

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN ELECTRONIC INVESTIGATION OF)	
HOME ENERGY ASSISTANCE PROGRAMS)	
OFFERED BY INVESTOR-OWNED UTILITIES)	CASE NO. 2019-00366
PURSUANT TO KRS 278.285(4))	

RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
AND
KENTUCKY UTILITIES COMPANY
TO COMMISSION STAFF'S REQUEST FOR INFORMATION (APPENDIX B)
DATED OCTOBER 28, 2019

FILED: NOVEMBER 18, 2019

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **Elizabeth J. McFarland**, being duly sworn, deposes and says that she is Vice President, Customer Services for Louisville Gas and Electric Company and Kentucky Utilities Company and an employee of LG&E and KU Services Company, and that she has personal knowledge of the matters set forth in the responses for which she is identified as the witness, and the answers contained therein are true and correct to the best of her information, knowledge and belief.

Elizabeth J. McFarland

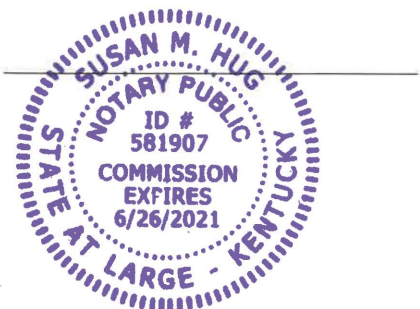
Elizabeth J. McFarland

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 18th day of November 2019.

Susan M. Hug

Notary Public

My Commission Expires:



VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

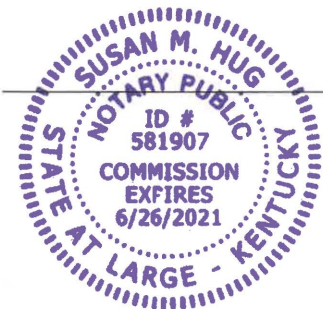
The undersigned, **Timothy Melton**, being duly sworn, deposes and says that he is Manager – Customer Commitment for LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.


Timothy Melton

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 18th day of November 2019.

 (SEAL)
Notary Public

My Commission Expires:



**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to Commission Staff's Request for Information (Appendix B)
Dated October 28, 2019**

Case No. 2019-00366

Question No. 1

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-1. 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.
- A-1. Louisville Gas and Electric Company ("LG&E") and Kentucky Utilities Company ("KU") (collectively "the Companies") have reviewed Appendix C and have made changes as appropriate. See red-lined attachment in Excel format. Association of Community Ministries ("ACM") amount of \$700,000 shareholder contribution was removed from page 2 of the attachment because it is not Home Energy Assistance ("HEA") related.

The attachment is being provided in a separate file in Excel format.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2019-00366

Question No. 2

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-2. Explain how the Utility selected the agency that administers its HEA application process.
- A-2. All parties to the LG&E¹ and KU² rate cases unanimously agreed to the general concept of having a 10-cent per month residential meter charge to fund the HEA program for 3 years in the LG&E and KU service territories. They further agreed that the HEA programs would commence on October 1, 2004 and would be operated by existing social service providers with experience in operating low-income energy assistance programs. The providers would be entitled to recover their actual operating expenses not to exceed 10 percent of the total HEA funds collected.

LG&E's HEA program focuses on providing a year-round subsidy. Affordable Energy Corporation ("AEC") created and successfully administered a low-income subsidy program in LG&E's service territory from 1993 to 2003. This program was known as the All Seasons Assurance Plan ("ASAP") and the Joint Applicants³ proposed to again use ASAP as LG&E's HEA program. AEC was selected to administer ASAP as LG&E's HEA program based on their experience, skills, and ability with a utility assistance program.

KU's HEA program focuses on providing a subsidy during peak heating and cooling months. The Joint Applicants⁴ selected Community Action Council ("CAC") for Lexington-Fayette, Bourbon, Harrison, and Nicholas Counties, Inc. and Kentucky Association for Community Action, Inc. ("KACA"), now known as Community Action of Kentucky ("CAK") to administer their HEA program. CAC and CAK's program for KU was designed to ensure effectiveness and efficiencies comparable to that obtained under an HEA program known as the Energy Assistance Program ("EAP"), offered by Columbia Gas of Kentucky, Inc. With similar approaches as the EAP, the Joint Applicants asserted

¹ Case No. 2003-00433, An Adjustment of the Gas and Electric Rates, Terms, and Conditions of Louisville Gas and Electric Company.

² Case No. 2003-00434, An Adjustment of the Electric Rates, Terms, and Conditions of Kentucky Utilities Company.

³ Case No. 2004-00304, In the Matter of: Joint Application of Louisville Gas and Electric Company, Metro Human Needs Alliance, Inc., People Organized and Working for Energy Reform, and Kentucky Association for Community Action, Inc. for the Establishment of a Home Energy Assistance Program.

⁴ Case No. 2004-00303, Joint Application of Kentucky Utilities Company, Kentucky Association for Community Action, Inc., and Community Action Council for Lexington-Fayette, Bourbon, Harrison and Nicholas Counties, Inc. for the Establishment of a Home Energy Assistance Program.

that there would be few technical modifications needed by CAC to operate KU's HEA program based on their experience, skills, and ability with utility assistance programs.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Question No. 3

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-3. Describe in specific detail all aspects of the Utility's oversight of the agency that administers HEA applications.
- A-3. The Companies and their HEA administrators agree to meet quarterly, or more often if needed, to review the program status and financial reports for actual program and administrative expenditures compared to budget. On a monthly basis, HEA Administrators provide a categorical breakdown of costs which are reviewed by the Companies for reasonableness based on historical experience. Any concerns are reviewed with the Administrators.

LG&E representatives routinely attend AEC Board Meetings. LG&E is on the agenda of each meeting to address questions and concerns of both AEC and the Company and to observe proceedings. The proceedings include an overview of current and future operations and a review of financial and program activity. Changes from these discussions include benefit tier changes, eligibility criteria change related to subsidized housing, and increased program awareness.

KU representatives regularly discuss questions and concerns of CAC, CAK, and the Company. These discussions include reviews of current and future operations, financials, and program activity. Discussions have resulted in an increase in the number of available program slots from 2,700 to 3,500.

