

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION INTO ALLEGED)
VIOLATIONS OF KRS 278.160, 807 KAR 5:006,)
AND COMMISSION ORDERS BY SALT RIVER)
ELECTRIC COOPERATIVE CORP., SALT RIVER) Case No.
ELECTRIC COOPERATIVE CORP.'S BOARD OF) 2020-00347
DIRECTORS: JIMMY LONGMIRE, CHAIRMAN;)
A.C. "HAPPY" CAHOE, VICE CHAIRMAN; LINDA)
WEST, SECRETARY; GAYLE TROUTMAN,)
TREASURER; DARRELL TINGLE, DIRECTOR;)
AND GARRY MANN, AND SALT RIVER ELECTRIC)
COOPERATIVE CORP.'S PRESIDENT AND)
CHIEF EXECUTIVE OFFICER, TIM SHARP)

RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

FILED: NOVEMBER 13, 2020

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BEFORE THE PUBLIC SERVICE COMMISSION

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ELECTRONIC INVESTIGATION INTO ALLEGED)
VIOLATIONS OF KRS 278.160, 807 KAR 5:006,)
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AND GARRY MANN, AND SALT RIVER ELECTRIC)
COOPERATIVE CORP.'S PRESIDENT AND)
CHIEF EXECUTIVE OFFICER, TIM SHARP)

Case No.
2020-00347

VERIFICATION OF TIM J. SHARP

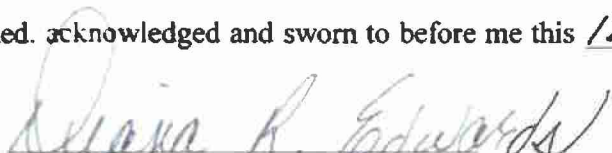
COMMONWEALTH OF KENTUCKY)
) SS
COUNTY OF NELSON)

Tim J. Sharp, President and Chief Executive Officer of Salt River Electric Cooperative Corporation, being duly sworn, states that he has supervised the preparation of the responses of Salt River Electric to Commission Staff's First Request for Information in the above-referenced case and that the matters and things set forth in the responses are true and accurate to the best of his knowledge, information and belief, formed after reasonable inquiry.



Tim J. Sharp
President and CEO
Salt River Electric Cooperative Corporation

The foregoing Verification was signed, acknowledged and sworn to before me this 12th day of November, 2020, by Tim J. Sharp.


NOTARY PUBLIC
Commission Expiration: July 5, 2023

Salt River Electric Cooperative Corporation
Case No. 2020-00347
Commission Staff's First Request for Information

1. Refer to Salt River Electric's Supplemental Response to Order (Supplemental Response), pages 4 and 12, where Salt River Electric details its attempts to communicate with prepay customers.

- a. Provide copies of "the automated daily text and/or email messages, beginning in September, warning that service is "Pending Auto Disconnect" when a balance was negative."

Response: Examples of the automated daily text and email messages sent by Salt River Electric alerting delinquent prepay members of "Pending Auto Disconnect" are attached at Pages 3 and 4 of this response. A detailed record reflecting each of the 34,000+ automated messages sent during the relevant month-long time period is included as part of the "Member Contact Spreadsheet" provided herewith under seal.¹

- b. Provide a transcript of the "[a]utomated calls beginning on October 14, requesting that members get in touch to avoid service interruption."

Response: Please see the document attached at Page 5 of this response.

- c. Describe how Salt River Electric would determine whether a prepay customer could not be reached by automated call, text, or email.

Response: Salt River Electric utilizes an automated phone system provided by a third party (Milsoft) to contact members with past-due balances. The system is capable of generating a report that reflects the success of each phone call placed within each automated call campaign. The results of the automated call campaign conducted by Salt River Electric to its delinquent

¹ Contemporaneously with this response, Salt River Electric is filing a motion seeking confidential protection of the Member Contact Spreadsheet and certain other documents containing confidential member information.

prepay members on October 14, 2020, are reflected in the report provided at Page 6 through Page 33 of this response. As reflected in the report, the October 14th campaign had a successful call answer/receipt rate of approximately 92%.

Salt River Electric personnel reviewed the relevant report following the October 14th campaign to determine which members were not reached by the automated call, thereafter sending to those members an email with a copy of a letter requesting further communication (provided at Page 34 of this response). If that email was undeliverable or otherwise “bounced back” to Salt River Electric, the cooperative’s personnel then mailed a hardcopy of the letter to any mailing address on file.

Finally, with respect to the twice-daily automated text messages sent by Salt River Electric to delinquent prepay members beginning in September and continuing through October 21, Salt River Electric was notified via system email if a text message sent to a prepay member was unsuccessful, at which point Salt River attempted to update the member’s contact information utilizing the available email address or other information, if possible.

- d. Provide a copy of the letter that Salt River Electric sent to prepay customers who could not be reached by automated call, text, or email.

Response: Please see the document attached at Page 34 of this response.

um Alerts and Reminders Text Message ×

To: [REDACTED]
Subject: PENDING AUTO DISCONN
Sent: 10/05/20 08:06 AM

Electric service for acct [REDACTED] is pending cutoff as PPM Balance reached disconnect threshold Reply STOP to opt out.

[Get Status](#) Close

Alerts and Reminders E-mail



To: [REDACTED] Sent: 10/05/20 08:06 AM

Subject: PENDING AUTO DISCONNECT ALERT

The Prepaid Balance for account [REDACTED] is -3.87 dollars which is below the disconnect threshold. Your electric service is on the Disconnect list. ^

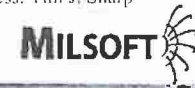
Attention: Salt River Electric PrePay member.

Any PrePay member with a negative balance will be disconnected on Wednesday, October 21st.

Our records indicate you have a negative balance of \$_____.

To ensure there is no interruption of your electric service, please give us a call today to discuss a payment arrangement at 502-348-3931.

Thank you and have a good day.



Contacts List

Campaign Name		PRE PAY 10-14-20					
Priority	Start Time	End Time	Contact Methods			Active	
5	10/14/20 9:47 AM	1/1/40 12:00 AM	Voice Calls			Yes	
Voice Result Time	Voice Result	Other 4	Account Number	1st Phone	2nd Phone	Name 1	Attempts
10/14/20 10:33 AM	Sent/Answered	null					1
10/14/20 11:39 AM	Sent/Answered	null					1
10/14/20 12:02 PM	Sent/Answered	null					1
10/14/20 9:52 AM	Skipped	null					0 E/L
10/14/20 11:17 AM	Sent/Answered	null					1
10/14/20 11:13 AM	Sent/Answered	null					1
10/14/20 10:02 AM	Sent/Answered	null					1
10/14/20 11:03 AM	Sent/Answered	null					1
10/14/20 11:13 AM	Sent/Answered	null					1
10/14/20 11:30 AM	Sent/Answered	null					1
10/14/20 11:53 AM	Sent/Answered	null					1
10/14/20 11:06 AM	Sent/Answered	null					1
10/14/20 11:56 AM	Sent/Answered	null					1
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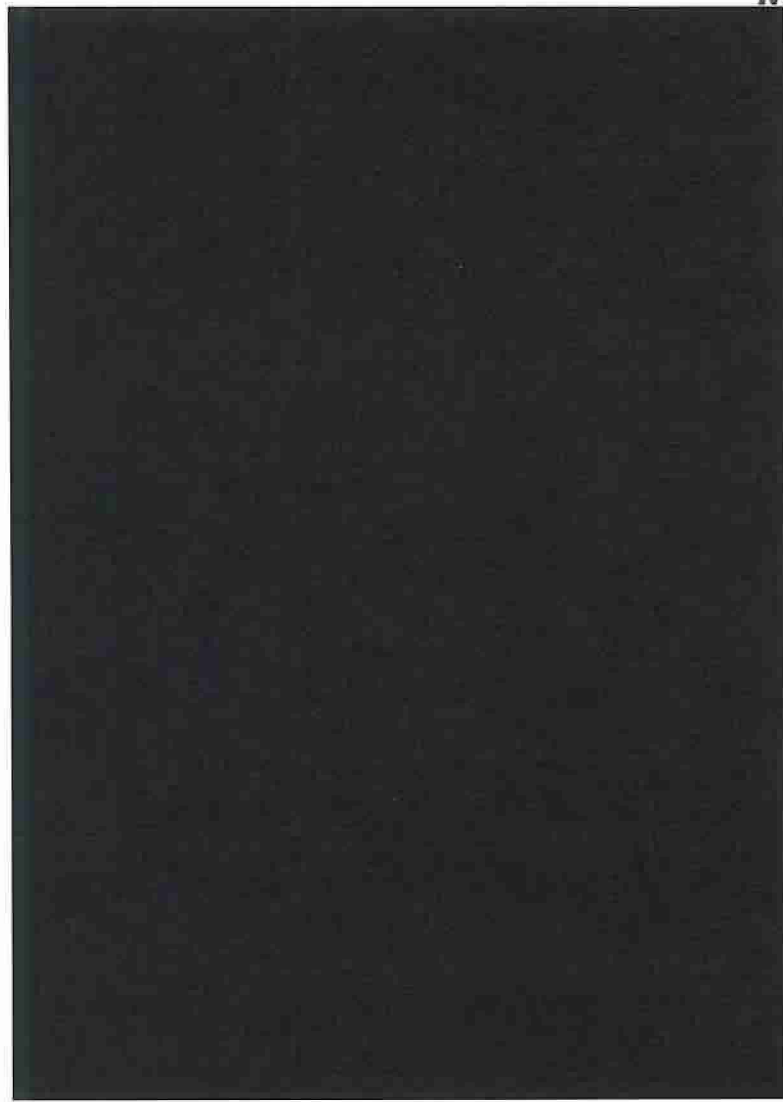
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10/14/20 11:50 AM	Sent/Answered	null	1
10/14/20 10:55 AM	Sent/Answered	null	1
10/14/20 11:14 AM	Sent/Answered	null	1
10/14/20 10:33 AM	Sent/Answered	null	1
10/14/20 11:11 AM	Sent/Answered	null	1
10/14/20 12:14 PM	Sent/Answered	null	2
10/14/20 11:15 AM	Sent/Answered	null	1
10/14/20 11:47 AM	Sent/Answered	null	1
10/14/20 10:55 AM	Sent/Answered	null	1
10/14/20 10:30 AM	Sent/Answered	null	1
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10/14/20 10:34 AM	Sent/Answered	null	1
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Contacts List

