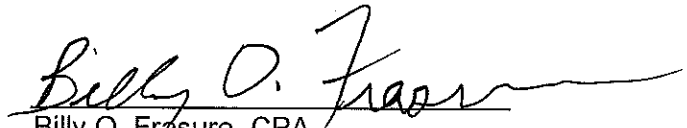


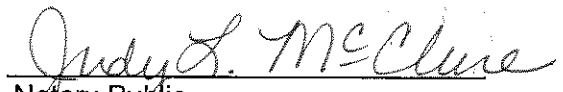
CERTIFICATE

STATE OF KENTUCKY )  
COUNTY OF JOHNSON )

Billy O. Frasure, CPA, being duly sworn, states that he has supervised the preparation of the response of Big Sandy RECC to the Public Service Commission Staff's Request for information in Case No. 2020-00085 dated June 23, 2020 and that the matters and things set forth therein are true and accurate to the best of his knowledge, information and belief, formed after reasonable inquiry.

  
Billy O. Frasure, CPA

Subscribed and sworn before me on this 21<sup>st</sup> day of July, 2020

  
Notary Public

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC EMERGENCY DOCKET	)	CASE NO.
RELATED TO THE NOVEL CORONAVIRUS	)	2020-00085
COVID-19	)	

RESPONSE TO COMMISSION STAFF'S REQUEST FOR INFORMATION TO BIG SANDY  
RURAL ELECTRIC COOPERATIVE CORPORATION

DATED JUNE 23, 2020

WITNESS: BILLY FRASURE

ITEM 1

PAGE 1 of 1

REQUEST NO. 1:

Provide the utility's current number of customers and the date used for that determination.

RESPONSE NO. 1:

As of June 30, 2020, Big Sandy provided services to 12,805 consumers.

WITNESS: BILLY FRASURE

ITEM 2

PAGE 1 of 1

REQUEST NO. 2:

If applicable, provide the utility's current number of customers per class.

RESPONSE NO. 2:

Schedule A-1 Farm & Home –	11,755
Schedule A-2 Commercial & Small Power -	874
Schedule LP Large Power Service -	166
Schedule LPR Large Power Service -	9
Schedule IND 1-B -	1

## REQUEST NO. 3:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

## RESPONSE NO. 3:

Please see below. Calculations can be found on attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

- a. 2017 - \$160
- b. 2018 - \$183
- c. 2019 - \$176
- d. 2020 -

2020						
Month	Customers Billed	Arrears	Current Bill	Late Fees	Total Billed	Average Bill
January	12,728	\$ 291,999	\$ 2,314,547	\$ 42,364	\$ 2,648,910	\$ 182
February	12,722	\$ 376,208	\$ 2,076,240	\$ 33,356	\$ 2,485,804	\$ 163
March	12,694	\$ 402,674	\$ 1,691,732	\$ -	\$ 2,094,406	\$ 133
April	12,717	\$ 326,035	\$ 1,573,268	\$ -	\$ 1,899,303	\$ 124
May	12,730	\$ 228,636	\$ 1,588,808	\$ -	\$ 1,817,444	\$ 125
June	12,805	\$ 230,343	\$ 1,645,537	\$ -	\$ 1,875,880	\$ 129
	76,396	\$ 1,855,896	10,890,130	\$ 75,720	\$ 12,821,746	\$ 168

## REQUEST NO. 4:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

## RESPONSE NO. 4:

Please see below. Calculations can be found on attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

## a. 2017 –

Class	2017					
	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	142,179	\$ 17,072,862	\$ 2,213,589	294,058	\$ 19,580,510	\$ 138
Schedule A-2 Commercial & Small Power	10,999	\$ 1,394,613	\$ 79,966	10,623	\$ 1,485,203	\$ 135
Schedule LP Large Power Service	1,968	\$ 2,555,159	\$ 38,248	5,081	\$ 2,598,488	\$ 1,320
Schedule LPR Large Power Service	92	\$ 727,933	\$ 846	112	\$ 728,891	\$ 7,923
Schedule IND 1-B	12	\$ 396,529	\$ -	-	\$ 396,529	\$ 33,044
	155,250	22,147,096	2,332,649	309,874	24,789,620	\$ 160