In 2014, the Companies contracted an independent consultant, Applied Public Policy Research Institute for Study and Evaluation ("APPRISE"), to perform a comprehensive assessment of the HEA programs. The Companies and their HEA Administrators worked together to address recommendations within APPRISE's final report. The Companies filed this report with the Kentucky Public Service Commission ("KPSC") on March 13, 2015.

The Companies require HEA administrators to have an outside independent audit of their financial records to be performed annually by a certified public accountant. The audit, along with the amount of total funds collected, customer enrollment by county, number of brown bill notices issued, and number of disconnects for each calendar year is filed annually with the KPSC.

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Question No. 4

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-4. 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.
- A-4. LG&E: Per the agreement between LG&E and AEC dated July 1, 2019, AEC may use up to ten percent of HEA contributions for actual administrative expenses. The ten percent limitation on administrative expenses is based upon total HEA funds collected over the length of the HEA Program. The funds available for operations, as well as assistance funds, if unused, will "roll-over" to subsequent periods of the HEA Program. Unused funds are available to provide AEC funding for special projects such as system upgrades subject to review and approval by the Company representative.

Each month, AEC sends a financial statement to LG&E. LG&E reviews the request for accuracy and processes for payment. LG&E provides to AEC, by no later than the 20th day of the month prior to service provision, one-twelfth of up to ten percent of the annual proposed program budget, for administrative costs.

KU: Per the agreement between KU and CAC and CAK dated July 1, 2019, CAC and CAK may use up to ten percent of HEA contributions for actual administrative expenses. The ten percent limitation on administrative expenses is based upon total HEA funds collected over the length of the HEA Program. The funds available for operations, as well as assistance funds, if unused, will "roll-over" to subsequent periods of the HEA Program. Unused funds are available to provide CAC and CAK funding for special projects such as system upgrades subject to review and approval by the Company representative.

Each month, CAC and CAK sends a financial statement to KU. KU reviews the request for accuracy and processes for payment. KU provides to CAC and CAK, by no later than the 20th day of the month prior to service provision, one-twelfth of up to ten percent of the annual proposed program budget, for administrative costs.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Case No. 2019-00366

Question No. 5

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-5. 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.
- A-5. a. – c. The Companies do not receive applications for HEA assistance, determine applicant eligibility for HEA assistance, or track the information requested in part a and b. The Companies' HEA administrators receive applications for HEA assistance and determine applicant eligibility. The information for the response to part a and b was provided by the Companies' HEA administrators. The information below is for the year 2018.

	<u>LG&E</u>	<u>KU</u>
a. The number of applicants in the last full program year.	9,930	4,896
b. The number of applicants in the last full program year who were eligible for each HEA program.	4,002	4,617
c. The number of eligible applicants in the last full program year who received assistance from each HEA program.	2,670	3,409

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Question No. 6

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-6. Provide the average benefit level paid for participants in each of the Utility's HEA programs.
- A-6. LG&E's program runs year round and KU's program runs July through September and December through March. For 2018, the average monthly benefit payments to participants are as follows:

<u>Company</u>	<u>Average Monthly Benefit Paid</u>
LG&E	\$66.40
KU	\$88.00*

*HEA eligible KU customers are provided a fixed monthly benefit amount during the program months.

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Question No. 7

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-7. 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.
- A-7. LG&E and KU have not fully expended the funds (including the Utilities' contributions), three out of the last five years and two out of the last five years, respectively. Additionally, funds expended for administrative expenses have not exceeded ten percent of total contributions for either Company's administrator in the past five years. Funds available for program and administration, if unused, "rollover" to subsequent periods of the HEA Program.

**Louisville Gas and Electric Company and Kentucky Utilities Company
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Question No. 8

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-8. Describe in specific detail how the Utility's HEA programs are advertised or communicated to customers. Provide all marketing materials.
- A-8. The Companies communicate low-income programs, including HEA, to customers through its website and Power Source newsletters. The Companies' website, <https://lge-ku.com/residential/assistance-programs>, is available at all times for customers to learn and inquire about HEA programs. See Attachment 1 for its website and Power Source newsletters. If customers inquire about low-income programs through Company contact channels, customer service representatives direct them to contact their local agencies for assistance.

LG&E's (AEC) and KU's (CAC and CAK) HEA program administrators also advertise and communicate program offerings to customers:

AEC

During 2018, AEC created handbills outlining LG&E's HEA program and distributed them to ACM and to Louisville Metro Community Action's Low-Income Home Energy Assistance Program (LIHEAP) offices servicing LG&E customers. AEC chose ACM and Louisville Metro Community Action for handbill distribution since they support low-income households in the community. If other agencies request information on the program, AEC sends an "ASAP 101" fact sheet via email.

Additionally, ASAP's website, asapky.org, and their Facebook page provides program information and eligibility requirements.

Finally, low-income customers qualifying for ASAP are mailed an invitation three weeks prior to the scheduled orientation date. AEC's communications and advertising materials are found in Attachment 2.

CAC and CAK

CAC and CAK communicate directly with customers regarding the KHEA program. Most often, this communication occurs in person at Community Action Agencies; however, it can occur during home visits for Head Start families or through Housing Services case management. All persons seeking assistance and living in or near poverty receive a comprehensive intake assessment to identify the household's emergent and ongoing needs.

When household circumstances indicate a need for energy assistance, staff make an internal referral to the KHEA program and the household is placed on a waiting list.

CAC and CAK also routinely discuss the benefits and program structure of the KHEA program during presentations or other public forums to ensure that the community is aware of this assistance. CAC and CAK's communication tool is found in Attachment 3.



LG&E heating assistance programs

When you need assistance — paying your bill or making your home more energy efficient — you should not have the additional worry of where to go to ask for help. This step-by-step guide is designed to help you find the assistance you need when you need it most.

Call LG&E

If you're faced with an LG&E bill you think you won't be able to handle, please contact us as soon as possible at [502-589-1444](tel:502-589-1444) (outside Louisville [800-331-7370](tel:800-331-7370)). Our customer care representatives are available Monday through Friday from 7 a.m. to 7 p.m., and they can usually work out a solution that will allow you to keep essential service.

