# **COMMONWEALTH OF KENTUCKY**

## **BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

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

# RESPONSE OF KENTUCKY UTILITIES COMPANY AND LOUISVILLE GAS AND ELECTRIC COMPANY TO THE COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION DATED DECEMBER 28, 2020

FILED: JANUARY 15, 2021

#### VERIFICATION

## **COMMONWEALTH OF KENTUCKY**) )) **COUNTY OF JEFFERSON**

The undersigned, Eileen L. Saunders, 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.

Lauders

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 13<sup>th</sup> day of <u>January</u> 2021.

Kibey CBruk Notary Public

Notary Public ID No. KYNP14646

My Commission Expires:

10-16-2024

#### KENTUCKY UTILITIES COMPANY AND LOUISVILLE GAS AND ELECTRIC COMPANY

## Response to Commission Staff's Second Request for Information Dated December 28, 2020

#### Case No. 2020-00085

## **Question No. 1**

#### **Responding Witness: Eileen L. Saunders**

- Q-1. Refer to Commission Staff's First Request for Information, Item 9. Provide updated information of the percent of customers, by class, that pay on time for each month in 2020, including for the month of December.
- A-1. As noted in the original Excel response, customers paying on time were those not issued a termination notice. In the updated response, the method has been changed to only consider customers with zero balances in 31+ day arrearages to be customers paying on time. This method was applied to all time periods in the report. The method was updated because customers on payment plans do not receive termination notices. Consistent with requirements outlined in the 2020-00085 order, customers with arrearages have been automatically placed on multimonth payment plans since November 1, 2020. The Companies believe the new method provides a more accurate picture for the Commission. See the attachment being provided in Excel format.

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