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10/14/20 10:40 AM	Sent/Answered	null
10/14/20 11:53 AM	Sent/Answered	null
10/14/20 11:51 AM	Sent/Answered	null
10/14/20 12:18 PM	Failed	null
10/14/20 10:01 AM	Sent/Answered	null
10/14/20 11:39 AM	Sent/Answered	null
10/14/20 10:23 AM	Sent/Answered	null
10/14/20 11:54 AM	Sent/Answered	null
10/14/20 10:09 AM	Sent/Answered	null
10/14/20 11:10 AM	Sent/Answered	null
10/14/20 12:13 PM	Sent/Answered	null
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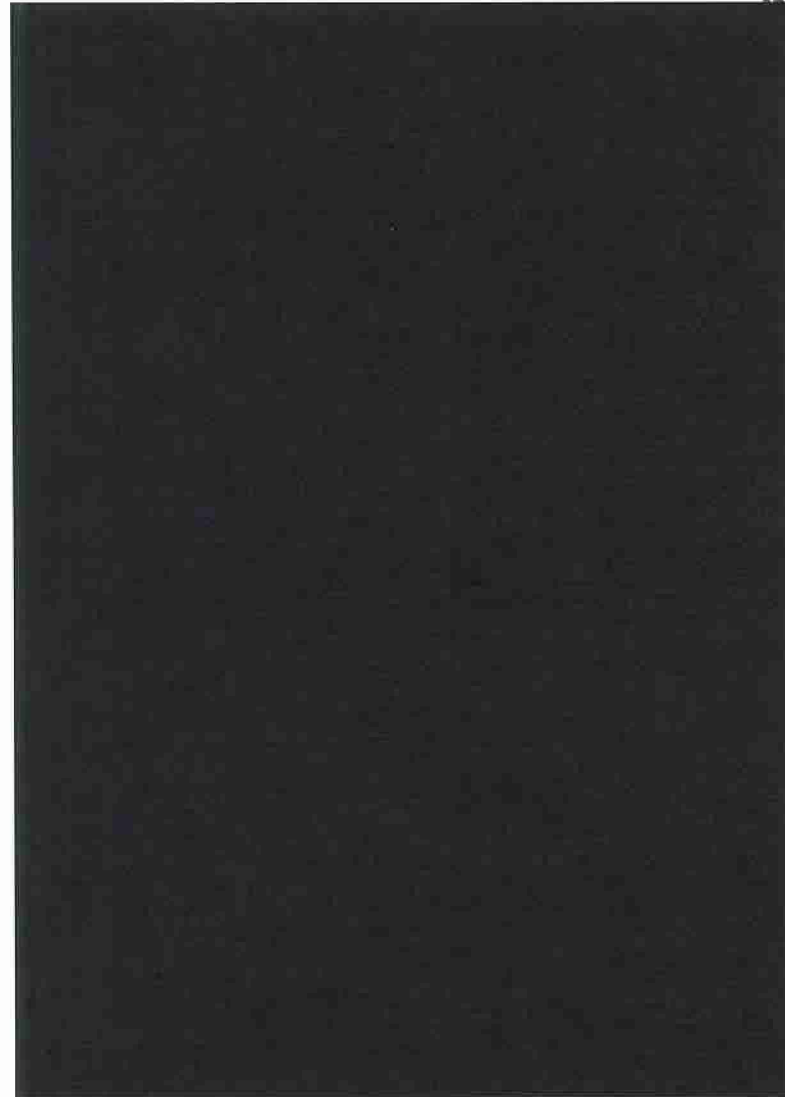


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10/14/20 11:35 AM	Sent/Answered	null
10/14/20 11:18 AM	Sent/Answered	null
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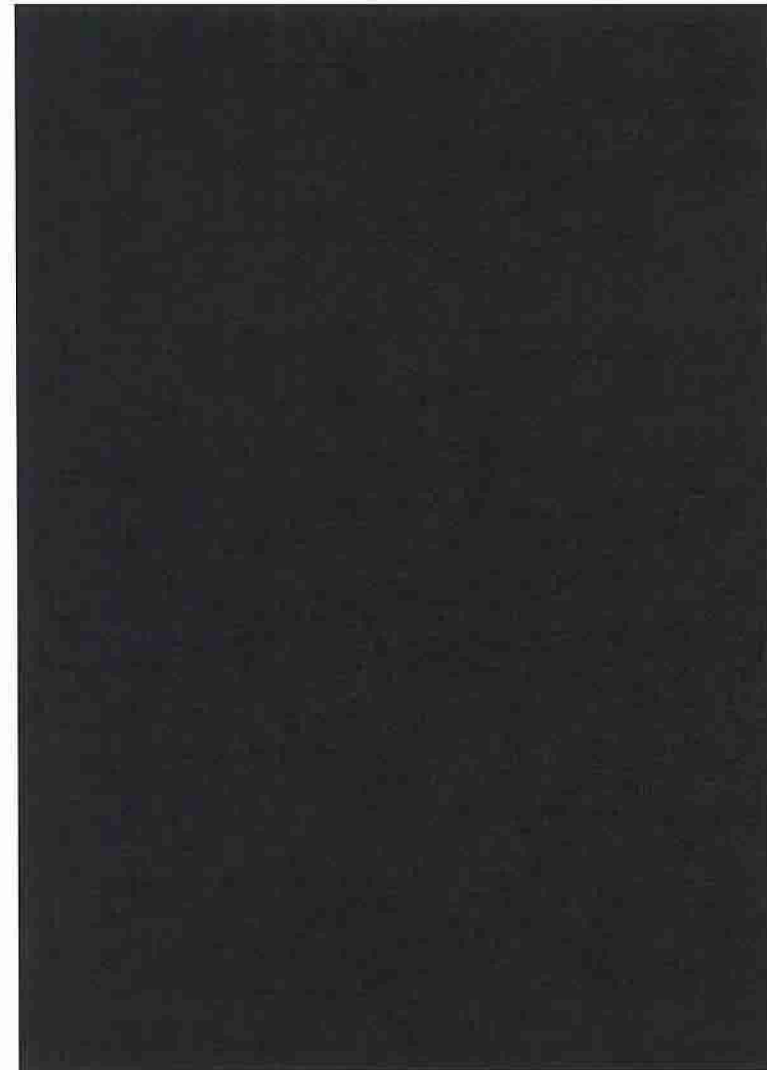
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10/14/20 12:18 PM	Failed	null
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10/14/20 11:39 AM	Sent/Answered	null
10/14/20 10:15 AM	Sent/Answered	null
10/14/20 11:03 AM	Sent/Answered	null
10/14/20 10:21 AM	Sent/Answered	null
10/14/20 11:00 AM	Sent/Answered	null
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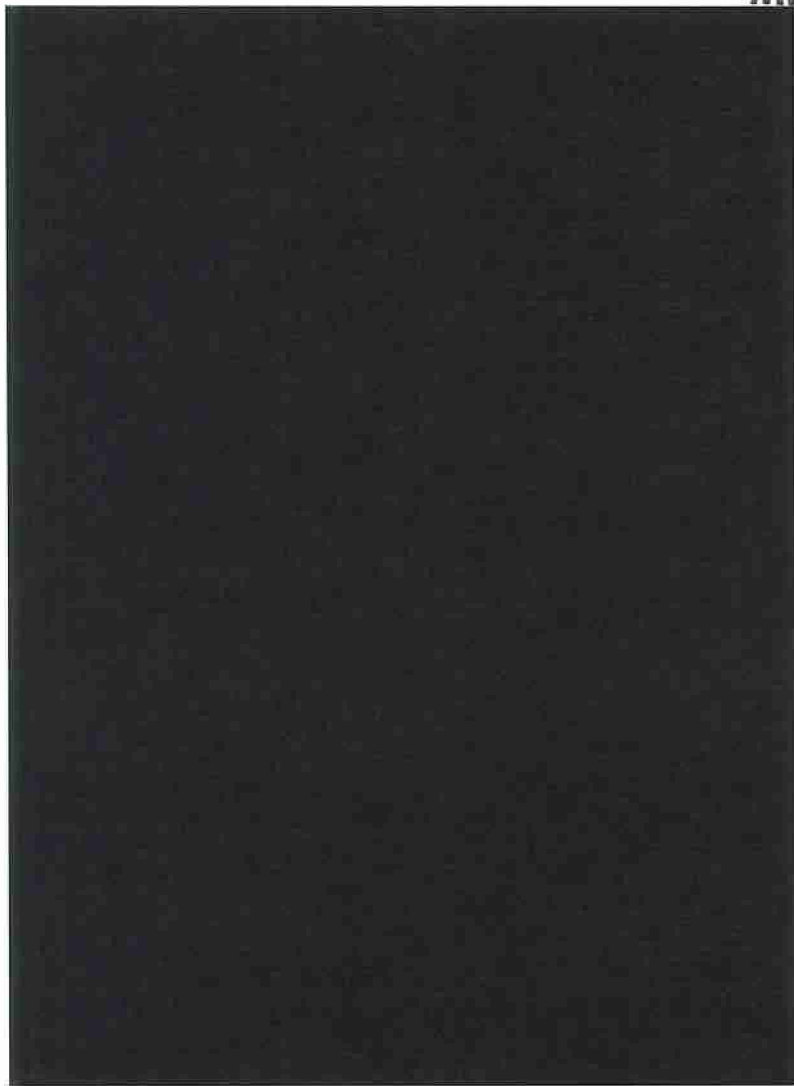


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10/14/20 10:38 AM	Sent/Answered	null
10/14/20 9:57 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null
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10/14/20 10:10 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null
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10/14/20 11:24 AM	Sent/Answered	null