Agency Referral

The following organizations can help direct you to area resources that can assist you.

- **Louisville Metro Community Services**
[502-574-8000](tel:502-574-8000)
Assesses eligibility for emergency assistance and refers eligible persons/families to the appropriate Neighborhood Place. Also provides referrals to other emergency and social programs.
- **Metro United Way**
Dial [211](tel:211) or [877-566-4968](tel:877-566-4968)
Offers general information and referrals 24 hours a day, seven days a week.

Utility Bill Assistance Programs

The following programs in the community can assist income-eligible customers who need help paying their utility bills during times of need.

- **Louisville Metro Community Action Partnership LIHEAP (Low-Income Home Energy Assistance Program)**
[502-574-1157](tel:502-574-1157)
LIHEAP is a federally funded program to assist low-income households facing a home heating crisis by offering seasonal financial assistance to prevent disconnection of utility service. **Subsidy funding** available in November and December by using an appointment-based system. **Crisis assistance** is available January through March (or until funds run out) for people facing disconnection of utilities; co-payment may be required for those who apply.
- **Financial Assistance Program**
[311](tel:311) or [502-574-5000](tel:502-574-5000)
Financial Assistance, a program of Louisville Metro Department of Community services, is designed to assist households that meet income and crisis criteria as defined in the policy. Assistance is provided in the basic areas of shelter and utilities to stabilize housing.
- **Community Winterhelp, Inc.**
This nonprofit is made up of agencies that provide emergency heating assistance from January to April for low-income households in crisis that are without heat or are in immediate danger of being without heat. Customers' donations to the program are matched by LG&E year-round so more money is available for heating assistance. Persons seeking Winterhelp financial assistance may contact the community ministries in their area by visiting louisvilleministries.org/members.php or by calling Metro Unity Way at [211](tel:211) or [877-566-4968](tel:877-566-4968).
- **All Seasons Assurance Plan (ASAP) – asapky.org**
ASAP is an invitation-only, year-long utility assistance program that provides monthly utility benefits for low and fixed-income households to ease the burden of high energy costs. Administered by the Affordable Energy Corporation, those interested must sign up during LIHEAP Subsidy to be considered for an invitation. Please visit asapky.org for details on how

- **Community Ministries**

There are area ministries in Louisville that serve residents in every local zip code. Each ministry offers some form of emergency financial assistance, such as help with rent, water bills and gas and electric bills. Visit louisvilleministries.org for a map and contact information for each ministry.

Energy Efficiency Programs and Services

The following nonprofit programs and services can help improve your home's energy efficiency and help you use less energy and manage your year-round utility costs.

- **LG&E's WeCare Program**

[800-356-5467](tel:800-356-5467) or lge-ku.com/wecare

WeCare (Weatherization, Conservation, Advice and Recycling Energy), helps income-eligible customers save through energy education and weatherization. Customers must meet LIHEAP income requirements, must have lived in their home with 9 months of continuous service and the home must have not received WeCare services or an On-Site Home Energy Analysis in the last three years.

- **Project Warm**

[502-636-WARM](tel:502-636-WARM) (9276) or projectwarm.org

Project Warm is a non-profit organization that provides free, year-round weatherization repairs and energy management education to income-eligible homeowners and renters, including the elderly and those with disability. Income eligibility is based on Federal Poverty Guidelines and determined at the time of application.

- **New Directions Housing Corporation (NDHC)**

[502-589-2272](tel:502-589-2272)

Financial assistance is available to low-income residents of Louisville Metro to make energy conservation improvements to their homes whether they rent or own. Eligibility is based on Federal Poverty Guidelines.

Contact us

LG&E residential

[502-589-1444](tel:502-589-1444) or [800-331-7370](tel:800-331-7370)

LG&E business

[502-627-3313](tel:502-627-3313) or [800-331-7370](tel:800-331-7370)

KU residential

[800-981-0600](tel:800-981-0600)

KU business

[859-367-1200](tel:859-367-1200) or [800-383-5582](tel:800-383-5582)

Contact us online



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POWER SOURCE



JANUARY 2019

IS TIME ON YOUR SIDE? ONLINE PAYMENT OPTIONS CAN HELP.

More time is a precious commodity we'd all like to have. Maybe you could use it to pursue that New Year's resolution you made to exercise more, to try out some healthier recipes, to read more or just to take up a new hobby. One good way to save some time is to take advantage of LG&E's safe and secure electronic payment options. Not only will you save time, but you'll also save the cost of a stamp, reduce clutter and waste less paper.

Paying your monthly LG&E bill electronically is as simple as logging in to your account and choosing how you want to pay – by check, debit card or credit card. Paying by electronic



check is free, but there is a service charge required by the third-party vendor who processes the debit card and credit card payments. You say you don't have an account?

No problem. Go to my.lge-ku.com to easily create one. And remember, we're completely mobile. Once you've set up an account, you can access it at any time on any of your mobile devices.

Also, you may want to consider using our Auto Pay feature. Your monthly bill will be automatically deducted from your bank account on the payment due date. You'll still get a monthly statement in plenty of time to verify the information and record the amount and date of automatic withdrawal.

Visit lge-ku.com/paymybill to take advantage of our convenient payment options.



THERE'S MORE

Go to lge-ku.com to:

- > Learn how to be more efficient with lighting.
- > Find out how to start, stop or move service at your home or business.
- > Sign up to support local energy through our Solar Share program.

WHEN THE TEMPERATURE DIVES, INCREASED ENERGY USE ARRIVES



Now that we're smack-dab in the middle of winter, it's important to know that extreme cold can greatly increase the amount of energy needed to heat your home ... and that, of course, will impact your monthly

energy bill. While we cannot predict just how cold it will get or how long periods of subfreezing temperatures will last, history tells us that heating demand increases – sometimes significantly – this time of year. In January of 2018, for example, heating demand increased by 14 percent over the previous month.

So, with that in mind, here are a few tips that can help you cope with the cold while reducing energy use and saving some cold cash. You can also visit lge-ku.com/tips to view several "how to" energy-saving videos for even more ways to save.

