

CASE NO. 2020-00085

VERIFICATION

I verify, state and affirm that the data request responses filed with this verification and for which I am listed as a witness are true and correct to the best of my knowledge, information and belief formed after a reasonable inquiry.



Jeff Hohn – President/CEO

STATE OF KENTUCKY

COUNTY OF: DAVIESS

The foregoing was signed, acknowledged and sworn to before me by Keith Ellis, this 2nd day of July, 2020.

My commission expires 18 March 2024

 KYNP 1149

Notary Public, KY. State at Large

(seal)

CASE NO. 2020-00085

VERIFICATION

I verify, state and affirm that the data request responses filed with this verification and for which I am listed as a witness are true and correct to the best of my knowledge, information and belief formed after a reasonable inquiry.

Steve Thompson
Steve Thompson, Vice President - Finance

STATE OF KENTUCKY

COUNTY OF: DAVIESS

The foregoing was signed, acknowledged and sworn to before me by Steve Thompson this 2nd day of July, 2020.

My commission expires 7-14-21

Patsy D. Finley
Notary Public, KY. State at Large

(seal)



CASE NO. 2020-00085

VERIFICATION

I verify, state and affirm that the data request responses filed with this verification and for which I am listed as a witness are true and correct to the best of my knowledge, information and belief formed after a reasonable inquiry.

Keith Ellis

Keith Ellis, Vice President - Administrative Services

STATE OF KENTUCKY

COUNTY OF: DAVIESS

The foregoing was signed, acknowledged and sworn to before me by Keith Ellis, this 2nd day of July, 2020.

My commission expires

8-7-21

Sherrida Mullen
Notary Public, KY. State at Large

(seal)



**KENERGY CORP.
RESPONSE TO THE COMMISSION STAFF'S
INITIAL REQUEST FOR INFORMATION
2020-00085 RELATED TO THE NOVEL CORONAVIRUS**

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

Response) For the month ending May 31, 2020, Kenergy sent a total of 58,135 bills.

Witness) Steve Thompson

**KENERGY CORP.
RESPONSE TO THE COMMISSION STAFF'S
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Item 2) If applicable, provide the utility's current number of customers per class.

Response) For the month ending May 31, 2020, the bills sent by class are as follows:

Residential	46,486
Commercial – small	11,615
Commercial – large	12
Commercial – Direct Served	22
Total	58,135

Witness) Steve Thompson

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RESPONSE TO THE COMMISSION STAFF'S
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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 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) Kenergy does not accumulate the data as each billing is processed that appears on each bill as past service unpaid. Kenergy does prepare a report at month end which lists all delinquent balances , and compiles the data as current, 30, 60, and 90 days and over past due.

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These reports indicate the following amount of past service unpaid of active accounts at the end of the period:

	Amount	Number of bills	Average bill
December 31, 2016	\$ 353,075.57	3,310	\$106.67
December 31, 2017	\$ 288,209.34	2,600	\$110.84
December 31, 2018	\$ 312,233.19	2,491	\$125.34
May 31, 2019	\$ 287,115.18	2,658	\$108.03
December 31, 2019	\$ 268,893.11	2,250	\$119.51
January 31, 2020	\$ 356,258.29	2,481	\$143.59
February 29, 2020	\$ 296,699.02	2,513	\$118.07
March 31, 2020	\$ 509,917.44	3,319	\$153.64
April 30, 2020	\$ 724,514.45	4,486	\$157.98
May 31, 2020	\$ 721,489.79	5,025	\$143.58

Kenergy would like to emphasize the comparison of May 31, 2020 to the previous total of May 31, 2019, which shows an increase in dollars of \$434,374.61 and 151% and number of delinquent monthly bills of 2,367 and 89%. Kenergy believes this increase is due mainly to the moratorium on disconnects which began March 16, 2020. Kenergy believes the past due amount will continue to increase at a rapid rate until the moratorium is lifted.

Witness) Steve Thompson

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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,
- 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) See response to item 3.

Witness) Steve Thompson

**KENERGY CORP.
 RESPONSE TO THE COMMISSION STAFF'S
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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)	Non-direct serves	Direct serves	Combined
2017	\$206.45	\$ 918,319.15	\$542.81
2018	\$213.35	\$1,000,353.61	\$592.26
2019	\$196.82	\$ 989,328.43	\$572.48
Jan 2020	\$196.56	\$ 875,552.61	\$527.94
Feb 2020	\$207.21	\$ 849,958.43	\$528.78
March 2020	\$184.71	\$ 862,633.22	\$511.39
April 2020	\$156.36	\$ 773,771.93	\$449.20
May 2020	\$146.75	\$ 846,105.06	\$466.89

Witness) Steve Thompson

**KENERGY CORP.
 RESPONSE TO THE COMMISSION STAFF'S
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Item 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.