## b. 2018 –

2018						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	141,556	\$ 19,363,237	3,279,978	338,346	\$ 22,981,561	\$ 162
Schedule A-2 Commercial & Small Power	10,651	\$ 1,358,566	56,346	5,812	\$ 1,420,725	\$ 133
Schedule LP Large Power Service	2,068	\$ 2,610,243	53,159	5,484	\$ 2,668,886	\$ 1,291
Schedule LPR Large Power Service	100	\$ 755,267	1,939	200	\$ 757,406	\$ 7,574
Schedule IND 1-B	12	\$ 432,563	-	-	\$ 432,563	\$ 36,047
	154,387	24,519,877	3,391,422	349,842	\$ 28,261,141	\$ 183

## c. 2019 –

2019						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	140,464	\$ 18,514,481	2,790,514	304,278	\$ 21,609,273	\$ 154
Schedule A-2 Commercial & Small Power	10,493	\$ 1,274,147	65,297	7,120	\$ 1,346,564	\$ 128
Schedule LP Large Power Service	2,029	\$ 2,493,507	71,657	7,813	\$ 2,572,978	\$ 1,268
Schedule LPR Large Power Service	108	\$ 855,934	71,505	7,797	\$ 935,236	\$ 8,660
Schedule IND 1-B	12	\$ 412,285	81,095	8,843	\$ 502,223	\$ 41,852
	153,106	23,550,355	3,080,067	335,852	26,966,274	\$ 176

d. 2020 –

Jan-20						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,676	\$ 1,890,203	\$ 270,204	39,202	\$ 2,199,608	\$ 188
Schedule A-2 Commercial & Small Power	873	\$ 113,279	\$ 9,046	1,312	\$ 123,637	\$ 142
Schedule LP Large Power Service	169	\$ 203,477	\$ 27	4	\$ 203,508	\$ 1,204
Schedule LPR Large Power Service	9	\$ 73,293	\$ 10,231	1,484	\$ 85,009	\$ 9,445
Schedule IND 1-B	1	\$ 34,294	\$ 2,491	361	\$ 37,147	\$ 37,147
	12,728	2,314,547	\$ 291,999	\$ 42,364	\$ 2,648,910	\$ 208

February-20						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,674	\$ 1,692,721	\$ 356,498	31,608	\$ 2,080,827	\$ 178
Schedule A-2 Commercial & Small Power	871	\$ 105,047	\$ 8,760	777	\$ 114,584	\$ 132
Schedule LP Large Power Service	167	\$ 181,713	\$ 3,778	335	\$ 185,826	\$ 1,113
Schedule LPR Large Power Service	9	\$ 68,799	\$ 7,171	636	\$ 76,606	\$ 8,512
Schedule IND 1-B	1	\$ 27,961	\$ -	-	\$ 27,961	\$ 27,961
	12,722	2,076,241	\$ 376,208	\$ 33,356	\$ 2,485,805	\$ 195

March-20						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,648	\$ 1,330,404	\$ 336,617	\$ -	\$ 1,667,021	\$ 143
Schedule A-2 Commercial & Small Power	870	\$ 96,964	\$ 6,824	\$ -	\$ 103,788	\$ 119
Schedule LP Large Power Service	166	\$ 171,263	\$ 2,709	\$ -	\$ 173,972	\$ 1,048
Schedule LPR Large Power Service	9	\$ 61,453	\$ 28,563	\$ -	\$ 90,016	\$ 10,002
Schedule IND 1-B	1	\$ 31,649	\$ 27,961	\$ -	\$ 59,610	\$ 59,610
	12,694	1,691,733	\$ 402,674	\$ -	\$ 2,094,407	\$ 165



