

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
CORPORATION FOR APPROVAL TO
IMPLEMENT A PREPAY METERING PROGRAM
CASE NO. 2020-00278**

Response to the Commission Staff's First Set of Data Requests

October 9, 2020

- 1 **Item 1)** *Refer to the application, Exhibit A, proposed tariff sheet for Prepay Service*
2 *Rider, numbered paragraph 2.*
- 3 *a. Confirm that if a customer is unable to receive either e-mail, text, or automated phone*
4 *messages, the customer will not be able to participate in the prepay program.*
- 5 *b. Explain whether an in-home electronic display could eventually become part of this*
6 *program.*
- 7 *c. Explain whether all of the residential meters that Taylor County RECC currently has*
8 *in service are compatible with the hardware and software Taylor County RECC will*
9 *deploy for the proposed prepay metering program.*

10

11 **Response)**

- 12 a. These members may still participate in the prepay program. The member may telephone
13 or visit Taylor County's office and speak to one of our customer service representatives.
- 14 b. In-home electronic displays could become part of this program if the demand is driven by
15 the members. Taylor County RECC utilizes Aclara/TWACS for its AMR system. The
16 system can accommodate an in-home display with the purchase of an additional software
17 enhancement module from Aclara.
- 18 c. All of the current AMR meters used on Taylor County RECC's system are compatible
19 with the hardware and software the Cooperative will use to deploy the prepaid metering

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1 program, with the exception that they would have to be used in conjunction with an
2 additional disconnect/reconnect collar. Taylor County RECC plans to use the equipment
3 described in the response to Item 3.a.(1).

4

5 **Witness)** Patsy R. Walters

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1 **Item 2)** *Refer to the application, Exhibit A, proposed tariff sheet for Prepay Service*

2 *Rider, numbered paragraph 5.*

3 *a. Using 1,000 kWh for a month's usage, and using the most current billing factors,*
4 *provide an example of an end of month true-up bill for a prepay customer and a*
5 *monthly bill for a non-prepay customer.*

6 *b. Show a prepay customers' daily billing update under the above conditions.*

7

8 **Response)**

9 a. Please see the attachment.


10 b. Please see the attachment.

11

12 **Witness)** Patsy R. Walters

**TAYLOR COUNTY RURAL ELECTRIC
COOPERATIVE CORPORATION**

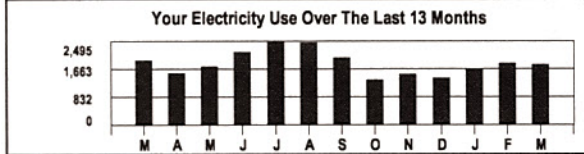
P.O. BOX 100
Campbellsville, KY 42719

A Touchstone Energy® Cooperative 

Campbellsville 270-465-4101 Toll Free 1-800-931-4551
Office Hours 8:00 A.M.- 5:00 P.M. Eastern Time Monday thru Friday

ACCOUNT NUMBER		ACCOUNT NAME		RATE	CLASS	SERVICE ADDRESS		LOCATION NUMBER	METER #
12345001		JOHN DOE		1	1	625 WEST MAIN ST		2008005100	99999
SERVICE FROM	SERVICE TO	NO. DAYS	READING TYPE	READING PREVIOUS PRESENT		MULT	KWH USAGE	KW DEMAND	CHARGES
08/31/20	09/30/20	30	R	95441	96441	1	1000		78.07
BASE RATE CHARGE									9.82
PRE PAY FEE									3.69
-0.00329 FUEL									-3.29
ENVIRONMENTAL SURCHARGE 11.87%									10.48
SCHOOL TAX									2.96
TOTAL CURRENT BILL DUE 10/31/20									101.73
PREVIOUS AMOUNT DUE									
THANK YOU FOR YOUR PAYMENT									
TOTAL AMOUNT DUE									101.73
IF PAID AFTER DUE DATE ADD THIS AMOUNT FOR ESTIMATED PENALTY									

