

Blue Grass Energy Cooperative Corporation

Case No. 2020-00085

Commission Staff's Initial Request

Item 1 Provide the utility's current number of customers and the date used for that determination:

Response: For the month of May 2020, Blue Grass Energy billed 59,653 account.

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Item 2 If applicable, provide the utility's current number of customers per class.

Response: For the month of May 2020, Blue Grass Energy billed the following¹ accounts per class:

Residential	56,662
Commercial < 1,000 kVA	2,952
Commercial > 1,000 kVA	10
Street Lighting	29
Total	<u>59,653</u>

Witness: Charles G. Williamson III

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Item 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 customer 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: Blue Grass Energy provides only electricity services. The data requested is as follows:

Period	Total Billed	Total Bills	Average Bill
2017	\$ 135,184,035	694,946	\$ 194.52
2018	146,112,583	701,323	208.34
2019	140,016,440	707,613	197.87
20-Jan	12,218,275	59,340	205.90
20-Feb	13,378,265	59,265	225.74
20-Mar	11,871,715	59,486	199.57
20-Apr	10,008,514	59,553	168.06
20-May	9,175,012	59,653	153.81

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Item 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: Blue Grass Energy provides only electricity services. The data requested is as follows:

Residential				
Period		Total Billed	Total Bills	Average Bill
2017	\$	93,707,768	661,208	\$ 141.72
2018		104,009,727	666,854	155.97
2019		99,237,189	672,285	147.61
20-Jan		9,348,325	56,355	165.88
20-Feb		10,085,988	56,288	179.19
20-Mar		8,741,885	56,499	154.73
20-Apr		7,208,067	56,565	127.43
20-May		6,620,589	56,662	116.84

Commercial < 1,000 kVA				
Period		Total Billed	Total Bills	Average Bill
2017	\$	18,536,861.30	33,406	\$ 554.90
2018		18,988,527	34,105	556.77
2019		18,652,468	34,860	535.07
20-Jan		1,492,928	2,946	506.76
20-Feb		1,467,820	2,938	499.60
20-Mar		1,452,680	2,948	492.77
20-Apr		1,327,476	2,949	450.14
20-May		1,152,997	2,952	390.58

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Commercial > 1,000 kVA			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 22,451,219.52	128	\$ 175,400.15
2018	22,621,295	132	171,373.45
2019	21,585,714	120	179,880.95
20-Jan	1,329,936	10	132,993.56
20-Feb	1,777,925	10	177,792.47
20-Mar	1,631,338	10	163,133.78
20-Apr	1,427,101	10	142,710.07
20-May	1,355,183	10	135,518.28

Street Lighting			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 488,187.05	204	\$ 2,393.07
2018	493,034	232	2,125.15
2019	541,071	348	1,554.80
20-Jan	47,086	29	1,623.64
20-Feb	46,532	29	1,604.56
20-Mar	45,813	29	1,579.74
20-Apr	45,870	29	1,581.72
20-May	46,242	29	1,594.56

Total			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 135,184,035.45	694,946	\$ 194.52
2018	146,112,583	701,323	208.34
2019	140,016,440	707,613	197.87
20-Jan	12,218,275	59,340	205.90
20-Feb	13,378,265	59,265	225.74
20-Mar	11,871,715	59,486	199.57
20-Apr	10,008,514	59,553	168.06
20-May	9,175,012	59,653	153.81

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- item 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: Blue Grass Energy provides only electricity services. The data requested is as follows:

Period	Total Billed	Total Bills	Average Bill
2017	\$ 125,835,381	694,946	\$ 181.07
2018	137,207,278	701,323	195.64
2019	131,748,346	707,613	186.19
20-Jan	11,449,663	59,340	192.95
20-Feb	12,619,063	59,265	212.93
20-Mar	10,967,417	59,486	184.37
20-Apr	9,055,613	59,553	152.06
20-May	8,316,085	59,653	139.41

Witness: Charles G. Williamson III

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- 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:
- 2017 as a year, not each month;
 - 2018 as a year, not each month;
 - 2019 as a year, not each month; and
 - 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: Blue Grass Energy provides only electricity services. The data requested is as follows:

Residential				
Period		Total Billed	Total Bills	Average Bill
2017	\$	85,553,025	661,208	\$ 129.39
2018		95,617,931	666,854	143.39
2019		91,569,031	672,285	136.21
20-Jan		8,626,054	56,355	153.07
20-Feb		9,367,295	56,288	166.42
20-Mar		7,889,280	56,499	139.64
20-Apr		6,317,885	56,565	111.69
20-May		5,842,075	56,662	103.10

Commercial < 1,000 kVA				
Period		Total Billed	Total Bills	Average Bill
2017	\$	18,028,015	33,406	\$ 539.66
2018		18,483,845	34,105	541.97
2019		18,135,784	34,860	520.25
20-Jan		1,446,588	2,946	491.03
20-Feb		1,427,312	2,938	485.81
20-Mar		1,401,005	2,948	475.24
20-Apr		1,264,757	2,949	428.88
20-May		1,072,586	2,952	363.34

Witness: Charles G. Williamson III

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Commercial > 1,000 kVA			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 21,778,297	128	\$ 170,142.94
2018	22,612,601	132	171,307.58
2019	21,502,662	120	179,188.85
20-Jan	1,329,936	10	132,993.56
20-Feb	1,777,925	10	177,792.47
20-Mar	1,631,338	10	163,133.78
20-Apr	1,427,101	10	142,710.07
20-May	1,355,183	10	135,518.28

Street Lighting			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 476,044	204	\$ 2,333.55
2018	492,901	232	2,124.57
2019	540,869	348	1,554.22
20-Jan	47,086	29	1,623.64
20-Feb	46,531	29	1,604.53
20-Mar	45,793	29	1,579.07
20-Apr	45,870	29	1,581.72
20-May	46,242	29	1,594.54

Total			
Period	Total Billed	Total Bills	Average Bill
2017	\$ 125,835,381	694,946	\$ 181.07
2018	137,207,278	701,323	195.64
2019	131,748,346	707,613	186.19
20-Jan	11,449,663	59,340	192.95
20-Feb	12,619,063	59,265	212.93
20-Mar	10,967,417	59,486	184.37
20-Apr	9,055,613	59,553	152.06
20-May	8,316,085	59,653	139.41

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- Item 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: a. Blue Grass Energy generally writes off bad debts after an account has been "finaled" and has not been paid within the following 60 days.

b. The following table shows gross bad debt write-offs by month:

	2018	2019	2020
January	\$ 11,242	\$ 10,615	\$ 11,454
February	13,170	16,228	8,427
March	31,397	14,883	20,108
April	31,642	49,709	16,673
May	34,376	23,042	16,214
June	26,910	17,016	
July	19,066	14,301	
August	19,939	11,163	
September	22,931	17,359	
October	18,527	15,802	
November	13,115	19,008	
December	13,551	11,579	
Total	\$ 255,867	\$ 220,706	\$ 72,875

c. Blue Grass Energy has not changed its calculation or determination of bad debt in the past two years.

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Item 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: Blue Grass Energy provides only electricity services. The data requested is as follows:

	Mar-20	Apr-20	May-20
Residential	5,161	7,992	7,640
Small Commercial	467	293	408
Large Commercial	-	-	2
Street Lights	7	5	5
Total	5,635	8,290	8,055

*The above numbers include both members who would have received late notices and prepaid accounts that would have received late notifications had the Commission's moratorium not been in effect. Those prepaid members would have been subject to disconnection because of their debit balance according to the terms of the tariff.

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- Item 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: The following table provides that breakdown. See footnotes below.

