COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF KENTUCKY UTILITIES COMPANY FOR AN ADJUSTMENT OF ITS ELECTRIC RATES, A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY TO DEPLOY ADVANCED METERING INFRASTRUCTURE, APPROVAL OF CERTAIN REGULATORY AND ACCOUNTING TREATMENTS, AND ESTABLISHMENT OF A ONE-YEAR SUR-CREDIT	)	**CASE NO. 2020-00349**
ELECTRONIC APPLICATION OF LOUISVILLE GAS AND ELECTRIC COMPANY FOR AN ADJUSTMENT OF ITS ELECTRIC AND GAS RATES, A CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY TO DEPLOY ADVANCED METER INFRASTRUCTURE, APPROVAL OF CERTAIN REGULATORY AND ACCOUNTING TREATMENTS, AND ESTABLISHMENT OF A ONE-YEAR SURCREDIT	)	**CASE NO. 2020-00350**

RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY AND
KENTUCKY UTILITIES COMPANY
TO
COMMISSION STAFF'S POST-HEARING REQUEST FOR INFORMATION
DATED AUGUST 20, 2021

FILED: AUGUST 27, 2021

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **Robert M. Conroy**, being duly sworn, deposes and says that he is Vice President, State Regulation and Rates, for Kentucky Utilities Company and Louisville Gas and Electric Company and an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge, and belief.

Robert M. Conroy

Robert M. Conroy

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 24th day of August 2021.

Judy Schooler

Notary Public

Notary Public ID No. 603967

My Commission Expires:

July 11, 2022

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **Elizabeth J. McFarland**, being duly sworn, deposes and says that she is Vice President, Transmission for Louisville Gas and Electric Company and Kentucky Utilities Company and an employee of LG&E and KU Services Company, and that she has personal knowledge of the matters set forth in the responses for which she is identified as the witness, and the answers contained therein are true and correct to the best of her information, knowledge, and belief.

Elizabeth J. McFarland

Elizabeth J. McFarland

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 25th day of August 2021.

Judy Schooler (SEAL)
Notary Public

Notary Public ID No. 603967

My Commission Expires:

July 11, 2022

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **Eileen L. Saunders**, being duly sworn, deposes and says that she is Vice President, Customer Services for Louisville Gas and Electric Company and Kentucky Utilities Company and an employee of LG&E and KU Services Company, and that she has personal knowledge of the matters set forth in the responses for which she is identified as the witness, and the answers contained therein are true and correct to the best of her information, knowledge, and belief.

Eileen L Saunders
Eileen L. Saunders

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 24th day of August 2021.

Judy Schooler
Notary Public

Notary Public ID No. **603967**

My Commission Expires:

July 11, 2022

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **David S. Sinclair**, being duly sworn, deposes and says that he is Vice President, Energy Supply and Analysis for Kentucky Utilities Company and Louisville Gas and Electric Company and an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge, and belief.

David S. Sinclair

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 26th day of August 2021.

Notary Public

Notary Public ID No. KYNP32193

My Commission Expires:

June 25, 2025

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **John K. Wolfe**, being duly sworn, deposes and says that he is Vice President, Electric Distribution for Kentucky Utilities Company and Louisville Gas and Electric Company and an employee of LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge, and belief.

J.K. Wolfe

John K. Wolfe

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 25th day of August 2021.

Judy Schooler

Notary Public

Notary Public ID No. 603967

My Commission Expires:

July 11, 2022

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to Commission Staff's Post-Hearing Request for Information
Dated August 20, 2021

Case No. 2020-00349 / Case No. 2020-00350

Question No. 1

Responding Witness: David S. Sinclair / John K. Wolfe

Q-1. Provide LG&E/KU assumed growth rate of distributed energy resources (DER) in each of the companies' service territory and explain how this rate was determined.