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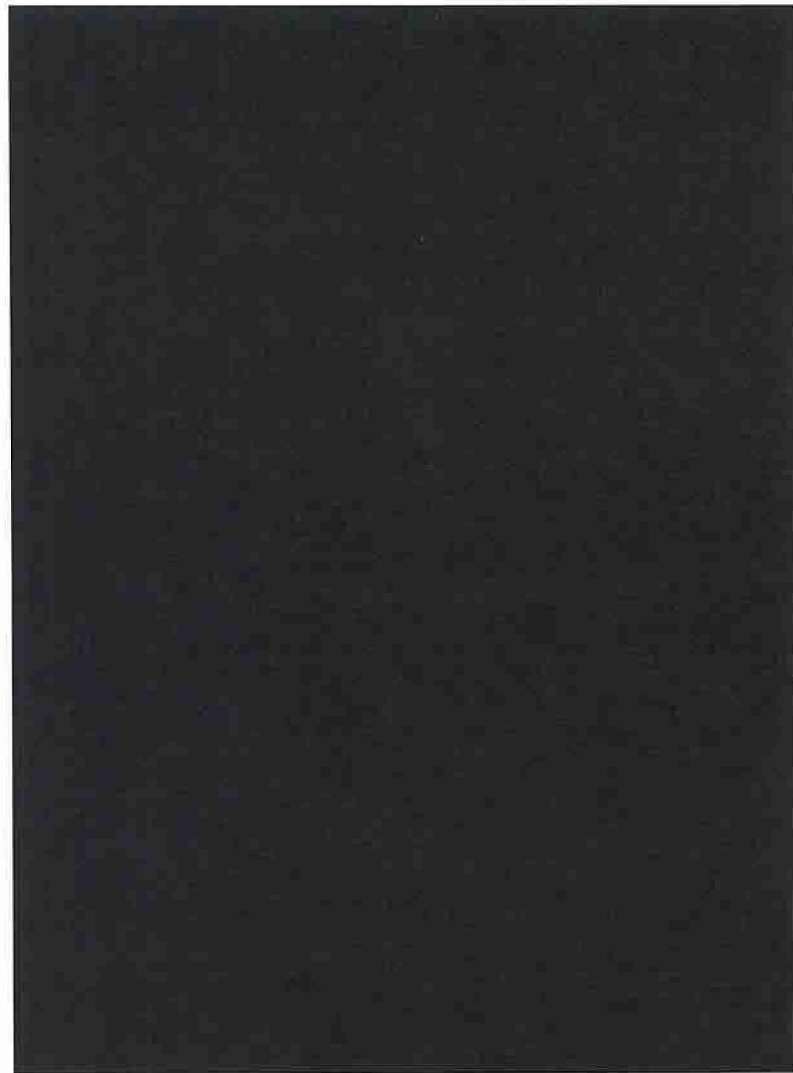
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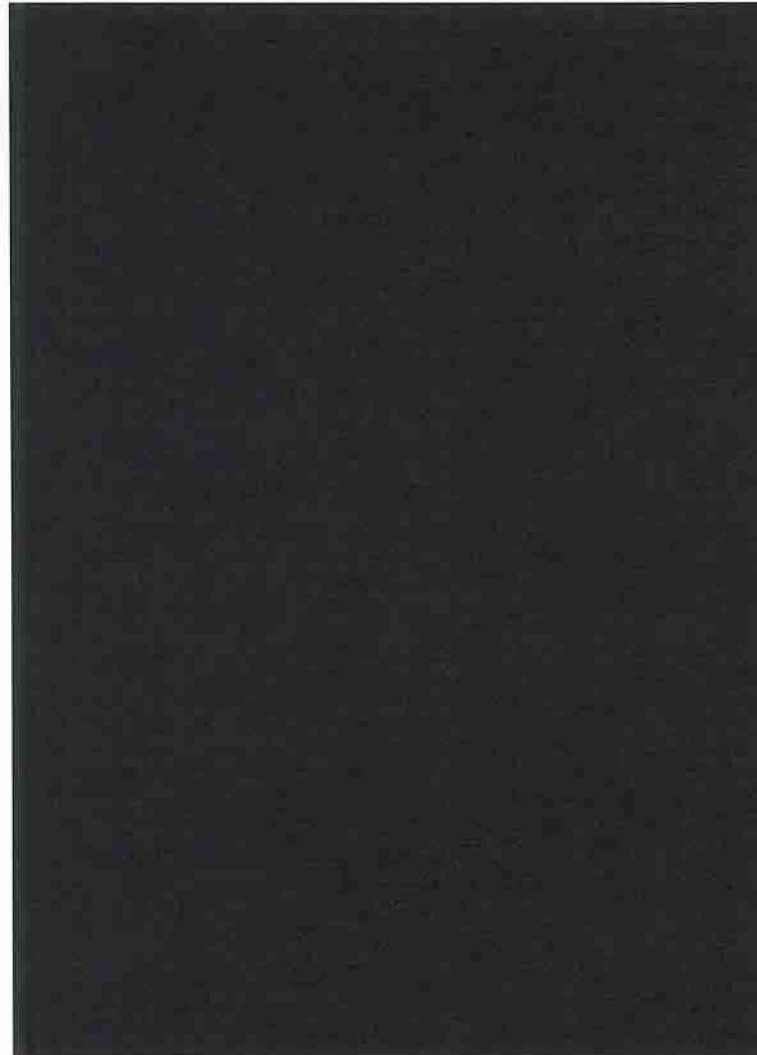


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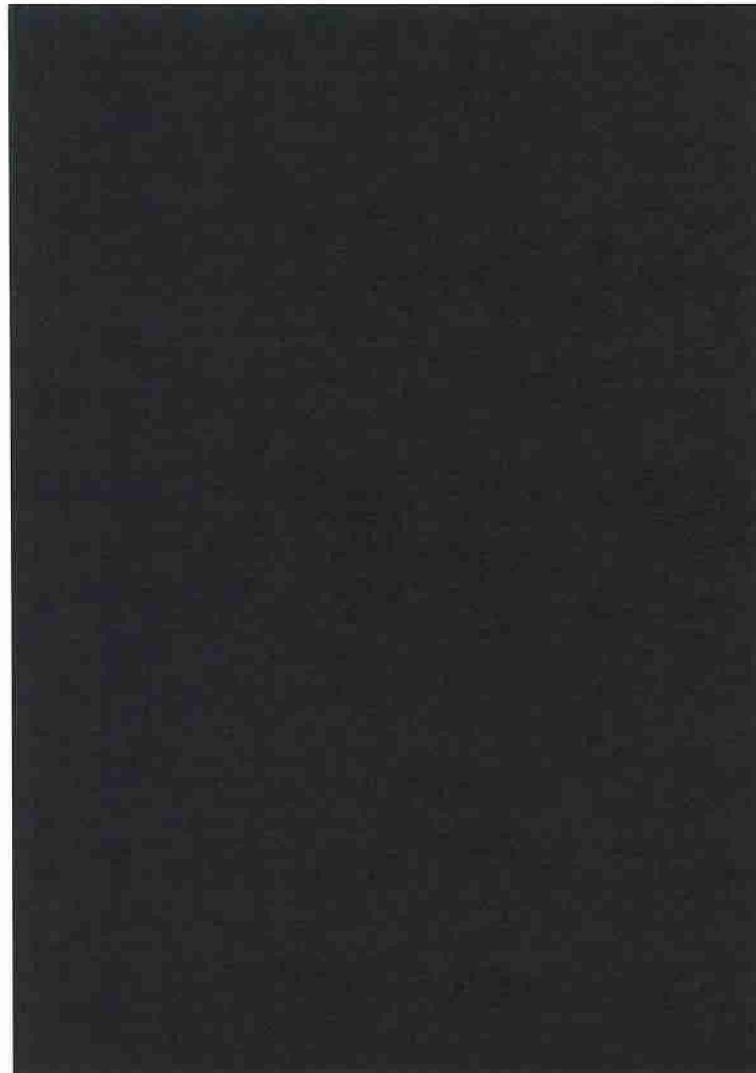
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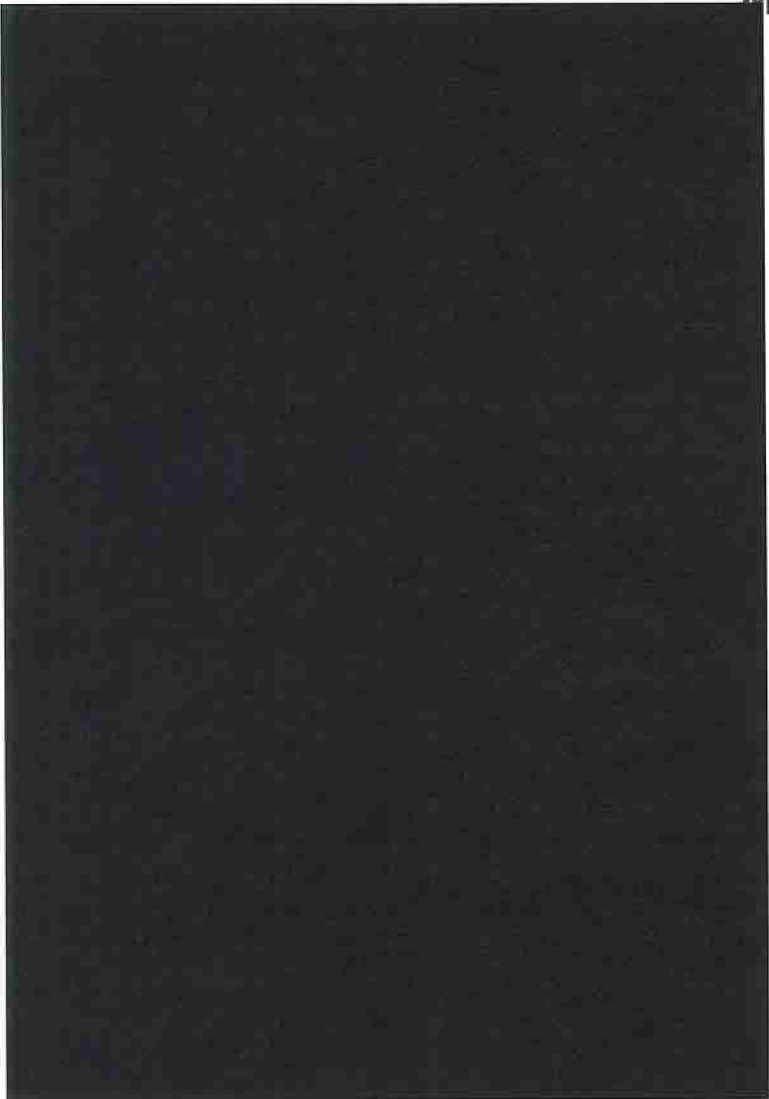
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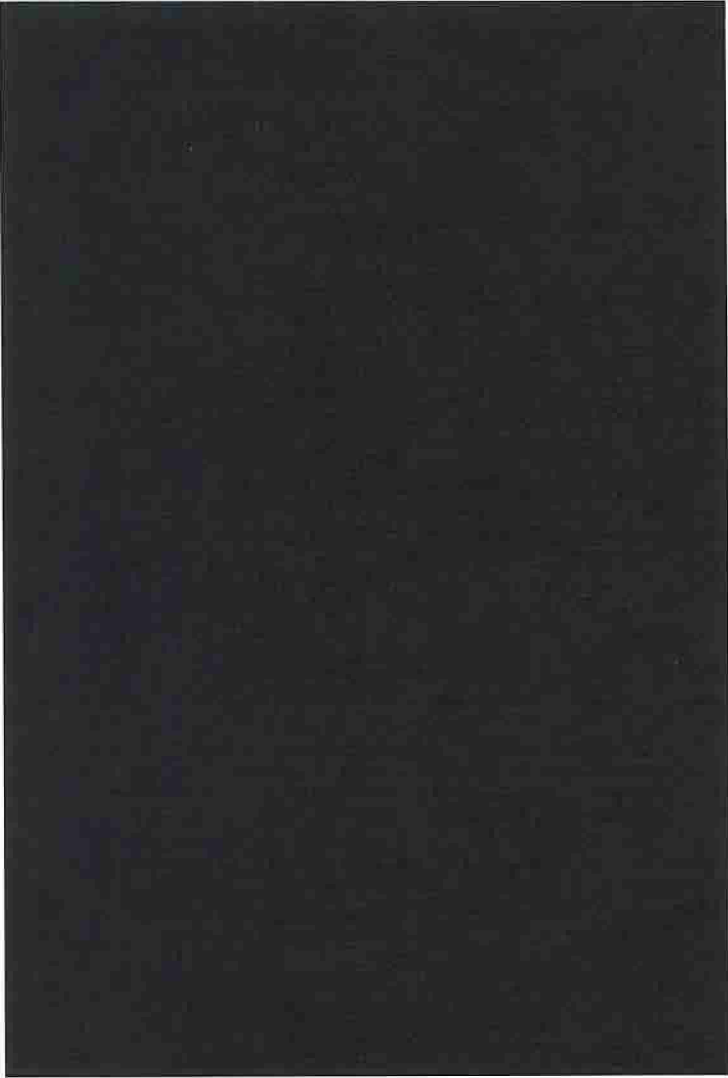