- Winterize windows and doors with caulk and weather stripping.
- Lower your thermostat by two degrees.
- Make sure your furnace is in tip-top shape and the filter is changed per manufacturer's recommendations.
- Open blinds and curtains to let the sunshine in during the day.
- Consider adding insulation in the attic and along exterior walls.
- Throw an extra blanket or two on the bed.
- If you have a fireplace, keep the damper closed when it's not in use.

Finally, if your winter utility bill becomes more than you feel you can manage, call us at **502-589-1444** (call **800-331-7370** outside Louisville), and we'll work with you to find a solution.

A HELPING HAND FOR THE MOST VULNERABLE

LG&E is committed to helping customers with low incomes who struggle to pay their monthly utility bills. Through our partnership with Affordable Energy Corporation, we offer a home energy assistance program for customers who qualify for help in making their utility payments.

Affordable Energy Corporation invites qualified customers to participate in the All Seasons Assurance Program (ASAP), which LG&E funds via a 25-cent monthly residential meter charge. To qualify, a customer must have first applied to the Low-Income Home Energy Assistance Program, or LIHEAP.

(Visit capky.org for more details.) Please note that not everyone who applies to LIHEAP will be eligible to receive benefits through this home energy assistance program. Benefits can range up to a total of \$1,000 a year and are paid directly to LG&E. Customers are required to pay the remainder of their monthly bills.

If you receive information from Affordable Energy Corporation inviting you to a program orientation, please be sure to review the application requirements and make note of the application time window.

Sign up for My Notifications and receive timely reminders about the due date of your bill by text, email and/or phone. Visit lge-ku.com/notifications for more information.

HELPING KIDS GET SMART WHEN IT COMES TO NATURAL GAS



Learning how natural gas works in the home and how to practice good safety habits when it comes to natural gas is important not only to adults, but to children as well. That's why LG&E, in partnership with the Culver Company, provides kid-friendly

information about natural gas via the e-SMARTkids website at e-SMARTkids.net.

The site helps kids learn about everything from the science of how natural gas forms to how it gets into and benefits their homes and knowing how to recognize a leak and what to do if there is one. There is a specific page for teachers on the site that helps craft classroom lessons and includes a variety of hands-on activities. Elementary school teachers within LG&E's natural gas service territory receive mailers every year with specific information and lesson plans they can use as part of their curricula.

IF YOUR POWER GOES OUT, PLEASE GIVE US A SHOUT

We know that when it comes to your power, questions about power outages are right at the top of your list: What happens when there is a power outage? And what is being done to restore power as quickly as possible?

Throughout the year, *Power Source* will feature an LG&E employee addressing a specific power outage question we hear from customers. We hope this will provide you with valuable information about LG&E's restoration process. And you can always visit lge-ku.com/outages to learn more.

Why do I have to report my power outage?

When you lose power, we have the same goal you do: to restore your power as quickly as possible. When you report your power outage, it can help us more quickly pinpoint the cause of the outage on our system. For instance, if one household reports an

outage, the cause may be located along the individual service line. But, if 10 or even hundreds of people report a power outage in the same area, that tells us right away it's a much different scenario.

We're also installing new technology on our system to automatically detect power outages to help us restore service more efficiently, but it's still important to report your outage using one of the convenient ways found at lge-ku.com/storm.



Chase Mills
Group Leader,
Reliability Engineering,
Distribution Operations

EVEN THOUGH ABE MIGHT DISAGREE, WE'RE TRYING TO PLEASE ALL THE PEOPLE ALL THE TIME



Monday, February 18 is Presidents Day, and that means LG&E's customer service center and call centers will be closed in observance of the federal holiday. On that day, the employees who work at those centers

will be getting additional training to help them provide you presidential-level service.

Meanwhile, our technicians will be on the job as always, making sure the safe, reliable, affordable energy you need to power your

daily life is being delivered. And in the event of a power outage or any other power emergency, they will be ready to respond faster than a presidential tweet.

Even though our offices will be closed, you can still pay your bill on Presidents Day if you like. Simply call **502-589-1444** (call **800-331-7370** outside Louisville) and press 1-2-3. You can also pay through your online account. Go to my.lge-ku.com to create an online account in just a few minutes if you don't currently have one.

Visit lge-ku.com to learn more about bill-payment options.

LG&E Contact Information



Online – My Account

lge-ku.com

By Phone

502-589-1444

(Call 800-331-7370 outside Louisville)

Monday–Friday

7 a.m.–7 p.m. (Eastern Time)

Anytime day or night (self-service)

For Hearing- or Speech-Impaired

Dial 711

Business Service Center

502-627-3313

(Call 800-331-7370 outside Louisville)

Monday–Friday

8 a.m.–6 p.m. (Eastern Time)

In-Person

Customer Service Walk-In Center

701 South Ninth Street

Monday–Friday

8 a.m.–5 p.m. (Eastern Time)

Kentucky 811–Locate Service

Dial 811

Editor

Cheryl.Williams@lge-ku.com

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11/1/2019



KU/ODP heating assistance programs | LG&E and KU



KU/ODP heating assistance programs

If you're faced with a KU/ODP bill that you think you won't be able to handle, or if your service has already been shut off for nonpayment, please contact us as soon as possible at [800-981-0600](tel:800-981-0600). Our customer care representatives are available Monday through Friday from 7 a.m. to 7 p.m., and they can usually work out a solution that will allow you to keep essential service. Ask about payment options such as partial payment plan, Budget Payment, Auto Pay, and more.

If you still need assistance, please locate the KU or ODP business office nearest you to determine the contact information for an agency in your area that may be able to offer assistance with utility bills. KU does not determine who is eligible to receive assistance. Funding may be limited.

Assistance Agencies

- [Barlow](#)
- [Campbellsville](#)
- [Carrollton](#)
- [Danville](#)
- [Earlington](#)
- [Eddyville](#)
- [Elizabethtown](#)
- [Georgetown](#)
- [Greenville](#)
- [Harlan](#)
- [Lexington \(Downtown\)](#)
- [Lexington \(North\)](#)
- [London](#)
- [Maysville](#)
- [Middlesboro](#)
- [Morehead](#)
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- [Somerset](#)
- [Versailles](#)
- [Winchester](#)
- [Norton \(Virginia\)](#)
- [Pennington Gap \(Virginia\)](#)

Weatherization

[Check out these tips and tricks](#) on how to seal up your home to keep the cool air out.