A-1. The Companies' forecast of installed net metering capacity was included in the filing requirements (see page 16 in the attachment to Tab 16 – Section 16(7)(c) – Item C). The responses to KU JI 1-2 and LG&E JI 1-2 provide the forecast for each of the Companies' service territories as well as additional information regarding how the forecast was developed.

Additionally, Electric Distribution Operations ("EDO") prepared several DER growth scenarios to aid in distribution system planning. The following three scenarios are attached in Excel format: high, mid, and low.

EDO utilized a log of installed distributed generation interconnections containing all interconnections through the end of 2Q 2021. This data was sorted by company, by year, and by DER type. A fourth order quadratic equation was fit to the existing data and utilized to forecast the forward years through 2030. Three cases were considered:

- High case – Exponential growth is expected to continue. The high rate assumes exponential growth in applications received today continues through 2030.
- Mid case – Average growth is expected. The average is calculated as the mean of the high and low cases.
- Low case – Growth is expected to slow significantly. The low case was calculated by delaying the exponential growth curve by 10 years due to a drop in interconnection applications received annually.

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

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to Commission Staff's Post-Hearing Request for Information
Dated August 20, 2021

Case No. 2020-00349 / Case No. 2020-00350

Question No. 2

Responding Witness: Elizabeth J. McFarland

Q-2. Provide a copy of the Oasis system impact studies database discussed during the testimony of Beth McFarland at the August 17, 2021 hearing.

A-2. See attached.

Louisville Gas and Electric and Kentucky Utilities (LG&E and KU) Generation Interconnection Queue
Updated as of 08/10/2021 (Sorted by Queue Date)