	TOTAL BILLS					LATE NOTICES					PERCENT PAID ON TIME				
	Residntl	Small Commercial	Large Commercial	Street Lights	Total	Residntl	Small Commercial	Large Commercial	Street Lights	Total	Residntl	Small Commercial	Large Commercial	Street Lights	Total
January, 2017	54,780	2,742	10	17	57,549	not avail	not avail	not avail	not avail	8,077	not avail	not avail	not avail	not avail	86.0%
February, 2017	54,800	2,759	10	17	57,586	not avail	not avail	not avail	not avail	8,112	not avail	not avail	not avail	not avail	85.9%
March, 2017	54,940	2,749	10	17	57,716	not avail	not avail	not avail	not avail	8,990	not avail	not avail	not avail	not avail	84.4%
April, 2017	54,878	2,783	10	17	57,688	not avail	not avail	not avail	not avail	6,910	not avail	not avail	not avail	not avail	88.0%
May, 2017	55,089	2,773	11	17	57,890	not avail	not avail	not avail	not avail	8,538	not avail	not avail	not avail	not avail	85.3%
June, 2017	55,192	2,769	11	17	57,989	not avail	not avail	not avail	not avail	7,013	not avail	not avail	not avail	not avail	87.9%
July, 2017	55,168	2,799	11	17	57,995	not avail	not avail	not avail	not avail	8,133	not avail	not avail	not avail	not avail	86.0%
August, 2017 *	55,360	2,787	11	17	58,175	7,810	307	not avail	not avail	8,117	85.9%	89.0%	not avail	not avail	86.0%
September, 2017 *	55,200	2,801	11	17	58,029	8,127	386	not avail	not avail	8,513	85.3%	86.2%	not avail	not avail	85.3%
October, 2017 *	55,234	2,816	11	17	58,078	7,539	515	not avail	not avail	8,054	86.4%	81.7%	not avail	not avail	86.1%
November, 2017	55,293	2,819	11	17	58,140	7,578	326	-	-	7,904	86.3%	88.4%	100.0%	100.0%	86.4%
December, 2017	55,274	2,809	11	17	58,111	7,915	340	1	-	8,256	85.7%	87.9%	90.9%	100.0%	85.8%
a	2017 - AVG OF AVAILABLE MONTHS										85.9%	86.6%	95.5%	100.0%	86.1%
January, 2018	55,369	2,813	11	17	58,210	7,903	582	-	5	8,490	85.7%	79.3%	100.0%	70.6%	85.4%
February, 2018	55,313	2,821	11	17	58,162	6,878	213	1	-	7,092	87.6%	92.4%	90.9%	100.0%	87.8%
March, 2018	55,356	2,810	11	17	58,194	8,782	391	-	1	9,174	84.1%	86.1%	100.0%	94.1%	84.2%
April, 2018	55,446	2,828	11	17	58,302	5,932	326	-	-	6,258	89.3%	88.5%	100.0%	100.0%	89.3%
May, 2018	55,497	2,834	11	17	58,359	9,584	306	-	1	9,891	82.7%	89.2%	100.0%	94.1%	83.1%
June, 2018	55,599	2,842	11	17	58,469	6,419	251	-	1	6,671	88.5%	91.2%	100.0%	94.1%	88.6%
July, 2018	55,643	2,863	11	17	58,534	6,985	406	1	3	7,395	87.4%	85.8%	90.9%	82.4%	87.4%
August, 2018	55,798	2,873	11	17	58,699	8,412	395	-	1	8,808	84.9%	86.3%	100.0%	94.1%	85.0%
September, 2018	55,709	2,856	11	17	58,593	5,434	480	-	1	5,915	90.2%	83.2%	100.0%	94.1%	89.9%
October, 2018	55,709	2,853	11	21	58,594	8,320	383	-	2	8,705	85.1%	86.6%	100.0%	90.5%	85.1%
November, 2018	55,715	2,854	11	29	58,609	7,661	543	-	6	8,210	86.2%	81.0%	100.0%	79.3%	86.0%
December, 2018	55,700	2,858	11	29	58,598	7,365	445	1	3	7,814	86.8%	84.4%	90.9%	89.7%	86.7%
b	2018 - AVG OF AVAILABLE MONTHS										86.6%	86.2%	97.7%	90.2%	86.5%

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	TOTAL BILLS					LATE NOTICES					PERCENT PAID ON TIME				
	Residntl	Small Commercial	Large Commercial	Street Lights	Total	Residntl	Small Commercial	Large Commercial	Street Lights	Total	Residntl	Small Commercial	Large Commercial	Street Lights	Total
January, 2019	55,736	2,859	10	29	58,634	7,743	513	1	5	8,262	86.1%	82.1%	90.0%	82.8%	85.9%
February, 2019	55,769	2,856	10	29	58,664	6,500	466	1	5	6,972	88.3%	83.7%	90.0%	82.8%	88.1%
March, 2019	55,828	2,951	10	29	58,818	8,296	291	-	-	8,587	85.1%	90.1%	100.0%	100.0%	85.4%
April, 2019	55,893	2,882	10	29	58,814	6,821	369	-	1	7,191	87.8%	87.2%	100.0%	96.6%	87.8%
May, 2019	55,966	2,886	10	29	58,891	8,239	186	-	1	8,426	85.3%	93.6%	100.0%	96.6%	85.7%
June, 2019	55,990	2,903	10	29	58,932	5,019	417	-	1	5,437	91.0%	85.6%	100.0%	96.6%	90.8%
July, 2019	56,110	2,920	10	29	59,069	8,088	439	-	5	8,532	85.6%	85.0%	100.0%	82.8%	85.6%
August, 2019	56,181	2,915	10	29	59,135	7,388	210	-	-	7,598	86.8%	92.8%	100.0%	100.0%	87.2%
September, 2019	56,185	2,925	10	29	59,149	5,992	603	-	6	6,601	89.3%	79.4%	100.0%	79.3%	88.8%
October, 2019	56,246	2,911	10	29	59,196	7,665	260	-	1	7,926	86.4%	91.1%	100.0%	96.6%	86.6%
November, 2019	56,160	2,928	10	29	59,127	6,096	309	-	-	6,405	89.1%	89.4%	100.0%	100.0%	89.2%
December, 2019	56,221	2,924	10	29	59,184	6,980	293	-	5	7,278	87.6%	90.0%	100.0%	82.8%	87.7%
c 2019 - AVERAGE											87.4%	87.5%	98.3%	91.4%	87.4%
d January, 2020	55,355	2,946	10	29	58,340	7,344	365	2	5	7,716	86.7%	87.6%	80.0%	82.8%	86.8%
d February, 2020	56,288	2,938	10	29	59,265	5,317	401	-	10	5,728	90.6%	86.4%	100.0%	65.5%	90.3%
d March, 2020 **, ***	56,499	2,948	10	29	59,486	8,339	467	-	7	8,813	85.2%	84.2%	100.0%	75.9%	85.2%
d April, 2020 **	56,565	2,949	10	29	59,553	7,992	293	-	5	8,290	85.9%	90.1%	100.0%	82.8%	86.1%
d May, 2020 **	56,662	2,952	10	29	59,653	7,640	408	2	5	8,055	86.5%	86.2%	80.0%	82.8%	86.5%

* Blue Grass Energy does not have a breakdown of customer late notices by class for August, September and October 2017. For those periods, the only determination that can be made is residential and non-residential. Based on historical data, non-residential is almost all small commercial, which is where it was displayed.

** After Moratorium

*** For March 2020, Blue Grass Energy sent out 3,178 late notices prior to the Moratorium and sent out 4,749 friendly reminders after the Moratorium. In addition, there were 886 prepaid accounts with a debit balance at the end of March.

NOTE: The above numbers include prepaid members subject to disconnect due to their debit account balances although they would receive a daily notification of their account status as opposed to a traditional late notice. This includes the months of March, April and May 2020

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- Item 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.
- Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
 - Provide monthly totals of service terminations for customers only for nonpayment of bills.
 - Provide the total number of customers per 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: The following table details the items requested in total. Blue Grass Energy does not maintain historical information based on class, however, during this period there were no terminations for nonpayment in the KVA over 1,000 class and street lighting. There were also very few actual terminations in the KVA under 1,000 class.

