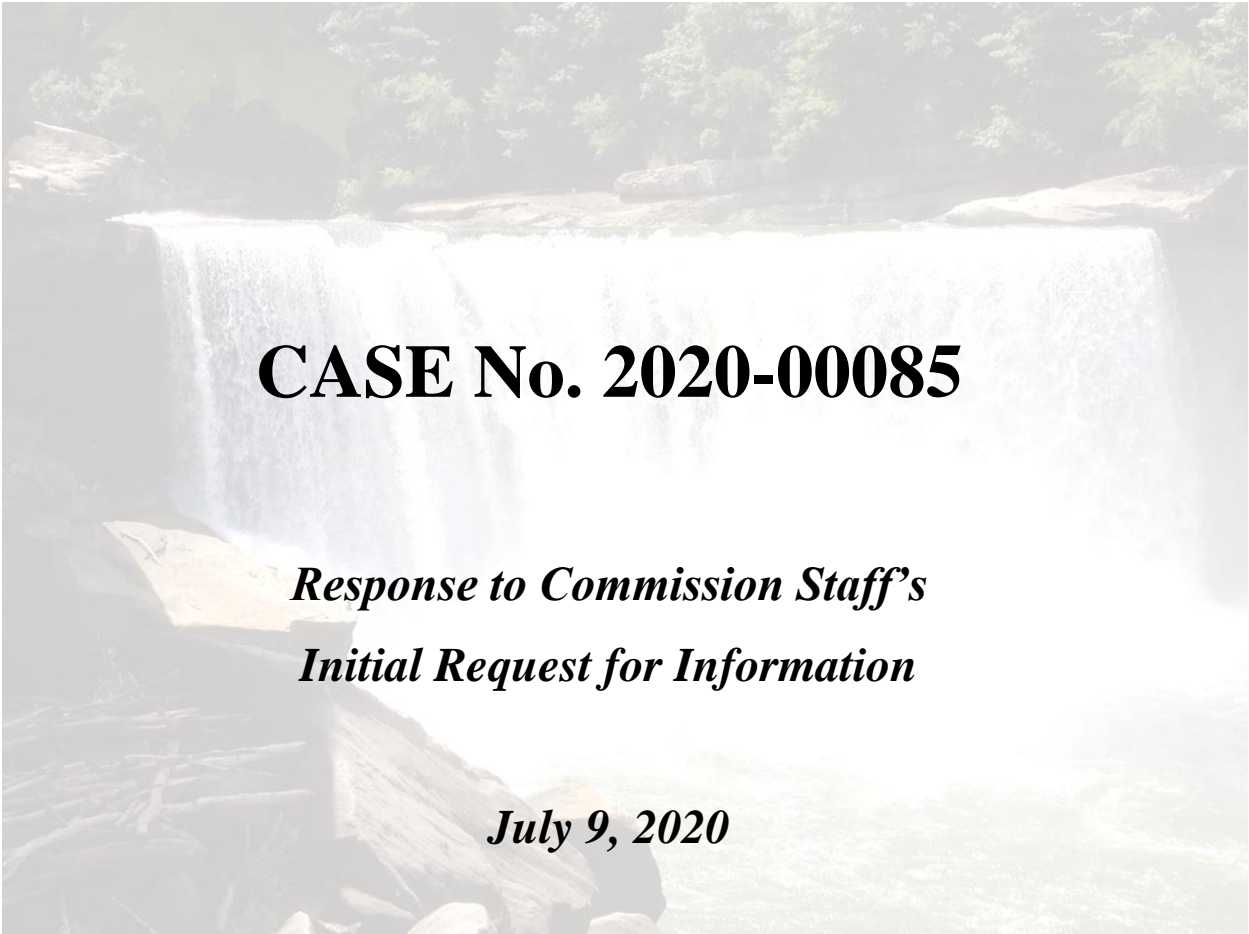




Cumberland Valley Electric, Inc.

A Touchstone Energy[®] Cooperative 



CASE No. 2020-00085

*Response to Commission Staff's
Initial Request for Information*

July 9, 2020

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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

Response:

As of May 31, 2020 the current number of Cumberland Valley Electric, Inc.
("Cumberland Valley") members was 23,792.

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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

Response:

The following table is a breakdown of Cumberland Valley's current number of members per class as of May 31, 2020.

Revenue Class	Number of Members
Residential	22,169
Commercial & Ind - 50 kVa or less	1,548
Commercial & Ind - 50 - 1000 kVa	64
Commercial & Ind - Over 1000 kVa	11
Total Customers	23,792

Cumberland Valley Electric, Inc.
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Response to PSC Staff's Initial Request for Information

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:

The table below shows the average total bill for all customers for years and month requested. See attached excel spreadsheet (Exhibit A) for greater detail.

Year/Month	Average Total Bill
2017	\$165.37
2018	\$178.96
2019	\$172.67
January 2020	\$193.44
February 2020	\$182.85
March 2020	\$160.45
April 2020	\$140.25
May 2020	\$133.65

Cumberland Valley Electric, Inc.
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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:

Cumberland Valley is unable to provide the average total bill for all customers in each class. Arrearages are part of the total bill and Cumberland Valley cannot obtain the number of customers by class for these arrearages to arrive at an average total bill. See previous response to question 3 for the average total bill for all customers. We are able to provide the Commission with arrearages by class for each time period requested.

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Arrearages								
Residential				Commercial & Ind. 50 kVa or Less				
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total
Jan-17	\$ 389,553.79	\$ 34,439.75	\$ 28,909.29	\$ 452,902.83	\$ 14,158.05	\$ 2,438.87	\$ 735.68	\$ 17,332.60
Feb-17	\$ 406,045.53	\$ 136,484.04	\$ 37,003.46	\$ 579,533.03	\$ 8,751.51	\$ 3,716.87	\$ 2,097.10	\$ 14,565.48
Mar-17	\$ 244,518.32	\$ 45,944.98	\$ 43,628.92	\$ 334,092.22	\$ 9,030.18	\$ 2,432.33	\$ 3,006.40	\$ 14,468.91
Apr-17	\$ 308,301.73	\$ 34,814.59	\$ 36,536.07	\$ 379,652.39	\$ 6,995.30	\$ 1,779.56	\$ 53.55	\$ 8,828.41
May-17	\$ 172,193.60	\$ 44,887.40	\$ 45,645.59	\$ 262,726.59	\$ 6,138.43	\$ 590.21	\$ 139.04	\$ 6,867.68
Jun-17	\$ 137,623.07	\$ 26,634.14	\$ 60,156.74	\$ 224,413.95	\$ 6,230.42	\$ 1,451.67	\$ 193.50	\$ 7,875.59
Jul-17	\$ 140,380.89	\$ 15,602.96	\$ 33,129.48	\$ 189,113.33	\$ 7,789.54	\$ 231.94	\$ 14.00	\$ 8,035.48
Aug-17	\$ 194,915.77	\$ 15,195.16	\$ 35,180.47	\$ 245,291.40	\$ 9,395.21	\$ 548.69	\$ 27.67	\$ 9,971.57
Sep-17	\$ 172,597.76	\$ 16,247.51	\$ 39,532.09	\$ 228,377.36	\$ 10,103.79	\$ 1,172.28	\$ 88.32	\$ 11,364.39
Oct-17	\$ 138,201.42	\$ 17,423.23	\$ 23,317.63	\$ 178,942.28	\$ 5,916.94	\$ 3,141.72	\$ 160.04	\$ 9,218.70
Nov-17	\$ 146,774.04	\$ 18,484.15	\$ 30,361.35	\$ 195,619.54	\$ 6,378.90	\$ 2,020.19	\$ 428.45	\$ 8,827.54
Dec-17	\$ 240,965.44	\$ 19,291.80	\$ 34,720.82	\$ 294,978.06	\$ 6,584.04	\$ 13.40	\$ 719.34	\$ 7,316.78
Total	\$ 2,692,071.36	\$ 425,449.71	\$ 448,121.91	\$ 3,565,642.98	\$ 97,472.31	\$ 19,537.73	\$ 7,663.09	\$ 124,673.13