WeCare Program

One of our energy efficiency efforts – [WeCare \(Weatherization, Conservation Advice and Recycling Energy\)](#), is designed to create savings through weatherization and energy education to help customers in need.

Contact us

LG&E residential 502-589-1444 or 800-331-7370	KU residential 800-981-0600
LG&E business 502-627-3313 or 800-331-7370	KU business 859-367-1200 or 800-383-5582

[Contact us online](#)

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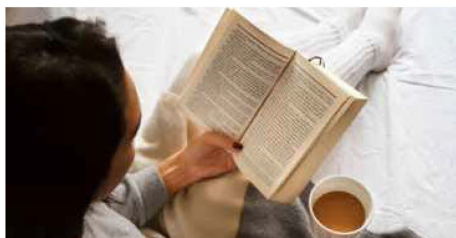
POWER SOURCE



JANUARY 2019

IS TIME ON YOUR SIDE? ONLINE PAYMENT OPTIONS CAN HELP.

More time is a precious commodity we'd all like to have. Maybe you could use it to pursue that New Year's resolution you made to exercise more, to try out some healthier recipes, to read more or just to take up a new hobby. One good way to save some time is to take advantage of KU's safe and secure electronic payment options. Not only will you save time, but you'll also save the cost of a stamp, reduce clutter and waste less paper.



Paying your monthly KU bill electronically is as simple as logging in to your account and choosing how you want to pay – by check, debit card or credit card. Paying by electronic check is free, but there is a service charge required by the third-party vendor who processes the debit card and credit card payments. You say you don't have an account? No problem. Go to my.lge-ku.com to easily create one. And remember, we're completely mobile. Once you've set up an account, you can access it at any time on any of your mobile devices.

Also, you may want to consider using our Auto Pay feature. Your monthly bill will be automatically deducted from your bank account on the payment due date. You'll still get a monthly statement in plenty of time to verify the information and record the amount and date of automatic withdrawal.

Visit lge-ku.com/paymybill to take advantage of our convenient payment options.



Go to lge-ku.com to:

- Learn how to be more efficient with lighting.
- Find out how to start, stop or move service at your home or business.
- Sign up to support local energy through our Solar Share program.

WHEN THE TEMPERATURE DIVES, INCREASED ENERGY USE ARRIVES

Now that we're smack-dab in the middle of winter, it's important to know that extreme cold can greatly increase the amount of energy needed to heat your home ... and that, of course, will impact your monthly energy bill. While we cannot predict just how cold it will get or how long periods of subfreezing temperatures will last, history tells us that heating demand increases – sometimes significantly – this time of year. In January of 2018, for example, heating demand increased by 14 percent over the previous month.



So, with that in mind, here are a few tips that can help you cope with the cold while reducing energy use and saving some cold cash. You can also visit lge-ku.com/tips to view several "how to" energy-saving videos for even more ways to save.

- Winterize windows and doors with caulk and weather stripping.
- Lower your thermostat by two degrees.
- Make sure your furnace is in tip-top shape and the filter is changed per manufacturer's recommendations.
- Open blinds and curtains to let the sunshine in during the day.
- Consider adding insulation in the attic and along exterior walls.
- Throw an extra blanket or two on the bed.
- If you have a fireplace, keep the damper closed when it's not in use.

Finally, if your winter utility bill becomes more than you feel you can manage, call us at **800-981-0600**, and we'll work with you to find a solution.

Sign up for My Notifications and receive timely reminders about the due date of your bill by text, email and/or phone. Visit lge-ku.com/notifications for more information.

A HELPING HAND FOR THE MOST VULNERABLE

It's extremely important that customers who struggle to pay their monthly utility bills due to low incomes have some help paying those bills. For KU customers, help comes from the Kentucky Low Income Home Energy Assistance Program (Kentucky LIHEAP).

Customers must be residents of Kentucky to qualify and meet specific income requirements based on the size of the

household. For example, a single-person household can earn no more than \$15,444 per year before taxes. The annual income limit for a family of four is \$31,590. Applicants need to provide proof of residency and proof of all household income.

Visit benefits.gov/benefit/1539 to learn more.

IF YOUR POWER GOES OUT, PLEASE GIVE US A SHOUT

We know that when it comes to your power, questions about power outages are right at the top of your list: What happens when there is a power outage? And what is being done to restore power as quickly as possible?

Throughout the year, *Power Source* will feature a KU employee addressing a specific power outage question we hear from customers. We hope this will provide you with valuable information about KU's restoration process. And you can always visit lge-ku.com/outages to learn more.

Why do I have to report my power outage?

When you lose power, we have the same goal you do: to restore your power as quickly as possible. When you report your power outage, it can help us more quickly pinpoint the cause of the outage on our system. For instance, if one household reports an outage, the

cause may be located along the individual service line. But, if 10 or even hundreds of people report a power outage in the same area, that tells us right away it's a much different scenario.

We're also installing new technology on our system to automatically detect power outages to help us restore service more efficiently, but it's still important to report your outage using one of the convenient ways found at lge-ku.com/storm.



Chase Mills
Group Leader,
Reliability Engineering,
Distribution Operations

EVEN THOUGH ABE MIGHT DISAGREE, WE'RE TRYING TO PLEASE ALL THE PEOPLE ALL THE TIME



Monday, February 18 is Presidents Day, and that means KU's customer service centers and call centers will be closed in observance of the federal holiday. On that day, the employees who work at

those centers will be getting additional training to help them provide you presidential-level service.

Meanwhile, our technicians will be on the job as always, making sure the safe, reliable, affordable energy you

need to power your daily life is being delivered. And in the event of a power outage or any other power emergency, they will be ready to respond faster than a presidential tweet.

Even though our offices will be closed, you can still pay your bill on Presidents Day if you like. Simply call **800-981-0600** and press 1-2-3. You can also pay through your online account. Go to my.lge-ku.com to create an online account in just a few minutes if you don't currently have one.

Visit lge-ku.com to learn more about bill-payment options.