Blue Grass Energy
Residential Termination Notices and Terminations For Non-Payment
2015 through 2019

	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December
a. Total service termination notices issued	2015	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2016	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2017	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	7,578	7,915
	2018	89,675	7,903	6,878	8,782	5,932	9,584	6,419	6,985	8,412	5,434	8,320	7,661	7,365
	2019	84,827	7,743	6,500	8,296	6,821	8,239	5,019	8,088	7,388	5,992	7,665	6,096	6,980
b. Total service terminations	2015	2,433	164	36	305	239	277	218	183	190	227	224	209	161
	2016	2,149	156	160	246	232	163	154	133	222	168	176	221	118
	2017	2,196	129	207	208	197	208	150	134	219	277	192	187	88
	2018	2,391	187	205	244	219	222	205	174	199	180	230	167	159
	2019	2,290	177	200	194	217	221	177	206	180	197	225	145	151
a. Total amount of unique customers issued service termination notices ¹	2015	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2016	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2017	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	7,578	7,915
	2018	20,609	7,903	6,877	8,073	5,932	8,209	6,419	6,985	7,763	5,434	7,640	7,661	7,365
	2019	20,186	7,743	6,500	7,629	6,821	7,645	5,019	7,462	7,388	5,992	6,979	6,096	6,979
b. Total amount of unique customers with service terminated ¹	2015	1,872	164	36	305	239	272	209	180	185	227	219	203	161
	2016	1,643	153	160	240	227	159	153	133	218	168	174	219	118
	2017	1,609	129	201	207	196	203	150	129	219	271	192	180	88
	2018	1,676	187	201	236	216	213	199	170	188	180	230	163	157
	2019	1,595	175	200	192	217	221	177	200	179	192	225	143	150
c. Total number of customers	2015	not available	53,579	53,441	53,586	53,594	53,799	53,789	53,785	54,113	53,876	54,109	53,955	54,068
	2016	not available	54,346	54,252	54,269	54,484	54,303	54,650	54,625	54,720	54,709	54,654	54,681	54,711
	2017	not available	54,780	54,800	54,940	54,878	55,089	55,192	55,168	55,360	55,200	55,234	55,293	55,274
	2018	63,799	55,369	55,313	55,356	55,446	55,497	55,599	55,643	55,798	55,709	55,709	55,715	55,700
	2019	64,103	55,736	55,769	55,828	55,893	55,966	55,990	56,110	56,181	56,185	56,246	56,160	56,221

Note 1- The annual number represents a count of the unique customers for the year. The monthly numbers represents unique customers per month. The same unique customer can appear once in multiple months and only once in the annual number.

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Blue Grass Energy
Commercial <1,000 kVA Termination Notices and Terminations For Non-Payment
2015 through 2019

	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December
a. Total service termination notices issued	2015	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2016	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2017	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	326	340
	2018	4,721	582	213	391	326	306	251	406	395	480	383	543	445
	2019	4,356	513	466	291	369	186	417	439	210	603	260	309	293
b. Total service terminations	2015	37	3	-	4	1	2	3	6	2	2	2	5	7
	2016	52	4	5	3	2	5	3	8	5	6	2	4	5
	2017	47	3	5	4	5	2	3	5	5	6	3	3	3
	2018	39	6	-	3	4	2	-	7	5	4	2	4	2
	2019	45	3	3	1	6	4	3	1	6	6	5	2	5
a. Total amount of unique customers issued service termination notices ¹	2015	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2016	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail
	2017	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	326	340
	2018	1,466	581	213	391	326	306	251	406	395	480	383	543	445
	2019	1,406	513	466	291	369	186	417	439	210	603	260	309	293
b. Total amount of unique customers with service terminated ¹	2015	30	3	-	4	1	2	3	6	2	2	2	5	5
	2016	29	4	5	2	2	4	3	7	5	6	2	4	5
	2017	27	3	5	4	4	2	3	5	5	6	3	3	3
	2018	27	6	-	3	4	2	-	7	5	4	2	4	2
	2019	30	3	3	1	6	4	3	1	6	6	5	2	5
Note 1- The annual number represents a count of the unique customers for the year. The monthly numbers represents unique customers per month. The same unique customer can appear once in multiple months and only once in the annual number.														
c. Total number of customers	2015	not available	2,711	2,721	2,725	2,709	2,710	2,715	2,721	2,729	2,737	2,739	2,739	2,730
	2016	not available	2,750	2,737	2,720	2,753	2,756	2,724	2,730	2,722	2,733	2,749	2,740	2,748
	2017	not available	2,742	2,759	2,749	2,783	2,773	2,769	2,799	2,787	2,801	2,816	2,819	2,809
	2018	3,069	2,813	2,821	2,810	2,828	2,834	2,842	2,863	2,873	2,856	2,853	2,854	2,858
	2019	3,179	2,859	2,856	2,951	2,882	2,886	2,903	2,920	2,915	2,925	2,911	2,928	2,924

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Blue Grass Energy
All Termination Notices and Terminations For Non-Payment
2015 through 2019

		Totals													
Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December		
a. Total service termination notices issued	2015	97,432	8,850	8,614	8,384	8,205	7,917	7,165	8,046	8,092	8,076	8,308	7,873	7,902	
	2016	100,910	8,982	8,651	8,362	8,393	8,375	8,216	8,895	8,129	8,564	8,398	7,988	7,957	
	2017	96,617	8,077	8,112	8,990	6,910	8,538	7,013	8,133	8,117	8,513	8,054	7,904	8,256	
	2018	94,423	8,490	7,092	9,174	6,258	9,891	6,671	7,395	8,808	5,915	8,705	8,210	7,814	
	2019	89,215	8,262	6,972	8,587	7,191	8,426	5,437	8,532	7,598	6,601	7,926	6,405	7,278	
b. Total service terminations	2015	2,470	167	36	309	240	279	221	189	192	229	226	214	168	
	2016	2,201	160	165	249	234	168	157	141	227	174	178	225	123	
	2017	2,243	132	212	212	202	210	153	139	224	283	195	190	91	
	2018	2,430	193	205	247	223	224	205	181	204	184	232	171	161	
	2019	2,335	180	203	195	223	225	180	207	186	203	230	147	156	
a. Total amount of unique customers issued service termination notices ¹	2015	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	
	2016	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	
	2017	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	not avail	7,904	8,256	
	2018	22,091	8,489	7,091	8,465	6,258	8,516	6,671	7,395	8,159	5,915	8,025	8,210	7,814	
	2019	21,601	8,262	6,972	7,920	7,191	7,832	5,437	7,906	7,598	6,601	7,240	6,405	7,277	
b. Total amount of unique customers with service terminated ¹	2015	1,902	167	36	309	240	274	212	186	187	229	221	208	166	
	2016	1,672	157	165	242	229	163	156	140	223	174	176	223	123	
	2017	1,636	132	206	211	200	205	153	134	224	277	195	183	91	
	2018	1,703	193	201	239	220	215	199	177	193	184	232	167	159	
	2019	1,625	178	203	193	223	225	180	201	185	198	230	145	155	
c. Total number of customers	2015	not avail	56,343	56,215	56,362	56,355	56,561	56,556	56,558	56,894	56,665	56,900	56,746	56,850	
	2016	not avail	57,148	57,041	57,041	57,289	57,111	57,426	57,407	57,494	57,494	57,430	57,448	57,486	
	2017	not avail	57,549	57,586	57,716	57,688	57,890	57,989	57,995	58,175	58,029	58,078	58,140	58,111	
	2018	66,908	58,210	58,162	58,194	58,302	58,359	58,469	58,534	58,699	58,593	58,594	58,609	58,598	
	2019	67,321	58,634	58,664	58,818	58,814	58,891	58,932	59,069	59,135	59,149	59,196	59,127	59,184	

Note 1 - The annual number represents a count of the unique customers for the year. The monthly numbers represents unique customers per month. The same unique customer can appear once in multiple months and only once in the annual number.

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 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;
- d. Each month in 2020;

Response: The following table shows income from late fees for Blue Grass Energy:

	2017		2018		2019		2020	
January	\$	104,149	\$	113,315	\$	104,175	\$	100,216
February		109,530		123,659		107,018		70,938
March		108,633		129,070		122,485		42,221
April		114,151		69,365		85,267		-
May		37,344		111,394		75,453		-
June		67,282		62,544		51,226		
July		155,431		79,443		76,203		
August		92,344		101,533		87,456		
September		91,902		66,293		75,361		
October		74,511		89,090		86,093		
November		70,114		77,375		59,359		
December		87,645		82,487		92,612		
Total	\$	1,113,036	\$	1,105,567	\$	1,022,708	\$	213,374

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 12 Quantify the amount of the late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

Response: Blue Grass Energy quantifies the amount of late fees which were not assessed as follows:

Month	
March, 2020	\$ 70,201
April, 2020	84,606
May, 2020	77,073
Total through May, 2020	<u>\$ 231,880</u>

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 13 Provide copies of all general communication provided to customers regarding arrearages, late payment, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

Response: Blue Grass Energy has communicated with its members via Office Signs, social media, its website, and Blue Grass Energy specific sections in the monthly magazine, *Kentucky Living*, which it distributes to its members. Copies of those items are included under this item.



Monday | March 16, 2020

Lobby closing announcement & delay of disconnects

[more](#)

**OUR COMMITMENT
TO YOU -**

*It is one thing
that is certain in
uncertain times.*



 Blue Grass Energy
Making life better. One generation at a time.