Interconnection Request Information		Location of Interconnect				Status				In Service Date		Generator Information		Capacity (MW)		Studies	
Queue Number	Queue Date (Application Date)	County	State	Control Area (CA)	Point of Interconnect (POI)	Request Status (In Service, GIA Signed, Active, Interim GIA, Withdrawn)	Interim GI Requested?	Available Reports (FBS, ISIS, SIS, FS)	Affiliate (YES/NO)	Initial Application Commercial Operation Date	Updated Requested In-Service Date	Type of Service (NRIS, ERIS)	Type of Generating Facility and Fuel Type	Max Summer Output	Max Winter Output	Study Status/Deviations from Study Timeline	Why Interconnection was not Completed?
LGE-GIS-2007-001	02/28/2007	Muhlenberg County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No	SIS, FS	Yes	01/12/2015	N/A	NRIS	Steam Turbine	750	750	N/A*	Customer withdrew after completion of the Facility Study.
LGE-GIS-2007-002	02/28/2007	Muhlenberg County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No	SIS, FS	Yes	01/12/2016	N/A	NRIS	Combined Cycle	610	610	N/A*	Customer withdrew after completion of the Facility Study.
LGE-GIS-2007-003	03/02/2007	Henderson County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No	None	No	03/31/2011	N/A	ERIS	Combined Cycle	640	640	N/A*	Withdrawn by customer.
LGE-GIS-2007-004	04/24/2007	Henderson County	KY	LGEE	Daviess 345 kV substation bus	Withdrawn	No	FBS, SIS, SIS reposted, FS	No	03/31/2011	N/A	NRIS	Coal/gasification	563	642	N/A*	Customer withdrew after completion of the Facility Study.
LGE-GIS-2008-001	03/14/2008	Wise County	VA	LGEE	LKE's Old Dominion (ODP) system tapping the existing Arnold to Dorchester 161 kV line	Withdrawn	Yes	ISIS, FS	No	12/01/2011	12/31/2014	NRIS	Wind Turbine/Wind	128.8	128.8	N/A*	Customer withdrew after completion of the Facility Study.
LGE-GIS-2008-002	11/05/2008	Ohio County	KY	LGEE		Withdrawn	No		Yes	08/01/2010	N/A	NRIS	Small Gen Synchronous	5.4	5.4	N/A*	Withdrawn by customer.
LGE-GIS-2008-003	11/05/2008	Henry County	KY	LGEE	Skylight Substation on the 69 kV side	Withdrawn	No		Yes	08/01/2010	N/A	NRIS	Small Gen Synchronous	9	9	N/A*	Withdrawn by customer.
LGE-GIS-2008-004	11/05/2008	Lincoln County	KY	LGEE		Withdrawn	No		Yes	08/01/2010	N/A	NRIS	Small Gen Synchronous	5.4	5.4	N/A*	Withdrawn by customer.
LGE-GIS-2009-001	02/23/2009	McCraken County	KY	LGEE	Grahamville – South Paducah 161 kV line	LGIA signed, In Service	Yes	ISIS, FS	No	05/01/2010	N/A	ERIS	Combined Cycle/Gas	106.4	123.4	N/A*	
LGE-GIS-2009-002		Muhlenberg County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No		Yes	04/01/2017	N/A	NRIS	Combined Cycle/Gas	640	690	N/A*	Withdrawn by customer.
LGE-GIS-2009-003	11/16/2009	Muhlenberg County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No		Yes	04/01/2017	N/A	NRIS	Combustion Turbine/Steam	535	560	N/A*	Withdrawn by customer.
LGE-GIS-2009-004	12/29/2009	Trimble County	KY	LGEE	Trimble County 345 kV	Interim GIA signed, In-Service, LGIA signed	Yes	ISIS	Yes	05/01/2010	10/01/2010	ERIS[1]	Steam Turbine	Addition 35 (Total 785)	Addition 35 (Total 785)	N/A*	
LGE-GIS-2010-001	04/07/2010	Jefferson County	KY	LGEE	Cane Run Switching Station 138 kV	LGIA signed	No	FBS, SIS, FS	Yes	01/01/2016	03/01/2015	NRIS	2x1 Combustion Turbine/Steam	640	690	LGIA Signed	
LGE-GIS-2010-002	11/08/2010	Jefferson County	KY	LGEE	New substation that will tap and tie into the Mill Creek – Middletown 345 kV and the Mill Creek – Blue Lick 345 kV line; requested feasibility restudy for Alternative POI - Mill Creek to Hardin 345 kV line	Withdrawn	No	FBS	No	06/01/2016	N/A	NRIS/ERIS	2x1 Combustion Turbine/Steam	610	704	N/A*	Withdrawn by customer.