KU Contact Information



Online - My Account
lge-ku.com

By Phone
800-981-0600
Monday-Friday
7 a.m.-7 p.m. (Eastern Time)
Anytime day or night (self-service)

For Hearing- or Speech-Impaired
Dial 711

Business Service Center
859-367-1200
800-383-5582
Monday-Friday
8 a.m.-6 p.m. (Eastern Time)

In-Person Customer Service Walk-in Centers
Monday-Friday
9 a.m.-5 p.m. (Eastern Time)
Lexington Office: 8 a.m.-5 p.m. (ET)

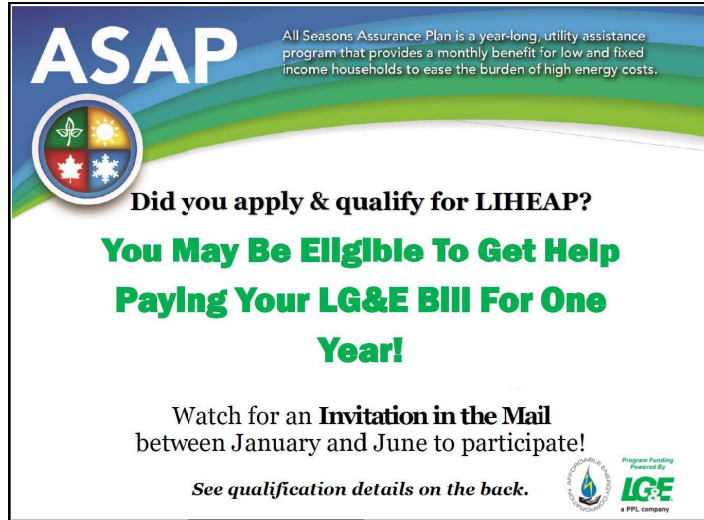
Editor
Cheryl.Williams@lge-ku.com

Visit our website:
lge-ku.com




Like us on Facebook (facebook.com/lgeku) and follow us on Twitter (@lgeku) and Instagram (lge_ku).

ASAP Handbill




ASAP All Seasons Assurance Plan is a year-long, utility assistance program that provides a monthly benefit for low and fixed income households to ease the burden of high energy costs.




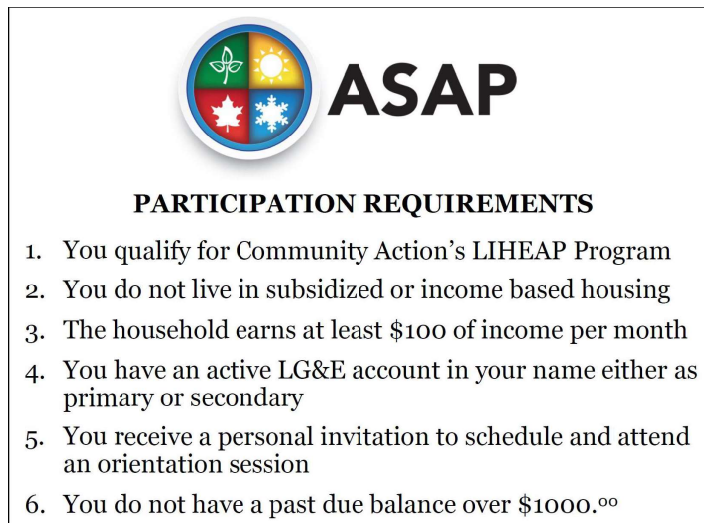
Did you apply & qualify for LIHEAP?
You May Be Eligible To Get Help
Paying Your LG&E Bill For One
Year!

Watch for an **Invitation in the Mail**
between January and June to participate!

See qualification details on the back.



Program Funding
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LG&E
a PPL company



ASAP

PARTICIPATION REQUIREMENTS

1. You qualify for Community Action's LIHEAP Program
2. You do not live in subsidized or income based housing
3. The household earns at least \$100 of income per month
4. You have an active LG&E account in your name either as primary or secondary
5. You receive a personal invitation to schedule and attend an orientation session
6. You do not have a past due balance over \$1000.00

ASAP 101



ASAP 101

Providing Year Round Energy Assistance to Low & Fixed Income Households in Louisville, Kentucky and Surrounding Counties Since 1994.

AFFORDABLE ENERGY - ASAP, 150 SOUTH STATE STREET, LOUISVILLE, KY 40206-3169 www.asapky.org www.facebook.com/affordable.energy.asap

Affordable Energy Corporation is a 501C(3), non-profit organization founded in 1992 to provide financial assistance to low and fixed income households with high utility bills in the LG&E service area. Affordable Energy Corporation (AEC) operates ASAP: **The All Seasons Assurance Plan**. This year-long program provides a monthly benefit for qualifying households to ease the burden of high energy costs.

- Funding is provided through LG&E's Home Energy Assistance (HEA) or monthly per meter charges and the utility's shareholders donation.
- Each year the number of participants is based upon available funding.
- ASAP offers utility assistance, case management referrals, energy conservation education and weatherization services to participants through various local providers.



- Qualify and Sign-up for LIHEAP Subsidy** in November & December
- Meet ASAP requirements:**
 - Active LG&E Account in my name or my spouse's (cannot be separated)
 - \$100 monthly income
 - Live in non-subsidized housing
 - Past due balance less than \$1000
- Qualify for an ASAP benefit** of \$400, \$600, \$800 or \$1000 for the year.
- Get an **ASAP invitation** in the mail
- Attend a one-time, 2½ hour **Orientation session**, complete enrollment forms and all requirements
- Start getting **monthly benefits** to cover part of my monthly bill
- Pay the FULL remaining balance** of my LG&E bill **by each DUE date**
- Get **FREE weatherization** for my home
- Rest easy now that my utilities charges will be **lower and more affordable**
- AGAIN** Qualify and Sign-up for LIHEAP Subsidy in the Fall
- Repeat** meeting the ASAP requirements and qualifications as listed above.
- Get my **Recertification letter in January** & begin another year as an ASAP participant!