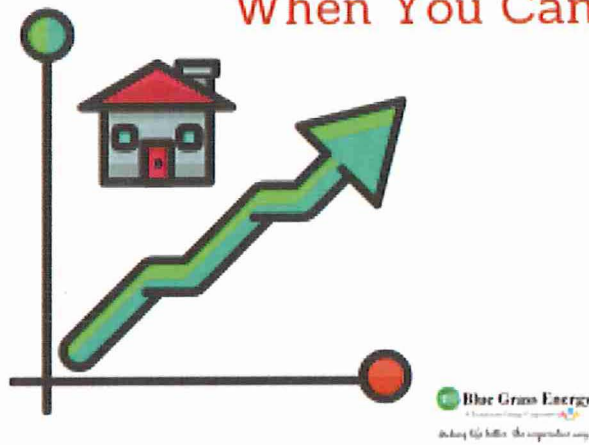
Monday | March 30, 2020

A few reminders

[more](#)

PAY WHAT YOU CAN

When You Can



Thursday | April 2, 2020

Pay what you can, when you can

more



2020 LIHEAP Crisis Component Extended

Tuesday | April 7, 2020

LIHEAP enrollment extended

[more](#)



Blue Grass Energy

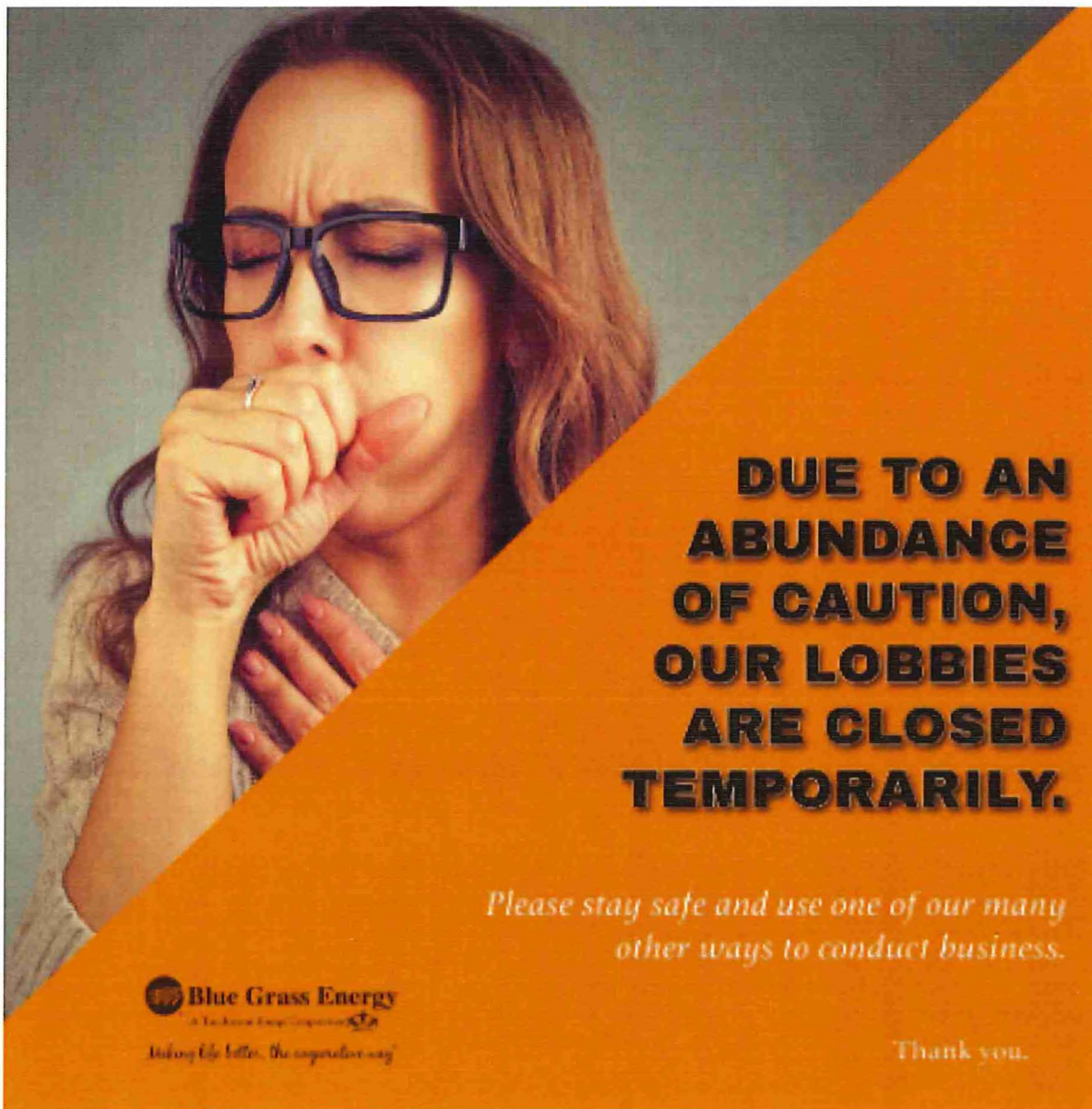
...

Published by Rachel Harper Settles [?] · March 16 · 🌐

With the uncertainty created by the Coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Blue Grass Energy 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, reliable and affordable energy services.


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

[See More](#)



**DUE TO AN
ABUNDANCE
OF CAUTION,
OUR LOBBIES
ARE CLOSED
TEMPORARILY.**

*Please stay safe and use one of our many
other ways to conduct business.*

 **Blue Grass Energy**
a Tennessee Energy Cooperative

Making life better, the cooperative way

Thank you.



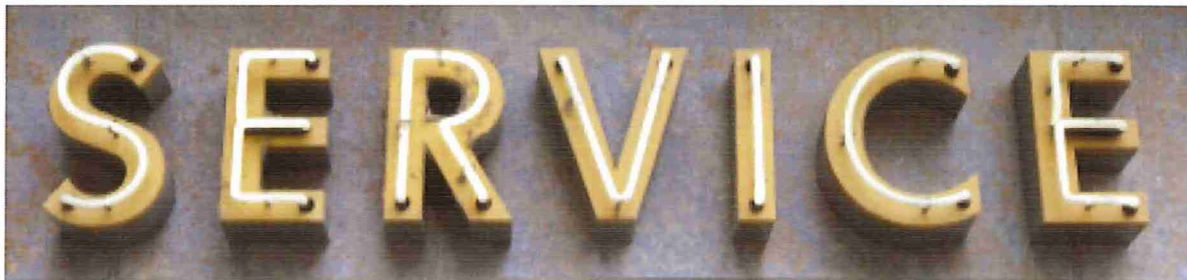
Blue Grass Energy



Published by Denise Myers [?] · March 17 · 🌐

Even though our lobbies are closed, we are still here to serve our members. If you need to sign up for electric service, think about visiting bgenergy.com or calling us at 888-546-4243.

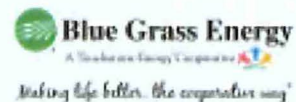
#TeamKentucky #TogetherKY



**Need to signup for electric while our
lobbies are temporarily closed?**

NO PROBLEM!

Visit us @ bgenergy.com or call 888-546-4243.