Response)

	Residential	Comm. Sm.	Comm. Lg.	Direct Serves	Combined
2017	\$162.51	\$319.93	\$60,207.83	\$918,319.15	\$542.81
2018	\$172.86	\$314.48	\$59,424.8	\$1,000,353.61	\$592.26
2019	\$159.15	\$289.60	\$58,420.52	\$989,328.43	\$572.48
Jan 2020	\$166.46	\$261.79	\$53,418.85	\$875,552.61	\$527.94
Feb 2020	\$177.61	\$266.82	\$57,031.17	\$849,958.43	\$528.78
March 2020	\$152.75	\$255.24	\$55,468.74	\$862,633.22	\$511.39
April 2020	\$125.33	\$224.88	\$53,887.18	\$773,771.93	\$449.20
May 2020	\$116.95	\$209.30	\$55,031.29	\$846,105.06	\$466.89

Witness) Steve Thompson

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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. Write-offs are processed yearly, normally in October. Any account disconnected as of June 30th of the prior year that has a debit balance or has filed bankruptcy is listed on a report that is prepared for board approval. After the board approves the write off listing, the account balances are written off.

- b. While Kenergy writes off bad debts once a year, an estimate is accrued monthly. Please see item 7, page 2 of 3.
- c. Kenergy has not changed its method for determining bad debt. Please see item 7, page 3 of 3 for a summary of Kenergy's write-off, accrual, provision for uncollectable accounts, and amounts 90-days past due.

Witness) Steve Thompson

KENERGY CORP.
CASE NUMBER 2020-00085
Item 7b - Monthly Bad Debt Accrual

	a.	b.	c.	d.	e.	f.	g.	h.
	2018		2019		2020			
	Date	Amount	Date	Amount	Date	Amount	Date	Amount
1								
2								
3	1/31/2018	\$ 16,423.00	1/31/2019	\$ 15,000.00	1/31/2020	\$ 10,000.00		
4	2/28/2018	\$ 16,423.00	2/28/2019	\$ 15,000.00	2/29/2020	\$ 10,000.00		
5	3/31/2018	\$ 16,423.00	3/31/2019	\$ 15,000.00	3/31/2020	\$ 20,000.00		
6	4/30/2018	\$ 16,423.00	4/30/2019	\$ 15,000.00	4/30/2020	\$ 20,000.00		
7	5/31/2018	\$ 16,423.00	5/31/2019	\$ 15,000.00	5/31/2020	\$ 20,000.00		
8	6/30/2018	\$ 16,423.00	6/30/2019	\$ 15,000.00				
9	7/31/2018	\$ 16,423.00	7/31/2018	\$ -				
10	8/31/2018	\$ 16,423.00	8/31/2018	\$ -				
11	9/30/2018	\$ 16,423.00	9/30/2018	\$ -				
12	10/31/2018	\$ 16,423.00	10/31/2018	\$ -				
13	11/30/2018	\$ 16,423.00	11/30/2018	\$ -				
14	12/31/2018	\$ (58,108.00)	12/31/2018	\$ (26,454.00)				
15		<u>\$ 122,545.00</u>		<u>\$ 63,546.00</u>				

KENERGY CORP.
CASE NUMBER 2020-00085
Item 7c - Bad Debt Accrual Analysis

a.	b.	c.	d.	e.	f.	g.	h.	i.
	2017	2018	2019	January 2020	February 2020	March 2020	April 2020	May 2020
1 kWh	1,075,097,524	1,159,333,484	1,104,483,972	97,258,408	91,590,903	77,387,728	67,433,448	74,476,792
2 Revenue Non-Dedicated	129,514,539	139,196,709	129,980,664	11,019,436	10,529,174	9,197,082	8,031,488	8,603,710
3 Rate per kWh	0.120467712	0.120066151	0.117684518	0.1133006	0.114958727	0.118844195	0.119102435	0.115522021
4								
5								
6 Write-Off	277,227	269,692	229,638					
7 Collections & Capital Credit Offset	(165,876)	(126,888)	(138,512)	(9,689)	(8,184)	(8,786)	(696)	(9,271)
8 Net Amount Written off	111,352	142,804	91,125	(9,689)	(8,184)	(8,786)	(696)	(9,271)
9								
10 Net Amount / Revenues	0.086%	0.103%	0.070%					
11								
12 Account 904.000 Activity (Accrual)	135,316	122,545	63,546	10,000	10,000	20,000	20,000	20,000
13								
14 Acct. 904.000 Activity / Revenues	0.104%	0.088%	0.049%					
15								
16 Account 144 Balance (Provision for Uncollectible Accounts)	(364,084)	(343,824)	(316,245)	(335,934)	(354,118)	(382,904)	(403,600)	(432,871)
17								
18 Amounts 90-Days in Arrears	412,881	387,826	314,133	336,152	279,830	294,567	328,220	427,589

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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)

The following active accounts as of June 29, 2020 (over \$150) would be subject to disconnection.

