerators						
2018 Actual Spend	\$ 14,471.00	\$ -	\$ -	\$ 265,801.00	\$ -	\$ -
2018 Participation	13	0	0	189	0	0
Average Spend Per Participant	\$ 1,113.15			\$ 1,406.35		
<b>Neighborhood Energy Saver Program</b> - Pre-selected neighborhoods consisting of 50% or more households, at or below 200% of the FPG. Recruit customers to participate in the program by going door to door to install energy efficient measures, including LEDs, Water Heater Wrap / Pipe Wrap / Temperature Check, Water Saving Shower Head /Aerators, Switch Plate Wall Thermometer, HVAC Winter Kit for wall/window unit, Foam Insulation Spray /Caulking, Door Weather Stripping / Sweep, AC/Heat Filters (Year Supply). FL – also provides attic insulation, duct sealing, and HVAC Tune ups.						
2018 Actual Spend	\$ 193,093.00	\$ 403,341.00	\$ 390,779.00	\$ 3,400,734.00	\$ 1,744,703.00	\$ 2,307,900.00
2018 Participation	606	1,029	1,555	9,865	5,047	4,486
Average Spend Per Participant	\$ 318.64	\$ 391.97	\$ 251.30	\$ 344.73	\$ 345.69	\$ 514.47
<b>Agency Free LED Program</b> - Provides customers with free LEDs, working in conjunction with the HEAP program in IN; Agencies report participation monthly via report						
2018 Actual Spend			\$ 281,720.00			
2018 Participation			6531			
Average Spend Per Participant			\$ 43.14			
<b>Total EE Portfolio Spend</b>	\$ 534,027.00	\$ 590,735.00	\$ 822,805.00	\$ 6,225,972.00	\$ 1,744,703.00	\$ 2,560,922.00
<b>Total Participation</b>	\$ 942.00	\$ 1,943.00	\$ 8,229.00	\$ 10,681.00	\$ 5,047.00	\$ 4,806.00
<b>Average Spend Per Participant</b>	\$ 566.91	\$ 304.03	\$ 99.99	\$ 582.90	\$ 345.69	\$ 532.86
<b>Total # of Customers in Jurisdiction</b>	147,226	678,059	735,854	2,238,557	1,346,718	1,625,474
<b>Average Spend Per Customer</b>	\$ 3.63	\$ 0.87	\$ 1.12	\$ 2.78	\$ 1.30	\$ 1.58

**B. Programs that are funded through Base Rates (Kentucky) & Settlement Agreements (Ohio)**

**Weatherization Programs** – Provides incentives to weatherization agencies to assist with energy efficiency efforts. KY services include Furnace Replacement; OH services include Weatherization, Refrigerator Replacement and Furnace Replacement

	DE Kentucky	DE Ohio	DE Indiana	DE Carolinas NC/SC	DE Progress NC/SC	DE Florida
<b>2018 Actual Spend</b>	\$ 37,740.00	\$ 1,932,440.00				
<b>2018 Participation</b>	11	2043				
<b>Average Spend Per Participant</b>	\$ 3,430.91	\$ 945.88				

**C. Customer Assistance Programs**

	Wintercare (KY)	HeatShare (OH)	Helping Hand (IN)	Share the Warmth (DE NC/SC)	Energy Neighbor Fund (Progress NC/SC)	Energy Neighbor Fund (FL)
<b>Upfront Annual Contribution</b>	\$25,000	\$100,000	\$200,000	\$0	\$0	\$0
<b>Annual Shareholder Match</b>	up to \$25,000	up to \$100,000	\$0	Up to \$500,000	Up to \$500,000	Up to \$500,000
<b>Annual Cooling / Fan Contribution</b>				\$310,000	\$40,000	\$0
<b>Annual Maximum Donation</b>	\$50,000	\$200,000	\$200,000	\$810,000	\$540,000	\$500,000
<b>Total # of Customers in Jurisdiction</b>	147,226	678,059	735,854	2,238,557	1,346,718	1,625,474
<b>Average Spend Per Customer</b>	\$ 0.34	\$ 0.29	\$ 0.27	\$ 0.36	\$ 0.40	\$ 0.31

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

**STAFF-POST HEARING-DR-01-003**

**REQUEST:**

Refer to Case No. 2018-00261,<sup>1</sup> Duke Kentucky's Response to Staff's Second Post Hearing Data Request, Item 1, Attachment. Provide the actual program costs to administer the Duke Energy HEA Program for the fiscal years listed.

**RESPONSE:**

The attached document is a true and accurate copy of information received from NKCAC in response to this data request: STAFF-POST HEARING-DR-01-003 Attachment. Please note the summary of administrative costs is an estimate. As NKCAC explained during the hearing, the total actual costs for administering the program in previous years was not recorded. This summary of the administrative costs was estimated by NKCAC by calculating 4% of the NKCAC staff's time that do not currently charge to HEA, but do work on the program, as well as 4% of the cost for NKCAC's operating system.