Blue Grass Energy



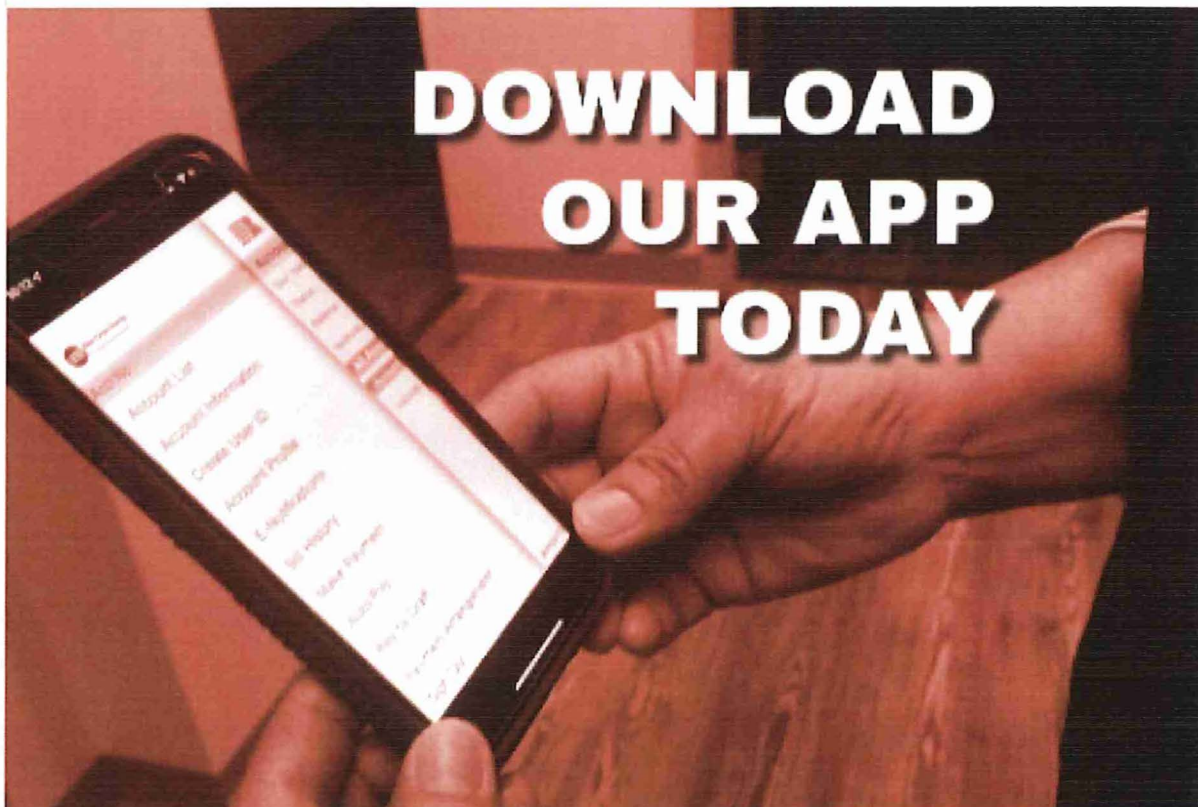
Published by Denise Myers [?] · March 19 · 🌐

We are here to serve you even though our lobbies are closed!

Download our app and you will have a powerful tool to help manage your account any time you need it.

A few of its many functions are: reporting an interruption in your service, see your daily usage, make a payment arrangement and even pay your bill.

If you have questions or need help, just give us a call and one of our member service representatives will be happy to help. 888-546-4243.






Blue Grass Energy

Published by Denise Myers [?] · March 23 · 🌐

For our Madison County members, the folks at [Kentucky River Foothills Development Council, Inc.](#) have some great information on their page.



Do you need help with your HOME ENERGY BILL? You may qualify for up to \$400.

WHAT BENEFITS ARE AVAILABLE TO ELIGIBLE & VULNERABLE HOUSEHOLDS

WHAT IS LIHEAP CRISIS?
LIHEAP (Low-income Energy Assistance Program) is a federally funded program that provides assistance to low-income households. LIHEAP CRISIS funds can help with paying disconnections. The program provides financial assistance to those having difficulty paying their energy bills (electric and gas) as well as deliverable fuel (propane, kerosene, wood, or coal).

WORKING FAMILIES & VULNERABLE HOUSEHOLDS ARE ENCOURAGED TO APPLY

HOW DO I APPLY?
LIHEAP serves Clark, Estill, Madison, and Boone Counties. LIHEAP operates on an appointment-based system. Applications can be made through March 31st or until funds have been expended.

HOW DO I QUALIFY?
Eligibility is based on program requirements, verification documents, and income guidelines.

- Driver's License or Picture Verification
- Disconnect/Past Due Notice (for natural gas)
- Eviction Notice (if utilities are in arrears)
- Metered Utility Bill if seeking assistance for propane, kerosene, wood, or coal
- Proof of Social Security Number
- Permanent Residence card for all household members
- Proof of ALL household income for preceding month

INCOME GUIDELINES

Household Size	Maximum Gr Monthly Income
1	\$1,254
2	\$1,632
3	\$2,311
4	\$2,790
5	\$3,269
6	\$3,748
7	\$4,227
8	\$4,705

**Add \$470 for each additional family member*

Kentucky River Foothills Development Council, Inc.

LIHEAP initiative sponsored by Community Action Kentucky, Inc. in partnership with the Cabinet for Health and Family Services & directly funded by the US Department for Health and Human Services, Administration for Children and Families

[Kentucky River Foothills Development Council, Inc.](#)

March 23 · 🌐

Do you need help with your home energy bill? Tierra is working hard to process applications remotely. If you are in Madison or Estill County call or email her...

[See More](#)



Blue Grass Energy

Published by Rachel Harper Settles [?] · March 25 · 🌐

We hope all our friends and neighbors are staying well.

We are taking precautions here to protect our employees and members during this public health situation. We know social distancing is one of the main ways to help keep all of us healthy and that is a priority at Blue Grass Energy.

We remind everyone to [#BeAGoodNeighbor](#) and to let us know if we can help you. Though our lobbies are temporarily closed, we are still here to serve our members.





Blue Grass Energy



Published by Denise Myers [?] · March 30 · 🌐

Good morning members! We hope everyone is staying safe and healthy. We just wanted to share a few reminders.

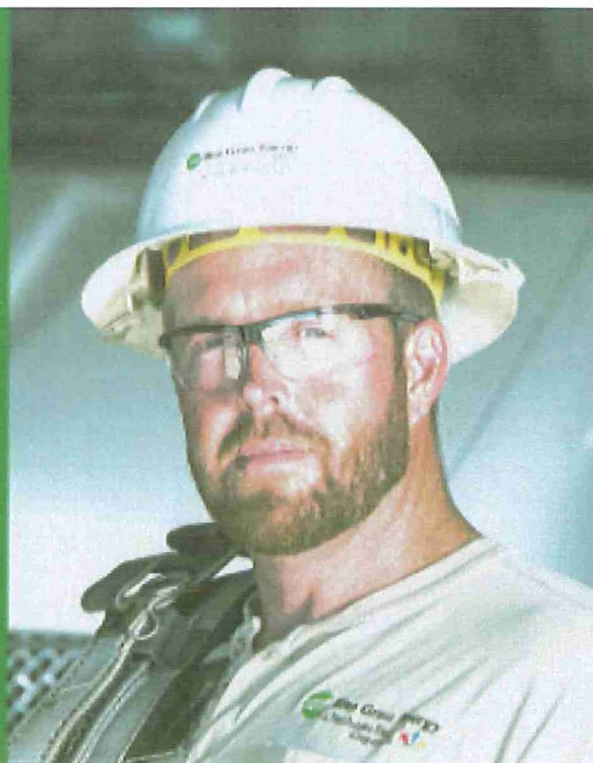
- We are NOT issuing disconnects during this public health situation.
- Nor are we assessing new late fees during this time.
- Though our lobbies are closed, we are still here to serve you. Our drive-thru remains open at each local office.
- Our app is a great way to do business with us. It is available for free in your app store.
- Though we are not disconnecting right now, we encourage members to pay what they can, when they can. This will prevent large balances when we are on the good side of this crisis.

We care about each of you and our communities. Let us know how we can help.

[#TeamKentucky](#)

**OUR
COMMITMENT
TO YOU -**

*It is one thing that is
certain in uncertain times.*





Blue Grass Energy

Published by Denise Myers [?] · April 2 · 🌐



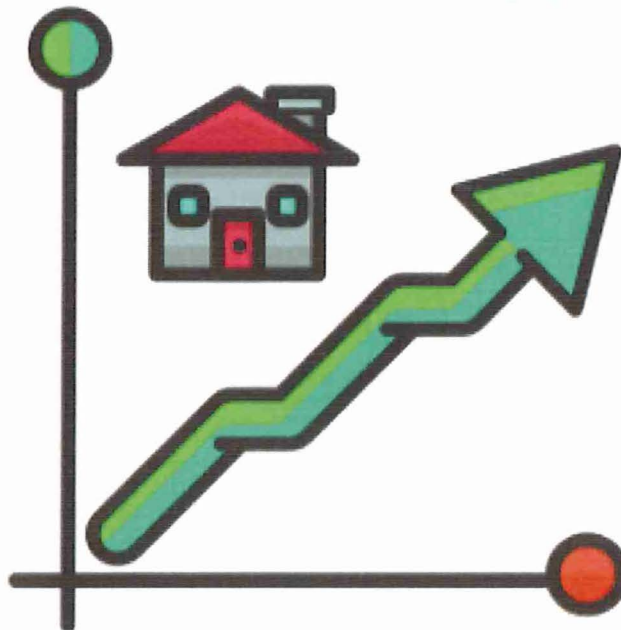
We understand some of our members are struggling during this public health situation and we want to assist in anyway possible.