Residential	1,261	\$522,591.86
Commercial Sm.	81	\$ 52,434.73

Witness) Steve Thompson

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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)

	Residential	Commercial Small	Commercial Large	Commercial Direct Served
a.	84%	92%	99%	100%
b.	84%	92%	97%	100%
c.	85%	92%	97%	100%
d. Jan	84%	93%	100%	95%
Feb	86%	93%	100%	95%
March	(1)	(1)	(1)	95%
April	(1)	(1)	(1)	95%
May	(1)	(1)	(1)	95%

(1) This % is not available because the process for issuing late notices was suspended March 17th.

Refer to the response to item 3, which shows a 151% increase in delinquent dollars during March-May.

Witness) Steve Thompson

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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.

- 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. 2019-00366.³ For reference, refer to Louisville Gas and Electric Company and

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Kentucky Utilities Company's response to Post-Formal Conference Request
for Information filed with the Commission on March 6, 2020.

Response) See item 10, page 3 of 3 for the above referenced information.

Witness) Steve Thompson

Kenergy Corp.
Service Terminations Notices and Billings
2015 through 2019

Item 10															
a.	b.	c.	d.	e.	f.	g.	h.	i.	j.	k.	l.	m.	n.	o.	
Residential															
	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December	
10a Ten day service termination notices	2015	100,863	8,632	8,530	8,470	8,770	8,499	7,873	8,505	8,359	8,692	8,328	7,798	8,407	
	2016	94,129	8,018	7,422	7,877	7,981	7,677	7,594	7,801	7,819	8,361	7,788	7,749	8,042	
	2017	95,533	8,032	7,772	7,981	7,880	7,736	7,531	7,887	8,350	8,189	7,845	8,092	8,238	
	2018	94,324	8,234	8,042	7,455	7,624	7,757	7,865	7,863	7,922	7,947	7,633	8,048	7,934	
	2019	90,617	8,028	7,668	7,400	7,329	7,462	7,444	7,548	7,591	7,455	7,733	7,286	7,673	
10b Service terminations	2015	2,339	152	19	314	283	186	202	101	275	253	275	135	144	
	2016	2,850	106	217	298	227	310	221	121	296	254	287	289	224	
	2017	3,568	288	278	364	261	387	231	223	391	371	337	273	164	
	2018	3,364	7	293	385	253	272	250	334	444	297	367	225	237	
	2019	3,326	279	324	334	326	290	180	232	250	343	330	252	186	
10c Billings	2015	547,041	45,483	45,465	45,520	45,576	45,489	45,517	45,575	45,640	45,681	45,669	45,700	45,726	
	2016	550,858	45,785	45,846	45,859	45,852	45,876	45,870	45,866	45,888	45,959	45,996	45,997	46,064	
	2017	556,175	46,121	46,149	46,171	46,242	46,233	46,314	46,395	46,469	46,491	46,463	46,535	46,592	
	2018	558,734	46,463	46,500	46,490	46,515	46,483	46,560	46,563	46,574	46,635	46,640	46,646	46,665	
	2019	559,724	46,682	46,693	46,652	46,710	46,669	46,677	46,722	46,750	46,769	46,560	46,416	46,424	
Commercial Small															
	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December	
10a Ten day service termination notices	2015	12,896	1,052	1,265	1,055	1,150	996	1,012	971	952	1,138	990	1,169	1,146	
	2016	10,962	1,045	968	862	871	875	973	839	864	1,043	822	936	864	
	2017	11,121	890	1144	868	869	825	884	917	940	924	849	1022	989	
	2018	10,521	880	845	776	881	891	905	863	867	894	809	947	963	
	2019	10,476	856	944	743	761	903	838	868	874	902	961	893	933	
10cbService terminations	2015	123	7	0	24	14	18	14	11	8	9	11	3	4	
	2016	106	6	9	10	15	9	11	3	10	6	8	12	7	
	2017	124	9	8	13	13	10	8	5	9	16	11	17	5	
	2018	104	14	13	14	6	8	8	7	9	10	7	2	6	
	2019	95	7	11	3	14	10	4	7	7	7	11	10	4	
10c Billings	2015	129,403	10,693	10,732	10,742	10,749	10,756	10,759	10,769	10,772	10,790	10,861	10,879	10,901	
	2016	130,694	10,891	10,887	10,872	10,859	10,873	10,870	10,894	10,902	10,910	10,901	10,926	10,909	
	2017	131,246	10,899	10,912	10,898	10,898	10,906	10,927	10,912	10,924	10,951	10,978	11,016	11,025	
	2018	132,413	11,024	11,006	11,007	10,979	10,995	11,025	11,010	11,022	11,048	11,077	11,106	11,114	
	2019	134,984	11,112	11,107	11,106	11,109	11,128	11,145	11,166	11,172	11,211	11,457	11,625	11,646	
Commercial Large															
	Year	Annually	January	February	March	April	May	June	July	August	September	October	November	December	
10a Ten day service termination notices	2015	3	-	-	-	-	-	-	-	-	1	1	-	1	
	2016	1	1	-	-	-	-	-	-	-	-	-	-	-	
	2017	2	-	-	-	-	1	-	-	1	-	-	-	-	
	2018	4	-	-	1	-	-	-	-	1	-	-	1	1	
	2019	3	-	1	-	1	1	-	-	-	-	-	-	-	
10b Service terminations	2015	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2016	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2017	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2018	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2019	-	-	-	-	-	-	-	-	-	-	-	-	-	
10c Billings	2015	154	14	14	14	14	14	14	14	14	14	14	14	14	
	2016	168	14	14	14	14	14	14	14	14	14	14	14	14	
	2017	159	14	14	13	13	13	13	13	13	14	13	13	13	
	2018	156	13	13	13	13	13	13	13	13	13	13	13	13	
	2019	147	13	13	13	12	12	12	12	12	12	12	12	12	