Benefit Month & Amount	\$400	\$600	\$800	\$1000
January	\$70.00	\$80.00	\$130.00	\$175.00
February	\$50.00	\$60.00	\$90.00	\$120.00
March	\$40.00	\$50.00	\$75.00	\$95.00
April	\$30.00	\$45.00	\$55.00	\$70.00
May	\$30.00	\$45.00	\$60.00	\$70.00
June	\$20.00	\$40.00	\$50.00	\$60.00
July	\$20.00	\$40.00	\$50.00	\$60.00
August	\$20.00	\$40.00	\$50.00	\$60.00
September	\$25.00	\$45.00	\$50.00	\$60.00
October	\$30.00	\$50.00	\$60.00	\$70.00
November	\$40.00	\$60.00	\$80.00	\$100.00
December	\$25.00	\$45.00	\$50.00	\$60.00

Check LG&E's Portal to verify ASAP clients: Our payments are listed as "HEA".

Partner Agencies:



WeCare



Program



As an INVITATION-ONLY Program, we do not take phone referrals. Please see the checklist above. Otherwise, feel free to contact us at (502) 893-7872 with any questions, Thank you!

ASAP PROGRAM OVERVIEW

- This is a PARTNERSHIP program, where ASAP only pays a portion of the participants' LG&E bill.
- Participants are expected to "Pay the FULL remaining balance by each DUE date" during the program year.
- If participants are unable to pay their bill in FULL and ON Time, then their ASAP account is put "On Hold" and a letter is sent, giving them 2 weeks to make their account current. Only then could benefits resume.
- After 2 weeks, if a past due still remains, participants receive a 2nd letter: Warning Notice. Again, they are given 2 weeks to make their account current. When current, benefits may resume.
- Finally, after 4 weeks, if the account still has a past due balance, then a Termination Notice is sent, and the participant is removed from the program.
- As a courtesy, participants are given 30 days to appeal their case for reinstatement.
- The appeals committee reviews once a month and if the appeal is accepted, participants may be reinstated with the condition that they do not fall behind for the remainder of the year.
- Should a past due balance again occur, the reinstated participant will receive "final termination status", be permanently removed for the year and all benefits would cease. Participants may only appeal once a year.
- After final termination or for un-appealed cases, participants cannot re-qualify for the following year.
- Should they qualify again in the future, they would need to receive a new invitation and repeat the enrollment process again as a new participant.

OTHER QUESTIONS?

How do clients get on ASAP? They must : 1) Fall within 130% of the Federal Poverty Guidelines, 2) Sign-up for LIHEAP Subsidy through Community Action, 3) Qualify for an ASAP benefit, 4) Get an orientation invitation, 5) Attend the 2 & 1/2 hour orientation, complete enrollment forms, and provide required documents.

What if they can't attend an orientation? They may send someone in their place or request a medical homebound application.

Do you help with other bills? Since funding comes directly from LG&E, we only help pay LG&E.

Do you provide emergency assistance? No, we are invitation-only and only assist participants with a portion of their bill once a month.

What can they do in emergency situations? We refer them to 211 or 311 to get the numbers for their local Association of Community Ministries, Neighborhood Place, Salvation Army or St. Vincent De Paul. They may also contact LG&E at 589-1444 to set up a payment plan of several smaller payments over a designated amount of time.

Can you help with deposit payments? No, we only help with gas and electric usage charges.

How long is your enrollment period? From February to the end of June, we will accept missing paperwork and other requirements. They must have received an invitation and gone to an orientation.

When does the Program Year begin and end? ASAP begins mid-January, as soon as our yearly database is set-up. The program year ends the week before Christmas.

What if they continue to need assistance? They may qualify to roll-over / recertify for the following year by again qualifying and signing up for LIHEAP Subsidy in the Fall. See front checklist.

Will they receive the same benefits? ASAP benefits are based on yearly usage, household size and income, weather, gas and electric costs and more. We know that their monthly bill will be different, so whether or not income or anything else changes, their yearly benefit may or may not remain the same.

What happens if they move? If they move within the LG&E service area, have an active account in their name, have not moved into Section 8 or subsidized housing and can provide a deed or lease copy for review, then they may remain on ASAP. If they move out of state or no longer have LG&E service, then we can no longer provide assistance.

What if they do not speak English? For orientations, we can request an interpreter. Over the phone, we ask friends or relatives to call in to interpret for them. In the office, we try to use a translation app.

Do you have information in other languages? We are currently in the process of having forms and other orientation materials translated into Spanish & Arabic.

What other info is needed from them? ID with the correct address; lease, deed or title to home, and current LG&E bill.

What's needed for the free weatherization and who provides it? Owners consent and it's provided by a local non-profit ,Project Warm and LG&E's WeCare.

Should ASAP participants sign up for Crisis? No. The goal of ASAP is to alleviate brown bills and for our participants to pay their bill by the due date.

Thanks for all you do! We look forward to working with all our partner agencies and answering any questions at (502) 893-7842! The ASAP Team !

ASAP Invitation



ASAP
WE CAN HELP PAY YOUR LG&E BILL FOR A YEAR!

All Seasons Assurance Plan is a year-long utility assistance program that provides a monthly benefit for low and fixed income households to ease the burden of high energy costs.

REGISTER TO RESERVE YOUR SEAT!

CALL TO ACQUIRE DATES, LOCATIONS, AND TIMES AVAILABLE NEAR YOU: 502.242.6501

OR REGISTER FOR THE NEXT ORIENTATION SESSION AT ASAPKY.CASCHEDULER.COM


ORIENTATION IS REQUIRED TO PARTICIPATE IN THE ASAP PROGRAM
For further information contact ASAP at 502.893.7842

YOU'RE INVITED TO PARTICIPATE IN THE ASAP PROGRAM IF YOU:

1. Apply and qualify for LINEAP Community Action Program.
2. Earn at least \$100 of income per month.
3. Do not live in Section 8 or Subsidized Housing.
4. Have an active LG&E Residential Account.
5. Have a past due less than \$1000.

FOR ORIENTATION, YOU'LL NEED:

- Photo ID
- This postcard
- Household's Gross, Monthly Income Info
- Current LG&E Bill (Green and Brown, if received)
- Renter's Lease with Landlord's Address & Phone No.
- Homeowner's Deed or Mobile Homeowner's Title.