While we are not disconnecting services at this time, we encourage members to go ahead and pay what they can, when they can to avoid large balances in the future.

If you would like to speak with us, we are here for you. Contact us at 888-546-4243.

PAY WHAT YOU CAN

When You Can





Blue Grass Energy



Published by Denise Myers [?] · April 7 · 🌐

Recently, [Community Action Kentucky](#) agencies announced an extension to the enrollment period for the crisis component of the Low-Income Home Energy Assistance Program (LIHEAP).

Applications are now being accepted through April 30 or until designated funds are depleted on a first-come, first-served basis.

To find what agency serves you, visit bit.ly/CAKAgenies.

As always, we are here to help too. If you need us, call us at 888-546-4243. We will get through this together.

[#TeamKentucky](#) [#TogetherKY](#)

The graphic is split into two main sections. On the left, a photograph shows an elderly woman in a red top and an elderly man in a blue shirt, both smiling and holding white mugs. In the top left corner of the photo is the 'Kentucky Community Action Partnership' logo. On the right, a dark blue background contains the LIHEAP logo (a house outline with 'LIHEAP' inside) at the top. Below the logo, the text 'Low-Income Home Energy Assistance Program' is written in white. Underneath that, a white banner contains the text 'Enrollment Period Extended' in blue. At the bottom, the text 'Applications for the LIHEAP Crisis Component will now be accepted through April 30, 2020.' is written in blue.



Blue Grass Energy



Published by Denise Myers [?] · April 17 · 🌐

As another work week comes to a close, we want to remind our members to not be overwhelmed, especially about their electric bill. We are here to work with each person who may be struggling during the public health situation.

Just pay what you can, when you can. This will help avoid large balances in the future. We want to help you manage your energy so give us a call at 888-546-4243.

We will get through this together.

[#TeamKentucky](#) [#TogetherKY](#)





Blue Grass Energy



Published by Denise Myers [?] · April 27 · 🌐

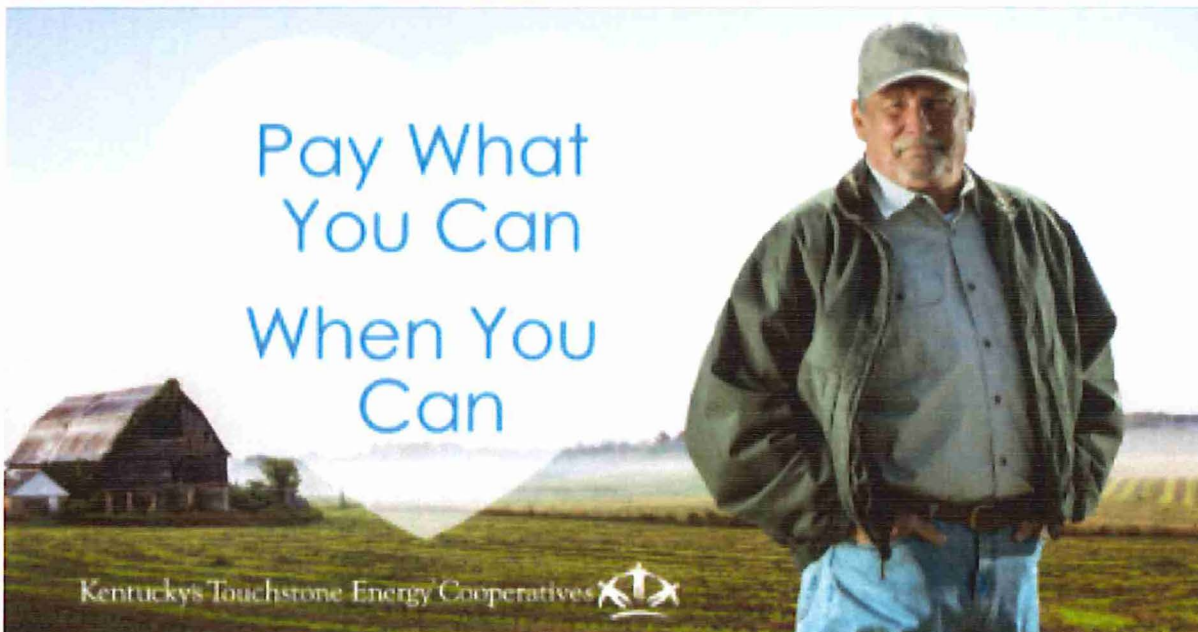
Good morning members.

It seems things are constantly changing in our search for our "new normal." However, one of the things that hasn't changed is our commitment to making life better, the cooperative way for each of you.

If you are struggling financially and are concerned about your energy bill, don't worry. Just pay what you can, when you can. Even if it is a small payment, it will help to avoid a larger balance in the future which could be even more stressful.

Call us at 888-546-4243 if you need us. We will get through this stressful time together.

[#TeamKentucky](#)



Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request



Blue Grass Energy



Published by Denise Myers [?] · May 2 · 🌐

Addition funds are now available through the LIHEAP program.

KENTUCKY
Community
Action
PARTNERSHIPS

Applications for home energy relief program will be accepted through June 30, 2020, or until funds are depleted

LIHEAP SPRING NOW AVAILABLE!
CONTACT YOUR COMMUNITY ACTION AGENCY TODAY TO APPLY!

Information about LIHEAP and other COVID-19 relief programs can be found at www.CAPKY.org.

Community Action Kentucky

👍 Like Page

May 1 · 🌐

In response to the COVID-19 emergency, Community Action Agencies across Kentucky are now taking applications for Low-Income Home Energy Assistance Program (LIHEAP)...

[See More](#)



Blue Grass Energy



Published by Rachel Harper Settles [?] · June 9 at 2:47 PM · 🌐

We encourage our members to contact us if they are feeling overwhelmed by their Blue Grass Energy bill.

We truly want to help each person that is struggling. Call us and we will work together to find a solution.

We are here for you, so call us if you need us.
888-546-4243

IF YOUR UTILITY
BILL IS CAUSING
YOU STRESS.

CALL US

888-546-4243

 **Blue Grass Energy**
A Teachers Energy Cooperative 
Making life better, the cooperative way



Blue Grass Energy



Published by Denise Myers [?] · May 5 · 🌐

We have received calls from members asking about bills they are struggling to pay.

We are here and ready to help our members find solutions to manage their energy. Call us if you need us.
888-546-4243.

**TROUBLE PAYING
YOUR BILL? CALL US.**

WE'RE HERE FOR YOU.

888-546-4243

 **Blue Grass Energy**
A Tennessee Energy Cooperative
Making life better. The cooperative way.



Blue Grass Energy



Published by Denise Myers [?] · May 7 · 🌐

Good morning members!

We wanted to make you aware that a new spring enrollment for Kentucky Community Action Partnerships' LIHEAP program is now open.

You can find more information at <https://www.capky.org>.

NEED HELP WITH YOUR ELECTRIC BILL?



First-come, first-served
assistance now available.

Apply now. New spring
enrollment deadline is
June 30.



Blue Grass Energy



Published by Denise Myers [?] · May 18 · 🌐

As we start a new week, we want to remind our members to reach out to us if they need help managing their energy.

As we continue through these economic struggles, we encourage members to pay what they can, when they can to help avoid large balances in the future.

We have multiple tools to help. You can reach us at 888-546-4243 or you can visit www.bgenergy.com.

#TogetherKY



**PAY WHAT YOU CAN
WHEN YOU CAN.**

WE'RE HERE FOR YOU.

 **Blue Grass Energy**
A Touchstone Energy Cooperative 
Making life better. the cooperative way.



Blue Grass Energy

Published by Denise Myers [?] · May 26 at 8:46 AM · 🌐

Need help from Blue Grass Energy?

Though our lobbies are closed, our drive-thru windows are open. We are fully staffed and still serving our members.

If you need us, call us at 888-546-4243.

The advertisement features a blue background with a hand holding a white sign that says "HELP". Below the sign is a pile of utility bills, some labeled "BILL". At the bottom, there is a yellow banner with the text "NEED ASSISTANCE WITH YOUR UTILITY BILLS?" and a red banner with the text "WE'RE HERE FOR YOU.".

HELP

NEED ASSISTANCE WITH YOUR UTILITY BILLS?

WE'RE HERE FOR YOU.



Blue Grass Energy



Published by Denise Myers [?] · June 16 at 9:02 AM · 🌐

We would like to remind our members to not forget about the LIHEAP deadline of June 30.

To find the agency in your area, visit <https://www.capky.org/network/>.