WITNESS: BILLY FRASURE

ITEM 4

PAGE 4 of 4

April-20						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,669	\$ 1,251,616	\$ 247,200	\$ -	\$ 1,498,816	\$ 128
Schedule A-2 Commercial & Small Power	872	\$ 89,811	\$ 11,559	\$ -	\$ 101,370	\$ 116
Schedule LP Large Power Service	166	\$ 152,331	\$ 8,486	\$ -	\$ 160,817	\$ 969
Schedule LPR Large Power Service	9	\$ 51,879	\$ 27,141	\$ -	\$ 79,020	\$ 8,780
Schedule IND 1-B	1	\$ 27,631	\$ 31,649	\$ -	\$ 59,280	\$ 59,280
	12,717	1,573,268	\$ 326,035	\$ -	\$ 1,899,303	\$ 149

May-20						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,680	\$ 1,257,064	\$ 202,992	\$ -	\$ 1,460,056	\$ 125
Schedule A-2 Commercial & Small Power	874	\$ 94,666	\$ 10,225	\$ -	\$ 104,891	\$ 120
Schedule LP Large Power Service	166	\$ 158,466	\$ 6,422	\$ -	\$ 164,888	\$ 993
Schedule LPR Large Power Service	9	\$ 49,737	\$ 8,998	\$ -	\$ 58,735	\$ 6,526
Schedule IND 1-B	1	\$ 28,874	\$ -	\$ -	\$ 28,874	\$ 28,874
	12,730	1,588,807	\$ 228,636	\$ -	\$ 1,817,443	\$ 143

June-20						
Class	Customers Billed	Current Bill	Arrears	Late Fees	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,755	\$ 1,284,533	\$ 210,625	\$ -	\$ 1,495,158	\$ 127
Schedule A-2 Commercial & Small Power	874	\$ 96,986	\$ 10,800	\$ -	\$ 107,786	\$ 123
Schedule LP Large Power Service	166	\$ 175,209	\$ 3,120	\$ -	\$ 178,329	\$ 1,074
Schedule LPR Large Power Service	9	\$ 52,692	\$ 5,798	\$ -	\$ 58,490	\$ 6,499
Schedule IND 1-B	1	\$ 36,117	\$ -	\$ -	\$ 36,117	\$ 36,117
	12,805	1,645,537	\$ 230,343	\$ -	\$ 1,875,880	\$ 146

## REQUEST NO. 5:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

## RESPONSE NO. 5:

Please see below. Calculations can be found on attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

- a. 2017 - \$143 per customer
- b. 2018 - \$159 per customer
- c. 2019 - \$154 Per customer
- d. 2020 –

2020			
Month	Customers Billed	Total Billed	Average Bill
January	12,728	\$ 2,314,547	\$ 182
February	12,722	\$ 2,076,240	\$ 163
March	12,694	\$ 1,691,732	\$ 133
April	12,717	\$ 1,573,268	\$ 124
May	12,730	\$ 1,588,808	\$ 125
June	12,805	\$ 1,645,537	\$ 129
	76,396	\$ 10,890,130	\$ 143

REQUEST NO. 6:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

The differences between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

RESPONSE NO. 6:

Please see below. Calculations can be found on attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

a. 2017 –

Class	Customers Billed	Total Billed	Average Bill
Schedule A-1 Farm & Home	142,179	\$ 17,072,862	\$ 120
Schedule A-2 Commercial & Small Power	10,999	\$ 1,394,613	\$ 127
Schedule LP Large Power Service	1,968	\$ 2,555,159	\$ 1,298
Schedule LPR Large Power Service	92	\$ 727,933	\$ 7,912
Schedule IND 1-B	12	\$ 396,529	\$ 33,044
	155,250	22,147,096	\$ 143