A 5% penalty is added to all bills after the due date.		AMOUNT DUE NOW		\$	101.73
Previous Amount Due - The due date indicated on this statement is for the current month's bill only and does not apply to previous amounts due. Previous amounts due are past-due and may be subject to service disconnection.		DUE DATE	10/30/20	BILL IS DELINQUENT AFTER DUE DATE	
		AFTER DUE DATE PAY		\$	101.73



ONLINE BILL PAYMENT IS NOW AVAILABLE. VISIT OUR WEBSITE AT
WWW.TCRECC.COM

CLASS 1 = Residential 2 = Residential 3 = Small Church 4 = Small Commercial 5 = Small School 7 = Large Power 8 = Large Power 9 = Street Lighting 12 = Residential Marketing 13 = C1 Large Industrial Contract Rate 14 = C2 Large Industrial Contract Rate 15 = C3 Large Industrial Contract Rate 16 = B1 Large Industrial Contract Rate 17 = B2 Large Industrial Contract Rate 18 = B3 Large Industrial Contract Rate	RATE 1. Residential 2. Small Commercial 3. Large Power 4. Primary Meter Lg Power 6. Street Lights 11. Residential Marketing	READING TYPE R Regular Meter Reading E Estimated Meter Reading
---	--	---

KEEP THIS PORTION FOR YOUR RECORDS - RETURN BOTTOM PORTION WITH PAYMENT

KY08230G

Taylor Co. RECC
P.O. BOX 100
Campbellsville, KY 42719-0100
ADDRESS SERVICE REQUESTED

BILLING DATE		METER NUMBER	
10/02/20		99999	
TELEPHONE NUMBER	BC	CYCLE	AFTER DUE DATE PAY
270-270-4101	0	1	101.73
ACCOUNT NUMBER	DUE DATE	AMOUNT DUE	
12345001	10/30/20	101.73	

AMOUNT PAID \$ _____


DOE JOHN
625 WEST MAIN ST
CAMPBELLVILLE KY 42718

TAYLOR COUNTY RECC
PO BOX 100
CAMPBELLVILLE KY 42719-0100



**TAYLOR COUNTY RURAL ELECTRIC
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P.O. BOX 100
Campbellsville, KY 42719

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Campbellsville 270-465-4101 Toll Free 1-800-931-4551
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ACCOUNT NUMBER		ACCOUNT NAME			RATE	CLASS	SERVICE ADDRESS			LOCATION NUMBER	METER #	
12345001		JOHN DOE			1	1	625 WEST MAIN ST			2008005100	99999	
FROM	SERVICE TO	NO. DAYS	READING TYPE	READING PREVIOUS	READING PRESENT	MULT	KWH USAGE	KW DEMAND	CHARGES			
08/31/20	09/30/20	30	R	95441	96441	1	1000		78.07			
BASE RATE CHARGE									9.82			
-0.00329 FUEL									-3.29			
ENVIRONMENTAL SURCHARGE				11.87%						10.04		
SCHOOL TAX									2.84			
TOTAL CURRENT BILL DUE				10/30/20							97.48	
PREVIOUS AMOUNT DUE												
THANK YOU FOR YOUR PAYMENT												
TOTAL AMOUNT DUE									97.48			
IF PAID AFTER DUE DATE ADD THIS AMOUNT FOR ESTIMATED PENALTY									4.73			

A 5% penalty is added to all bills after the due date.

Previous Amount Due - The due date indicated on this statement is for the current month's bill only and does not apply to previous amounts due. Previous amounts due are past-due and may be subject to service disconnection.