Note: the 22 direct served accounts did not receive any 10 day termination notices.

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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; and
- d. Each month in 2020.

Response) See item 11, page 2 of 2.

Witness) Steve Thompson

KENERGY CORP.
CASE NO. 2020-00085
LATE PAYMENT FEES
ITEM 11

1	a.	b.	c.	d.	e.
2	MONTH	2020 AMOUNT	2019 AMOUNT	2018 AMOUNT	2017 AMOUNT
3	Jan	\$ 40,452	\$ 58,651	\$ 53,345	\$ 32,246
4	Feb	\$ 21,860	\$ 20,777	\$ 24,477	\$ 30,465
5	Mar	\$ 33,673	\$ 84,820	\$ 88,011	\$ 70,590
6	Apr	\$ -	\$ 64,942	\$ 46,544	\$ 62,536
7	May	\$ -	\$ 54,583	\$ 73,643	\$ 76,662
8	Jun		\$ 47,009	\$ 52,813	\$ 44,715
9	Jul		\$ 64,446	\$ 82,850	\$ 59,421
10	Aug		\$ 71,773	\$ 82,233	\$ 86,191
11	Sep		\$ 59,389	\$ 65,841	\$ 78,368
12	Oct		\$ 79,952	\$ 86,092	\$ 73,926
13	Nov		\$ 46,384	\$ 54,889	\$ 55,218
14	Dec		\$ 70,614	\$ 70,226	\$ 65,799
15	TOTAL	\$ 95,986	\$ 723,340	\$ 780,964	\$ 736,134

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RESPONSE TO THE COMMISSION STAFF'S
INITIAL REQUEST FOR INFORMATION
2020-00085 RELATED TO THE NOVEL CORONAVIRUS**

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

Response) Utilizing the schedule of late fees assessed from item 11, page 2 of 2, Kenergy estimates the amount of late fees that would have been collected from March 17th through May 31, 2020 would be as follows:

March 17- March 31 2020	- \$51,147 (March 2019 \$84,820 less March 1 – March 16 2020 \$33,673)
April 2020	- \$64,942 (April 2019)
May 2020	- <u>\$54,583</u> (May 2019)
Total	\$170,672

Witness) Steve Thompson

**KENERGY CORP.
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Item 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) See item 13, pages 2 – 11 of 11 attached. Even though there were no messages about LIHEAP extending benefits until June 30, 2020, a total of \$91,564 was promised to members requesting assistance. Kenergy had directed customer service representatives to advise all members calling in for deferred payments arrangements of the LIHEAP benefits.