Cumberland Valley Electric, Inc.
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Arrearages										
Commercial & Ind. 50 - 1000 kVa					Commercial & Ind. Over 1000 kVa					Total
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total	Arrearages	
Jan-17	\$ 5,316.97	\$ -	\$ -	\$ 5,316.97	\$ 10,233.49	\$ -	\$ -	\$ 10,233.49	\$ 485,785.89	
Feb-17	\$ 1,262.22	\$ 1,037.81	\$ -	\$ 2,300.03	\$ 4,471.66	\$ -	\$ -	\$ 4,471.66	\$ 600,870.20	
Mar-17	\$ 4,969.63	\$ 1,000.00	\$ -	\$ 5,969.63	\$ -	\$ -	\$ -	\$ -	\$ 354,530.76	
Apr-17	\$ 2,271.56	\$ 1,000.00	\$ -	\$ 3,271.56	\$ -	\$ -	\$ -	\$ -	\$ 391,752.36	
May-17	\$ 1,323.34	\$ -	\$ -	\$ 1,323.34	\$ -	\$ -	\$ -	\$ -	\$ 270,917.61	
Jun-17	\$ 9,112.03	\$ 1,135.17	\$ -	\$ 10,247.20	\$ 3,045.67	\$ -	\$ -	\$ 3,045.67	\$ 245,582.41	
Jul-17	\$ 11,207.83	\$ -	\$ -	\$ 11,207.83	\$ 25,452.31	\$ -	\$ -	\$ 25,452.31	\$ 233,808.95	
Aug-17	\$ 4,815.74	\$ -	\$ -	\$ 4,815.74	\$ 18,472.30	\$ 1,891.91	\$ -	\$ 20,364.21	\$ 280,442.92	
Sep-17	\$ 4,905.54	\$ -	\$ -	\$ 4,905.54	\$ 15,338.10	\$ -	\$ -	\$ 15,338.10	\$ 259,985.39	
Oct-17	\$ 15,544.41	\$ 641.69	\$ -	\$ 16,186.10	\$ 14,193.92	\$ -	\$ -	\$ 14,193.92	\$ 218,541.00	
Nov-17	\$ 2,935.51	\$ 1,736.11	\$ 29.10	\$ 4,700.72	\$ 40,772.73	\$ 2,118.20	\$ -	\$ 42,890.93	\$ 252,038.73	
Dec-17	\$ 18,138.42	\$ 717.71	\$ 665.21	\$ 19,521.34	\$ 51,422.78	\$ 1,941.56	\$ -	\$ 53,364.34	\$ 375,180.52	
Total	\$ 81,803.20	\$ 7,268.49	\$ 694.31	\$ 89,766.00	\$ 183,402.96	\$ 5,951.67	\$ -	\$ 189,354.63	\$ 3,969,436.74	

Cumberland Valley Electric, Inc.
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	Arrearages				Arrearages			
	Residential				Commercial & Ind. 50 kVa or Less			
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total
Jan-18	\$ 462,647.25	\$ 40,436.09	\$ 38,175.37	\$ 541,258.71	\$ 11,035.54	\$ 1,314.78	\$ 719.34	\$ 13,069.66
Feb-18	\$ 440,179.12	\$ 45,686.23	\$ 29,763.50	\$ 515,628.85	\$ 12,209.92	\$ 2,254.99	\$ 26.40	\$ 14,491.31
Mar-18	\$ 320,816.13	\$ 57,804.23	\$ 42,051.84	\$ 420,672.20	\$ 5,875.73	\$ 658.97	\$ 694.70	\$ 7,229.40
Apr-18	\$ 330,756.85	\$ 64,971.14	\$ 51,240.70	\$ 446,968.69	\$ 6,491.07	\$ 1,209.35	\$ 1,211.85	\$ 8,912.27
May-18	\$ 239,548.87	\$ 72,250.32	\$ 70,640.09	\$ 382,439.28	\$ 6,164.65	\$ 1,344.58	\$ 1,743.56	\$ 9,252.79
Jun-18	\$ 189,986.41	\$ 50,910.97	\$ 92,962.73	\$ 333,860.11	\$ 6,715.17	\$ 1,201.84	\$ 2,270.31	\$ 10,187.32
Jul-18	\$ 173,406.64	\$ 19,708.82	\$ 39,024.28	\$ 232,139.74	\$ 9,492.27	\$ 231.43	\$ -	\$ 9,723.70
Aug-18	\$ 148,028.22	\$ 18,200.99	\$ 39,878.90	\$ 206,108.11	\$ 10,567.75	\$ 6.61	\$ -	\$ 10,574.36
Sep-18	\$ 215,624.00	\$ 20,453.54	\$ 46,019.89	\$ 282,097.43	\$ 8,598.72	\$ 281.65	\$ 251.13	\$ 9,131.50
Oct-18	\$ 204,559.21	\$ 19,359.64	\$ 26,115.09	\$ 250,033.94	\$ 9,348.16	\$ 2,007.19	\$ 2.06	\$ 11,357.41
Nov-18	\$ 166,977.49	\$ 25,830.86	\$ 28,705.33	\$ 221,513.68	\$ 6,973.38	\$ 785.90	\$ 306.13	\$ 8,065.41
Dec-18	\$ 276,136.05	\$ 26,963.06	\$ 34,358.04	\$ 337,457.15	\$ 6,808.94	\$ 801.68	\$ 855.41	\$ 8,466.03
Total	\$ 3,168,666.24	\$ 462,575.89	\$ 538,935.76	\$ 4,170,177.89	\$ 100,281.30	\$ 12,098.97	\$ 8,080.89	\$ 120,461.16

Cumberland Valley Electric, Inc.
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	Arrearages				Arrearages				Total Arrearages
	Commercial & Ind. 50 - 1000 kVa				Commercial & Ind. Over 1000 kVa				
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total	
Jan-18	\$ 6,495.24	\$ 1,075.46	\$ -	\$ 7,570.70	\$ 62,625.53	\$ 4,291.59	\$ -	\$ 66,917.12	\$ 628,816.19
Feb-18	\$ 6,810.75	\$ 1,526.48	\$ -	\$ 8,337.23	\$ 4,365.74	\$ -	\$ -	\$ 4,365.74	\$ 542,823.13
Mar-18	\$ 2,539.18	\$ -	\$ -	\$ 2,539.18	\$ 3,351.23	\$ -	\$ -	\$ 3,351.23	\$ 433,792.01
Apr-18	\$ 1,767.17	\$ 760.94	\$ -	\$ 2,528.11	\$ 3,707.67	\$ -	\$ -	\$ 3,707.67	\$ 462,116.74
May-18	\$ 16,752.89	\$ 1,483.09	\$ -	\$ 18,235.98	\$ 70,744.76	\$ 3,366.96	\$ -	\$ 74,111.72	\$ 484,039.77
Jun-18	\$ 1,851.03	\$ 1,353.49	\$ 774.76	\$ 3,979.28	\$ 119.15	\$ -	\$ -	\$ 119.15	\$ 348,145.86
Jul-18	\$ 3,171.21	\$ 1,311.83	\$ 878.25	\$ 5,361.29	\$ 937.79	\$ -	\$ -	\$ 937.79	\$ 248,162.52
Aug-18	\$ 2,955.32	\$ -	\$ -	\$ 2,955.32	\$ 104.66	\$ -	\$ -	\$ 104.66	\$ 219,742.45
Sep-18	\$ 3,082.47	\$ 1,034.58	\$ -	\$ 4,117.05	\$ 70,722.19	\$ -	\$ -	\$ 70,722.19	\$ 366,068.17
Oct-18	\$ 14,505.67	\$ 2,593.24	\$ 79.28	\$ 17,178.19	\$ 65,527.49	\$ -	\$ -	\$ 65,527.49	\$ 344,097.03
Nov-18	\$ 11,837.43	\$ 374.35	\$ -	\$ 12,211.78	\$ -	\$ -	\$ -	\$ -	\$ 241,790.87
Dec-18	\$ 25,748.52	\$ 1,190.33	\$ -	\$ 26,938.85	\$ -	\$ -	\$ -	\$ -	\$ 372,862.03
Total	\$ 97,516.88	\$ 12,703.79	\$ 1,732.29	\$ 111,952.96	\$ 282,206.21	\$ 7,658.55	\$ -	\$ 289,864.76	\$ 4,692,456.77

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	Arrearages				Arrearages			
	Residential				Commercial & Ind. 50 kVa or Less			
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total
Jan-19	\$ 434,215.09	\$ 49,232.55	\$ 23,313.47	\$ 506,761.11	\$ 10,521.24	\$ 2,108.28	\$ 1,414.95	\$ 14,044.47
Feb-19	\$ 451,265.30	\$ 69,208.40	\$ 30,019.93	\$ 550,493.63	\$ 15,614.62	\$ 1,584.39	\$ 1,610.52	\$ 18,809.53
Mar-19	\$ 369,925.51	\$ 97,175.67	\$ 44,644.57	\$ 511,745.75	\$ 16,059.18	\$ 1,026.79	\$ 2,275.39	\$ 19,361.36
Apr-19	\$ 312,156.23	\$ 49,197.32	\$ 54,929.81	\$ 416,283.36	\$ 11,346.74	\$ 5,067.38	\$ 2,839.23	\$ 19,253.35
May-19	\$ 159,917.41	\$ 43,230.69	\$ 51,914.63	\$ 255,062.73	\$ 6,425.68	\$ 223.62	\$ 5,791.23	\$ 12,440.53
Jun-19	\$ 191,764.07	\$ 28,288.92	\$ 62,358.92	\$ 282,411.91	\$ 8,444.06	\$ 126.90	\$ 5,041.34	\$ 13,612.30
Jul-19	\$ 163,979.35	\$ 17,531.42	\$ 29,557.83	\$ 211,068.60	\$ 24,673.97	\$ 1,552.42	\$ -	\$ 26,226.39
Aug-19	\$ 182,900.37	\$ 15,984.92	\$ 31,858.06	\$ 230,743.35	\$ 15,090.67	\$ 4,543.88	\$ 1,542.42	\$ 21,176.97
Sep-19	\$ 243,350.72	\$ 19,036.70	\$ 36,066.30	\$ 298,453.72	\$ 13,100.89	\$ 2,375.07	\$ 5,556.55	\$ 21,032.51
Oct-19	\$ 216,400.05	\$ 24,074.24	\$ 22,632.24	\$ 263,106.53	\$ 9,327.72	\$ 132.48	\$ 5,129.52	\$ 14,589.72
Nov-19	\$ 228,522.39	\$ 29,638.52	\$ 28,921.36	\$ 287,082.27	\$ 11,378.08	\$ 746.49	\$ -	\$ 12,124.57
Dec-19	\$ 262,837.46	\$ 30,257.59	\$ 38,305.62	\$ 331,400.67	\$ 9,004.54	\$ 1,692.54	\$ 93.70	\$ 10,790.78
Total	\$ 3,217,233.95	\$ 472,856.94	\$ 454,522.74	\$ 4,144,613.63	\$ 150,987.39	\$ 21,180.24	\$ 31,294.85	\$ 203,462.48