AMOUNT DUE NOW		\$	97.48
DUE DATE		BILL IS DELINQUENT AFTER DUE DATE	
AFTER DUE DATE PAY		\$	102.21

Your Electricity Use Over The Last 13 Months



ONLINE BILL PAYMENT IS NOW AVAILABLE. VISIT OUR WEBSITE AT
WWW.TCRECC.COM

CLASS 1 = Residential 2 = Residential 3 = Small Church 4 = Small Commercial 5 = Small School 7 = Large Power 8 = Large Power 9 = Street Lighting	12 = Residential Marketing 13 = C1 Large Industrial Contract Rate 14 = C2 Large Industrial Contract Rate 15 = C3 Large Industrial Contract Rate 16 = B1 Large Industrial Contract Rate 17 = B2 Large Industrial Contract Rate 18 = B3 Large Industrial Contract Rate	RATE 1. Residential 2. Small Commercial 3. Large Power 4. Primary Meter Lg Power 6. Street Lights 11. Residential Marketing	READING TYPE R Regular Meter Reading E Estimated Meter Reading
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KEEP THIS PORTION FOR YOUR RECORDS - RETURN BOTTOM PORTION WITH PAYMENT

KY08230G

Taylor Co. RECC
P.O. BOX 100
Campbellsville, KY 42719-0100
ADDRESS SERVICE REQUESTED

BILLING DATE			METER NUMBER
10/02/20			99999
TELEPHONE NUMBER	BC	CYCLE	AFTER DUE DATE PAY
270-465-4101	0	1	102.21
ACCOUNT NUMBER	DUE DATE		AMOUNT DUE
12345001	10/30/20		97.48

AMOUNT PAID \$ _____

DOE JOHN
625 WEST MAIN ST
CAMPBELLVILLE KY 42718

TAYLOR COUNTY RECC
PO BOX 100
CAMPBELLVILLE KY 42719-0100



Taylor County Rural Electric Cooperative Corporation

Response 2.b.

Pre-Pay	
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Non Pre-Pay	
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<u>30 Day Monthly Usage</u>	1000 kWh
Energy	\$78.07
Customer/Base Rate Charge	9.82
Pre Pay Fee	3.69
Fuel @ -0.00329	-3.29
Environmental Surcharge	10.48
@ 11.87%	
Local School Tax @ 3%	2.96
 Total Bill Amount	 \$101.73

<u>30 Day Monthly Usage</u>	1000 kWh
Energy	\$78.07
Customer/Base Rate Charge	9.82
Fuel @ -0.00329	-3.29
Environmental Surcharge	10.04
@ 11.87%	
Local School Tax @ 3%	2.84
 Total Bill Amount	 \$97.48

<u>Avg. Daily Usage</u>	33 kWh
Energy	\$2.60
Customer/Base Rate Charge	0.33
Pre Pay Fee	0.12
Fuel @ -0.00329	-0.11
Environmental Surcharge	0.35
@ 11.87%	
Local School Tax @ 3%	0.10
 Total Bill Amount	 \$3.39

<u>Avg. Daily Usage</u>	33 kWh
Energy	\$2.60
Customer/Base Rate Charge	0.33
Fuel @ -0.00329	-0.11
Environmental Surcharge	\$0.33
@ 11.87%	
Local School Tax @ 3%	\$0.09
 Total Bill Amount	 \$3.25

*Fuel is calculated on kWh amount.

*Environmental Surcharge is calculated on energy, customer charge and/or prepay fee, and fuel.

*School Tax is calculated on all charges.

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October 9, 2020

1 **Item 3)** *Refer to the application, Exhibit A, proposed tariff sheet for Prepay Service*
2 *Rider, numbered paragraph 6.*

3 *a. Taylor County RECC states that a one-time service fee of \$30 will be charged to install*
4 *the equipment for prepay use.*

5 *1) Explain in detail the equipment that would be installed.*

6 *2) Provide justification for the one-time \$30 prepay use equipment installation fee*
7 *and the \$30 prepay use equipment uninstall fee.*

8 *b. Taylor County RECC states that Taylor County RECC may, at its sole discretion,*
9 *uninstall the equipment upon cessation of participation in the prepay program by the*
10 *member. Explain under what circumstances Taylor County RECC would uninstall the*
11 *equipment.*

12

13 **Response)**

14 a. 1) Taylor County RECC will be utilizing the Aclara I-210+ with service disconnect meter
15 at a cost of \$225.00 per meter.