Witness) Keith Ellis



P.O. Box 18 • 6402 Old Corydon Road
Henderson, Kentucky 42419-0018
(800) 844-4832 • FAX (270) 869-9688

PRESS RELEASE

Contact: Leslie Neeley
Phone: 270.689.6158

Date: March 17, 2020
FOR IMMEDIATE RELEASE

KENERGY TO CLOSE LOBBIES TO PUBLIC

With the uncertainty created by the COVID-19 pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Kenergy 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 of our members.

Beginning Thursday, March 19th, we will be closing our lobbies to the public. Members are still able to pay bills, start service and conduct all other necessary business through our free SmartHub app, our website, by mail or by phone. You can also utilize our drive-thrus at our Henderson and Owensboro offices and our night deposit boxes at our Henderson, Owensboro, Marion, Hawesville and Hanson locations. These boxes will be checked daily. Anyone with questions regarding any of these options can call 800-844-4832. We ask that anyone who can do business by phone, to please do so.

This step 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 will forego the disconnecting of service to members for non-payment or low funds and suspend late fees for a limited time. While this is not normal procedure, we are sensitive to the well-being of all our members. Though disconnects may not occur, it remains the responsibility of each member to pay as they can, which will help avoid a larger balance in the future. Bills will continue to be sent as usual. We encourage any member who is facing financial difficulty during this time to call us at 800-844-4832.

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. We believe this preventative measure will reduce the risk for both our members and employees.

##

For more information about Kenergy, please visit www.kenergycorp.com or call 800.844.4832.



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Henderson, Kentucky 42419-0018
(800) 844-4832 • FAX (270) 869-9688

PRESS RELEASE

Contact: Leslie Neeley
Phone: 270.689.6158

Date: March 17, 2020
FOR IMMEDIATE RELEASE

KENERGY SUSPENDS DISCONNECTS FOR LIMITED TIME

Kenergy understands that our members are facing many concerns and uncertainties during this time with school, jobs and lives being disrupted.

Starting March 17, 2020, Kenergy will not disconnect for non-payment for a limited time. While this is not normal procedure, we are sensitive to the situation and well-being of our members.

Delaying disconnections in no way relieves members of the obligation to ultimately pay for electric service. Bills will continue to be sent as normal and we encourage any member facing financial difficulty during this time to contact us at 800-844-4832.

##

For more information about Kenergy, please visit www.kenergycorp.com or call
800.844.4832.



Member Services

Member Information

Our Programs

Outage Center

item 13, page 4 of 11

Kenergy Suspends Disconnects for Limited Time Due to COVID-19

March 17, 2020

Kenergy understands that our members are facing many concerns and uncertainties during this time with school, jobs and lives being disrupted.

Starting March 17, 2020, Kenergy will not disconnect for non-payment and will suspend late fees for a limited time (at least 30 days). While this is not normal procedure, we are sensitive to the situation and well-being of our members.

Delaying disconnections in no way relieves members of the obligation to ultimately pay for electric service. Bills will continue to be sent as normal and we encourage any member facing financial difficulty during this time to contact us at [800-844-4832](tel:800-844-4832).



Easy as flipping a switch

View/manage your account and pay your bill online



Kenergy Outage Center

View a map showing the



Kenergy ...

Published by Leslie Neeley (P) March 17 · ④

Kenergy understands that our members are facing many concerns and uncertainties during this time with school, jobs and lives being disrupted.

Starting March 17, 2020, Kenergy will not disconnect for non-payment and will suspend late fees for a limited time (at least 30 days). While this is not normal procedure, we are sensitive to the situation and well-being of our members.

Delaying disconnections in no way relieves members of the obligation to ultimately pay for electric service. Bills will continue to be sent as normal and we encourage any member facing financial difficulty during this time to contact us at 800-844-4832.