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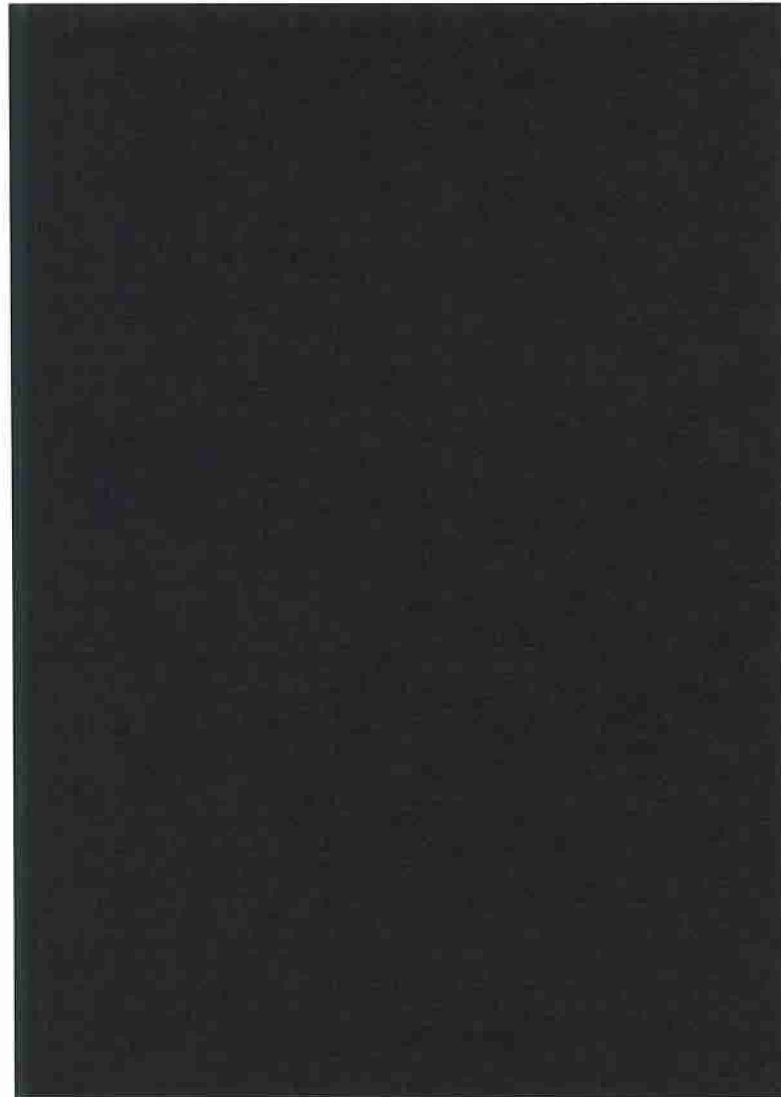
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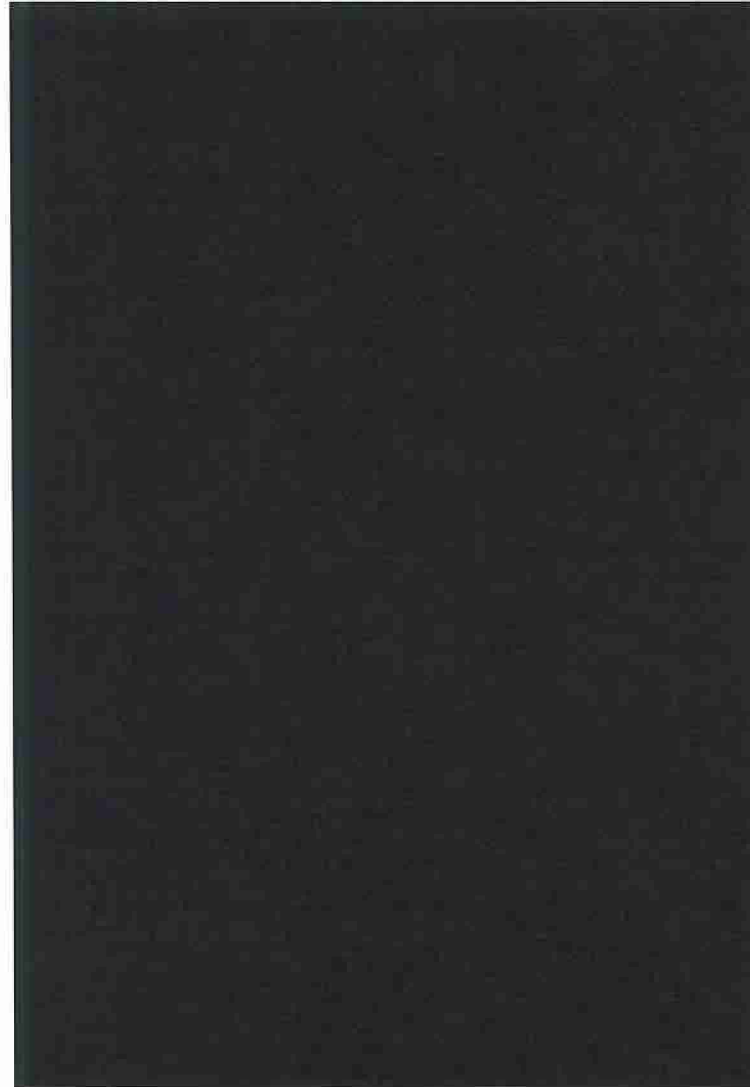
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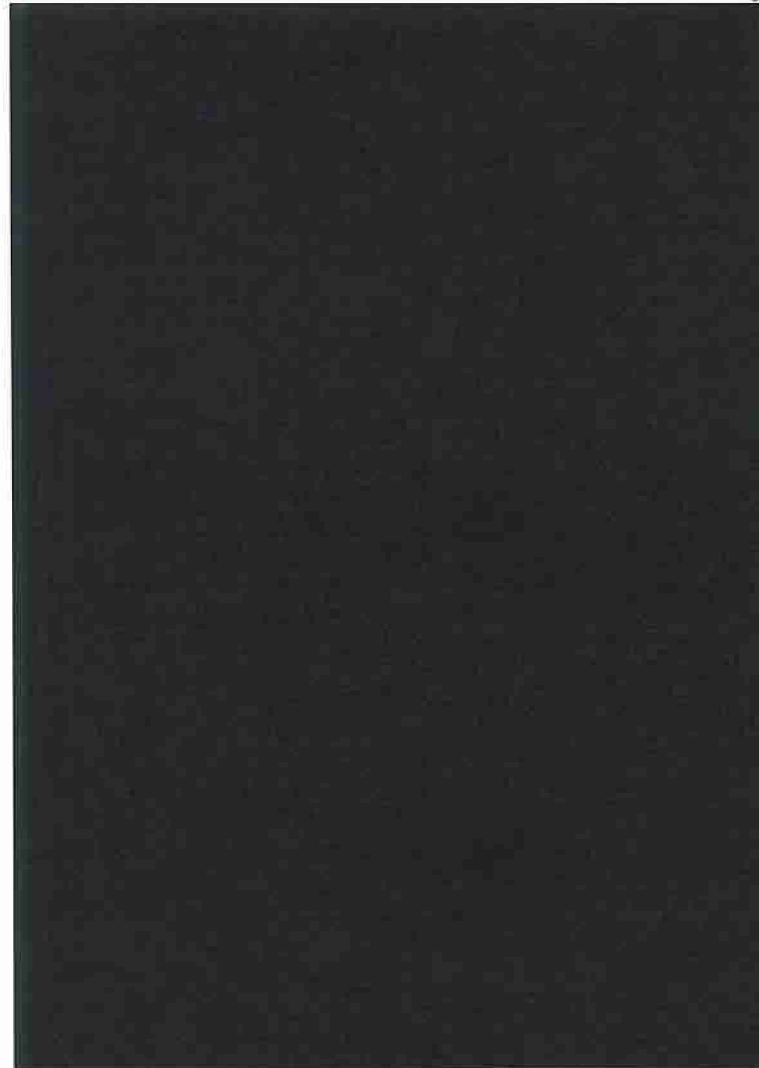
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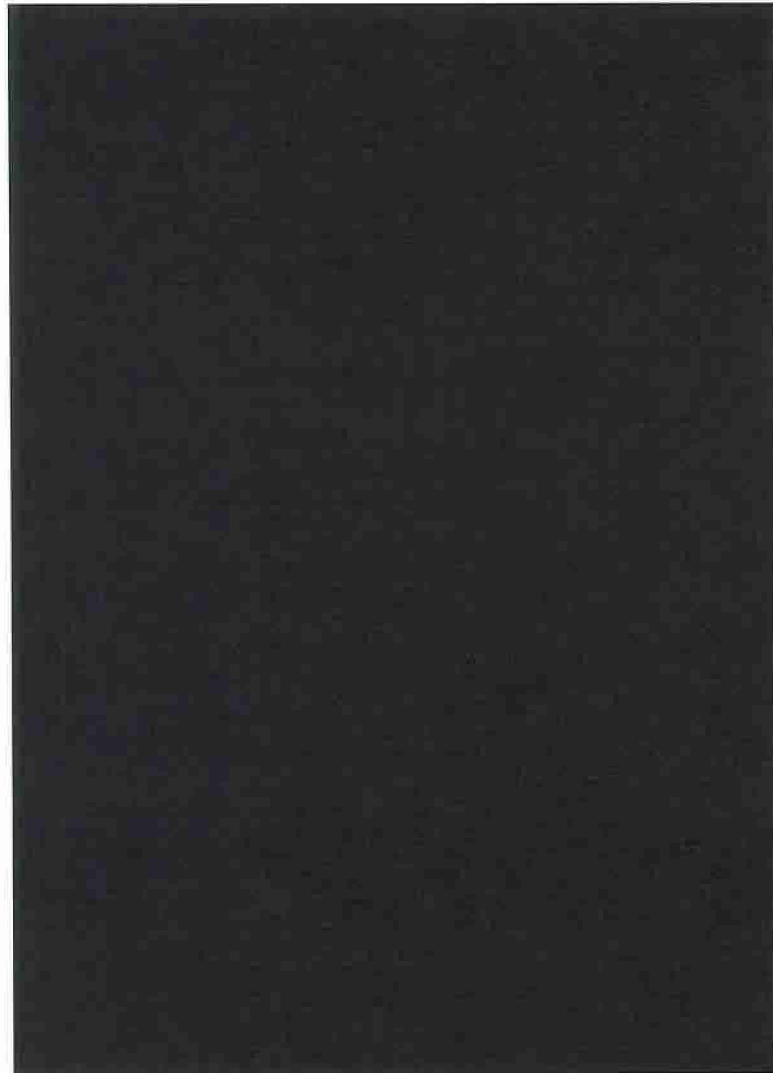
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Contacts List