16 2) A one-time \$30 prepay use installation fee will be assessed when a Cooperative
17 representative makes a trip to the premises of a customer for the purpose of installing a
18 prepaid meter during regular business hours. A one-time \$30 prepay use equipment
19 uninstall fee will be assessed when a Cooperative representative makes a trip to the

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1 premises of a customer for the purpose of removing a prepaid meter during regular
2 business hours.

3 b. Taylor County RECC would uninstall the equipment under the following circumstances:

- 4 1) The member ceases participation in the prepay program;
5 2) The member requests the prepay meter be removed from premises;
6 3) The member moves and the location is left vacant.

7

8 **Witness)** Patsy R. Walters, John Wolfram

9

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1 *Item 4) Refer to the application, Exhibit A, proposed tariff sheet for Prepay Service*
2 *Rider, numbered paragraph 10.*

3 *a. Taylor County states that members of prepay service may make subsequent payments to*
4 *their account in any increment they choose with a minimum purchase of \$10.*

5 *b. Explain how the minimum amount of \$10 was chosen.*

6 *c. Provide a schedule showing the estimated average daily cost under the proposed prepay*
7 *program.*

8 *d. Explain why the minimum incremental purchase should not be a multiple of the*
9 *average daily cost for a member.*

10

11 **Response)**

12 a,b The minimum of \$10 was chosen because it is the amount utilized by Farmers R.E.C.C.
13 approved by the Commission for Farmers R.E.C.C. in Case No. 2012-00437. The \$10 is
14 also the approximate cost of three days service for the average member (as provided in
15 response to Item 2) and would cover usage for the average member over a weekend plus
16 the business day before or after the weekend.

17 c. Please see the response to Item 2.

18 d. Please see the response to part b.

19 **Witness)** John Wolfram

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1 **Item 5)** *Refer to the application, Exhibit A, proposed tariff sheet for Prepay Service*
2 *Rider, numbered paragraph 15.*

3 *a. Provide the URL for Taylor County RECC's website and explain whether Taylor*
4 *County RECC considered providing its website address in the proposed tariff for*
5 *informational purposes.*

6 *b. Provide screenshot samples of all the prepay program pages that will be available to*
7 *customers on the website.*

8

9 **Response)**

10 a. The URL for Taylor County RECC's website is www.tcrecc.com. Taylor County RECC
11 does not oppose providing its website address in the proposed tariff for informational
12 purposes. However, our website address is available in various publications that are
13 much more visible to our members.

14 b. Please see the attachment.

15

16 **Witness)** Patsy R. Walters

17

STARTING SERVICE

You can open an account with Taylor County RECC by visiting our office on 625 West Main Street, Campbellsville, KY. When you are requesting service, please provide the following information:

Meter number (Located on aluminum tag on meter face)
Name of previous occupant
Name of nearest neighbor

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PREPAY PROGRAM

Pay for your electricity before you use it! Our Prepay rate allows you to budget your family's energy dollars and track your home's use daily. [Click here](#) to download the application!

[Back to Top](#)

DEPOSITS

A deposit is required for any member or customer before electric service will be supplied. Consumer deposits shall be based upon actual usage history at the service location for the most recent 12 month period, if such information is available. The deposit amount shall not exceed 2/12 of the location's actual or estimated annual bill. Accounts disconnected for nonpayment are subject to a deposit before service can be restored.

Deposits will be returned after two (2) years if the customer has established a satisfactory payment record for that period and the customer requests the refund.