## b. 2018 –

Class	Customers Billed	Total Billed	Average Bill
Schedule A-1 Farm & Home	141,556	\$ 19,363,237	\$ 137
Schedule A-2 Commercial & Small Power	10,651	\$ 1,358,566	\$ 128
Schedule LP Large Power Service	2,068	\$ 2,610,243	\$ 1,262
Schedule LPR Large Power Service	100	\$ 755,267	\$ 7,553
Schedule IND 1-B	12	\$ 432,563	\$ 36,047
	154,387	\$ 24,519,877	\$ 159

## c. 2019 –

2019			
Class	Customers Billed	Total Billed	Average Bill
Schedule A-1 Farm & Home	140,464	\$ 18,514,481	\$ 132
Schedule A-2 Commercial & Small Power	10,493	\$ 1,274,147	\$ 121
Schedule LP Large Power Service	2,029	\$ 2,493,507	\$ 1,229
Schedule LPR Large Power Service	108	\$ 855,934	\$ 7,925
Schedule IND 1-B	12	\$ 412,285	\$ 34,357
	153,106	23,550,355	\$ 154

## d. 2020 –

Jan-20			
Class	Customers Billed	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,676	\$ 1,890,203	\$ 162
Schedule A-2 Commercial & Small Power	873	\$ 113,279	\$ 130
Schedule LP Large Power Service	169	\$ 203,477	\$ 1,204
Schedule LPR Large Power Service	9	\$ 73,293	\$ 8,144
Schedule IND 1-B	1	\$ 34,294	\$ 34,294
	12,728	\$ 2,314,547	\$ 182

WITNESS: BILLY FRASURE

ITEM 6

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<b>February-20</b>			
Class	Customers Billed	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,674	\$ 1,692,721	\$ 145
Schedule A-2 Commercial & Small Power	871	\$ 105,047	\$ 121
Schedule LP Large Power Service	167	\$ 181,713	\$ 1,088
Schedule LPR Large Power Service	9	\$ 68,799	\$ 7,644
Schedule IND 1-B	1	\$ 27,961	\$ 27,961
	12,722	\$ 2,076,241	\$ 163

<b>March-20</b>			
Class	Customers Billed	Total Billed	Average Bill
Schedule A-1 Farm & Home	11,648	\$ 1,330,404	\$ 114
Schedule A-2 Commercial & Small Power	870	\$ 96,964	\$ 111
Schedule LP Large Power Service	166	\$ 171,263	\$ 1,032
Schedule LPR Large Power Service	9	\$ 61,453	\$ 6,828
Schedule IND 1-B	1	\$ 31,649	\$ 31,649
	12,694	\$ 1,691,733	\$ 133

<b>April-20</b>			
<b>Class</b>	<b>Customers Billed</b>	<b>Total Billed</b>	<b>Average Bill</b>
Schedule A-1 Farm & Home	11,669	\$ 1,251,616	\$ 107
Schedule A-2 Commercial & Small Power	872	\$ 89,811	\$ 103
Schedule LP Large Power Service	166	\$ 152,331	\$ 918
Schedule LPR Large Power Service	9	\$ 51,879	\$ 5,764
Schedule IND 1-B	1	\$ 27,631	\$ 27,631
	12,717	\$ 1,573,268	\$ 124

<b>May-20</b>			
<b>Class</b>	<b>Customers Billed</b>	<b>Total Billed</b>	<b>Average Bill</b>
Schedule A-1 Farm & Home	11,680	\$ 1,257,064	\$ 108
Schedule A-2 Commercial & Small Power	874	\$ 94,666	\$ 108
Schedule LP Large Power Service	166	\$ 158,466	\$ 955
Schedule LPR Large Power Service	9	\$ 49,737	\$ 5,526
Schedule IND 1-B	1	\$ 28,874	\$ 28,874
	12,730	\$ 1,588,807	\$ 125

<b>June-20</b>			
<b>Class</b>	<b>Customers Billed</b>	<b>Total Billed</b>	<b>Average Bill</b>
Schedule A-1 Farm & Home	11,755	\$ 1,284,533	\$ 109
Schedule A-2 Commercial & Small Power	874	\$ 96,986	\$ 111
Schedule LP Large Power Service	166	\$ 175,209	\$ 1,055
Schedule LPR Large Power Service	9	\$ 52,692	\$ 5,855
Schedule IND 1-B	1	\$ 36,117	\$ 36,117
	12,805	\$ 1,645,537	\$ 129

## REQUEST NO. 7:

Explain how the utility calculates bad debt.