Cumberland Valley Electric, Inc.
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	Arrearages				Arrearages				Total Arrearages
	Commercial & Ind. 50 - 1000 kVa				Commercial & Ind. Over 1000 kVa				
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total	
Jan-19	\$ 13,858.32	\$ 1,069.75	\$ -	\$ 14,928.07	\$ -	\$ -	\$ -	\$ -	\$ 535,733.65
Feb-19	\$ 11,970.37	\$ 564.82	\$ -	\$ 12,535.19	\$ 61,057.67	\$ -	\$ -	\$ 61,057.67	\$ 642,896.02
Mar-19	\$ 14,175.71	\$ 1,151.25	\$ -	\$ 15,326.96	\$ 26.08	\$ -	\$ -	\$ 26.08	\$ 546,460.15
Apr-19	\$ 12,260.29	\$ 1,004.52	\$ -	\$ 13,264.81	\$ -	\$ -	\$ -	\$ -	\$ 448,801.52
May-19	\$ 2,504.88	\$ -	\$ -	\$ 2,504.88	\$ 56,457.94	\$ -	\$ -	\$ 56,457.94	\$ 326,466.08
Jun-19	\$ 3,157.64	\$ 1,495.44	\$ -	\$ 4,653.08	\$ -	\$ -	\$ -	\$ -	\$ 300,677.29
Jul-19	\$ 13,266.66	\$ 5,440.15	\$ 1,690.72	\$ 20,397.53	\$ 43,472.52	\$ 53,955.31	\$ -	\$ 97,427.83	\$ 355,120.35
Aug-19	\$ 8,976.17	\$ 4,342.08	\$ 7,130.87	\$ 20,449.12	\$ 45,033.09	\$ 43,472.52	\$ 53,955.31	\$ 142,460.92	\$ 414,830.36
Sep-19	\$ 8,786.16	\$ 2,467.50	\$ 11,472.95	\$ 22,726.61	\$ 30,599.32	\$ 17,489.01	\$ 97,427.83	\$ 145,516.16	\$ 487,729.00
Oct-19	\$ 4,074.54	\$ -	\$ 11,195.02	\$ 15,269.56	\$ 49,259.38		\$ 114,916.84	\$ 164,176.22	\$ 457,142.03
Nov-19	\$ 18,473.19	\$ -	\$ -	\$ 18,473.19	\$ 28,717.29			\$ 28,717.29	\$ 346,397.32
Dec-19	\$ 12,128.90	\$ 2,893.36	\$ -	\$ 15,022.26	\$ 32,287.78	\$ -	\$ -	\$ 32,287.78	\$ 389,501.49
Total	\$ 123,632.83	\$ 20,428.87	\$ 31,489.56	\$ 175,551.26	\$ 346,911.07	\$ 114,916.84	\$ 266,299.98	\$ 728,127.89	\$ 5,251,755.26

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	Arrearages				Arrearages			
	Residential				Commercial & Ind. 50 kVa or Less			
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total
Jan-20	\$ 375,425.49	\$ 32,464.10	\$ 23,768.57	\$ 431,658.16	\$ 12,979.58	\$ 4,883.55	\$ 1,408.39	\$ 19,271.52
Feb-20	\$ 377,154.32	\$ 54,591.25	\$ 30,052.57	\$ 461,798.14	\$ 9,992.31	\$ 4,706.25	\$ 6,142.73	\$ 20,841.29
Mar-20	\$ 403,467.12	\$ 45,752.25	\$ 39,922.36	\$ 489,141.73	\$ 11,169.28	\$ 643.27	\$ 10,132.56	\$ 21,945.11
Apr-20	\$ 320,590.29	\$ 121,777.27	\$ 40,690.81	\$ 483,058.37	\$ 10,342.72	\$ 5,704.33	\$ 385.46	\$ 16,432.51
May-20	\$ 273,207.21	\$ 113,301.82	\$ 98,111.91	\$ 484,620.94	\$ 9,146.20	\$ 4,224.35	\$ 1,570.51	\$ 14,941.06

Cumberland Valley Electric, Inc.
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	Arrearages				Arrearages				Total Arrearages
	Commercial & Ind. 50 - 1000 kVa				Commercial & Ind. Over 1000 kVa				
	30 Days	60 Days	90 Days	Total	30 Days	60 Days	90 Days	Total	
Jan-20	\$ 4,308.38	\$ 2,570.71	\$ 2,492.32	\$ 9,371.41	\$ 9,320.11	\$ -	\$ -	\$ 9,320.11	\$ 469,621.20
Feb-20	\$ 8,772.28	\$ 2,693.14	\$ 5,063.03	\$ 16,528.45	\$ 1,690.44	\$ 4,795.56	\$ -	\$ 6,486.00	\$ 505,653.88
Mar-20	\$ 10,286.96	\$ -	\$ 7,473.19	\$ 17,760.15	\$ 808.07	\$ -	\$ 4,795.56	\$ 5,603.63	\$ 534,450.62
Apr-20	\$ 9,779.83	\$ 8,382.16	\$ -	\$ 18,161.99	\$ 23,633.81	\$ -	\$ -	\$ 23,633.81	\$ 541,286.68
May-20	\$ 15,553.70	\$ 3,725.89	\$ 5,149.22	\$ 24,428.81	\$ -	\$ -	\$ -	\$ -	\$ 523,990.81

Cumberland Valley Electric, Inc.
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Response to PSC Staff's Initial Request for Information

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:
- 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.

Response:

The table below shows the average total bill for current service for all customers for years and month requested. See attached excel spreadsheet (Exhibit A) for greater detail.

Year/Month	Average Total Bill for Current Service
2017	\$152.74
2018	\$163.77
2019	\$155.43
January 2020	\$174.19
February 2020	\$162.62
March 2020	\$139.05
April 2020	\$117.97
May 2020	\$112.24

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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:
- 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:

See the table below. See attached excel spreadsheet (Exhibit A) for greater detail.

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Average Bill for Current Service for all Members by Class					
	Residential	Commercial & Ind. 50 kVa or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	
2017	\$ 120.11	\$ 185.76	\$ 4,601.57	\$ 31,376.45	
2018	\$ 130.05	\$ 197.94	\$ 5,034.44	\$ 33,181.36	
2019	\$ 124.61	\$ 188.22	\$ 5,123.09	\$ 27,233.31	
Jan-20	\$ 148.04	\$ 185.58	\$ 4,621.01	\$ 22,344.23	
Feb-20	\$ 137.38	\$ 174.58	\$ 4,442.07	\$ 21,526.55	
Mar-20	\$ 115.82	\$ 153.57	\$ 3,976.76	\$ 19,931.12	
Apr-20	\$ 97.34	\$ 137.64	\$ 3,520.56	\$ 19,006.86	
May-20	\$ 91.90	\$ 140.58	\$ 3,252.57	\$ 18,849.95	

Cumberland Valley Electric, Inc.
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Response to PSC Staff's Initial Request for Information

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

Response:

Cumberland Valley writes off bad debt on a quarterly basis. For example, when Cumberland Valley processes a write-off on July 1st any final billed accounts during the first quarter (January – March) with an unpaid accounts receivable balance will be written off. These accounts would have received their final bill along with two subsequent bills showing their unpaid A/R balance. The month before the account is written off Cumberland Valley issues two letters informing the member they have an unpaid A/R and will be turned over to collections if their balance is not paid in full.

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

Response:

The following table shows Cumberland Valley's bad debt write-offs for 2018, 2019 and 2020.