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10/14/20 12:01 PM	Sent/Answered	null
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10/14/20 10:22 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null
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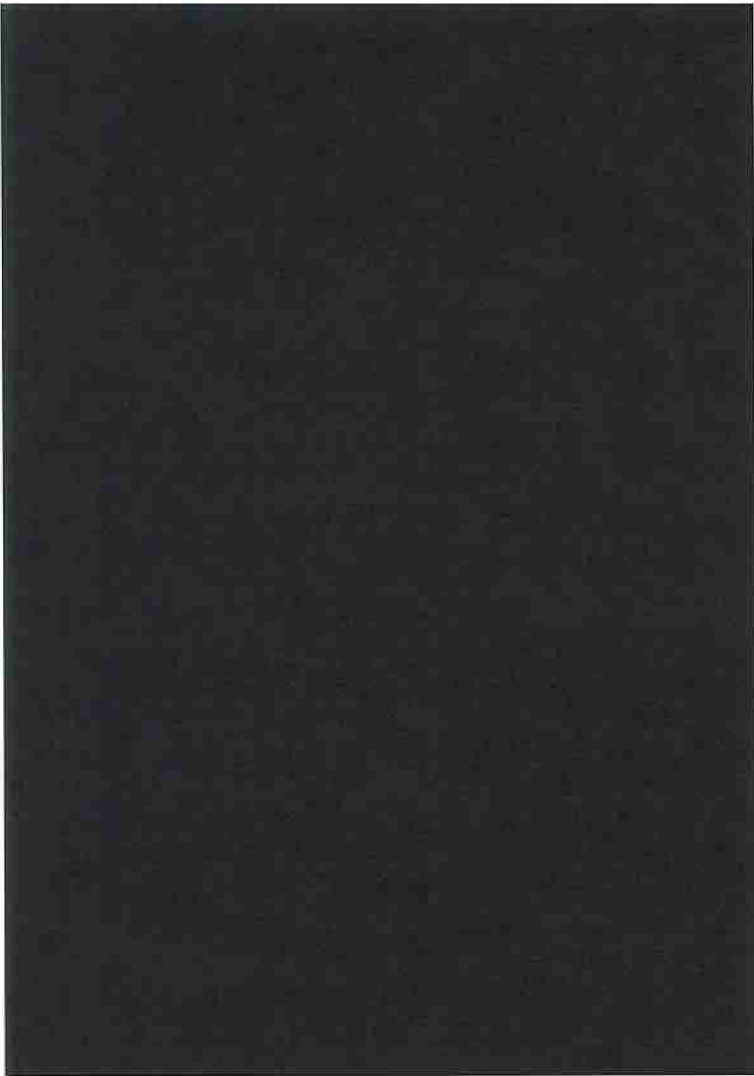
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10/14/20 11:34 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null
10/14/20 10:07 AM	Sent/Answered	null
10/14/20 10:18 AM	Sent/Answered	null



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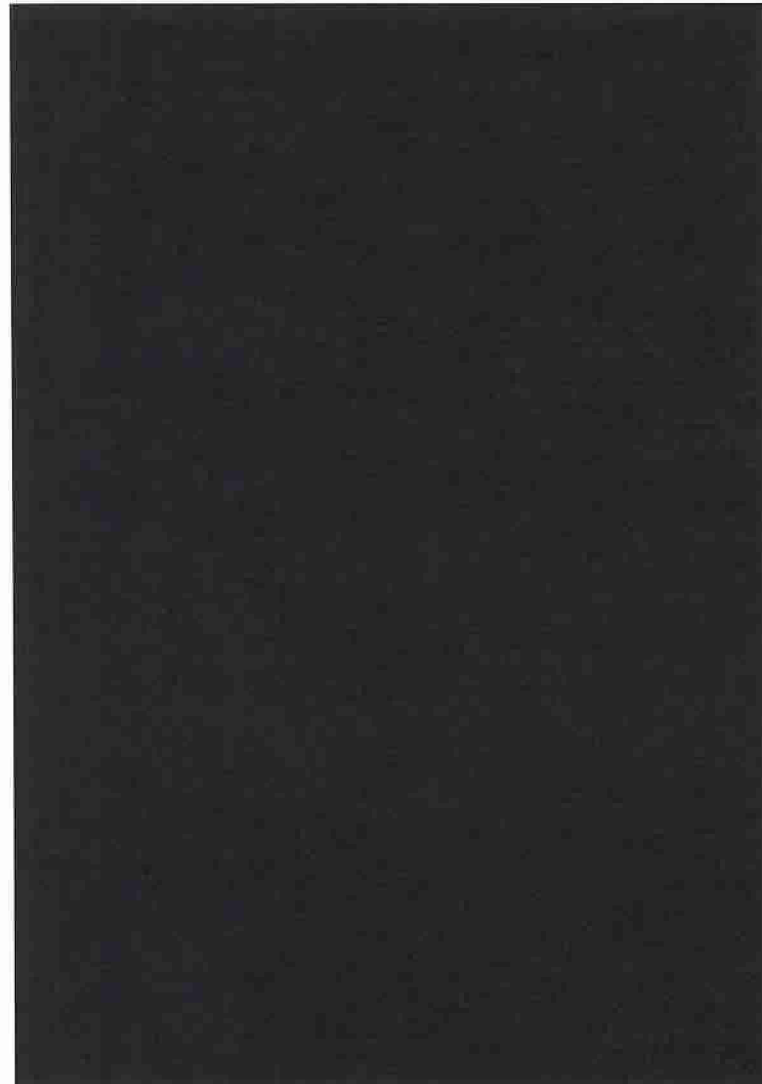
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Contacts List

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10/14/20 10:07 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null
10/14/20 12:08 PM	Sent/Answered	null
10/14/20 10:55 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null



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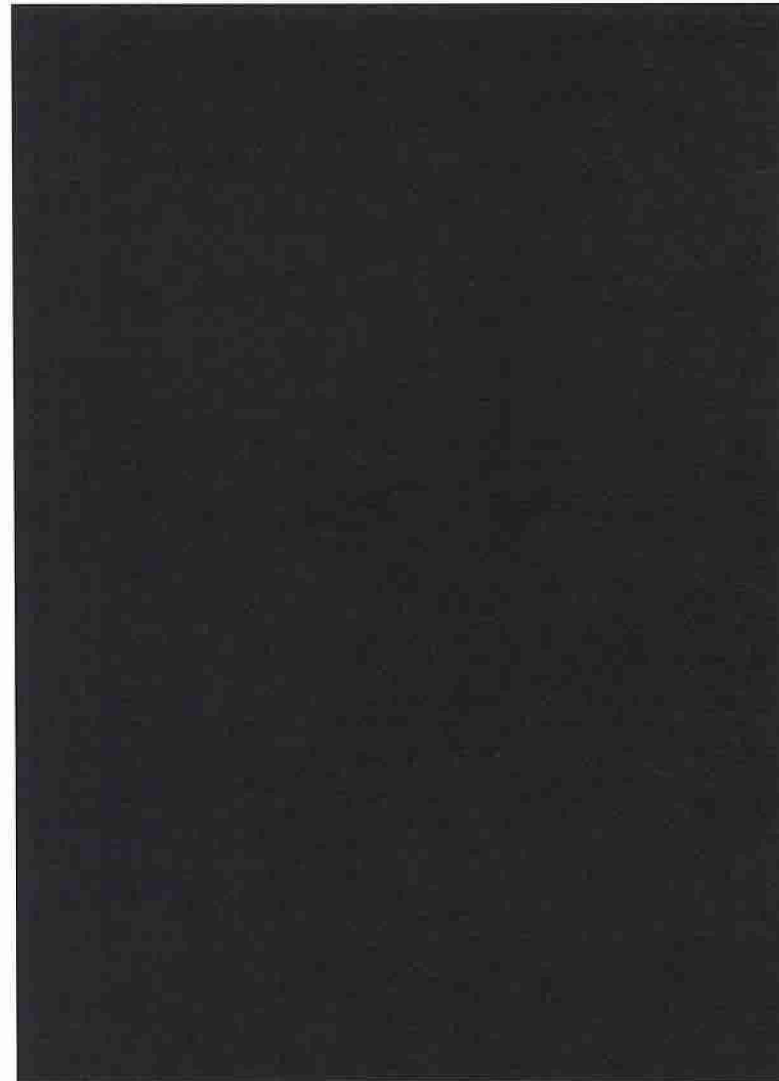
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Contacts List