TAYLOR COUNTY RECC PREPAY AGREEMENT

Member Name _____	
Member Sep No. _____	Cell Phone _____
Service Address _____	Cell Phone Carrier _____
_____	E-Mail _____

The undersigned (hereinafter called the “member”) hereby applies for participation in the voluntary PrePay Electric Service Program offered to members of Taylor County Rural Electric Cooperative Corporation (hereinafter called the “Cooperative”) and agrees to the following terms and conditions:

1. The member shall purchase electric energy from the Cooperative in accordance with the present and any future rate schedule of the Cooperative on a PrePay basis for the above referenced account.
2. The member understands that the terms and conditions set forth in the member’s Application for Membership continue to apply in addition to the terms and conditions of this Agreement for PrePay Electric Service, subject, however, to any changes set forth in this Agreement.
3. The member shall sign any membership documentation as applicable by the Cooperative bylaws and the Cooperative Rules and Regulations as approved by the Kentucky Public Service Commission as may be required for the member to participate in the PrePay Electric Service Program.
4. Any deposit on the above referenced account will be applied to the account before the account changes to PrePay. Any credit remaining on the account will be applied to the PrePay account. However, if the member has another account(s) which does not have a satisfactory credit history, the remaining credit will be transferred as a deposit to the unsecured account(s). The deposit will only be refunded by applying it to the member’s account(s) as described.
5. As a result of participation in the PrePay Program, the member will not be mailed a monthly paper bill for electric usage or other applicable fees or charges. However, the member may view or obtain a copy of their bill through the website, mobile app, or at our office.
6. The member shall pay an additional daily program fee. This amount will be in addition to the charges included in the Cooperative’s rate schedule.
7. The PrePay account shall not be subject to deposits, late fees, disconnect fees, and reconnect fees.
8. If a member changes any of the contact information (i.e. e-mail address, phone number, etc.) provided on this agreement, it is the responsibility of the member to notify the Cooperative of any such changes immediately. It is the member’s responsibility to manage their own communication devices.
9. When the amount of funds remaining on a PrePay account reaches the minimum balance threshold of \$25.00, an automated message will be sent daily to the member rather than a written notice sent by U.S. Mail. Taylor County RECC will not be responsible for any failure of the member to receive the automated message for any reason(s).
10. The member shall be responsible for regularly monitoring the balance on the PrePay account and understands that the electric service will be subject to disconnection without any written notification from the Cooperative to the member once the balance of the account reaches zero (\$0.00).

11. The member is required to confirm that he/she can receive electronic communications to be eligible for the PrePay program.
12. Levelized budget billing, automatic payment draft, net metering, and ETS accounts are not eligible for PrePay.
13. Should the member have a payment returned for any reason, the returned payment will be charged to the PrePay account. The member's account shall also be charged a return payment fee in addition to the returned payment amount. If there are not sufficient funds to cover the returned item and fee, the account will be disconnected immediately.
14. If a PrePay account is disconnected due to lack of funds or any other reason, the Cooperative shall be held harmless for any damages due to loss of energy services. Likewise, if the account is disconnected and the member applied funds to the PrePay account thus causing the account to be reconnected, the member accepts full responsibility for any damages to the location caused by the account being reconnected and holds the Cooperative harmless from any damages arising from such a reconnection.
15. By signing this agreement, the member affirms there are no residents in the home currently that have medical conditions that will be impacted by loss of service. Should this status change, the member shall contact the Cooperative in writing, upon which the account will be removed from the PrePay program and will revert to a post-pay account. It is the responsibility of the member to confirm the Cooperative is in receipt of the written request for removal from the program.
16. A PrePay account will be disconnected if the balance of the account becomes negative. Unless directed otherwise by the Commission, the account will be disconnected regardless of weather/temperatures as the member responsible for ensuring that the PrePay account is adequately funded. If the member cannot ensure proper funding, Taylor County RECC recommends the member not utilize the PrePay service.
17. PrePay accounts shall not be eligible for payment arrangements with the Cooperative and energy assistance shall not be applied until received as payment on the member's PrePay account. However, the PrePay account will not be disconnected if the amount of the voucher is sufficient to pay for the entire amount of any arrearages owed by the member.
18. If a member has a PrePay account and presents a Certificate of Need, Winter Hardship Reconnect, or Medical Certificate, the account will be reverted to a post-pay account.
19. The member authorizes the Cooperative to transfer the unpaid balance of \$_____ from the member's post pay account to the PrePay account. The member also authorizes the kWh used since the last bill date until the meter is changed to a PrePay meter be calculated and transferred to the PrePay account. The member further agrees that thirty percent (30%) of any payments made on this account in the future shall be applied to the balance until said balance is paid in full. Any fees/penalties (returned payment, meter tampering, etc.) shall be paid before any payments are applied to the member's PrePay account.
20. If a member wishes to disconnect service, the member shall be refunded any balance on the PrePay account. Any refund will be processed in the same manner as post-pay account refunds.
21. Payment may be made on the website, mobile app, over the phone, or in the office.
22. Usage can be monitored via the website or mobile app.
23. If the member's PrePay account is disconnected due to a negative balance, the negative balance must be paid in addition to \$30.00. Once the account balance is positive \$30.00, the account will be reconnected.