- a. Explain the decision criteria governing when the utility writes off bad debt.
- b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
- c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

## RESPONSE NO. 7:

- a. Based on experience, Big Sandy believes that collecting payment on consumer balances which remain uncollected after ninety days is unlikely; therefore, Big Sandy writes off consumer accounts to bad debt once the consumer's account remains uncollected for a period of ninety days.

b.

	2018	2019	2020
Jan	\$ 4,044	\$ 2,933	\$ 714
Feb	\$ 2,341	\$ 4,972	\$ 4,846
Mar	\$ 4,961	\$ 5,587	\$ 1,815
Apr	\$ 2,232	\$ 6,462	\$ 4,131
May	\$ 17,106	\$ 9,280	\$ 8,475
Jun	\$ 4,875	\$ 13,469	\$ 4,422
Jul	\$ 13,629	\$ 7,535	
Aug	\$ 4,959	\$ 3,555	
Sep	\$ 2,640	\$ 3,208	
Oct	\$ 2,640	\$ 2,764	
Nov	\$ 3,806	\$ 2,158	
Dec	\$ 5,173	\$ 8,991	

- c. Big Sandy has not changed its determination of bad debt within the past two years.

REQUEST NO. 8:

Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

RESPONSE NO. 8:

If the Commission's moratorium on disconnections was not in effect, Big Sandy would currently have 278 consumers that would be subject to disconnection as of June 30, 2020. This count includes 161 post-pay consumers and 117 pre-pay consumers.



REQUEST NO. 9:

Provide the percent of customers, by class, that pay on time for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

RESPONSE NO. 9:

Big Sandy's delinquent reporting does not provide a distinction by customer class. To obtain this information, Big Sandy staff would be required to manually research and classify each customer. This would require a significant time investment and the impact of doing so would be immaterial. Big Sandy's customer base is primarily residential; therefore, it would be an accurate assumption that the late payments come primarily from residential, Schedule A-1 Farm & Home, customers.

- a. 2017 – 80%
- b. 2018 – 80%
- c. 2019 – 81%
- d. 2020 – Please see below. Calculations can be found on attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

<b>2020</b>				
	Total # Consumers	Total # Deliquent	Delinquent %	Current %
Jan	12,728	2,962	23%	77%
Feb	12,722	2,698	21%	79%
Mar	12,694	2,479	20%	80%
Apr	12,717	2,373	19%	81%
May	12,730	2,265	18%	82%
June	12,805	2,175	17%	83%
	76,396	14,952	20%	80%

REQUEST NO. 10:

Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.

- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
- b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
- c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366. For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

RESPONSE NO. 10:

- a. Please see attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085". Calculations are located on tab labeled "Item #10".

## REQUEST NO. 11:

Provide the total income received from late payment fees for:

- a. Each month in 2017;
- b. Each month in 2018;
- c. Each month in 2019; and
- d. Each month in 2020.