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10/14/20 11:31 AM	Sent/Answered	null
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10/14/20 10:02 AM	Sent/Answered	null
10/14/20 10:12 AM	Sent/Answered	null
10/14/20 9:52 AM	Skipped	null
10/14/20 10:38 AM	Sent/Answered	null
10/14/20 10:44 AM	Sent/Answered	null
10/14/20 10:45 AM	Sent/Answered	null
10/14/20 12:04 PM	Sent/Answered	null
10/14/20 11:10 AM	Sent/Answered	null
10/14/20 12:19 PM	Failed	null
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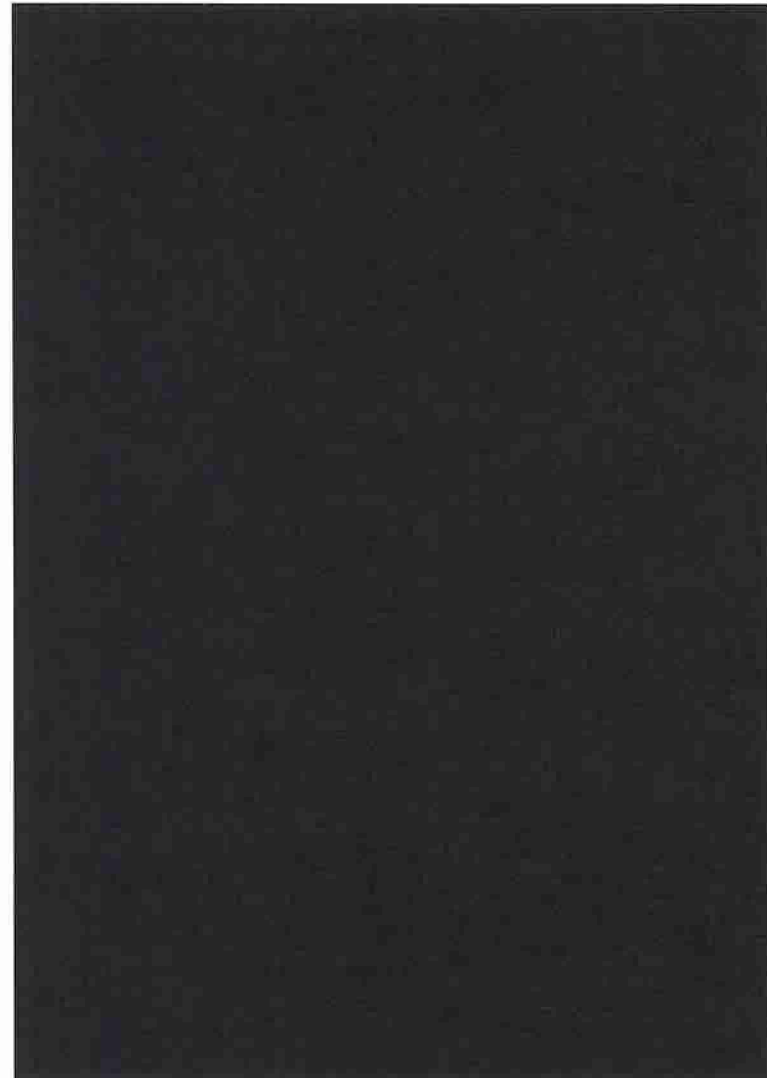
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
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10/14/20 11:09 AM	Sent/Answered	null
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10/14/20 9:55 AM	Sent/Answered	null
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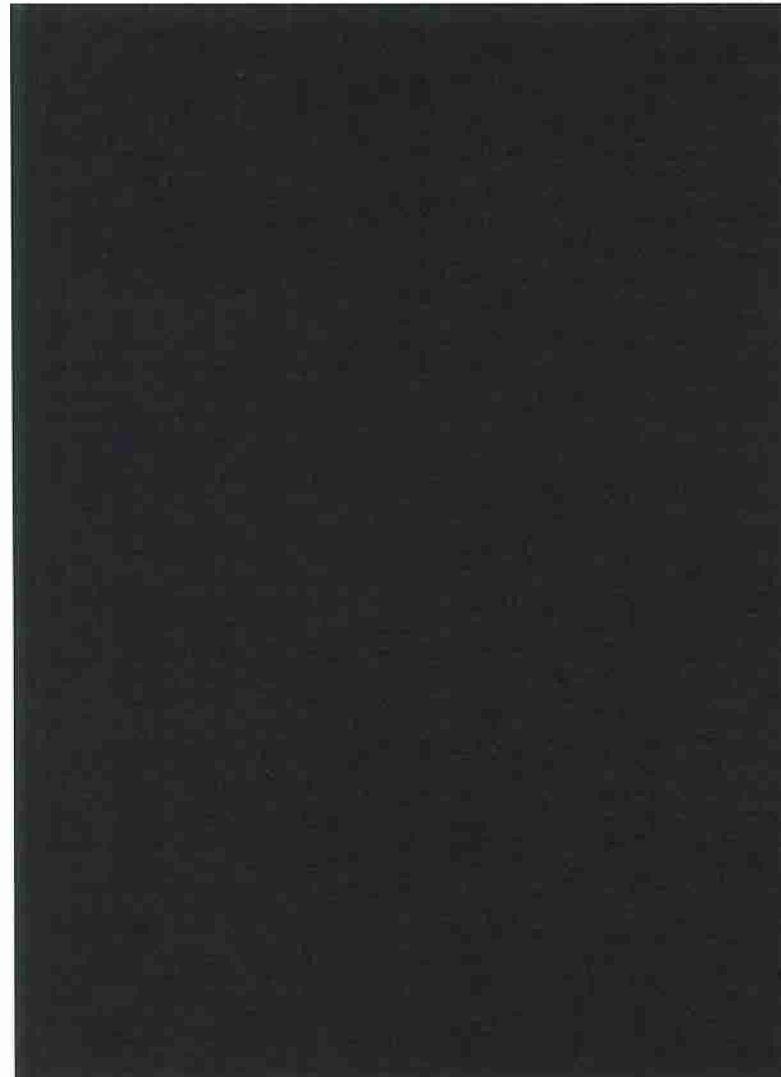
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10/14/20 10:55 AM	Sent/Answered	null
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10/14/20 11:33 AM	Sent/Answered	null
10/14/20 12:22 PM	Sent/Answered	null
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10/14/20 10:58 AM	Sent/Answered	null
10/14/20 12:02 PM	Sent/Answered	null
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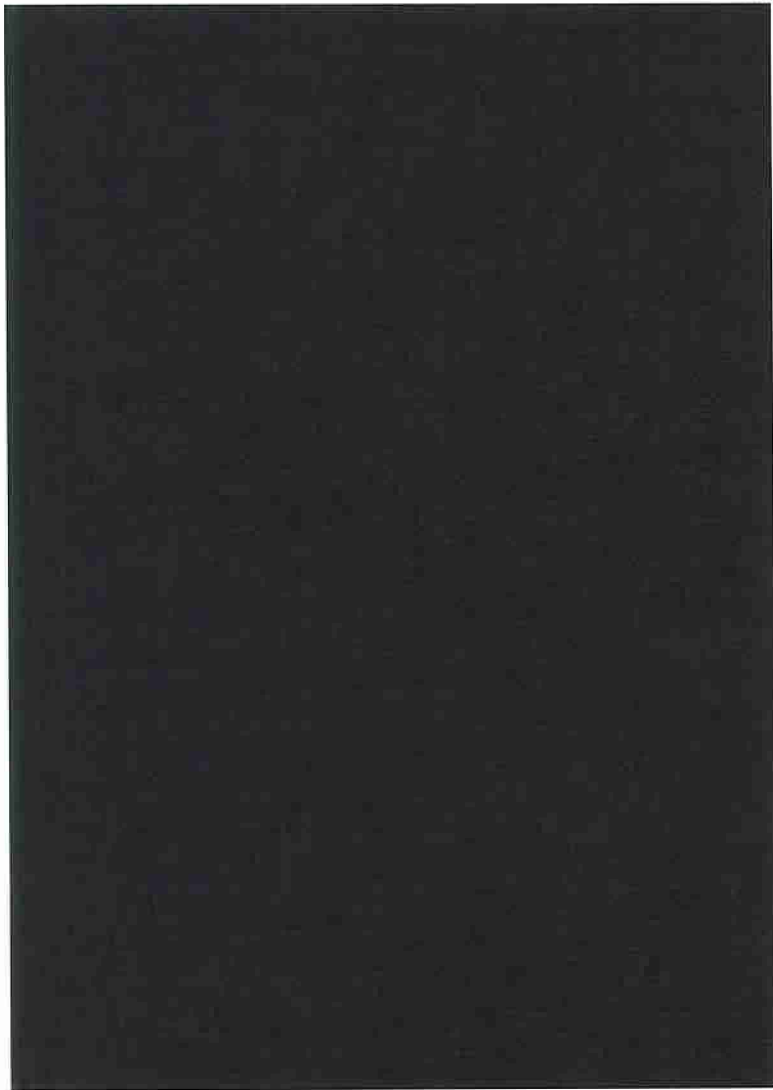
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10/14/20 10:51 AM	Sent/Answered	null
10/14/20 9:58 AM	Sent/Answered	null
10/14/20 12:18 PM	Failed	null
10/14/20 10:12 AM	Sent/Answered	null
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10/14/20 10:25 AM	Sent/Answered	null
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10/14/20 10:27 AM	Sent/Answered	null
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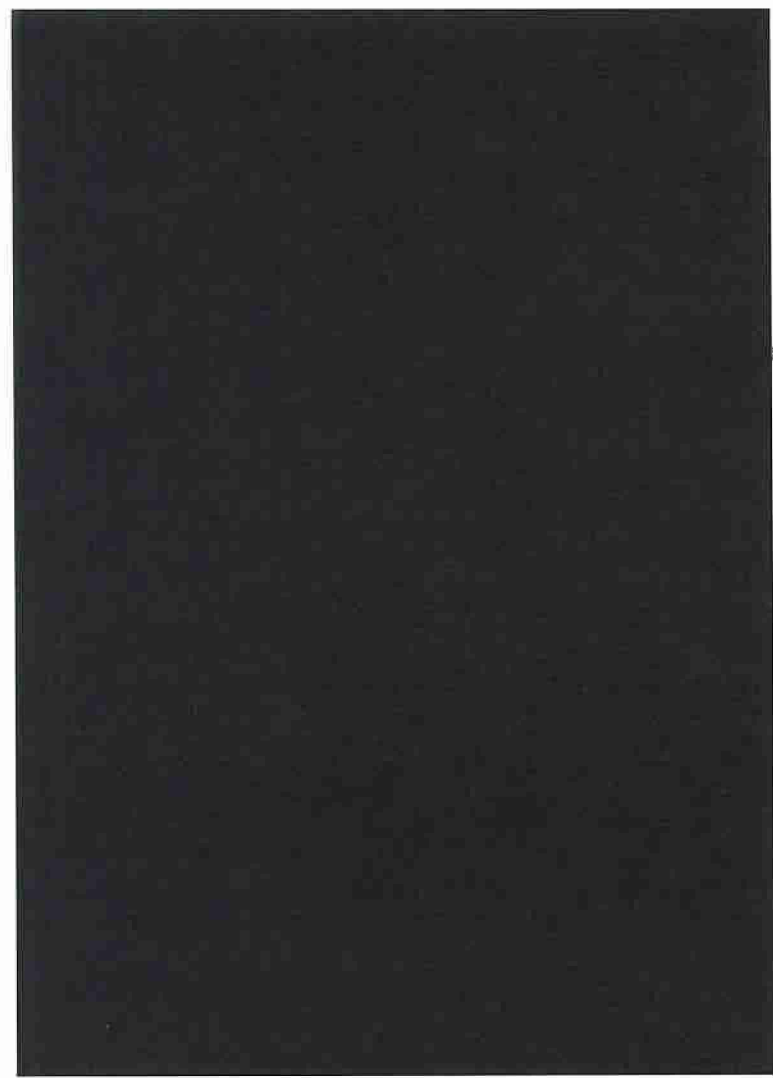


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10/14/20 12:16 PM	Sent/Answered	null
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10/14/20 11:56 AM	Sent/Answered	null
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10/14/20 12:11 PM	Sent/Answered	null
10/14/20 12:16 PM	Sent/Answered	null
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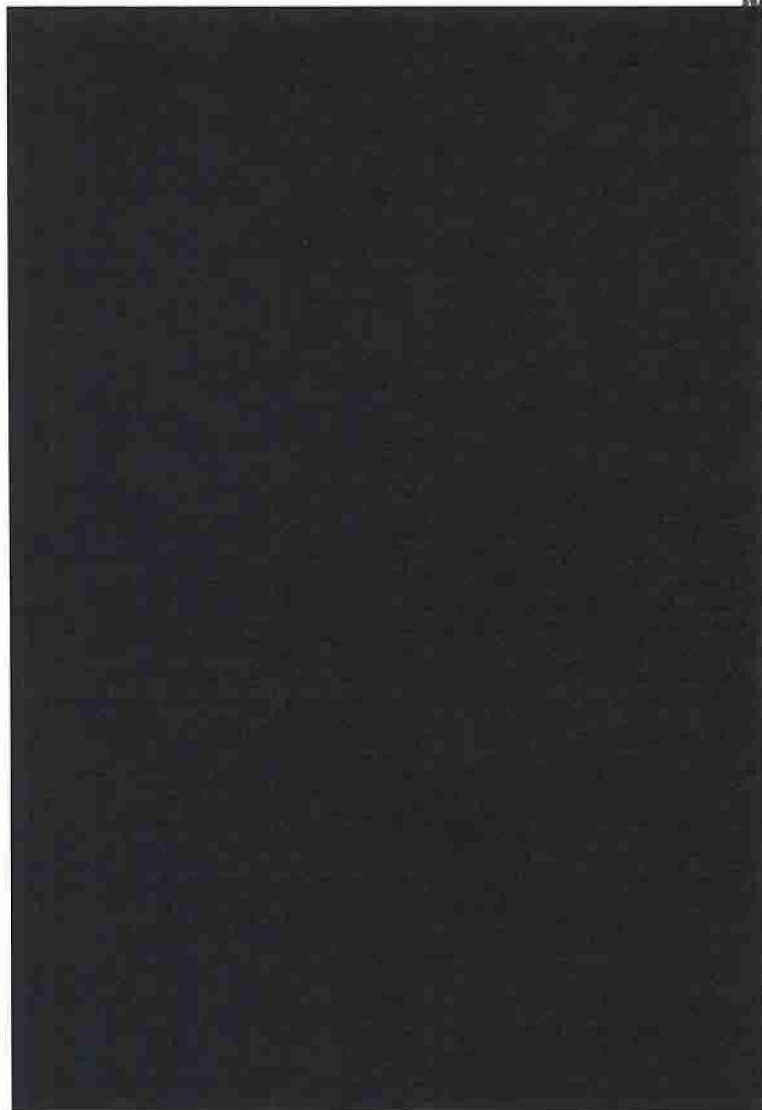


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10/14/20 10:05 AM	Sent/Answered	null		1
10/14/20 11:28 AM	Sent/Answered	null		1
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10/14/20 10:37 AM	Sent/Answered	null		1
10/14/20 11:30 AM	Sent/Answered	null		1
10/14/20 10:17 AM	Sent/Answered	null		1
10/14/20 10:15 AM	Sent/Answered	null		1
10/14/20 11:54 AM	Sent/Answered	null		1