Kenergy

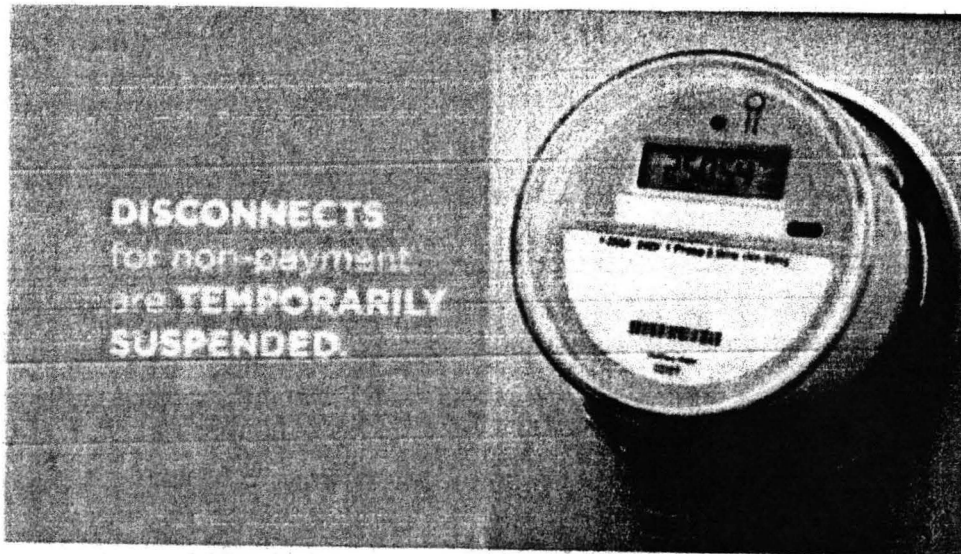
Published by Leslie Neeley (9) · April 3

...

We understand some of our members are struggling during the COVID-19 pandemic and we want to assist in any way 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 800-844-4832.



Kenergy

...

Published by Leslie Neeley | April 17

In uncertain times, things like mortgages, rent, groceries and utility bills can be stressful to think about. We are here to work with each member who may be struggling during the coronavirus pandemic.

Pay what you can, when you can on your electric bill. This will help avoid large balances in the future. If you are struggling to make a payment, please call us at 800-844-4832.

We're here for you. We'll get through this together.



Kenergy


Published by Leslie Neeley [?] April 23

...

Pay what you can, when you can on your electric bill. This will help avoid large balances in the future. If you are struggling to make a payment, please call us at 800-844-4832.

We're here for you. We'll get through this together!

#TeamKentucky #TogetherKY



**SPEND YOUR
STIMULUS CHECK
WISELY**

Are you out of work or have reduced hours?

- Pay for essential bills such as debt
- Essentials include groceries, food, housing, utilities, and insurance
- Pay debt on your credit card to avoid late payment, interest, and late-stimulus

3,099
People Reached

114
Engagements

Boost Post

Member
owned.
**Service
driven.**

MAY 2020

INSIDE:



Downed Power-Line
Safety Tips

#SafeAtHome
Banana Bread Recipe

Kenergy
Your Tomorrow Energy Cooperative

Member Matters

www.kenergycorp.com



ANNUAL MEETING

Kenergy will hold its annual meeting **Tuesday, June 9, 2020** at our Owensboro Operation Center located at 3051 Fairview Drive, Owensboro, Kentucky. *Please note that the Operation Center is the building located directly beside Kenergy's main administration building where members conduct business.*

Registration for members will begin at 10:30 a.m. and the business meeting will begin at 11:00 a.m.

Parking is available outside of the Operation Center, as well as the parking lot behind the main administration building.

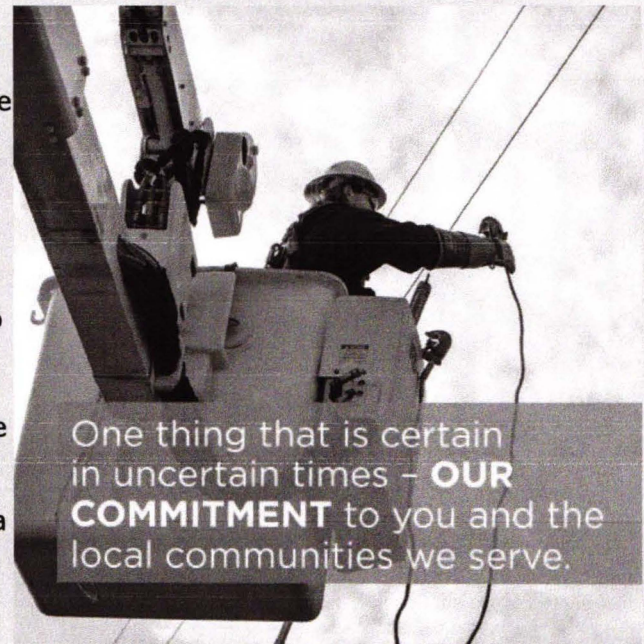
WE'RE HERE FOR YOU

With the uncertainty created by the COVID-19 pandemic, we know that the people we serve are facing many concerns. Following our cooperative values, Kenergy 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 of our members.

On March 19th, we closed our lobbies to the public. We want to remind members that you are still able to pay bills, start service and conduct all other necessary business through our free SmartHub app, our website, by mail or by phone. You can also utilize our drive-thrus at our Henderson and Owensboro offices and our night deposit boxes at our Henderson, Owensboro, Marion, Hawesville and Hanson locations. These boxes will be checked daily. Anyone with questions regarding any of these options can call 800-844-4832. We ask that anyone who can do business by phone, to please do so.