NEED HELP WITH YOUR ELECTRIC BILL?



First-come, first-served assistance now available.

Apply now. New spring enrollment deadline is June 30.



Blue Grass Energy

A Touchstone Energy Cooperative 

Making life better, the cooperative way®

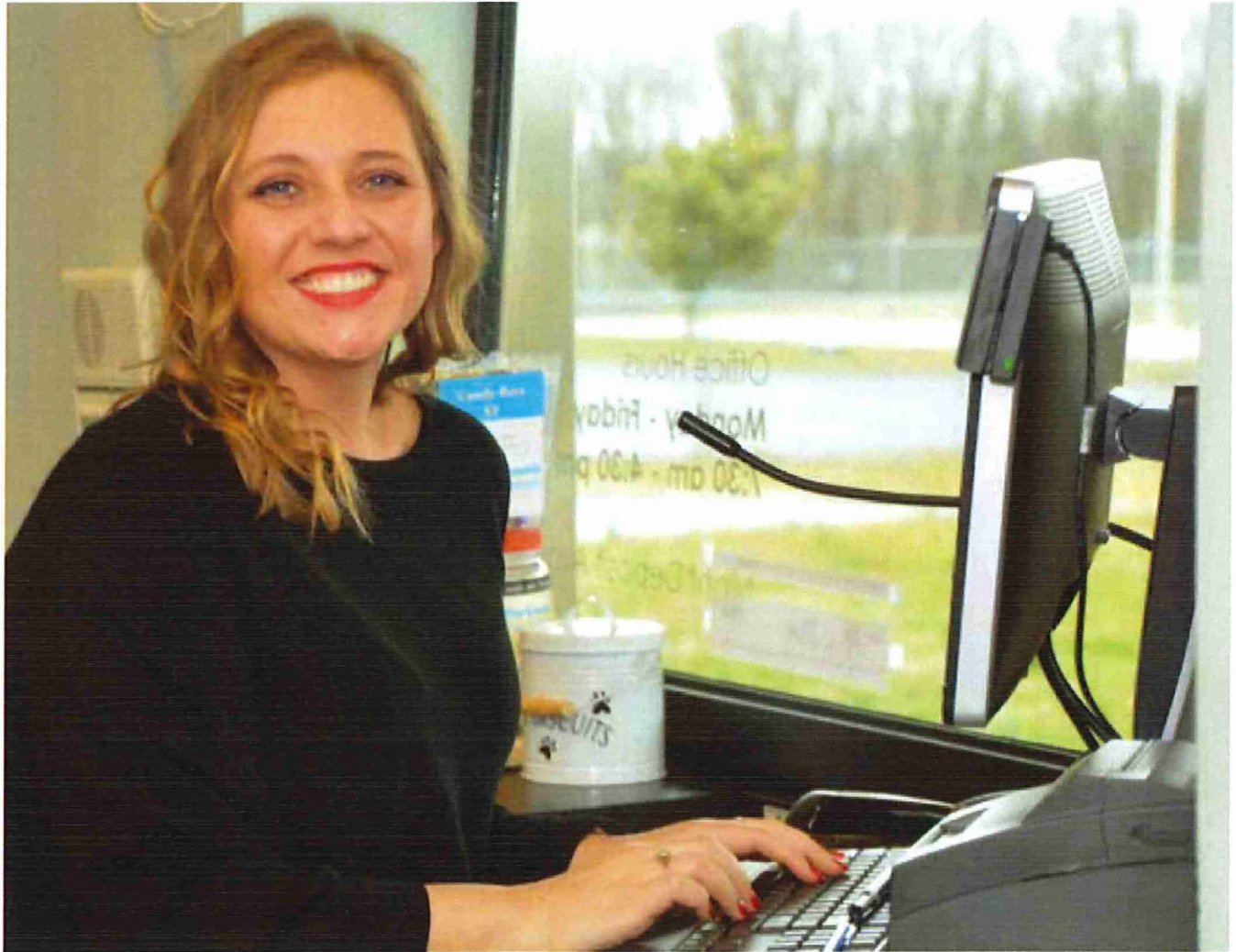
We're here for you

Kentuckians are facing more than health concerns as a result of the coronavirus pandemic. We're all coping the best we can, but many are struggling as they face

economic uncertainties.

We want you to know that we're here for you. We are committed to working with our members to reduce the financial stress you may be feeling.

We have several different options available to aid our members. For more information, click on payment options under the My Account tab at bgenergy.com.



Member Services Representative Ashley Laha is happy to assist Blue Grass Energy members. Photo: Rachel Settles

CONTACT INFORMATION

24-Hour Service: (888) 546-4243
Automated payment: (877) 934-9491
Report an outage: (888) 655-4243
bgenergy.com

HEADQUARTERS

P.O. Box 990
1201 Lexington Road
Nicholasville, KY 40340-0990

LOCAL OFFICES

327 Sea Biscuit Way
Cynthiana, KY 41031-0730
1200 Versailles Road
Lawrenceburg, KY 40342-0150
2099 Berea Road
Richmond, KY 40476-0276

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PUBLISHED MONTHLY BY BLUE GRASS
ENERGY AS A SERVICE TO OUR MEMBERS.

Rachel Settles, Editor



This institution is an equal opportunity
provider and employer.



MESSAGE FROM THE PRESIDENT

We are in this together

At Blue Grass Energy, we know the pandemic has created some incredibly difficult situations for our members and communities. There has been a lot of uncertainty in the last few months, which has resulted in additional stress for everyone.

We serve nearly 60,000 members in 23 counties and understand the reliable power we provide is essential to each person. You can rest assured that we are committed to keeping your power uninterrupted—this pandemic is no exception.

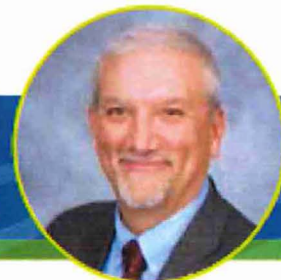
The employees at your cooperative live and work in our communities. We have an 83-year history of supporting our members and this situation is no different. We quickly recognized during this public health crisis that some members would be impacted financially. We're here to help. Please feel free to reach out to us if needed.

We offer multiple tools to assist members in managing their energy. One of our most valuable tools is our employees. They have continued to work each day through this crisis to take care of our members.

We are looking forward to the time when we resume regular business operations and can see our members face-to-face in our buildings. I firmly believe our members, communities and your cooperative will come out of this pandemic stronger than we started.

But in the meantime, I hope you and your family are well and staying safe.

By President/CEO
Michael I. Williams



**BLUE GRASS
ENERGY**

Making life better, the cooperative way

OUR 2020 CHARITY PARTNER

PARKINSON'S FOUNDATION

The COVID-19 virus has modified many of our daily operations; and unfortunately, our charity is one of those.

One of our biggest fundraisers each year is our silent auction that we hold at our annual meeting. Due to COVID-19 restrictions, we will have to forego our silent auction. Also, as an employee group, we can't gather together for internal fundraising events such as lunches, ice cream socials and other group activities.

Some of our employees have been financially impacted because their family members' jobs have been affected.

The same holds true for our members. After much discussion, we have decided to pause our 2020 corporate charity campaign focusing on Parkinson's Foundation.

We will resume our focus and support for Parkinson's Foundation again in January. This will ensure we give them the support they deserve.

In the last six years, Blue Grass Energy's employee-led fundraising has resulted in more than \$104,000 in donations that have gone to various local charities.

ways to do business



BANK DRAFT

Pay your bill automatically each month through your bank account. Visit our website or call to enroll.



(877) 934-8461

Call our automated payment line to pay with MasterCard, VISA or echeck.



BGENERGY.COM

Conduct any business through our website, including reporting an outage and paying a bill.



MAIL

A convenient reply envelope is included with your monthly bill.



BGENERGY APP

Download the mobile app to report outages, make payments, manage alerts, set reminders and receive notifications.



DRIVE-THRU/DROP BOX

Our drive-thru is open Monday-Friday. Our drop box is available 24/7.