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10/14/20 11:09 AM	Sent/Answered	null
10/14/20 10:18 AM	Sent/Answered	null
10/14/20 10:47 AM	Sent/Answered	null
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10/14/20 11:38 AM	Sent/Answered	null
10/14/20 12:01 PM	Sent/Answered	null
10/14/20 11:52 AM	Sent/Answered	null
10/14/20 10:17 AM	Sent/Answered	null
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10/14/20 10:43 AM	Sent/Answered	null
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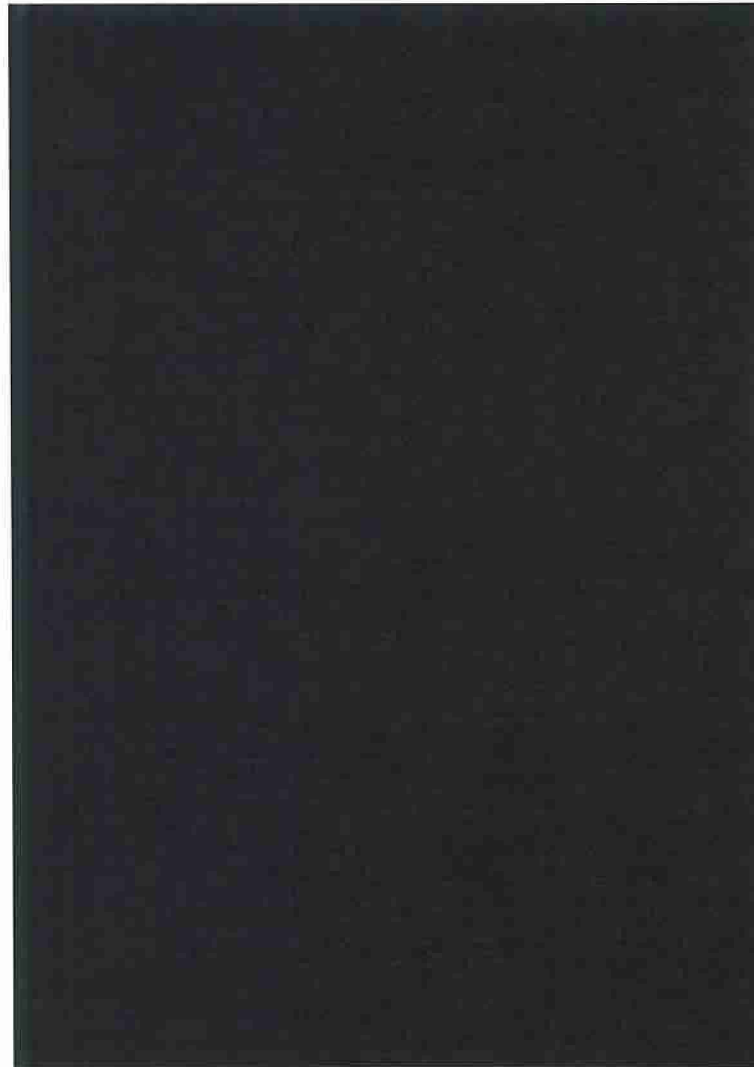
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10/14/20 11:15 AM	Sent/Answered	null
10/14/20 11:28 AM	Sent/Answered	null
10/14/20 11:04 AM	Sent/Answered	null
10/14/20 9:57 AM	Sent/Answered	null
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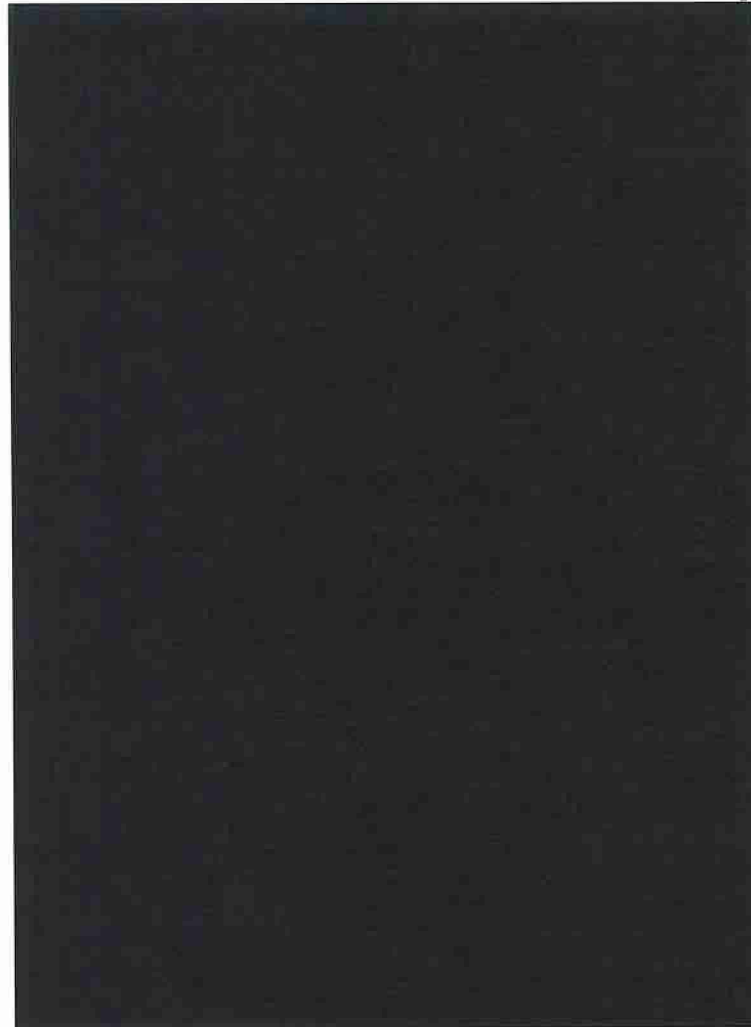


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10/14/20 10:08 AM	Sent/Answered	null
10/14/20 10:18 AM	Sent/Answered	null
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10/14/20 11:26 AM	Sent/Answered	null



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111 West Brashers Avenue • Bardstowry, Kentucky 40004
(502) 348-3931 • (502) 955-9732 • Fax (502) 348-1993

10/1/20

Dear Member,

Effective Oct. 20th, the PSC has lifted the moratorium on disconnects for non-payment of your electric bill.

Our records indicate that your electric service will be disconnected on Oct. 20th if you have not made payment arrangements with our office.

We realize that many households have been adversely affected by the coronavirus and want to assure you that we will work with you to avoid any interruptions in your service.

We urge you to also contact your local Community Action Agency as they have monies available for qualified households.

Please call today to speak to a representative at 502-348-3931.

Sincerely,

Salt River Electric
Collections Department

Salt River Electric Cooperative Corporation
Case No. 2020-00347
Commission Staff's First Request for Information

2. State whether Salt River Electric manually telephoned prepay customers before disconnecting service. If the answer is in the negative, explain why Salt River Electric did not manually telephone prepay customers who were to be disconnected.

Response: While Salt River Electric did engage extensively with the vast majority of its delinquent prepay members in the days and weeks leading up to October 21/22, Salt River Electric did not contact each of its delinquent prepay members via manual telephone call prior to discontinuing service on October 21/22.

As described in Salt River Electric's Supplemental Response, the cooperative orchestrated direct automated call campaigns to each of its delinquent prepay members on October 14, 2020, and October 20, 2020. These campaigns supplemented the cooperative's twice-daily text messages sent to each delinquent prepay member concerning his or her account. Moreover, as explained in response to Item 1(c) above, Salt River Electric exhausted all reasonable avenues to contact any member who Salt River Electric had reason to suspect did not receive or answer an automated call on October 14, including by email and physical mail when it appeared necessary.

Six days after the initial automated call campaign directed at delinquent prepay members, Salt River Electric conducted a second automated call campaign on October 20, 2020. This campaign, similar to its predecessor, had a successful call answer/receipt rate of roughly 90%, as reflected in the report provided at Page 2 through Page 32 of this response. Thereafter, the cooperative's personnel did begin contacting delinquent prepay members via manual phone calls where possible. However, after only a few calls, it became apparent that an additional phone call was unlikely to benefit the members, who consistently expressed that they neither expected nor wanted to be contacted again. (Notably, manual calls are almost invariably made to the same number as the automated calls and the twice-daily text messages.)

Additionally, due to the success of the automated call campaigns and other efforts of the cooperative, Salt River Electric's member service personnel was facing significantly-increased call volume at this time (2x normal, or roughly 4,000 calls per day) and thus the cooperative's limited resources were directed to those efforts. Overall, Salt River Electric believes it made every reasonable, appropriate and legally-required effort to contact its delinquent members prior to disconnecting continued service, and certainly at no time intended to willfully (or unwittingly) violate the Commission's directives in this regard.

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date	
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM	
<i>Customer Contact Detail</i>		Contact Action	Contact Result	Result Update Time	Contact Delete Date
		Sent/Answered	At Least One	10/20/20 12:54 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:52 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:35 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 1:01 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 11:33 AM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:36 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:29 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:20 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:39 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:07 PM	10/21/20 3:06 PM
		Sent/Answered	At Least One	10/20/20 12:51 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Name [LIKE '%'] Time Zone [EST] Custom [10/20/2020 12:00:00 AM - 10/20/2020 11:59:00 PM] Utility [Salt River]

REDACTED

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:01 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:39 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:13 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 11:41 AM	10/21/20 3:06 PM
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[REDACTED]	Sent/Answered	At Least One	10/20/20 11:56 AM	10/21/20 3:06 PM
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[REDACTED]	Sent/Answered	At Least One	10/20/20 12:25 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:52 AM	10/21/20 3:06 PM

Print Date 11/8/20 2:02 PM

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Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
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Customer Contact Detail				
Contact Action	Contact Result	Result Update Time	Contact Delete Date	
Sent/Answered	At Least One	10/20/20 12:06 PM	10/21/20 3:06 PM	
Sent/Answered	Answering Machine Detected	10/20/20 11:38 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:43 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:22 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:29 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:43 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:03 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:19 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:52 AM	10/21/20 3:06 PM	
Sent/Answered	Answering Machine Detected	10/20/20 1:02 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:43 PM	10/21/20 3:06 PM	
Failed	Max Attempts Reached	10/20/20 1:04 PM	10/21/20 3:06 PM	

Print Date 11/9/20 2:02 PM

REDACTED

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:37 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:43 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:36 AM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:33 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:14 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:42 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:04 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:54 AM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:53 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:03 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail				
	Contact Action	Contact Result	Result Update Time	Contact Delete Date
	Sent/Answered	At Least One	10/20/20 11:48 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:02 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:37 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:41 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 1:02 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:54 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:49 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:28 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:04 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:06 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:37 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:38 AM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

REDACTED

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:53 PM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:20 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:57 AM	10/21/20 3:06 PM
[REDACTED]	Failed	Max Attempts Reached	10/20/20 1:06 PM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:49 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:51 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:58 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

REDACTED

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
	Sent/Answered	Answering Machine Detected	10/20/20 11:58 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:28 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:53 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:26 PM	10/21/20 3:06 PM
	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:08 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:33 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:40 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 1:08 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:18 PM	10/21/20 3:06 PM
	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

REDACTED

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:15 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:33 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 11:59 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:35 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:48 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:41 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:44 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 11:38 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:47 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:14 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:34 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:09 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