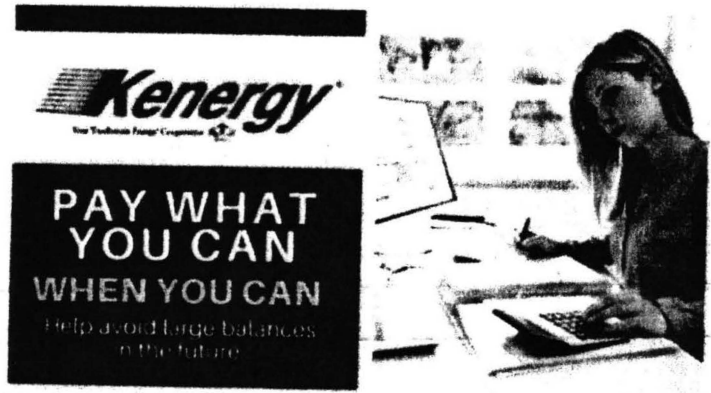
This step allows us to limit the direct exposure of our members and employees. Our service and field personnel will also be employing "social distancing." Our goal is to decrease the likelihood of illness and resulting work disruptions so that we can continue to provide our members continuity of service.



Kenergy

Published by Leslie Neeley on May 14

In uncertain times, bills can be stressful to figure out. We are here to work with our members who may be struggling during the coronavirus pandemic. Pay what you can, when you can on your electric bill. This will help avoid large balances in the future. If you are struggling to make a payment, please call us at 800-844-4832.



Kenergy
The Yorktown Energy Company

**PAY WHAT YOU CAN
WHEN YOU CAN**
Help avoid large balances in the future.

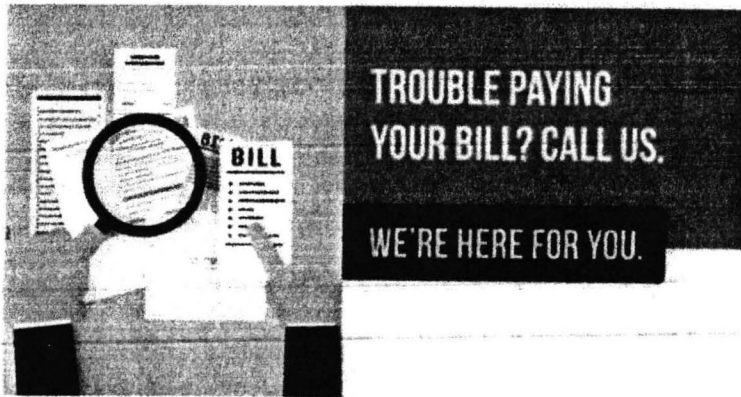
A woman is sitting at a desk, looking at a laptop screen. There are papers and a pen on the desk.

Kenergy

Published by Leslie Neeley (P) June 4 at 8:00 AM

If you're having difficulty paying your electric bill, please call us at 800-844-4832. By paying what you can when you can, you can help avoid large balances in the future.

We understand times are difficult right now and we're here to help.



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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) See Item 14, page 2 of 2 for a detailed list of year-to-date additional expense items incurred due to the COVID-19 State of Emergency totaling \$23,452.92. The amount of bad debt expense accrued has not increased appreciably through May, however most accounts have not had enough time to be 90-days or more in arrears. We expect this to increase significantly in June and the following months. Kenergy has experienced a reduction in late fee income of \$170,672 through May (see response to Item 12). In 2019 late fees averaged \$60,278 per month, so this reduction in income is expected to increase by about \$60,278 for every month late fees are not charged.