Month ¹	Amount Written Off
February 2018	\$15,737.54
April 2018	\$15,040.37

¹ Cumberland Valley performs its write-off process on a quarterly basis, not each month

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Month	Amount Written Off
July 2018	\$51,328.07
October 2018	\$25,822.38
January 2019	\$13,458.31
May 2019	\$16,691.22
July 2019	\$36,397.13
October 2019	\$25,171.23
January 2020	\$16,101.88
April 2020	\$32,764.04

- 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:

Cumberland Valley has not changed the way it calculates or determines bad debt in the past two years.

Cumberland Valley Electric, Inc.
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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:

Attached to this response is a spreadsheet showing the breakdown of members that would have been subject to disconnections by class and the date used for this determination.

Cumberland Valley Electric
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

		Number of Members Subject to Disconnect for Non-Payment				
2020 Billing Month	Date Used for Determination	Residential	Commercial & Ind. 50 kVa or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total
March ¹	April 9, 2020	765	12	4	1	782
April ¹	May 6, 2020	1,027	27	4	0	1,058
May ²	June 8, 2020	1,933	40	4	0	1,977
June ¹	July 2, 2020	1,249	26	4	0	1,279

1. Process ran to pick up any accounts with greater than \$50 past due balance
2. Process ran to pick up any accounts with greater than \$0 past due balance

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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 shows the percentage of members by class that pay on time from 2017 thru 2020. March is the last month we can calculate the number of members that paid on time. After the COVID-19 State of Emergency was issued no members were penalized, therefore Cumberland Valley could not calculate the number of members that paid on time by class.

Year/Month	Residential	Commercial & Ind. 50 kVa or Less	Commercial & Ind. 50 – 1000 kVa	Commercial & Ind. Over 1000 kVA
2017	77.94%	83.58%	88.93%	86.92%
2018	78.67%	88.96%	88.25%	76.19%
2019	79.03%	88.26%	89.41%	81.30%
January 2020	77.26%	88.21%	91.55%	63.64%
February 2020	76.57%	81.01%	87.32%	72.73%
March 2020	78.90%	90.56%	94.37%	72.73%

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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 count. 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:

Attached to this response is Cumberland Valley's total number of service termination notices, total number of service terminations for nonpayment and total members by class for each month from 2015 thru 2019.

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Total Termination Notices Issued By Class					
Month/Year	Residential	Commercial & Ind. 50 kVA or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total Termination Notices Issued
Jan-15	6,216	278	12	0	6,506
Feb-15	6,775	343	9	2	7,129
Mar-15	5,876	269	7	0	6,152
Apr-15	5,777	396	7	1	6,181
May-15	4,992	228	3	0	5,223
Jun-15	5,461	233	6	0	5,700
Jul-15	5,264	282	4	0	5,550
Aug-15	5,202	258	3	0	5,463
Sep-15	5,234	300	5	0	5,539
Oct-15	5,140	312	7	1	5,460
Nov-15	5,151	311	8	0	5,470
Dec-15	5,545	370	8	1	5,924
Jan-16	5,296	347	10	1	5,654
Feb-16	5,397	187	8	0	5,592
Mar-16	5,160	197	4	0	5,361
Apr-16	4,615	176	6	1	4,798
May-16	4,682	162	4	1	4,849
Jun-16	4,547	194	5	0	4,746
Jul-16	4,434	165	5	1	4,605
Aug-16	5,063	199	5	0	5,267
Sep-16	4,766	239	5	1	5,011
Oct-16	4,830	156	5	2	4,993
Nov-16	4,877	290	6	0	5,173
Dec-16	5,056	192	4	0	5,252
Jan-17	6,697	613	22	4	7,336
Feb-17	5,160	292	3	2	5,457
Mar-17	4,877	359	12	0	5,248
Apr-17	4,922	118	2	0	5,042
May-17	4,726	176	6	0	4,908
Jun-17	4,664	297	8	1	4,970
Jul-17	4,514	200	11	3	4,728
Aug-17	4,701	208	6	1	4,916
Sep-17	4,419	146	8	1	4,574
Oct-17	4,709	229	9	3	4,950
Nov-17	4,423	174	8	1	4,606
Dec-17	4,551	151	4	1	4,707
Jan-18	5,493	251	16	1	5,761
Feb-18	5,120	122	5	4	5,251

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Total Termination Notices Issued By Class					
Month/Year	Residential	Commercial & Ind. 50 kVA or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total Termination Notices Issued
Mar-18	4,534	218	5	2	4,759
Apr-18	4,727	107	6	2	4,842
May-18	4,528	207	13	3	4,751
Jun-18	4,253	95	6	4	4,358
Jul-18	4,642	177	12	3	4,834
Aug-18	4,689	208	9	5	4,911
Sep-18	4,416	105	5	1	4,527
Oct-18	4,798	167	8	1	4,974
Nov-18	4,447	231	8	2	4,688
Dec-18	4,789	106	7	2	4,904
Jan-19	4,982	155	9	2	5,148
Feb-19	4,903	139	9	2	5,053
Mar-19	4,410	141	7	2	4,560
Apr-19	4,812	265	7	2	5,086
May-19	4,565	219	7	1	4,792
Jun-19	4,276	92	8	1	4,377
Jul-19	4,602	334	10	1	4,947
Aug-19	4,640	188	5	3	4,836
Sep-19	4,729	111	6	2	4,848
Oct-19	4,635	224	8	3	4,870
Nov-19	4,108	133	8	2	4,251
Dec-19	4,833	158	6	2	4,999

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Service Terminations for Nonpayment By Class					
Month/Year	Residential	Commercial & Ind. 50 kVA or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total Service Terminations for Nonpayment
Jan-15	264	0	0	0	264
Feb-15	414	0	0	0	414
Mar-15	294	0	0	0	294
Apr-15	239	0	0	0	239
May-15	141	0	0	0	141
Jun-15	214	0	0	0	214
Jul-15	298	0	0	0	298
Aug-15	175	0	0	0	175
Sep-15	182	0	0	0	182
Oct-15	189	0	0	0	189
Nov-15	191	0	0	0	191
Dec-15	216	0	0	0	216
Jan-16	200	1	0	0	201
Feb-16	234	0	0	0	234
Mar-16	248	0	0	0	248
Apr-16	228	0	0	0	228
May-16	153	1	0	0	154
Jun-16	133	0	0	0	133
Jul-16	198	1	0	0	199
Aug-16	486	0	0	0	486
Sep-16	199	0	0	0	199
Oct-16	298	0	0	0	298
Nov-16	176	0	0	0	176
Dec-16	128	1	0	0	129
Jan-17	229	0	0	0	229
Feb-17	185	0	0	0	185
Mar-17	264	1	0	0	265
Apr-17	249	0	0	0	249
May-17	140	0	0	0	140
Jun-17	155	0	0	0	155
Jul-17	272	1	0	0	273
Aug-17	147	0	0	0	147
Sep-17	162	0	0	0	162
Oct-17	258	0	0	0	258
Nov-17	111	0	0	0	111
Dec-17	133	0	0	0	133
Jan-18	112	0	0	0	112

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Service Terminations for Nonpayment By Class					
Month/Year	Residential	Commercial & Ind. 50 kVA or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total Service Terminations for Nonpayment
Feb-18	166	1	0	0	167
Mar-18	199	0	0	0	199
Apr-18	196	0	0	0	196
May-18	109	0	0	0	109
Jun-18	143	0	0	0	143
Jul-18	124	0	0	0	124
Aug-18	129	0	0	0	129
Sep-18	196	2	0	0	198
Oct-18	125	0	0	0	125
Nov-18	118	0	0	0	118
Dec-18	129	0	0	0	129
Jan-19	150	0	0	0	150
Feb-19	105	0	0	0	105
Mar-19	195	0	0	0	195
Apr-19	141	0	0	0	141
May-19	140	0	0	0	140
Jun-19	75	1	0	0	76
Jul-19	142	2	0	0	144
Aug-19	158	0	0	0	158
Sep-19	208	0	0	0	208
Oct-19	156	0	0	0	156
Nov-19	128	2	0	2	132
Dec-19	141	0	0	0	141