REDACTED

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/18/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail				
Contact Action	Contact Result	Result Update Time	Contact Delete Date	
Sent/Answered	At Least One	10/20/20 11:55 AM	10/21/20 3:06 PM	
Skipped	Empty/Invalid	10/20/20 11:28 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:56 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:18 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:02 PM	10/21/20 3:06 PM	
Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:18 PM	10/21/20 3:06 PM	
Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 1:00 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:55 AM	10/21/20 3:06 PM	
Sent/Answered	Answering Machine Detected	10/20/20 11:53 AM	10/21/20 3:06 PM	
Failed	Max Attempts Reached	10/20/20 1:06 PM	10/21/20 3:06 PM	

Print Date 11/9/20 2:02 PM

REDACTED

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
	Sent/Answered	Answering Machine Detected	10/20/20 11:45 AM	10/21/20 3:06 PM
	Failed	Max Attempts Reached	10/20/20 1:16 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:59 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:58 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:01 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:29 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:30 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:00 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:46 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:42 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:37 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:50 AM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

Telink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
	Sent/Answered	At Least One	10/20/20 12:07 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:50 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:10 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:40 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:43 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:46 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:47 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:33 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:04 PM	10/21/20 3:06 PM
	Skipped	Empty/Invalid	10/20/20 11:28 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:48 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:37 PM	10/21/20 3:06 PM

Print Date 11/8/20 2:02 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:38 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:15 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:05 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:38 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:54 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:45 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:41 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:48 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:48 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:48 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:40 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:47 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:23 PM	10/21/20 3:06 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:35 AM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:50 AM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:44 PM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:35 PM	10/21/20 3:08 PM
[REDACTED]	Failed	Max Attempts Reached	10/20/20 1:06 PM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:19 PM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:42 PM	10/21/20 3:08 PM
[REDACTED]	Failed	Max Attempts Reached	10/20/20 1:08 PM	10/21/20 3:08 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:28 AM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:24 PM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:59 AM	10/21/20 3:08 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 1:03 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
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Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:08 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:03 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:28 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 11:57 AM	10/21/20 3:08 PM
	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:53 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:37 AM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:02 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 1:07 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:07 PM	10/21/20 3:08 PM
	Selected		10/20/20 11:20 AM	10/20/20 11:20 AM
	Sent/Answered	At Least One	10/20/20 11:22 AM	10/20/20 11:27 AM
	Sent/Answered	At Least One	10/20/20 12:25 PM	10/21/20 3:08 PM

Print Date 11/9/20 2:02 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	11/40 12:00 AM	Polite Sequence	10/21/20 3:08 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
	Skipped	Empty/Invalid	10/20/20 11:28 AM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 11:38 AM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:51 AM	10/21/20 3:08 PM
	Failed	Max Attempts Reached	10/20/20 1:07 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:13 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:52 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:12 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:20 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:21 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 11:40 AM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:44 PM	10/21/20 3:08 PM
	Skipped	Empty/Invalid	10/20/20 11:28 AM	10/21/20 3:08 PM

Print Date 11/9/20 2:02 PM

Campaign Name [LIKE *%] Time Zone [EST] Custom [10/20/2020 12:00:00 AM - 10/20/2020 11:59:00 PM] Utility [Salt River]

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	11/1/20 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
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[REDACTED]	Sent/Answered	At Least One	10/20/20 12:10 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:40 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:17 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:32 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:38 PM	10/21/20 3:06 PM
[REDACTED]	Failed	Max Attempts Reached	10/20/20 1:06 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:16 PM	10/21/20 3:06 PM
[REDACTED]	Failed	Max Attempts Reached	10/20/20 1:21 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:53 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:59 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:38 AM	10/21/20 3:06 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
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	Sent/Answered	Answering Machine Detected	10/20/20 12:09 PM	10/21/20 3:06 PM
	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:41 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:56 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:17 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:08 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:16 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:27 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:58 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:42 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:06 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:12 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:23 AM	10/20/20 11:27 AM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:56 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:28 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:34 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:07 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:39 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:44 AM	10/21/20 3:06 PM
[REDACTED]	Failed	Max Attempts Reached	10/20/20 1:08 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:31 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 11:55 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:52 PM	10/21/20 3:06 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:39 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:58 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:47 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:52 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:39 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:35 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:58 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:19 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:22 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:35 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:31 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:28 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
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Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Profile Sequence	10/21/20 3:06 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:32 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:49 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:18 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:01 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:17 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:34 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:42 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:05 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:32 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:21 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 11:30 AM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM

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Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail				
Contact Action	Contact Result	Result Update Time	Contact Delete Date	
Sent/Answered	At Least One	10/20/20 12:05 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:04 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:44 AM	10/21/20 3:06 PM	
Sent/Answered	Answering Machine Detected	10/20/20 12:50 PM	10/21/20 3:06 PM	
Failed	Max Attempts Reached	10/20/20 1:05 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:40 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:43 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 1:04 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:38 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:23 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:25 PM	10/21/20 3:06 PM	

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Campaign Contact History
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Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/18/2020)	10/18/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:08 PM
Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
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	Sent/Answered	At Least One	10/20/20 1:04 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 1:04 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:50 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 11:52 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:58 AM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:34 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:42 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:59 AM	10/21/20 3:06 PM

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Customer Contact Detail				
Contact Action	Contact Result	Result Update Time	Contact Delete Date	
Sent/Answered	At Least One	10/20/20 11:31 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:18 PM	10/21/20 3:06 PM	
Sent/Answered	Answering Machine Detected	10/20/20 12:11 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:37 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:57 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:49 AM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:41 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:01 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:48 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 12:51 PM	10/21/20 3:06 PM	
Sent/Answered	At Least One	10/20/20 11:42 AM	10/21/20 3:06 PM	

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	Sent/Answered	At Least One	10/20/20 11:51 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:45 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:45 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:32 AM	10/21/20 3:06 PM
	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:33 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:54 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:29 AM	10/21/20 3:06 PM

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Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
	Sent/Answered	At Least One	10/20/20 11:57 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:32 AM	10/21/20 3:06 PM
	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:30 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:06 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:48 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:24 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:43 AM	10/21/20 3:06 PM
	Failed	Max Attempts Reached	10/20/20 1:08 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:33 AM	10/21/20 3:06 PM
	Failed	Max Attempts Reached	10/20/20 1:05 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:30 AM	10/21/20 3:06 PM

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[REDACTED]	Sent/Answered	At Least One	10/20/20 12:41 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:31 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:47 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:47 PM	10/21/20 3:06 PM
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[REDACTED]	Sent/Answered	At Least One	10/20/20 12:28 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:43 AM	10/21/20 3:06 PM

Campaign Contact History
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Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
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Customer Contact Detail	Contact Action	Contact Result	Result Update Time	Contact Delete Date
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:28 AM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:50 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:08 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 11:47 AM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 1:00 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:14 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:44 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:47 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:35 PM	10/21/20 3:08 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:40 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 12:50 PM	10/21/20 3:08 PM
	Sent/Answered	At Least One	10/20/20 11:40 AM	10/21/20 3:08 PM

Print Date 11/9/20 2:02 PM

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Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
Customer Contact Detail				
		Contact Action	Contact Result	Result Update Time
				Contact Delete Date
		Sent/Answered	At Least One	10/20/20 12:14 PM
		Sent/Answered	At Least One	10/20/20 11:46 AM
		Sent/Answered	At Least One	10/20/20 12:16 PM
		Sent/Answered	At Least One	10/20/20 12:01 PM
		Sent/Answered	At Least One	10/20/20 12:41 PM
		Sent/Answered	At Least One	10/20/20 12:24 PM
		Skipped	Empty/Invalid	10/20/20 11:29 AM
		Failed	Max Attempts Reached	10/20/20 1:07 PM
		Sent/Answered	At Least One	10/20/20 11:47 AM
		Sent/Answered	Answering Machine Detected	10/20/20 12:28 PM

REDACTED

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telalink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
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	Sent/Answered	Answering Machine Detected	10/20/20 11:40 AM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:13 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:47 PM	10/21/20 3:06 PM
	Failed	Max Attempts Reached	10/20/20 1:15 PM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:12 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:37 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:37 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:58 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 11:34 AM	10/21/20 3:06 PM
	Sent/Answered	Answering Machine Detected	10/20/20 12:15 PM	10/21/20 3:06 PM
	Sent/Answered	At Least One	10/20/20 12:08 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Name [LIKE %] Time Zone [EST] Custom [10/20/2020 12:00 00 AM - 10/20/2020 11:59:00 PM] Utility [Salt River]

Campaign Contact History
Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM
Telelink : Notify



Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
Updated Past Due (10/19/2020)	10/19/20 2:39 PM	1/1/40 12:00 AM	Polite Sequence	10/21/20 3:06 PM
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[REDACTED]	Sent/Answered	At Least One	10/20/20 12:09 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:51 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:32 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 12:16 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:32 AM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Skipped	Empty/Invalid	10/20/20 11:29 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	At Least One	10/20/20 11:33 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:04 PM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 11:44 AM	10/21/20 3:06 PM
[REDACTED]	Sent/Answered	Answering Machine Detected	10/20/20 12:27 PM	10/21/20 3:06 PM

Print Date 11/9/20 2:02 PM

Campaign Name [LIKE %] Time Zone [EST] Custom [10/20/2020 12:00:00 AM - 10/20/2020 11:59:00 PM] URGY [Bell River]

Campaign Contact History

Oct 20, 2020 12:00:00 AM - Oct 20, 2020 11:59:00 PM

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Campaign Name	Start Time	End Time	Contact Sequence	Campaign Delete Date
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Salt River Electric Cooperative Corporation
Case No. 2020-00347
Commission Staff's First Request for Information

3. Refer to the September 21, 2020 Order in Case No. 2020-00085, page 10, where the Commission stated that:

Utilities must also keep detailed records describing their attempts to communicate with customers with past due accounts or who will otherwise be subject to disconnection. Similar to the requirements in 807 KAR 5:006, Section 10(2), these records should reflect the customer's name and address, the dates and nature of the communication, and the agreed-upon payment plan (if any). Upon request by the Commission, these records shall be timely made available for review.²

Provide these records for the prepay customers that were disconnected.

Response: As discussed in Salt River Electric's Supplemental Response and the responses to the preceding two data requests, Salt River Electric has undertaken significant, coordinated efforts to ensure its membership remains well-informed and up-to-date with respect to relevant obligations and opportunities concerning arrearages accrued during the disconnect moratorium. Some of these efforts focused on the community at-large, including many account nonspecific communications posted in public places designed for broad outreach.³ Other efforts have been specifically aimed at delinquent accounts, including extensive automated phone call and email/text message campaigns,⁴ as well as hundreds of human-to-human phone calls during which the overarching goal has been accommodation and cooperation. The Member Contact Spreadsheet provided herewith under seal reflects the cooperative's detailed records of its communications with the relevant prepay members.

² Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID19* (Ky. PSC Sept. 21, 2020) at 10.

³ See postings and announcements on Salt River Electric's webpage, its Facebook page, in *Kentucky Living* magazine, and in the press release, as provided as part of the Supplemental Response, at SR Ex. A, Pages 1 – 20.

⁴ See Salt River Electric's Supplemental Response, at SR Ex. A, Pages 33, 41-42, and this response.