Witness) Steve Thompson

KENERGY CORP
COVID-19 EXPENSE AS OF 6-28-20

KENERGY CORP.				
ADDITIONAL EXPENSES DUE TO COVID				
CASE NO. 2020-00085 ITEM 14				
	A.	B.	C.	D.
1	Vendor	Description	Date	Amount
2	Amazon	headsets for MSRs	3/31/2020	\$ 375.12
3	Amazon	digital thermometers	5/1/2020	\$ 625.39
4	Barret Fisher	hand sanitizer	5/1/2020	\$ 403.38
5	Barret Fisher	wipes and liquid soap	4/22/2020	\$ 544.29
6	Barret Fisher	wipes	5/20/2020	\$ 181.43
7	Barret Fisher	wipes	4/22/2020	\$ 181.43
8	Cape Electrical Supply	masks	5/7/2020	\$ 482.30
9	Cape Electrical Supply	masks	5/7/2020	\$ 2,962.70
10	Cintas	wipes	3/24/2020	\$ 95.40
11	ConvergeOne	labor for remote phone setup	3/31/2020	\$ 280.00
12	Costco	wipes	6/10/2020	\$ 16.04
13	Costco	wipes	5/23/2020	\$ 16.04
14	CRS Onesource	gloves	4/30/2020	\$ 336.29
15	CRS Onesource	gloves	3/16/2020	\$ 74.73
16	CRS Onesource	gloves	3/18/2020	\$ 298.92
17	CRS Onesource	gloves	3/28/2020	\$ 149.46
18	CRS Onesource	gloves	5/7/2020	\$ 523.11
19	CRS Onesource	drinking water	4/3/2020	\$ 282.00
20	CRS Onesource	drinking water	4/3/2020	\$ 352.50
21	CRS Onesource	drinking water	4/8/2020	\$ 211.50
22	CVS Pharmacy	disinfecting spray	3/12/2020	\$ 27.79
23	Dollar Store	disinfecting spray	4/17/2020	\$ 43.14
24	EBAY	headsets for MSRs	3/30/2020	\$ 42.38
25	EBAY	headsets for MSRs	3/30/2020	\$ 254.27
26	EBAY	sanitizer spray bottles	4/28/2020	\$ 172.77
27	Harbor Freight	hand sanitizer pump	4/28/2020	\$ 31.78
28	Hopkins Co Regional Chamber	masks	5/7/2020	\$ 2,332.00
29	Lowe's	sanitizer spray bottles/funnels	4/8/2020	\$ 57.75
30	MB Roland Distillery	sanitizer	4/9/2020	\$ 477.00
31	MB Roland Distillery	sanitizer	4/16/2020	\$ 477.00
32	Meijer	wipes	5/4/2020	\$ 8.46
33	Kim Rhinerson (reimb for Meijer)	handsoap	5/28/2020	\$ 134.99
34	Meijer	wipes	5/24/2020	\$ 8.46
35	Menards	spray bottles / drinking water	4/14/2020	\$ 46.42
36	Menards	towels for sanitizer	4/9/2020	\$ 46.60
37	Motion Industries	digital thermometers	5/5/2020	\$ 2,505.82
38	Rural King	spray bottles for sanitizer	4/16/2020	\$ 25.31
39	Walgreens	disinfecting spray	3/12/2020	\$ 38.12
40	Walmart	spray bottles for sanitizer	4/8/2020	\$ 84.69
41	Walmart	spray bottles for sanitizer	4/9/2020	\$ 30.38
42			TOTAL:	\$ 15,237.16
43				
44	Barret Fisher	wipes	tbd	\$ 312.66
45	ConvergeOne	remote phone licenses	tbd	\$ 7,903.10
46				
47			PROJECTED TOTAL:	\$ 23,452.92

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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) Kenergy has experienced a year-over-year reduction in seminars, training and travel expenses of \$29,420.65 due to travel restrictions and conference cancellations. In late June, Kenergy was approved for a \$2,824,050 Paycheck Protection Program loan guaranteed by the Small Business Administration. The loan funds were received on July 2, 2020. Current Rural Utility Service guidance suggests the loan should initially be recorded as a liability on Kenergy's books. Then, any portion that is eventually forgiven should be credited against expense and capital accounts according to Kenergy's labor distribution.

Witness) Steve Thompson

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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) Since the moratorium on allowing disconnects for non-payment, and the collecting of late fees, Kenergy has seen a significant increase in past service that is unpaid. As of May 31, 2020, Kenergy's unpaid amount for active accounts is \$721,489.79, which is a 151% increase over the previous year. (see response to Item 3). The number of active bills in arrears has increased just over 89%. Also, our late fee estimate for the months of the moratorium is near \$170,672 (see response to Item 12). Without the possibility of late fees and disconnect for non-payment, there is not any incentive for a Member to make payment arrangements. As a result of this, and as the increasing dollar amounts show, our Members will be reaching dollar amounts that they will not be able to recover from. Kenergy would like to see the moratorium on late fees and disconnect for non-payment lifted so we can begin working with our Members. Kenergy is willing to work with the Commission to set guidelines for terms of payment arrangement, such as length of time allowed, and minimal amounts.

Witness) Jeff Hohn

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Item 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)	April	May 2020
Number of prepay accounts past due	29	36
Dollar amount past due on prepay	\$3,470.45	\$5,412.41

Witness) Steve Thompson