

DATA REQUEST

KPSC 2_2 Explain whether Kentucky Power has prioritization rules to determine which eligible applicants can receive assistance from either the HEART or THAW programs, or whether benefits are provided to eligible applicants on a first-come-first-served basis. If there are prioritization rules, describe the prioritization rules in detail.

RESPONSE

The HEART and THAW programs are administered by Community Action Kentucky (“CAK”) and its member agencies on behalf of Kentucky Power.

THAW benefits are provided on a first-come-first-served basis.

CAK utilizes a priority system to score HEART applicants and award benefits. The factors used to rank applicants are similar to those used by CAK and its member agencies to provide weatherization assistance. The factor and corresponding points used to rank applicants are:

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Household Points

- 1 Point(s) for each household member
- 10 Point(s) for each elderly and disabled family member
- 5 Point(s) for each child under the age of six

Income Points

- 3 Point(s) <75%
- 2 Point(s) 75-99%
- 1 Point(s) 100-150%

Fuel to Energy to Income Ratio

- 2 Point(s) 0-5%
- 4 Point(s) 6-14%
- 6 Point(s) 15-21%
- 8 Point(s) 22-28%
- 10 Point(s) 29-33%
- 15 Point(s) >34%
- 15 Point(s) Zero Income

Applications are taken alphabetically by the local community action agencies. The initial assignment of slots is made at the end of the initial application process (approximately mid-December of each year). This ensures that applicants with a last name starting with "Z" have the same opportunity for enrollment as a customer with a last name starting with "A."

The priority system is used to rank recipients by county for each local community action agency. Eligible participants are ranked from highest to lowest score and benefits are awarded based on the applicants' ranking. The applicant who was approved first is awarded the slot in the case of a tie.

A waiting list is developed by each participating community action agency when all slots have been awarded. In the event additional slots become available, eligible participants are placed in and awarded monthly benefits based on their score. Unfilled slots can be transferred to another county or community action agency with unmet demand.

Witness: Stevi N. Cobern

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January 14, 2020 Supplemental Response – Representatives of Community Action Kentucky, Inc. recently contacted Kentucky Power Company to initiate discussions regarding possible modification of the criteria used to rank HEART applicants. The purpose of the discussions would be to explore modifications of the criteria that would allow the local community action agencies to better match rankings with need. No date for initiation of the discussions has been established.

Witness: Stevi N. Cobern

VERIFICATION

The undersigned, Stevi N. Cobern, being duly sworn, deposes and says she is a Customer Services Coordinator Associate for Kentucky Power, that she has personal knowledge of the matters set forth in the foregoing responses and the information contained therein is true and correct to the best of her information, knowledge, and belief.

Stevi N. Cobern
Stevi N. Cobern

Commonwealth of Kentucky)
)
County of Boyd)

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Subscribed and sworn before me, a Notary Public, by Stevi N. Cobern this 14 day of January, 2020.

Trisha Nance
Notary Public

My Commission Expires 9-26-2023