24. The PrePay agreement shall be in effect until the member desires to cancel. If discontinuing, the member will have to meet the requirements of a post-pay member for continued service.

Member Signature: _____ SSN: _____ Date: _____

Member Signature: _____ SSN: _____ Date: _____

CSR Signature: _____ Date: _____

OFFICE USE ONLY	
WO Number _____	Date Installed _____
Location _____	Initials _____
Comments _____	

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1 **Item 6)** *Refer to the application, Exhibit B, prepay agreement. Also, refer to the*
2 *application, Exhibit A, proposed tariff sheet for Prepay Service Rider, numbered paragraph 6.*
3 *Explain why the one-time \$30 equipment installation fee and \$30 equipment uninstal fee is*
4 *not included in the prepay agreement form.*

5

6 **Response)** Taylor County included the install / uninstal fee in the tariff but not in the
7 agreement form to model the approach approved by the Commission for Farmers R.E.C.C. An
8 advantage of this approach is that future revisions to the fee, if any, would not require members
9 currently taking service under the Rider to complete a revised agreement.

10

11 **Witness)** John Wolfram

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1 **Item 7)** *Refer to the application, Exhibit B, prepay agreement, paragraph 10. It states,*
2 *in part, "if the member has another account(s) which does not have a satisfactory credit*
3 *history, the remaining credit will be transferred as a deposit to the unsecured account(s)."*
4 *Explain how Taylor County RECC determines when an account does not have a satisfactory*
5 *credit history.*

6

7 **Response)** Refer to the Rules and Regulations of the Taylor County RECC's tariff, Sheets
8 No. 32-33, which states the following:

9 *In determining whether a deposit will be required or waived, the following criteria will be*
10 *considered:*

11

- 12 1. *Consumers who are becoming a member of the Cooperative for the first time will be*
13 *charged a deposit.*
14 2. *Consumers, who have been disconnected for nonpayment of electric bills (except for*
15 *those qualifying for service reconnection pursuant to 807 KAR 5:006, Section 15,*
16 *Winter Hardship Reconnection), meter tampering, and those consumers who have*
17 *terminated service with the Cooperative and have an amount still outstanding, shall*
18 *be charged a deposit.*
19 3. *Consumers moving from one location to another will not be charged a deposit unless*
20 *they have been members of the Cooperative for less than two (2) years or have a*
21 *(questionable) credit rating. A questionable credit rating is defined as being on the*
22 *cutoff list four (4) or more times in the past twelve (12) months. A returned check will*
23 *count as being on the cutoff list. Also those consumers who have had service*
24 *disconnected for nonpayment in the last two (2) years or disconnected for meter*
25 *tampering are considered as having a questionable credit rating. Having*
26 *discontinued service and not paying the final bill constitutes a questionable credit*
27 *rating.*

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- 1 4. *Consumers may furnish a letter of credit from another utility as evidence of good*
2 *credit. In cases where the letter of credit is received after payment of the deposit, the*
3 *deposit may be refunded.*
4 5. *Consumers with a good credit rating may sign as joint members in order to waive the*
5 *deposit of another member.*