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Total Number of Members					
Month/Year	Residential	Commercial & Ind. 50 kVA or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total Number of Members
Jan-15	22,099	1,505	89	15	23,708
Feb-15	22,059	1,506	89	15	23,669
Mar-15	22,019	1,499	89	15	23,622
Apr-15	21,930	1,498	89	15	23,532
May-15	21,894	1,500	89	15	23,498
Jun-15	21,933	1,502	90	15	23,540
Jul-15	21,942	1,498	91	15	23,546
Aug-15	21,953	1,498	90	15	23,556
Sep-15	21,962	1,498	89	15	23,564
Oct-15	21,985	1,499	88	15	23,587
Nov-15	22,011	1,500	88	14	23,613
Dec-15	21,997	1,497	87	15	23,596
Jan-16	21,995	1,493	86	15	23,589
Feb-16	22,015	1,494	82	12	23,603
Mar-16	22,021	1,493	84	10	23,608
Apr-16	21,995	1,490	85	10	23,580
May-16	21,998	1,491	84	10	23,583
Jun-16	22,027	1,498	83	10	23,618
Jul-16	22,019	1,506	82	10	23,617
Aug-16	22,043	1,500	82	10	23,635
Sep-16	22,050	1,494	82	10	23,636
Oct-16	22,066	1,494	82	10	23,652
Nov-16	22,064	1,495	78	10	23,647
Dec-16	22,083	1,501	78	10	23,672
Jan-17	22,067	1,501	77	10	23,655
Feb-17	22,096	1,500	76	10	23,682
Mar-17	22,104	1,501	74	11	23,690
Apr-17	22,030	1,495	74	11	23,610
May-17	22,052	1,511	74	11	23,648
Jun-17	22,024	1,514	74	11	23,623
Jul-17	22,005	1,508	74	11	23,598
Aug-17	22,029	1,502	73	11	23,615
Sep-17	22,026	1,505	75	11	23,617
Oct-17	22,032	1,504	75	11	23,622
Nov-17	22,059	1,499	74	11	23,643
Dec-17	22,045	1,500	74	11	23,630
Jan-18	22,053	1,498	74	11	23,636
Feb-18	22,028	1,497	74	11	23,610

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Total Number of Members					
Month/Year	Residential	Commercial & Ind. 50 kVA or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total Number of Members
Mar-18	22,051	1,500	73	11	23,635
Apr-18	22,051	1,503	69	11	23,634
May-18	22,068	1,502	70	11	23,651
Jun-18	22,055	1,504	70	11	23,640
Jul-18	22,048	1,504	70	10	23,632
Aug-18	22,045	1,511	69	10	23,635
Sep-18	22,039	1,512	69	10	23,630
Oct-18	22,025	1,510	71	10	23,616
Nov-18	22,067	1,510	71	10	23,658
Dec-18	22,060	1,507	71	10	23,648
Jan-19	22,062	1,507	72	10	23,651
Feb-19	22,026	1,507	72	10	23,615
Mar-19	22,032	1,511	71	10	23,624
Apr-19	22,030	1,530	71	10	23,641
May-19	22,022	1,541	69	10	23,642
Jun-19	22,039	1,543	69	10	23,661
Jul-19	22,045	1,546	70	10	23,671
Aug-19	22,072	1,541	70	10	23,693
Sep-19	22,062	1,543	71	10	23,686
Oct-19	22,068	1,542	72	11	23,693
Nov-19	22,083	1,536	72	11	23,702
Dec-19	22,064	1,536	71	11	23,682

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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:

Attached to this response is the total income that Cumberland Valley received from late payment fees by month from 2017 to 2020.

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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

Response:

The following table details the amount of late payment fees Cumberland Valley would have assessed since March 16, 2020.

	2020		
	April	May	June
Delinquent Accounts	5,009	4,579	4,190
Amount Subject to Penalty	\$ 676,632.92	\$ 562,385.56	\$ 491,950.89
Penalty Amount (Not Assessed)	\$ 33,831.65	\$ 28,119.28	\$ 24,597.54

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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:

Cumberland Valley has used three different methods of communications to provide information on arrearages, late payments and payment plans to our members since March 16, 2020. These methods have been social media posts (Facebook/Twitter), Cumberland Valley's website and a small message on the members bill. Attached to this response are copies of these communications.

CUMBERLAND VALLEY ELECTRIC SOCIAL MEDIA POSTS

Cumberland Valley Electric Cooperative

Published by Lara N Dale Garland · March 12 ·

A message for our members concerning Coronavirus: The health of our members is top priority for CVE. Please take all steps possible to protect yourselves and your loved ones which includes frequent hand washing and minimizing your time in public places. We are cleaning and sanitizing our offices daily. We understand the need to avoid crowds and to stay in as much as possible. We offer a variety of ways customers can pay their bills from the convenience and safety of their own home. You can pay your bill online at www.cumberlandvalley.coop by clicking on the Pay Now button or Smarthub button, via the automated phone system at 1-800-513-2677 option 2, via the smarthub app or by mailing a check to our office. Registering your account on smarthub is quick and easy! Just click on the button on our website and follow the steps. You can also set your account up on automatic bankdraft so your payment will automatically process from your checking account or debit/credit card. Both offices also have drive-thru windows which would provide the same great customer service with minimal public exposure. If you have to go out, Moneygram locations will also accept cash payments for your electric bill for a small fee with receive code 15100 and your account number. Our offices will still be open, but we are encouraging our members to use these payment options during this time. Our goal is to keep everyone as healthy as possible, and we look forward to seeing your smiling faces back in our offices when this threat has diminished!

Cumberland Valley Electric Cooperative

Published by Lara N Dale Garland · March 17 ·

A Message from Our Manager, Ted Hampton:

First and foremost, from our CVE family to yours: be safe, stay healthy, and take every precautionary measure you can to protect you and your family. We are in the process of closing our two offices to employees only. We will now conduct all business over the phone, or electronically until further notice.

You can call 1-800-513-2677 or 606-528-2677 to get help with anything you need.

We have several ways to pay your bill without coming to our lobbies. At this time we will keep our drive thru windows at the Gray and Cumberland offices open. However, that too may have to stop. If it does we will notify you as soon and as best we can.

Remember to follow us on Facebook if you use Facebook for timely announcements.

Lastly, we have adopted an action plan in our effort to keep our employees and all of our members current with the latest preventive measures. Basically wash your hands frequently, never expel a cough or sneeze into the air, use a tissue preferably and your elbow next, don't shake hands. Keep your distance, 6' preferably or 3' minimum, do deep cleaning and disinfecting daily on anything others have touched at your home and vehicles. Lastly be cautious, but don't live in fear. Watch out for your neighbors, call your family, and trust there are better days ahead.

Cumberland Valley Electric Cooperative

Published by Lara N Dale Garland · March 17 ·

Starting today, March 17, 2020 our office lobbies will be closed until further notice at both the Gray and Cumberland locations. The drive-thru is still open at both locations at this time for PAYMENTS ONLY. You must have your account number ready when you enter the drive-thru line. If you do not know your account number, please call 1-800-513-2677 and get your account number before entering the drive-thru line. Payments may still be made via mail, automated phone at 1-800-513-2677 option2, smarhub app, MoneyGram locations with receive code 15100, at our website www.cumberlandvalley.coop or by automatic draft.

Cumberland Valley Electric Cooperative

Published by Lara N Dale Garland · March 17 ·

The safety and health of our members and employees continue to be our number one priority. Cumberland Valley Electric will be temporarily postponing disconnects and future late fees for now. We want to encourage our members to pay as much as they can toward their bill if they are unable to pay in full, as this will help avoid larger bills in the coming months. Bills and delinquent notices will continue to be mailed out on regular schedule. Through our years of existence, we have always exhibited concern for our communities, and we will continue to support our communities throughout the entirety of this health crisis.

Cumberland Valley Electric Cooperative

Published by Lara N Dale Garland · March 18 ·

Prepay Customers: Prepay disconnects will also be temporarily postponed. Please continue to pay as much as you can to avoid a larger balance in the coming days.

Cumberland Valley Electric Cooperative

Published by Lara N Dale Garland · March 20 ·

We have received calls about what postponement of disconnection means concerning the bill. To clarify, members will still be responsible for the full amount of their bill. Prepaid members will still be responsible for the full balance on their account. We are postponing disconnection of service only, not the actual bill. We want to encourage our members to pay as much as they can on their bill, both regular billing and prepaid accounts, to prevent larger bills in the coming months. For example if your bill is \$200.00 and you pay \$125.00, then the remaining \$75.00 will be included on your bill the following month. Prepay example: If you owe \$3.00 on Monday, you will not be disconnected, however you still owe the \$3.00. Your usage for the next day will continue to add to the \$3.00 and so on each day. The full balance will still have to be paid. This is why it is important for you to pay as much as you can. If you have questions concerning how much you owe please call the office at 1-800-513-2677 and we will be happy to assist you. CVE wants to encourage our members to continue practicing social distancing and frequent handwashing. Your health and safety continue to be our number one priority!

Cumberland Valley Electric Cooperative

Published by [Lara N Dale Garland](#) · March 24 ·

We are practicing social distancing!! Remember our office lobbies are still closed. You may use the drive-thru for payments only. We have a variety of payment options available that will allow you to make your payment from the safety and comfort of your own home. Stay safe! Stay home! #CVECoop #HealthyAtHome #TeamKentucky

WEBSITE: WWW.CUMBERLANDVALLEY.COOP
(USE PAY NOW BUTTON OR SMARTHUB)
PHONE: 800-513-2677 (Outage calls 24/7)
SMARTPHONE APP: SEARCH SMARTHUB IN APP STORE
MONEYGRAM: USE RECEIVE CODE 15100 AT WAL-MART OR CVS PHARMACY
MAIL PAYMENTS TO: P.O. BOX 440 GRAY, KY 40734

During Normal Office Hours 7:30 am to 4:00 pm
IF YOU ARE OPENING A NEW ACCOUNT, DISCONNECTING YOUR EXISTING ACCOUNT OR HAVE ANY OTHER REQUESTS, CALL 800-513-2677 AND WE WILL HAVE CSRs WAITING TO ASSIST YOU.

