

VERIFICATION

STATE OF OHIO)
)
COUNTY OF HAMILTON) SS:

The undersigned, Carol Burwick, Manager Products & 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.

Carol Burwick

Carol Burwick, Affiant

Subscribed and sworn to before me by Carol Burwick, on this 23rd day of March, 2020.

E. Minna Rolfes-Adkins

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. 2019-00277
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Duke Energy Kentucky
Case No. 2019-00277
Staff Third Set Data Requests
Date Received: March 19, 2020

STAFF-DR-03-001

REQUEST:

Refer to Duke Kentucky's Response to Staff's First Request for Information, Item 3b. Duke Kentucky states that the My Home Energy Report (MyHER) program will be offered through the Duke Energy Mobile App.

- a. Provide the cost of the Duke Energy Mobile App development.
- b. Explain whether the Duke Energy Mobile App is being expensed through the Demand-Side Management (DSM) surcharge or through base rates.
- c. If the Duke Energy Mobile App is being expensed through the DSM surcharge, confirm that commercial and industrial customers will not be participating in the Duke Energy Mobile App.

RESPONSE:

- a. The cost of the Duke Energy Mobile App development allocated to the Duke Energy Kentucky DSM surcharge for the period of May 2017 through June 2019 is \$4,765.40.
- b. Only features related to DSM programs are being charged through the DSM surcharge.
- c. Kentucky non-residential DSM programs are not offered in the Duke Energy Mobile App. However, small and medium commercial and industrial customers can use the Duke Energy Mobile app to view billing information, make a payment, report an outage, and view and enroll in other programs in which they are eligible.

PERSON RESPONSIBLE: Carol Burwick

**Duke Energy Kentucky
Case No. 2019-00277
Staff Third Set Data Requests
Date Received: March 19, 2020**

STAFF-DR-03-002

REQUEST:

Refer to Duke Kentucky's Response to Staff's Second Request for Information (Staff's Second Request), Item 2.

- a. Provide a comparison of the options available on Duke Energy Mobile App for Duke Kentucky customers who opt into MyHER Program and those who do not opt into the MyHER Program.
- b. Confirm that a Duke Kentucky customer does not have to opt into the MyHER Program to participate in the Duke Energy Mobile App.
- c. Provide an estimate of a roll out date for the expanded Duke Energy Mobile App.

RESPONSE:

- a. Customers who opt into the MyHER program will be able to view the same energy use comparison, description of the comparison group, and disaggregated electric usage features provided on the MyHER Interactive Website. Customers who do not opt into the MyHER program will not see their MyHER program info in the mobile app but will be able to view billing information, make a payment, report an outage, and view and enroll in other programs in which they are eligible.
- b. Customers do not need to opt into the MyHER program to use the Duke Energy Mobile App features unrelated to the MyHER program.
- c. The Duke Energy Mobile App team and MyHER program manager are currently determining how to deliver the ability to opt into the MyHER program for Duke

Energy Kentucky customers. The timeline to deliver the opt-in ability for Duke Energy Kentucky customers is still undetermined.

PERSON RESPONSIBLE: Carol Burwick

Duke Energy Kentucky
Case No. 2019-00277
Staff Third Set Data Requests
Date Received: March 19, 2020

STAFF-DR-03-003

REQUEST:

Refer to Duke Kentucky's response to Staff's Second Request, Item 3. Explain how the removal of the proposed measures whose TRC scores are below 1.0 will impact the program as a whole.

RESPONSE:

Duke Energy Kentucky continues to evaluate changes to existing measures, to take into consideration changes to market conditions and energy efficiency standards, and consider the addition of measures in order to offer customers additional options for energy savings.

Given that the 15 proposed measures whose TRC scores are below 1.0 are not currently offered in the Non-Residential Smart Saver Prescriptive Program today, the impact of removing these proposed measures will be limited. However, the proposal to reintroduce these measures was intended to better serve our customers by providing additional incentives so that customers are able to take advantage of a broader suite of energy efficient products in the future.

PERSON RESPONSIBLE: Nathan Lewis