6
7

8

9 **Witness)** Patsy R. Walters

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1 **Item 8)** *Refer to the application, Exhibit C-3, Section C. Provide support for Line 1.*

2 *Incremental Costs Associated with Prepay and Line 5. Monthly Communications Fees.*

3

4 **Response)** For the Incremental Costs Associated with Prepay on Exhibit C-3, Section C, Line

5 1, the \$225 is simply the cost of the meter. On Line 5, Monthly Communication Fees, the \$1.30

6 is derived as follows:

<u>Line #</u>	<u>Item</u>	<u>#</u>	<u>Data Charge</u>	<u>Cost</u>
1	Outbound Text Messages (Days)			
2	Daily Usage/Balance	30		
3	Below \$25 Threshold	15		
4	Pending Disconnect	5		
5		50	\$0.025	\$1.25
6				
7	Inbound Text Message (Days)			
8	Member Reply	5	\$0.010	\$0.05
9				
10	Total Monthly Charge Per Account			\$1.30

7

8

9 **Witness)** John Wolfram

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1 **Item 9)** *Refer to the Direct Testimony of John Wolfram (Wolfram Testimony), page 4 of*
2 *9, lines 1-3.*

3 *a. Explain in detail how the estimate of 5.6 percent of its total members was used in*
4 *calculating the number of members that will use the program.*

5 *b. Provide a schedule of the number of delinquencies, by month, for the last 12 months*
6 *and the average number of delinquencies for the same period.*

7 *c. Provide the estimated monthly number of delinquencies expected after the*
8 *implementation of the proposed prepay program.*

9

10 **Response)**

11 a. The estimate of 1,500 members participating in the program, or 5.6 percent of Taylor
12 County's membership, was an estimate based on Taylor County's judgment and on the
13 number of members that Blue Grass Energy expected to participate in their prepaid
14 program as specified and approved by the Commission in Case No. 2012-00260.

15 b. Please see the attachment.

16 c. Please see the attachment.

17

18 **Witness)** Patsy R. Walters, John Wolfram

Taylor County Rural Electric Cooperative Corporation
Schedule of Delinquencies
Response 9.b.

<u>Month</u>	<u>Delinquencies</u>
November 2019	4,906
December	5,642
January 2020	5,227
February	4,874
March	5,260
April	5,025
May	4,366
June	4,809
July	4,426
August	4,012
September	4,578
October	4,861
Average	4,832

Taylor County Rural Electric Cooperative Corporation
Estimated Schedule of Delinquencies
Response 9.c.

<u>Month</u>	<u>Delinquencies</u>
November 2019	4,631
December	5,326
January 2020	4,934
February	4,601
March	4,965
April	4,744
May	4,122
June	4,540
July	4,178
August	3,787
September	4,322
October	4,589
Average	4,562 *

NOTE: *Normal Average Less 5.6%

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
CORPORATION FOR APPROVAL TO
IMPLEMENT A PREPAY METERING PROGRAM
CASE NO. 2020-00278**

Response to the Commission Staff's First Set of Data Requests

October 9, 2020

1 **Item 10)** *Refer to the Wolfram Testimony, page 4 of 9, lines 17-18. Explain in detail the*
2 *process involved with the installation of the disconnect collar.*

3

4 **Response)** Taylor County RECC plans to install a disconnect "meter." The member would be
5 required to complete paperwork requesting prepay service. A customer service representative
6 would generate a service order for the disconnect meter to be installed at the location. A
7 Cooperative representative would go to location to replace the existing meter with a disconnect
8 meter. A customer service representative would then change the status on the member account
9 from post pay to prepay.