Cumberland Valley Electric Cooperative

Published by [Lara N Dale Garland](#) · March 31 ·

As we continue social distancing, remember there are a variety of ways to pay your bill from the safety and convenience of your own home! CVE website, phone and SmartHub App are great choices during this time because they require no person to person contact! Stay healthy! #CVECoop #TeamKentucky #TogetherKy #HealthyAtHome

WEBSITE: WWW.CUMBERLANDVALLEY.COOP
(USE PAY NOW BUTTON OR SMARTHUB)
PHONE: 800-513-2677 (Outage calls 24/7)
SMARTPHONE APP: SEARCH SMARTHUB IN APP STORE
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IF YOU ARE OPENING A NEW ACCOUNT, DISCONNECTING YOUR EXISTING ACCOUNT OR HAVE ANY OTHER REQUESTS, CALL 800-513-2677 AND WE WILL HAVE CSRs WAITING TO ASSIST YOU.

Cumberland Valley Electric Cooperative

Published by [Lara N Dale Garland](#) · May 11 ·

LIHEAP Spring Enrollment open until June 30! Call your local agency to apply or for more info! #CVECoop #LIHEAP #TeamKentucky

Cumberland Valley Electric Cooperative

Published by [Lara N Dale Garland](#) · June 22 at 10:11 AM ·

Having trouble paying your bill? LIHEAP Spring Enrollment deadline is June 30! Call your local agency to apply or for more info!

Cumberland Valley Electric Cooperative

Published by [Lara N Dale Garland](#) · June 24 ·

Reminder: While disconnections for nonpayment have been postponed due to Coronavirus, members will still be responsible for the full amount of their bill. Prepaid members will still be responsible for the full balance on their account. We are postponing disconnection of service only, not the actual bill. We want to encourage our members to pay as much as they can on their bill, both regular billing and prepaid accounts, to prevent larger bills in the coming months.

For example if your bill is \$200.00 and you pay \$125.00, then the remaining \$75.00 will be included on your bill the following month. Prepay example: If you owe \$3.00 on Monday, you will not be disconnected, however you still owe the \$3.00. Your usage for the next day will continue to add to the \$3.00 and so on each day. The full balance will still have to be paid. This is why it is important for you to pay as much as you can.

If you have questions concerning how much you owe please call the office at 1-800-513-2677 and we will be happy to assist you. LIHEAP spring enrollment is open now until June 30th if you need help paying your bill.

CVE wants to encourage our members to continue practicing social distancing and frequent handwashing. Your health and safety continue to be our number one priority!

CONTACT US



A Message from Our Manager, Ted Hampton

Posted on March 17, 2020 • 0 Comments

First and foremost, from our CVE family to yours: be safe, stay healthy, and take every precautionary measure you can to protect you and your family. We are in the process of closing our two offices to employees only. We will now conduct all business over the phone, or electronically until further notice.

You can call 1-800-513-2677 or 606-528-2677 to get help with anything you need.

We have several ways to pay your bill without coming to our lobbies. At this time we will keep our drive thru windows at the Gray and Cumberland offices open. However, that too may have to stop. If it does we will notify you as soon and as best we can.

Remember to follow us on Facebook if you use Facebook for timely announcements.

Lastly, we have adopted an action plan in our effort to keep our employees and all of our members current with the latest preventive measures. Basically wash your hands frequently, never expel a cough or sneeze into the air, use a tissue preferably and your elbow next, don't shake hands. Keep your distance, 6' preferably or 3' minimum, do deep cleaning and disinfecting daily on anything others have touched at your home and vehicles. Lastly be cautious, but don't live in fear. Watch out for your neighbors, call your family, and trust there are better days ahead.

For a copy of our action plan, or updates on precautionary measures, watch this site for continuous postings.





Filed Under: [News](#)

← A message for our members concerning
Coronavirus

A Message to Our Members →

Sorry, comments are closed for this post.

CONTACT US



A Message to Our Members

Posted on March 30, 2020 • 0 Comments

Seems like a lifetime ago, when things were "normal". Since we have closed our lobbies, most of our interaction you come over the phone. Here are what Cumberland Valley Electric members are most frequently asking.

[How are we handling business during the COVID-19 crisis?](#)

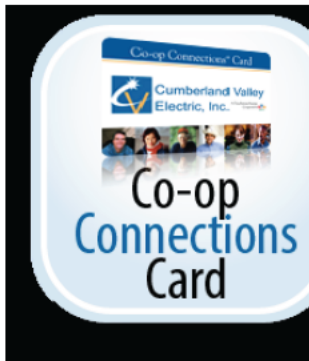
We are practicing social distancing, doing deep cleanings, washing and disinfecting our hands more frequently, closed our lobbies. We have developed a response plan and staggered our shifts. We have also enhanced our ability to work from home. Currently, our drive-through windows at Gray and Cumberland are still open.

[Are you guys changing meters?](#)

Yes, we are replacing meters over the next year or so to all our members. We have been working on this project for months. The old meters are no longer usable, and the new meters are state of the art, and hopefully will serve Cumberland Valley Electric for many years to come. In most cases, you won't even know we have come and gone. We will be very respectful of social distancing and being sure to not cause you any undue concerns.

[Is it true you are not disconnecting people for nonpayment or lack of funds?](#)

Yes, the Public Service Commission and all the coops across the state wouldn't want anybody to have to face this emergency without power. Your kids are all home from school, your elderly are shut-in and at risk the most, you may be unemployed, have higher grocery bills, maybe childcare bills. However, it is important to remember this is not free. You will be faced with paying these electric bills someday. It is our advice that you pay whatever you can during these troubling times to avoid a very large bill. We have people on our staff here that deal with this type of issue every day. We would be glad to confidentially help you with your bills you anytime you need us.



The future, what's your prediction?

We here at Cumberland Valley Electric feel we will survive this and get back to normal over the next several months. But maybe not the normal we were used to. One thing for certain, as long as we are in business, we will always do what is in the best interest of our members.

Filed Under: [COVID-19](#), [News](#)

[← A Message from Our Manager, Ted Hampton](#)

[Outage Update →](#)

Sorry, comments are closed for this post.



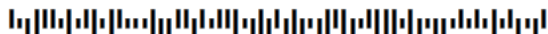
Cumberland Valley Electric, Inc.
6219 N US Highway 25E
PO Box 440
Gray KY 40734-0440

Gray Office
Phone: 1-800-513-2677
Office hours: 7:30 AM to 4:00 PM

Cumberland Branch Office
15997 N US HIGHWAY 119
Cumberland, KY 40823
Phone: 1-800-513-2677

Outage Calls 24 Hours A Day
See Kentucky Living - www.cumberlandvalley.coop

4 2335



ACCOUNT NUMBER
[REDACTED]

KWH USAGE HISTORY

Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	32	2,088	65	54
Last Month	30	1,847	61	49
One Year Ago	29	1,341	46	57

A MESSAGE FROM YOUR CO-OP

Don't forget to return your 2020 Census. It's the Law! As Kentucky businesses slowly return to normal we encourage you to be proactive addressing any past due bills. Reaching out now can be a step in the right direction. We are here to help. Please call 1-800-513-2677 for options and arrangements.

Account Information	Billing Information	\$ Amount
Account Number [REDACTED]	PREVIOUS BALANCE	172.35
Billing Date 04/29/2020	PAYMENT	-172.35
Billing Cycle 1	OTHER ADJUSTMENTS	0.00
Meter Number [REDACTED]	BALANCE PRIOR TO THIS BILLING	0.00
Meter Reading 04/27/2020 5804	CUSTOMER CHARGE	12.00
Meter Reading 03/26/2020 3716	KWH CHARGE	174.16
KWH Usage 2088	FUEL CHARGE .0093455-	-19.51
Meter Multiplier 1.0	ENVIRONMENTAL SURCHARGE .10400	17.33
Days Billed 32	SCHOOL TAX	5.52
Reference RESIDENTIAL	THIS BILL	189.50
Rate R1	BALANCE FORWARD	0.00
Type Bill REGULAR	AMOUNT DUE	189.50
BANK DRAFT -- DO NOT PAY		
<p>PAY YOUR BILL ONLINE AT WWW.CUMBERLANDVALLEY.COOP. RECEIVE YOUR BILL VIA EMAIL. UTILIZE OUR BANK DRAFT SERVICE. PAY BY DEBIT OR CREDIT CARD. NIGHT/WEEKEND DEPOSIT BOX AT CUMBERLAND VALLEY OFFICES.</p>		
Meter Read	04/27/2020	
Due Date	05/15/2020	Amount Due 189.50

Retain this copy for your records

5% PENALTY AFTER DUE DATE

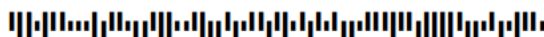
Please detach and return this portion with your payment.