## RESPONSE NO. 11:

Please see below. Calculations can be found on attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

11a. - 11d. Month	Late Fees			
	Year			
	2017	2018	2019	2020
January	\$ 39,615.87	\$ 37,769.84	\$ 33,674.11	\$ 42,363.79
February	\$ 32,520.75	\$ 47,242.88	\$ 44,306.06	\$ 33,355.92
March	\$ 24,773.71	\$ 27,418.86	\$ 27,069.15	\$ -
April	\$ 28,216.16	\$ 31,467.12	\$ 27,163.05	\$ -
May	\$ 17,621.42	\$ 21,303.02	\$ 20,866.47	\$ -
June	\$ 20,937.71	\$ 24,755.85	\$ 23,552.82	\$ -
July	\$ 23,268.99	\$ 25,441.08	\$ 22,421.64	
August	\$ 26,422.56	\$ 28,988.31	\$ 33,027.78	
September	\$ 24,285.71	\$ 23,980.90	\$ 27,315.01	
October	\$ 18,898.70	\$ 22,311.58	\$ 26,790.40	
November	\$ 21,791.44	\$ 25,933.53	\$ 21,133.82	
December	\$ 31,521.43	\$ 33,229.42	\$ 28,531.22	
	\$ 309,874.45	\$ 349,842.39	\$ 335,851.53	\$ 75,719.71

REQUEST NO. 12:

Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

RESPONSE NO. 12:

Absent the Commission's directive, Big Sandy would have billed the following in late payment fees:

March 2020 – \$31,649.37  
April 2020 - \$26,522.05  
May 2020 - \$23,799.15  
June 2020 - \$22,607.72

REQUEST NO. 13:

Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

RESPONSE NO. 13:

# COVID-19 UPDATE

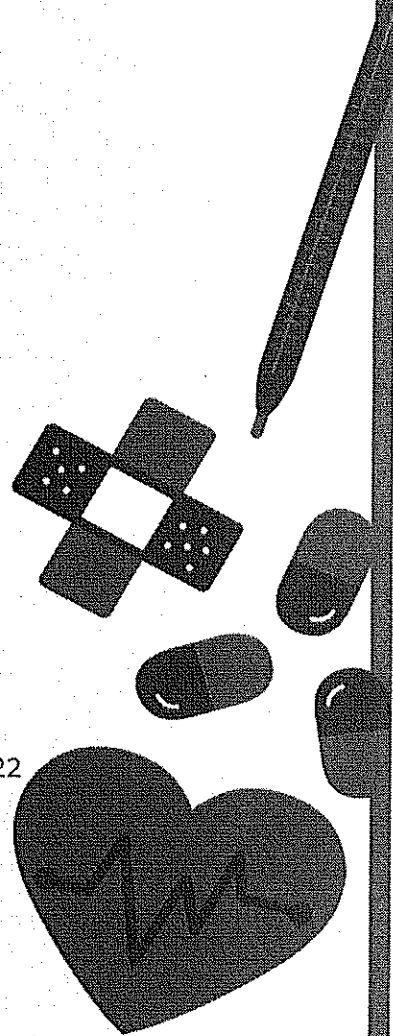
We appreciate our members and your understanding during this time.

- Paintsville Office Lobby Closed Until Further Notice
  - Drive Thru open normal business hours
- Prestonsburg Pay Station Closed Until Further Notice
  - Night Drop will be picked up daily
- Alternate payment options: [www.bigsandyrecc.com](http://www.bigsandyrecc.com), Automated Phone System, Mobile App, Bank/Credit Card Draft
- No Non-Payment Disconnections (including Pre-pay) at this time
- Late fees will not be charged on the March 2020 bills
- If you need assistance please give us a call at 1-888-789-7322 or 6060-789-4095



**Big Sandy RECC**

A Touchstone Energy® Cooperative





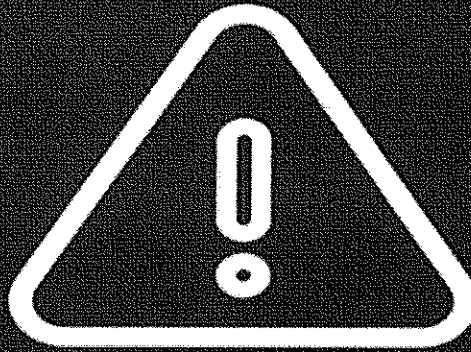
**Big Sandy RECC**

Published by Robin Stone (?) · April 16 at 1:45 PM · ⚙️

...