10

11 **Witness)** Patsy R. Walters, John Wolfram

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
CORPORATION FOR APPROVAL TO
IMPLEMENT A PREPAY METERING PROGRAM
CASE NO. 2020-00278**

Response to the Commission Staff's First Set of Data Requests

October 9, 2020

1 **Item 11)** *Refer to Wolfram Testimony, page 4 of 9, line 17. Also, refer to the application,*
2 *Exhibit A, proposed tariff sheet for Prepay Service Rider, numbered paragraph 27. In regards*
3 *to the account going into a negative balance the Wolfram Testimony states, "Once a payment*
4 *is made, service will be reconnected" while the proposed tariff states, "Once the account*
5 *balance is positive \$30.00, the account will be reconnected".*

6 *a. Reconcile these two statements.*

7 *b. Provide justification for the \$30 additional balance needed for the account to be*
8 *reconnected.*

9 *c. State how long from the time payment is submitted to Taylor County RECC by the*
10 *customer until service would be reconnected.*

11

12 **Response)**

13 a. The statement in testimony should read "Once the account balance is positive \$30.00, the
14 account will be reconnected" as stated in the proposed tariff.

15 b. The \$30 is intended to approximate the cost of the Termination or Field Collection
16 Charge, which is currently \$35, as specified in Taylor County's Rules and Regulations,

17 1st Revised Sheet No. 31.

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
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CASE NO. 2020-00278**

Response to the Commission Staff's First Set of Data Requests

October 9, 2020

1 c. Taylor County RECC's software is designed to check the members' prepay account in 15
2 minute increments, 24 hours a day for payment received in order to reconnect service to
3 the member.

4

5 **Witness)** Patsy R. Walters, John Wolfram

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
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Response to the Commission Staff's First Set of Data Requests

October 9, 2020

1 **Item 12)** *Refer to the Wolfram Testimony, page 7 of 9, lines 2-4, and lines 15-19.*

2 *a. State the approximate time of day in which the account balance would be adjusted*
3 *daily.*

4 *b. State whether reconnection of service would occur on a weekend or holiday if a*
5 *customer submitted payment on a weekend or holiday.*

6

7 **Response)**

8 a. Taylor County RECC's Prepay software is designed to bill the member's prepay accounts
9 at 11:30 am daily.

10 b. Taylor County RECC's software is designed to check the members' prepay account in 15
11 minute increments 24 hours a day for payment received in order to reconnect service to
12 the member, every day, regardless of weekend or holiday.

13

14 **Witness)** Pasty R. Walters

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
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Response to the Commission Staff's First Set of Data Requests

October 9, 2020

1 **Item 13)** *Refer to the Wolfram Testimony, page 4 of 9, lines 8 and 9. State what payment*
2 *methods available to postpay members are not available to prepay members and provide a*
3 *justification for not making all payment methods available to all members.*

4

5 **Response)** There are no payment methods available to postpay members that are not
6 available to prepay members. Members, whether post-pay or prepay, may apply funds to their
7 account(s) by mail, telephone, mobile app, or by the Cooperative's website by Visa or
8 MasterCard. Payment may also occur in person during the Cooperative's regular business hours.

9

10 **Witness)** Patsy R. Walters

TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

**ELECTRONIC APPLICATION OF TAYLOR
COUNTY RURAL ELECTRIC COOPERATIVE
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CASE NO. 2020-00278**

Response to the Commission Staff's First Set of Data Requests

October 9, 2020

1 **Item 14)** *Refer to the Wolfram Testimony, page 9 of 9, lines 1 and 2. It states, "Studies*
2 *have shown that the prepay program reduces energy consumption, which subsequently lowers*
3 *monthly bills." Provide copies of these studies.*

4

5 **Response)** The material referenced is the same information that was described by Jackson
6 Energy Cooperative in Case No. 2010-00210. This information is available online in Jackson
7 Energy Cooperative's Application and in the Response to Commission Staff's Initial Data
8 Request Item 6 at:

9 https://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2010-00210

10 Similar information was provided by Farmers R.E.C.C. in response to Commission Staff's Initial
11 Data Request Item 17 in Case No. 212-00437 at:

12 https://psc.ky.gov/PSC_WebNet/ViewCaseFilings.aspx?case=2012-00437

13

14 **Witness)** John Wolfram