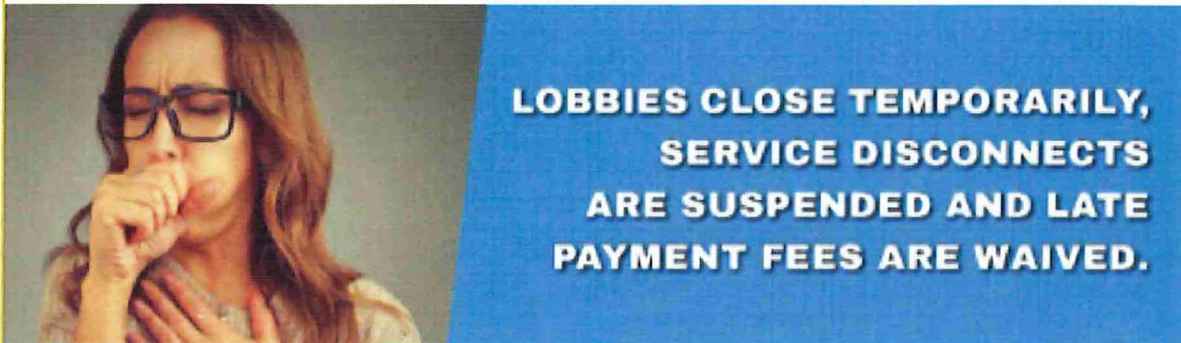


(888) 548-4243

Call our office. We are staffed and ready to assist you.

We're all in this
Together

Making life better, the cooperative way



Blue Grass Energy Update:

With the uncertainty created by the Coronavirus pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Blue Grass Energy 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, reliable and affordable energy services.

As a cooperative, we have a responsibility to do what is in the best interest of all our members. Beginning today, we have closed our lobbies to the public. Members are still able to pay bills and conduct all necessary business through our free smartphone app ([App Store](#) & [Google Play](#)), our [website](#) , by phone, the night deposit and drive-thru. If you have questions, call 888-546-4243. We ask that anyone who can do business by phone, please do so.

This will allow us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "social distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members continuity of service.

In addition, we are prepared to forgo the disconnecting of service to members for non-payment for a limited time. We are also waiving any new late fees. 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 member to pay as they can, which will help avoid a larger balance in the future. We encourage any member who is facing financial difficulty during this time to call us.

We always stand at the ready to help our members, but even more so during this challenging time. We understand these changes may be inconvenient, so we greatly appreciate your patience and flexibility. We believe this preventative measure will reduce the risk for both our members and employees.



March 17, 2020
Enewsletter to 28,307 members

MAY/JUNE BILL MESSAGE

If you need assistance during this public health crisis, we are here to help. We're in this together.

RACHEL SETTLES
Creative Designer
Blue Grass Energy
phone: (859) 885-2106
address: P.O. Box 990, Nicholasville, KY 40340
site: bgenergy.com
email: rachels@bgenergy.com



Blue Grass Energy



Published by Denise Myers [?] · April 8 · 🌐

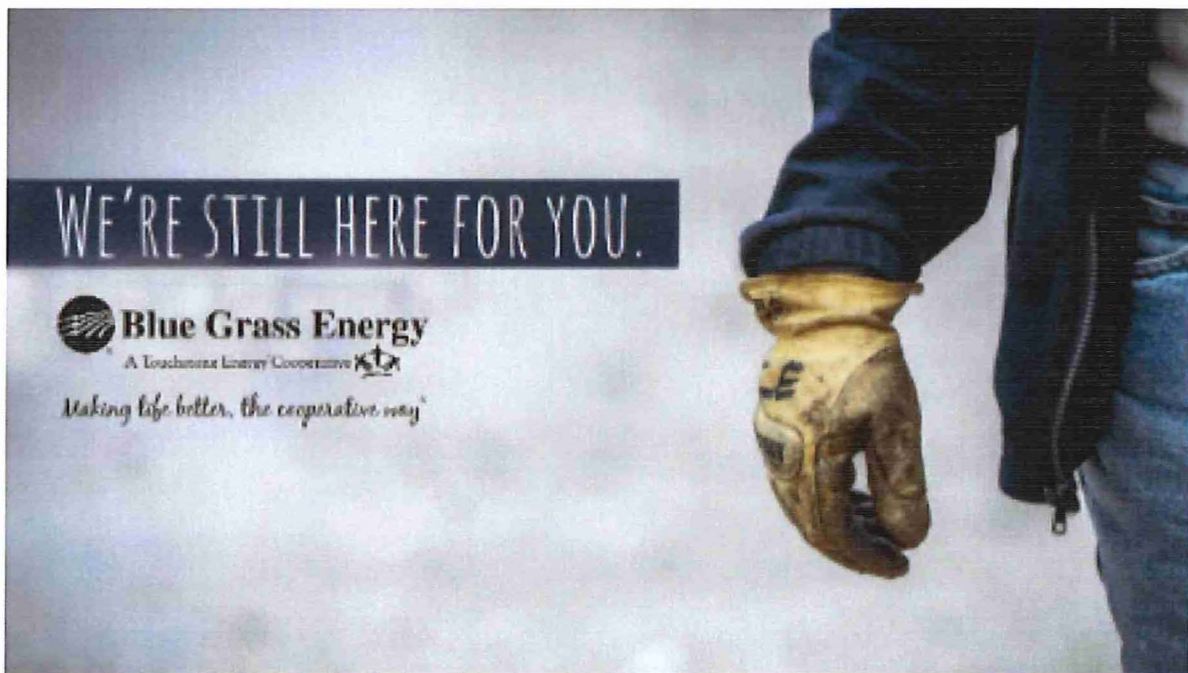
Good morning members. We hope everyone is staying as safe and healthy as they can during this public health situation.

Even though we are conducting business a bit differently these days, our commitment to each of you has not changed.

We are all in this together so let us know how we can help you manage your energy. If you just need to pay what you can, when you can please do that. This will help prevent large balances in the future.

If you need us, call us at 888-546-4243. We are here to help.

[#TeamKentucky](#) [#TogetherKY](#)



Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 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: Although Blue Grass Energy has not specifically tracked COVID-19 related expenses and decreased income we have identified some quantifiable expenses and some which are more subjective to measure:

Specific Costs:

1 "Sneeze guards" for MSR stations	\$	23,808
2 Masks for employees		1,256
3 Thermometers		545
4 Hand sanitizer		2,763
5 Gloves		747
6 Additional office cleaning - estimate		1,000
7 "Zoom" licensing - estimated annual		1,464
8 Webcams - estimate		300
9 Two part verification software for VPN-est annual		360
10 Headsets for employees working from home		768
11 Sick Leave and Child Care Leave for Covid-19		6,057

Decreased Income:

1 Lost late fee income - thru May (See Item 12)	\$	231,880
2 Increased potential write-offs		unknown
3 Decreased Small Commercial Sales - thru May * (based on comparison to 2019)		1,170,383
4 Decreased Large Commercial Sales - thru May * (based on comparison to 2019)		1,256,287
5 Decreased Residential Usage - thru May * (based on comparison to 2019)		2,555,649
6 Lost connect fees		unknown
7 Lost disconnect fees		unknown

* Note: Blue Grass Energy believes that Small Commercial and Large Commercial sales are down due to mandated as well as voluntary closures. Blue Grass also believes that residential usage may be up on a household basis due to increased hours of occupancy however this was not sufficient to compensate for differences in weather patterns.

Blue Grass Energy Cooperative Corporation

Case No. 2020-00085

Commission Staff's Initial Request

Item 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: Although Blue Grass Energy has not specifically tracked COVID-19 related expenses and increased income we have identified some quantifiable expenses and some which are more subjective to measure:

Specific Cost Savings:

- 1 Power cost savings associated with lower commercial power sales.

Subjective Cost Savings:

- 1 Lower training and education expenses. We recognize that some of our training have been lower during the travel restrictions, however, we are uncertain as to how much of these expenses are deferred until restrictions are lifted and how much is a temporary one-time reduction.

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 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: The COVID-19 health pandemic has financially impacted many of our members. These are times unlike anything we have experienced in our 83-year history. Record unemployment and lost wages have caused some of our members to struggle in paying their Blue Grass Energy bill.

As a cooperative, we have a special relationship with our members; we exist to serve them and support our local communities. During this health crisis, through various messaging, we have been sharing with our members our intent to help should they need it.

We respectfully request the Commission to allow us the flexibility to work with our members in developing practical solutions in bringing their account current, so they are not overwhelmed with outstanding balances.

Blue Grass Energy Cooperative Corporation
Case No. 2020-00085
Commission Staff's Initial Request

Item 17 If applicable, provide any information or concerns regarding the utility's prepay program as it related to the Commission's previous Orders in this docket.

Response: As of July 1, 2020, Blue Grass Energy has 1,122 prepay accounts with a negative balance, totaling \$227,517. The total count of prepay accounts is 3,312.