The Company is unable to confirm or verify the information provided by NKCAC.

**PERSON RESPONSIBLE:**           Cindy Givens

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<sup>1</sup> Case No. 2018-00261, Duke Kentucky's Response to Staff's Second Post-Hearing Request for Information, Item 1, filed March 8, 2019.

**NKCAC**  
**DUKE ENERGY HEA PROGRAM**  
**SUMMARY OF PROGRAM AND ADMINISTRATIVE COSTS**

	2016-17				2017-18			
	PROGRAM OPERATION	ADMINISTRATIVE COSTS	TOTAL	TOTAL INCLUDING INTERNALIZED COSTS	PROGRAM OPERATION	ADMINISTRATIVE COSTS	TOTAL	TOTAL INCLUDING INTERNALIZED COSTS
<b>Duke HEA Admin Fee 15% of Client Benefits</b>			\$ 40,112	\$ -			\$ 27,925	\$ -
<b>Direct Expenditures</b>								
Salaries	16,343		16,343	\$ 12,422	12,561		12,561	\$ 10,422
Fringe benefits	5,136		5,136	\$ 1,022	2,833		2,833	\$ 1,022
Consulting	706		706	\$ 1,120	213		213	\$ 400
Space	7,888		7,888		5,447		5,447	
Equipment	71		71		95		95	
Supplies	431		431		272		272	
Utilities	1,324		1,324		1,304		1,304	
Travel	-		-		164		164	
Client Services	1		1		1,663		1,663	
Staff Development	-		-		-		-	
Other Costs	815		815		-		-	
Indirect Expenditures		7,397	7,397	\$ 3,618		3,373	3,373	\$ 3,618
<b>Total Expenditures</b>	<b>32,715</b>	<b>\$ 7,397</b>	<b>\$ 40,112</b>	<b>\$ 18,182</b>	<b>\$ 24,552</b>	<b>\$ 3,373</b>	<b>\$ 27,925</b>	<b>\$ 15,462</b>
<b>Unreimbursed Expenditures including internalized costs</b>			\$ -	\$ (18,182)			\$ -	\$ (15,462)

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

**STAFF-POST HEARING-DR-01-004**

**REQUEST:**

Refer to page 2 of the attachment to Duke Kentucky's response to Commission Staff's Third Request for Information, Item 1b. Provide the year-end report for 2011 and the January to June report for 2012.

**RESPONSE:**

The attached document is a true and accurate copy of information received from NKCAC in response to this data request: STAFF-POST HEARING-DR-01-004 Attachment. The Company is unable to confirm or verify the information provided by NKCAC.

**PERSON RESPONSIBLE:** Cindy Givens

**Northern Kentucky Community Action Commission**  
**Duke HEA Program Summary**  
**2011-2012**

**Calendar Year 2011**

<b>Month</b>	<b>HEA Funds Available</b>	<b>HEA Funds Distributed</b>	<b>Administrative Cost</b>
January	\$ 20,790.10	\$ 3,919.61	\$ 587.94
February	\$ 20,435.20	\$ 21,626.13	\$ 3,243.92
March	\$ 21,382.30	\$ 391.31	\$ 58.70
April	\$ 20,774.80	\$ -	\$ -
May	\$ 20,733.70	\$ 50,222.31	\$ 7,533.35
June	\$ 20,749.60	\$ 23,935.82	\$ 3,590.37
July	\$ 20,572.30	\$ -	\$ -
August	\$ 20,689.00	\$ -	\$ -
September	\$ 20,751.30	\$ -	\$ -
October	\$ 20,751.30	\$ -	\$ -
November	\$ 20,833.00	\$ 23,706.32	\$ 3,555.95
December	\$ 20,904.10	\$ 12,934.85	\$ 1,940.23
<b>Total 2011</b>	<b>\$ 249,366.70</b>	<b>\$ 136,736.35</b>	<b>\$ 20,510.45</b>

**January-June 2012**

January	\$ 20,973.80	\$ 13,935.17	\$ 2,090.28
February	\$ 20,958.80	\$ 33,731.79	\$ 5,059.77
March	\$ 20,967.60	\$ 80,400.28	\$ 12,060.04
April	\$ 20,926.30	\$ 3,592.55	\$ 538.88
May	\$ 20,889.10	\$ 6,700.73	\$ 1,005.11
June	\$ 20,827.30	\$ 1,531.40	\$ 229.71
<b>Total January-June 2012</b>	<b>\$ 125,542.90</b>	<b>\$ 139,891.92</b>	<b>\$ 20,983.79</b>