Phone: 1 800 513 2677
www.cumberlandvalley.coop

Account No.	Reference	Type of Bill
[REDACTED]	RESIDENTIAL	REGULAR

Billing Date	04/29/2020	[REDACTED]
Due Date	05/15/2020	Amount Due 189.50
Meter Read	04/27/2020	5% PENALTY AFTER DUE DATE

CUMBERLAND VALLEY ELECTRIC, INC.
PO BOX 440
GRAY KY 40734-0440





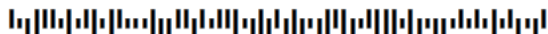
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4 2363



ACCOUNT NUMBER
[REDACTED]

KWH USAGE HISTORY

Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	30	1,870	62	60
Last Month	32	2,088	65	54
One Year Ago	32	1,721	53	66

A MESSAGE FROM YOUR CO-OP

Don't forget to return your 2020 Census. It's the Law! As Kentucky businesses slowly return to normal we encourage you to be proactive addressing any past due bills. Reaching out now can be a step in the right direction. We are here to help. Please call 1-800-513-2677 for options and arrangements.

Account Information	Billing Information	\$ Amount
Account Number [REDACTED]	PREVIOUS BALANCE	189.50
Billing Date 05/29/2020	PAYMENT	-189.50
Billing Cycle 1	OTHER ADJUSTMENTS	0.00
Meter Number [REDACTED]	BALANCE PRIOR TO THIS BILLING	0.00
Meter Reading 05/27/2020 7674	CUSTOMER CHARGE	12.00
Meter Reading 04/27/2020 5804	KWH CHARGE	155.98
KWH Usage 1870	FUEL CHARGE .0104984-	-19.63
Meter Multiplier 1.0	ENVIRONMENTAL SURCHARGE .11460	17.00
Days Billed 30	SCHOOL TAX	4.96
Reference RESIDENTIAL	THIS BILL	170.31
Rate R1	BALANCE FORWARD	0.00
Type Bill REGULAR	AMOUNT DUE	170.31
BANK DRAFT -- DO NOT PAY		
<p>PAY YOUR BILL ONLINE AT WWW.CUMBERLANDVALLEY.COOP. RECEIVE YOUR BILL VIA EMAIL. UTILIZE OUR BANK DRAFT SERVICE. PAY BY DEBIT OR CREDIT CARD. NIGHT/WEEKEND DEPOSIT BOX AT CUMBERLAND VALLEY OFFICES.</p>		
Meter Read 05/27/2020		
Due Date 06/15/2020		Amount Due 170.31

Retain this copy for your records

5% PENALTY AFTER DUE DATE

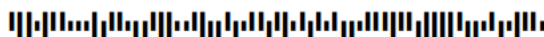
Please detach and return this portion with your payment.

Phone: 1 800 513 2677
www.cumberlandvalley.coop

Account No.	Reference	Type of Bill
[REDACTED]	RESIDENTIAL	REGULAR

Billing Date	05/29/2020	[REDACTED]
Due Date	06/15/2020	Amount Due 170.31
Meter Read	05/27/2020	5% PENALTY AFTER DUE DATE

CUMBERLAND VALLEY ELECTRIC, INC.
PO BOX 440
GRAY KY 40734-0440





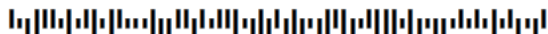
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4 2391



ACCOUNT NUMBER
[REDACTED]

KWH USAGE HISTORY

Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	30	2,243	75	70
Last Month	30	1,870	62	60
One Year Ago	30	1,761	58	71

A MESSAGE FROM YOUR CO-OP

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Account Information	Billing Information	\$ Amount
Account Number [REDACTED]	PREVIOUS BALANCE	170.31
Billing Date 06/29/2020	PAYMENT	-170.31
Billing Cycle 1	OTHER ADJUSTMENTS	0.00
Meter Number [REDACTED]	BALANCE PRIOR TO THIS BILLING	0.00
Meter Reading 06/26/2020 1037	CUSTOMER CHARGE	12.00
Meter Reading 06/11/2020 0	KWH CHARGE	187.09
KWH Usage 2243	FUEL CHARGE .0108346-	-24.30
Meter Multiplier 1.0	ENVIRONMENTAL SURCHARGE .13430	23.47
Days Billed 30	SCHOOL TAX	5.95
Reference RESIDENTIAL	THIS BILL	204.21
Rate R1	BALANCE FORWARD	0.00
Type Bill CHANGE MTR	AMOUNT DUE	204.21
BANK DRAFT -- DO NOT PAY		
<p>PAY YOUR BILL ONLINE AT WWW.CUMBERLANDVALLEY.COOP. RECEIVE YOUR BILL VIA EMAIL. UTILIZE OUR BANK DRAFT SERVICE. PAY BY DEBIT OR CREDIT CARD. NIGHT/WEEKEND DEPOSIT BOX AT CUMBERLAND VALLEY OFFICES.</p>		
Meter Read	06/26/2020	
Due Date	07/15/2020	Amount Due 204.21

Retain this copy for your records

5% PENALTY AFTER DUE DATE

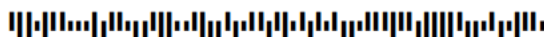
Please detach and return this portion with your payment.

Phone: 1 800 513 2677
www.cumberlandvalley.coop

Account No.	Reference	Type of Bill
[REDACTED]	RESIDENTIAL	CHANGE MTR

Billing Date	06/29/2020	[REDACTED]
Due Date	07/15/2020	Amount Due 204.21
Meter Read	06/26/2020	5% PENALTY AFTER DUE DATE

CUMBERLAND VALLEY ELECTRIC, INC.
PO BOX 440
GRAY KY 40734-0440



Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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:

Attached to this response is the breakdown of estimated cost increases and decreases in income as a result of the COVID-19 State of Emergency. Cumberland Valley currently has estimated expenses of \$20,330.34 that were directly related to COVID-19 State of Emergency. These expenses include disinfectant supplies, extra cleaning, masks, gloves, signs, barriers, thermometers, hand sanitizer and IT equipment to facilitate employees working remotely. To help illustrate the impact COVID-19 is having on Cumberland Valley's income, Cumberland Valley used the average of 5 years of historical revenue by revenue class for the months of March thru May. Then compared that average to the revenue in March thru May in 2020. The results of the comparison show a reduction of revenue across all classes. These revenue numbers are not weather normalized. However, Cumberland Valley believes a portion of this reduction in revenue can be attributed to COVID-19 State of Emergency, especially across commercial and industrial revenue classes. This belief originates from the fact many of the business serviced by Cumberland Valley such as schools, restaurants, arenas, etc. were ordered to close or cut back bushiness operations. Cumberland Valley also has a decrease in income resulting from loss of disconnect/reconnect fees and foregone late payment penalties. Cumberland Valley has summarized the impact the loss of these fees and penalties had on our income below.

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

Summary of Cost Increases & Decreased Income – Related to COVID-19 State of Emergency	
Cost Increases	\$20,330.34
Estimated Lost Revenue/Late Penalty	\$86,548.47
Estimated Lost Revenue/Fees	\$171,800.00
Total	\$278,678.81

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Expenses related to COVID-19				
Date	Vendor	Invoice #	Description	Cost
7/1/2020	Corbin Glass	-	Installation of Glass Barriers at CSR's Desks	\$9,000.00
6/3/2020	Hayes Cleaning Service	520	Extra Cleaning	\$344.50
5/18/2020	Visa (Zoom)	632011	Zoom Subscription	\$15.89
5/6/2020	Visa (Kentucky Chamber)	632011	Masks	\$535.29
5/5/2020	Visa (iHealth)	632011	Thermometers	\$286.10
4/30/2020	Visa (Wal-Mart)	632010	Hand Sanitizer	\$63.28
4/30/2020	Visa (Rickett's Pharmacy)	63205	Hand Sanitizer	\$84.00
4/28/2020	Visa (Lambert's Health Care Medical Equipment)	632010	Thermometers	\$101.59
4/28/2020	Hayes Cleaning Service	420	Extra Cleaning	\$349.80
4/24/2020	Visa (Dollar General)	632010	Latex Gloves	\$18.02
4/24/2020	Visa (Dollar General)	632010	Disinfectant Supplies	\$37.84
4/19/2020	Visa (Zoom)	632011	Zoom Subscription	\$15.89
4/7/2020	J. Frank Publishing	18673	No Admittance To Office Signs	\$99.67
4/6/2020	SEKRI	39274	Masks	\$278.00
4/6/2020	Norvex Supply	174766	Hand Sanitizer	\$426.88
4/3/2020	J. Frank Publishing	18646	Drive Thru Signs	\$69.68
3/31/2020	Visa (Family Dollar)	20200508015025	Gloves and Disinfectant Supplies	\$10.07
3/31/2020	Visa (Dollar General)	20200508015025	Gloves and Disinfectant Supplies	\$28.89
3/31/2020	Visa (Dollar General)	20200508015025	Gloves and Disinfectant Supplies	\$22.26
3/31/2020	Visa (Dollar General)	20200508015025	Gloves	\$6.10
3/31/2020	Visa (Dollar General)	20200508015025	Disinfectant Supplies	\$11.24
3/30/2020	Visa (Office Depot)	20200508015025	Laptop Used for Remote Work	\$1,483.98
3/26/2020	J. Frank Publishing	18551	COVID-19 Window Signs	\$36.18
3/25/2020	Hayes Cleaning Service	320	Extra Cleaning	\$349.80
3/23/2020	Visa (Dollar General)	20200508015605	Disinfectant Supplies	\$21.15
3/20/2020	Visa (Office Depot)	20200508015347	Laptops Used for Remote Work	\$2,435.80
3/20/2020	Visa (Wal-Mart)	20200508015347	Laptops Used for Remote Work	\$1,263.01
3/19/2020	Visa (Dollar General)	20200508015526	Disinfectant Supplies	\$42.08
3/19/2020	J. Frank Publishing	18474	COVID-19 Road, Window, Yard Signs	\$732.67
3/18/2020	Visa (Dollar General)	20200508015446	Latex Gloves	\$9.54
3/18/2020	Visa (Dollar General)	20200508015446	Latex Gloves	\$4.24
3/18/2020	Visa (Zoom)	41205	Zoom Subscription	\$15.89
3/18/2020	Discount Office Supplies	46851	Gloves	\$74.68