We have had several reports from members stating that they have been contacted to make an immediate payment over the phone to avoid disconnects. These are SCAMS.

Our disconnections are still temporarily suspended, do not give out any information over the phone.



# AVOID SCAMS

Do not provide your  
PayPal account info, Social  
Security number or bank  
account number.

3,192

People Reached

179

Engagements

**Boost Post**



**Big Sandy RECC**

Published by Robin Slone (?) · March 16 at 11:26 AM · ✨

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PSA

Updated Coronavirus (COVID-19) response March 16, 2020.

With the uncertainty created by the coronavirus pandemic, we know that the people we serve are facing many concerns. Guided by cooperative values, Big Sandy RECC is dedicated to doing what we can to fulfill our civic duty and live up to the trust that our members place in us to bring them safe, affordable and reliable power.

As a cooperative, we have a responsibility to do what is in the best interest of all of our members.

Big Sandy RECC, will not be disconnecting services for non-payment or low funds for a limited time. While this is not normal procedure, we are sensitive to the well-being of all our members. Though disconnects may not occur, it remains the responsibility of each account holder to pay as they can, which will help avoid a larger balance in the future. Bills and disconnect notices will continue to be sent as usual. We encourage any member who is facing financial difficulty to call us.

Our Prestonsburg office will be closed until further notice, the Prestonsburg drop box will be picked up daily however for those who wish to utilize this option.

As we move through this challenging time together, Big Sandy RECC is dedicated to finding the best solutions for our membership and our communities.

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REQUEST NO. 14:

Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

RESPONSE NO. 14:

Big Sandy hasn't experienced a material increase in expenses during the COVID-19 State of Emergency.

Year-to-date, Big Sandy has experienced a decrease in revenue of \$104,578 due to not billing late payment fees. In addition, Big Sandy has experienced a significant reduction in sales revenue to its Schedule LP Large Power Service consumers as shown here and on the attached Excel workbook titled "Big Sandy RECC Response Calculations Case No. 2020-00085".

Big Sandy Rural Electric Cooperative Corporation  
Year-to-date Sales Analysis  
Average YTD Sales as of June  
2016 - 2020

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Class	Average Sales 2016 - 2019	Year-to-date June 2020	Difference
Schedule LP Large Power Service	\$ 1,266,971	\$ 1,042,459	\$ (224,512)

REQUEST NO. 15:

Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

RESPONSE NO. 15:

Big Sandy applied for and received \$538,970 in loan funds under the Paycheck Protection Program. Big Sandy is currently in the process of filing the appropriate application with its lender to have this loan forgiven due to being used for qualified expenditures. The forgiveness of this loan would represent a material decrease in Big Sandy's operating expenses.

Big Sandy has recognized no material increase in income.

REQUEST NO. 16:

Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

RESPONSE NO. 16:

Big Sandy believes that it is in the best interest of both Big Sandy and its consumers to vacate the previous orders in this matter. Doing so would set into motion efforts on both parties to get control of accumulating balances. Big Sandy does not believe that allowing consumer balances to accumulate is a resolve, rather this creates an economic hardship on both the consumer and Big Sandy. As the winter months approach, it is important for Big Sandy to begin working with consumers to reduce account balances before rising electric bills present an even more difficult challenge. Continuing the order as is will only worsen the financial hardship.

REQUEST NO. 17:

If applicable, provide any information or concerns regarding the utility's prepay program as it relates to the Commission's previous Orders in this docket.

RESPONSE NO. 17:

Big Sandy currently has 400 consumers participating in its prepay program. However, under the current Orders, this specific group of consumers is experiencing a significant increase in the number of accounts with accumulating balances. Of the 400 consumers currently utilizing the prepay program, 117 of those accounts have past-due balances. This represents approximately 29% of Big Sandy's prepay consumers.