

In the Matter of:

ELECTRONIC EMERGENCY DOCKET RELATED TO THE NOVEL CORONAVIRUS COVID-19  
SALT RIVER ELECTRIC COOPERATIVE CORPORATION'S RESPONSE TO COMMISSION STAFF'S INITIAL  
REQUEST FOR INFORMATION

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

**Answer 1. Salt River Electric's current number of customers as of May 31, 2020 is 53,325 per the billing report.**

**Respondent: Mechonda O'Brien**

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

**Answer 2.**

<b>Customers Per Class (May 31, 2020)</b>	
RESIDENTIAL CUSTOMERS	49,925
SMALL COMM-0 TO 37.5 KVA	2,947
LARGE COMM-37.5 TO 999 KVA	200
LARGE COMM-1000 KVA >	222
STREET LIGHTING	231
TOTAL CUSTOMERS	53,325

**Respondent: Mechonda O'Brien**

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;

**Answer 3a. \$ 163.12**

- b. 2018 as a year, not each month;

**Answer 3b. \$ 175.26**

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- c. 2019 as a year, not each month; and

**Answer 3c. \$ 167.41**

- d. Each month in 2020.

**Answer 3d**

JAN	FEB	MAR	APR	MAY
\$ 170.94	\$ 183.90	\$ 150.89	\$ 108.96	\$ 129.08

**Respondent: Melissa Hite**

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

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.

**See attached Excel spreadsheet for response.**

**Respondent: Melissa Hite**

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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;

**Answer 5a. \$ 156.96**

b. 2018 as a year, not each month;

**Answer 5b. \$ 167.60**

c. 2019 as a year, not each month; and

**Answer 5c. \$ 162.61**

**Answer 5d.** Each month in 2020.

JAN	FEB	MAR	APR	MAY
\$ 166.60	\$182.78	\$ 141.27	\$100.06	\$127.95

**Respondent: Melissa Hite**

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

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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.

**See attached Excel spreadsheet for response.**

**Respondent: Melissa Hite**

7. Explain how the utility calculates bad debt.
  - a. Explain the decision criteria governing when the utility writes off

bad debt.

**Answer 7a. Accounts must have been disconnected for a minimum of 90 days and have an unpaid balance in order to be written off. Write-offs are done at the end of each month after efforts to collect by mail, email and the phone have been exhausted.**

**Respondent: Phyllis Oliver**

- b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.

**See attached Excel spreadsheet for response.**

**Respondent: Mechonda O'Brien**

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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.

**Answer 7c. No Change**

**Respondent: Phyllis Oliver**

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.

**Answer 8. As of 6/25/2020 we can disconnect for all bills with a due date prior to 6/5/2020 and a disconnect date prior to 6/16/2020**

CLASS	Total Members
RESIDENTIAL CUSTOMERS	1,651
SMALL COMM	111
LARGE COMM	4
	1,766

**Respondent: Melissa Hite**

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

a. 2017 as a year, not each month;

**Answer 9a. 82%**

b. 2018 as a year, not each month;

**Answer 9b. 82%**

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- c. 2019 as a year, not each month; and

**Answer 9b. 83%**

- d. Each month in 2020.

YEAR	JAN	FEB	MAR	APR	MAY
2020	84%	83%	82%	85%	82%

**Respondent: Melissa Hite**

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.<sup>3</sup> 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

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March 6, 2020.

**See attached Excel spreadsheet for response.**

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.

**See attached Excel spreadsheet for response.**

**Respondent: Mechonda O'Brien**

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

**Answer 12.                                 \$163, 718.97**

**Respondent: Melissa Hite**

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.

**Answer 13.**

**See attached Appendix A for response.**

**Respondent: Phyllis Oliver**

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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.

**See attached Excel spreadsheet for response.**

**Respondent: Mechonda O'Brien**

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.

**Answer 15. Salt River has not experienced any cost decreases or increased income as a result of the COVID-19 State of Emergency.**

**Respondent: Mechonda O'Brien**

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

**Answer 16. Salt River Electric is a distribution cooperative owned by our members. We are committed to helping our owner/members through this difficult and challenging time.**

**As a member of the community, it is difficult to watch customers struggle with finances.**

**However as a nonprofit, we understand that any non-payments and lost revenue are shifted to the other owner/members.**



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**Salt River would encourage the Commission to institute practices that allow for the cooperative to work liberally with those in need while at the same time providing the accountability needed to ensure that all owner/members are adequately contributing to the financial well-being of the cooperative.**

**Respondent: Tim Sharp**

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.

**Answer 17. Our prepay totals continue to increase daily. Currently we have 545 members (33% of total prepay members) who have a negative balance totaling \$93,000.**

**Respondent: Phyllis Oliver**