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Expenses related to COVID-19				
Date	Vendor	Invoice #	Description	Cost
3/17/2020	Visa (Dollar General)	20200402161252	Disinfectant Supplies	\$64.66
3/16/2020	Visa (Office Depot)	41205	Laptops Used for Remote Work	\$1,991.67
Total Expenses related to COVID-19				\$20,330.34

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

Month of March Comparison of Revenue				
Revenue Class	Previous 5 Years Average Revenue (2015-2019)	2020 Revenue	Change In Revenue	% Change in Revenue
Residential	\$2,777,289.24	\$2,424,017.38	-\$353,271.86	-12.72%
Commercial & Ind. 50 kVa or Less	\$246,430.87	\$216,217.24	-\$30,213.63	-12.26%
Commercial & Ind. 50 - 1000 kVa	\$335,717.90	\$261,414.59	-\$74,303.31	-22.13%
Commercial & Ind. Over 1000 kVa	\$307,486.44	\$204,834.47	-\$102,651.97	-33.38%
Total Revenue	\$3,666,924.45	\$3,106,483.68	-\$560,440.77	-15.28%

Month of April Comparison of Revenue				
Revenue Class	Previous 5 Years Average Revenue (2015-2019)	2020 Revenue	Change In Revenue	% Change in Revenue
Residential	\$1,999,955.41	\$2,092,480.63	\$92,525.22	4.63%
Commercial & Ind. 50 kVa or Less	\$228,855.85	\$199,181.30	-\$29,674.55	-12.97%
Commercial & Ind. 50 - 1000 kVa	\$323,889.02	\$219,552.87	-\$104,336.15	-32.21%
Commercial & Ind. Over 1000 kVa	\$312,868.82	\$202,106.63	-\$110,762.19	-35.40%
Total Revenue	\$2,865,569.10	\$2,713,321.43	-\$152,247.67	-5.31%

Month of May Comparison of Revenue				
Revenue Class	Previous 5 Years Average Revenue (2015-2019)	2020 Revenue	Change In Revenue	% Change in Revenue
Residential	\$1,970,995.51	\$1,968,343.94	-\$2,651.57	-0.13%
Commercial & Ind. 50 kVa or Less	\$239,606.96	\$201,587.52	-\$38,019.44	-15.87%
Commercial & Ind. 50 - 1000 kVa	\$330,428.22	\$196,482.88	-\$133,945.34	-40.54%
Commercial & Ind. Over 1000 kVa	\$327,004.09	\$195,984.82	-\$131,019.27	-40.07%
Total Revenue	\$2,868,034.78	\$2,562,399.16	-\$305,635.62	-10.66%

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

March - May Comparison of Revenue				
Revenue Class	Previous 5 Years Average Revenue (2015-2019)	2020 Revenue	Change In Revenue	% Change in Revenue
Residential	\$6,748,240.16	\$6,484,841.95	-\$263,398.21	-3.90%
Commercial & Ind. 50 kVa or Less	\$714,893.68	\$616,986.06	-\$97,907.62	-13.70%
Commercial & Ind. 50 - 1000 kVa	\$990,035.14	\$677,450.34	-\$312,584.80	-31.57%
Commercial & Ind. Over 1000 kVa	\$947,359.35	\$602,925.92	-\$344,433.43	-36.36%
Total Revenue	\$9,400,528.33	\$8,382,204.27	-\$1,018,324.06	-10.83%

Cumberland Valley Electric
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

		Estimated Loss of Income from No Disconnect/Reconnect Fees¹				
2020 Billing Month	Date Used for Determination	Residential	Commercial & Ind. 50 kVa or Less	Commercial & Ind. 50 - 1000 kVa	Commercial & Ind. Over 1000 kVa	Total
March	April 9, 2020	\$34,425	\$550	\$175	\$50	\$35,200
April	May 6, 2020	\$46,225	\$1,225	\$175	\$0	\$47,625
May	June 8, 2020	\$87,000	\$1,800	\$175	\$0	\$88,975

1. Calculation assumes 80% of disconnected members will reconnect service

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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:

Cumberland Valley has experienced a decrease in costs associated with the elimination of traveling to meetings and training during the COVID-19 State of Emergency. Attached to this response is a breakdown of those estimated costs and the amount they have decreased.

Cumberland Valley is unaware of any increase in its income due to the COVID-19 State of Emergency.

Cumberland Valley Electric, Inc.

Case No. 2020-00085

Response to PSC Staff's Initial Request for Information

Decreased Cost for Not Traveling to Meeting/Trainings During COVID-19 State of Emergency		
Department	Description	Estimated Savings
Accounting	Accounting Meetings	\$ 1,730
Information Technology	IT Meetings	\$ 631
Member Services	Member Services Meetings	\$ 2,067
Engineering & Operations	E&O Meetings	\$ 840
CEO	CEO Meetings	\$ 1,023
Human Resources	HR Meetings	\$ 1,181
Total		\$ 7,472

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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:

Cumberland Valley Electric is a member owned electric distribution cooperative and is committed to assisting the community it serves through sensible actions and best practices during this uncertain time. Of course, because Cumberland Valley Electric operates on a non-profit basis, any impact to expected revenues presents a challenge, particularly when certain members experience growing arrearages as we move into the warmer summer months and eventually into the winter months. We are seeing some members take advantage of the system by continuing to use electric service and making zero payments. Some of the prepaid accounts are a prime example. See Cumberland Valley's response to Request 17 for details on some of the challenges we are seeing with prepaid accounts. Cumberland Valley Electric has also experienced a significant decrease in revenue in 2020 when compared to the previous 5-year average. As illustrated in the numbers listed below.

March - May Comparison of Revenue				
Revenue Class	Previous 5 Years Average Revenue (2015-2019)	2020 Revenue	Change In Revenue	% Change in Revenue
Residential	\$6,748,240.16	\$6,484,841.95	-\$263,398.21	-3.90%
Commercial & Ind. 50 kVa or Less	\$714,893.68	\$616,986.06	-\$97,907.62	-13.70%
Commercial & Ind. 50 - 1000 kVa	\$990,035.14	\$677,450.34	-\$312,584.80	-31.57%
Commercial & Ind. Over 1000 kVa	\$947,359.35	\$602,925.92	-\$344,433.43	-36.36%
Total Revenue	\$9,400,528.33	\$8,382,204.27	-\$1,018,324.06	-10.83%

Cumberland Valley is an active participant in our local community and is always striving to do what is in the best interest of all of our members. To that end, we encourage the commission to

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

ensure that the cooperatives are able to help all of our members by allowing flexibility in the use of late fees and disconnection notices to encourage responsible energy consumption and timely bill payment.

Cumberland Valley Electric, Inc.
Case No. 2020-00085
Response to PSC Staff's Initial Request for Information

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:

Cumberland Valley Electric currently has 1,098 prepaid accounts. 407 of these 1,098 accounts currently have an owed balance that totals \$81,975.89. These balances range from a high of \$1,472 to a low of \$0.15. The average owed balance is \$201.41. These prepaid accounts do not have deposits and some have stopped paying altogether. CVE believes it will be very difficult to collect the majority of this debt. CVE proposes to stop the prepaid option for new accounts until the COVID-19 State of Emergency is over. This would allow the coops to collect a deposit when appropriate on a normal postpaid account. This would provide a little cushion for the lack of payment on the bill and the lack of the ability to disconnect the account.