ASAP All Seasons Assurance Plan
Affordable Energy Corporation
150 South State Street
Louisville, KY 40206-3169


Return Service Requested

HIGH ENERGY BILL?

We can help

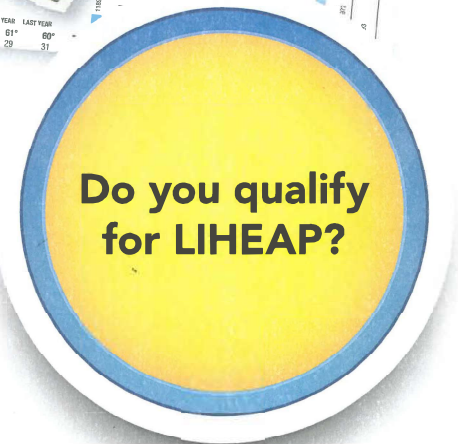
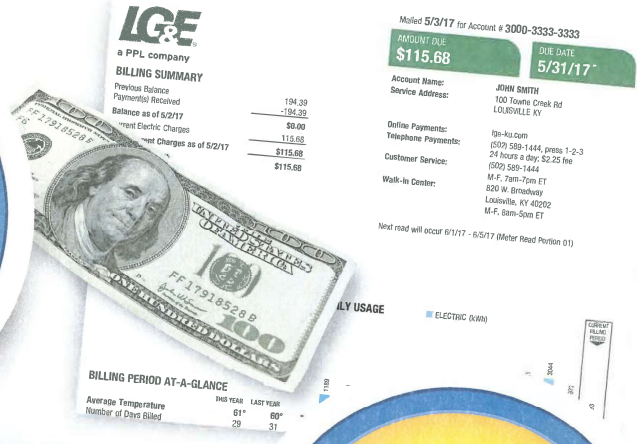
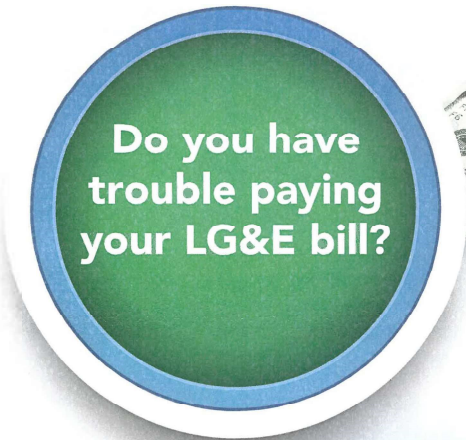


Program Funding Powered By

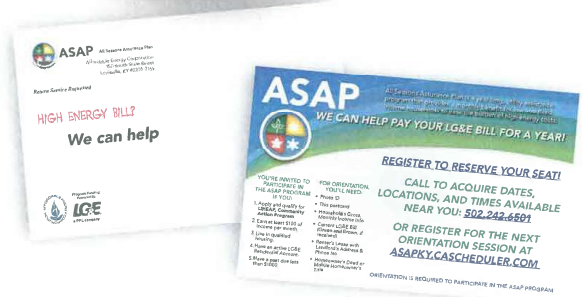


a PPL company

AEC Poster



ASAP
 All Seasons Assurance Plan



OUR NEW TEAM IS HERE FOR YOU!

Program Funding Powered By **LG&E** a PPL company

For more information email the ASAP team at info@asapky.org or visit our website at www.asapky.org or our Facebook page at facebook.com/Affordable.Energy.ASAP



PROGRAM TITLE: Kentucky Utilities Home Energy Assistance Program (HEA)

PROGRAM SUMMARY:

- HEA is a program provided in partnership with Community Action Kentucky (CAK) and Kentucky Utilities Company (KU).
- The goal of the program is to offer low-income KU customers an affordable electric bill payment by providing an \$88.00 credit to their Kentucky Utilities account for the peak heating and cooling months:
December, January, February, March, July, August September
- It is anticipated that participation in the program will make energy more affordable and reduce the number of disconnects.

ELIGIBILITY REQUIREMENTS:

- Applicants must be active KU customers who have KU electric as their primary heat source.
- Serves households with incomes up to 130% of poverty.
- Applicants must be responsible for home energy costs (bill in their name or spouse's name).
- Participants must re-certify annually by the anniversary date of enrollment.
- Participants must apply for and accept Weatherization services if available.
- Participants must apply for LIHEAP Subsidy and direct the payment to Kentucky Utilities

REQUIRED DOCUMENTS:

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

PARTICIPANT BENEFITS (How does this benefit the participant?):

- The HEA program assists people who are at or below 130% of poverty with payment on their electric bills during the peak heating and cooling months. This reduces the yearly costs for electric service substantially.

ENROLLMENT CAPACITY: Up to 3500 KU Customers in 71 counties, 18 Community Action Agencies

WHERE TO APPLY or call for additional information:

Toll Free: 1-800-244-2275

Community Action Council: 859-233-4600

Fayette West Center: 1903 Cambridge Drive, Lexington, KY 40502 (859) 246-1192

Russell School Community Services Center: 520 Toner St., Lexington, KY 40508 (859) 554-4350

West End Center: 913 Georgetown St., Lexington, KY 40511 (859) 244-2215

Winburn Center: 1169 Winburn Dr., Lexington, KY 40511 (859) 294-5249

Wesley's Place: 1414 Main St., Paris, KY 40361 (859) 987-5277

Harrison County Center: 217 Old Lair Rd., Cynthiana, KY 41031 (859) 234-7201

Nicholas County Center: 2323 Concrete Road Suite A, Carlisle, KY (859) 289-7172

STAFF CONTACTS: Patricia Shobe, Safety Net Manager
(859) 233-4600 x 2030

Adria Johnson, Safety Net & Volunteer Assistant
(859) 233-4600 x 2005

**Louisville Gas and Electric Company and Kentucky Utilities Company
Response to Commission Staff's Request for Information (Appendix B)
Dated October 28, 2019**

Case No. 2019-00366

Question No. 9

Witness: Elizabeth J. McFarland / Timothy A. Melton

- Q-9. 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.
- A-9. The Companies and their third party administrators do not measure how the applicants learned of the HEA programs.