


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 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 31st day of October, 2019.


NOTARY PUBLIC

My Commission Expires: July 8, 2022



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

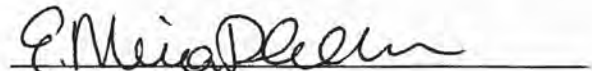
VERIFICATION

STATE OF OHIO)
) **SS:**
COUNTY OF HAMILTON)

The undersigned, Trisha Haemmerle, Senior Strategy & Collaboration Manager, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.


Trisha Haemmerle, Affiant

Subscribed and sworn to before me by Trisha Haemmerle on this 14th day of November, 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. 2019-00366
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Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019

STAFF-DR-01-001

REQUEST:

Refer to Appendix C to this Order, which contains utility-specific HEA program eligibility criteria, funding and administration data, and annual budgets and disbursements. Confirm that the information in Appendix C applicable to your utility (Utility) is accurate or, if any information is not accurate, provide the updated information.

RESPONSE:

On Page 2 of Appendix C for Duke Energy: Administration Expenses are correctly shown as 15%. However, shown below the 15% is 5% which is not accurate. The administrative expenses for the HEA program are 15%, not 5%. The administrative expense for the Company's Winter Case program is 5 % as is correctly shown at the bottom of page 2 of Appendix C.

On Page 3 of Appendix C Duke Energy:

For 2018: Customer benefits should be \$186,169 and not the \$214,095 listed. (The customer benefits and the administration costs were incorrectly added together to get the \$214, 095 total).

For 2019: Administration Costs are \$17,899 not \$17,890.

PERSON RESPONSIBLE: Cindy Givens

**Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019**

STAFF-DR-01-002

REQUEST:

Explain how the Utility selected the agency that administers its HEA application process.

RESPONSE:

Northern Kentucky Community Action Commission administers the WinterCare program for Duke Energy Kentucky and the HEA program is administered under the WinterCare program.

PERSON RESPONSIBLE: Cindy Givens

**Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019**

STAFF-DR-01-003

REQUEST:

Describe in specific detail all aspects of the Utility's oversight of the agency that administers HEA applications.

RESPONSE:

The agency provides Duke Energy Kentucky's payment processing team with a weekly list of customers who have been approved for HEA benefits. The agency provides the date, customer name, address, account number and amount of the benefit to be applied to the customer's account. Payment processing team confirms the information provided and that the account is an active account before applying the benefit to the account.

The HEA program manager reviews each invoice submitted by the agency for the administration fees to ensure the amount requested is 15% of the funds disbursed the previous month as reported.

Effective August 2019, the agency provides HEA program manager with an itemized list including the date, customer name, address, account number and amount of the benefit of all customers who received a HEA benefit the previous month. Program manager conducts random sample audit of accounts listed to ensure benefit is credited to account.

Program Manager receives a fiscal year-end report of HEA funds collected, HEA funds disbursed, Administration fees billed, Administration fees paid, and number of households served on a monthly basis.

PERSON RESPONSIBLE: Cindy Givens

Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019

STAFF-DR-01-004

REQUEST:

Explain in specific detail how the agency that administers the Utility's HEA application process is paid, e.g., a fixed amount per application, a percentage of budgeted or expended funds, or a lump sum.

RESPONSE:

The agency submits an invoice via email to the Duke Energy Kentucky HEA program manager for administration fees of 15% of the total HEA funds disbursed itemizing HEA dollar spent and the number of families served the previous month. The HEA program manager processes the invoice upon receipt and issues payment to the agency.

PERSON RESPONSIBLE: Cindy Givens

REQUEST:

For each of the Utility's HEA programs, provide the following information:

- a. The number of applicants in the last full program year.
- b. The number of applicants in the last full program year who were eligible for each HEA program.
- c. The number of eligible applicants in the last full program year who received assistance from each HEA program.

RESPONSE:

- a. 1,450
- b. 1,450
- c. 1,450

PERSON RESPONSIBLE: Cindy Givens

Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019

STAFF-DR-01-006

REQUEST:

Provide the average benefit level paid for participants in each of the Utility's HEA programs.

RESPONSE:

The average benefit level was \$181.00 per HEA participant.

PERSON RESPONSIBLE: Cindy Givens

**Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019**

STAFF-DR-01-007

REQUEST:

State how often in the past five years that funds generated by the Utility's HEA charge were not fully expended and explain what happens to funds not expended.

RESPONSE:

From 2014 – 2018, the Company over collected in two years and under collected in three years. The HEA collection and spend is included in the annual true-up filing for that fiscal year. The over/under collection is included as part of the annual DSM rider true-up calculation.

PERSON RESPONSIBLE: Trisha Haemmerle

**Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019**

STAFF-DR-01-008

REQUEST:

Describe in specific detail how the Utility's HEA programs are advertised or communicated to customers. Provide all marketing materials.

RESPONSE:

The HEA program is marketed to customers by the agency when a customer applies for utility assistance. The Duke Energy call center representatives also inform customers of the WinterCare and the HEA programs and refer customers to the agency.

PERSON RESPONSIBLE: Cindy Givens

**Duke Energy Kentucky
Case No. 2019-00366
Staff First Set Data Requests
Date Received: October 28, 2019**

STAFF-DR-01-009

REQUEST:

State whether the Utility or the agency that administers the HEA program measures how applicants learned of the HEA program and, if so, provide the data for the last full program year.

RESPONSE:

Neither the Utility nor the agency that administers the HEA program measure how the applicants learned of the HEA program.

PERSON RESPONSIBLE: Cindy Givens