LGE-GIS-2010-003	11/30/2010	Muhlenberg County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No	SIS	Yes	01/01/2016	01/01/2018	NRIS	Combustion Turbine/Steam	640	690	Customer withdrew the request while the FS was in progress	Withdrawn by customer.
LGE-GIS-2011-001	01/21/2011	Oldham County	KY	LGEE	Buckner Substation on the 345 kV	Withdrawn	No	FBS	No	01/01/2015	N/A	NRIS	Combustion Turbine	450	450	Feasibility Study completed	Withdrawn by customer.
LGE-GIS-2011-002	02/22/2011	Jefferson County	KY	LGEE	Cane Run Switching Station 138 kV uprate	Withdrawn	No	None	Yes	01/01/2016	03/01/2015	NRIS	Combustion Turbine/Steam	20 (Revised from 50)	30 (Revised from 75)	Customer withdrew the request while the SIS was in progress	Withdrawn by customer.
LGE-GIS-2011-003	02/22/2011	Jefferson County	KY	LGEE	Ohio Falls Uprate	LGIA signed	Yes	ISIS, SIS, FS	Yes	12/01/2014	01/01/2013	NRIS	Hydro Turbine/Hydro	21	21	Completed ISIS, SIS, and Facilities Study; LGIA executed by customer	
LGE-GIS-2011-004	05/16/2011	Mercer County	KY	LGEE	Brown Substation on 345 kV side	Withdrawn	No	None	Yes	01/01/2018	N/A	NRIS	Combustion Turbine/Steam	790 (Revised from 825)	880 (Revised from 915)	Customer withdrew the request while the SIS was in progress	Withdrawn by customer.
LGE-GIS-2011-005	11/18/2011	Mercer County	KY	LGEE	Dix Dam Uprate	Interim LGIA signed; LGIA signed	Yes	ISIS, SIS	Yes	03/30/2012	03/15/2013	NRIS	Hydro Turbine/Hydro	6.25	6.25	Completed Interim SIS, Interim LGIA signed; SIS completed and report posted. LGIA executed by customer	
LGE-GIS-2013-001	08/23/2013	Jefferson County	KY	LGEE	Cane Run Switching Station 138 kV uprate	LGIA signed	No	SIS	Yes	03/01/2015	N/A	NRIS	Combustion Turbine/Steam	Addition 51 (Total 691)	Addition 1 (Total 691)	SIS completed and report posted. LGIA executed by customer	
LGE-GIS-2013-002	10/16/2013	Muhlenberg County	KY	LGEE	Green River substation on the 161 kV side	Withdrawn	No	SIS	Yes	03/01/2018	N/A	NRIS	Combustion Turbine/Steam	807	898	SIS completed and report posted. Customer withdrew the request after completion of the SIS	Withdrawn by customer.
LGE-GIS-2014-001	08/22/2014	Mercer County	KY	LGEE	Brown Plant on the 138 kV side	SGIA signed	No	SIS, FS	Yes	01/01/2016	N/A	ERIS	Solar	10	10	SIS, FS completed and report posted. SGIA executed by customer	
LGE-GIS-2016-001	03/21/2016	Clark County	KY	LGEE	HQ Office 69 kV	SGIA signed	No	SIS	No	04/01/2017	N/A	ERIS	Solar	8.5	8.5	SIS completed and report posted. SGIA executed by customer	
LGE-GIS-2017-001	02/08/2017	Hickman County	KY	LGEE	Clinton-South Paducah 69 kV	Deemed withdrawn	No	FBS	No	05/01/2019	N/A	NRIS	Solar	35	35	Feasibility Study completed	Deemed withdrawn.
LGE-GIS-2017-002	03/01/2017	Lyon County	KY	LGEE	North Princeton - Livingston Co 161 kV	LGIA signed and received notice to proceed construction	No	SIS, FS	No	05/01/2019	12/01/2022 [2]	NRIS	Solar	86	86	LGIA Signed	
LGE-GIS-2017-003	04/27/2017	Harrison County	KY	LGEE	Cynthiana EK Tap - Millersburg 69 kV	LGIA signed, currently suspended	No	FBS, SIS, FS	No	06/01/2019	06/01/2021 [2]	NRIS/ERIS	Solar	35	35	LGIA Signed	
LGE-GIS-2017-004	06/28/2017	Harrison County	KY	LGEE	Cynthiana EK Tap - Oxford 69 kV	Withdrawn	No	FBS	No	06/01/2019	N/A	NRIS/ERIS	Solar	25	25	Feasibility Study completed. Customer withdrew the request after completion of the FBS	Withdrawn by customer.
LGE-GIS-2017-005	08/04/2017	Harrison County	KY	LGEE	Cynthiana EK Tap - Renaker 69 kV	Withdrawn	No	FBS	No	10/01/2018	N/A	ERIS	Solar	10	10	Feasibility Study completed. Customer withdrew the request after completion of the FBS	Withdrawn by customer.
LGE-GIS-2017-006	08/18/2017	Muhlenberg County	KY	LGEE	138 kV Green River substation (Alternate POI: Green River - Green River Tap 138 kV)	LGIA terminated.	No	FBS, SIS, FS	No	12/31/2019	08/31/2019 [2]	NRIS/ERIS	Solar	100	100	LGIA terminated	
LGE-GIS-2018-001	08/17/2018	Estill County	KY	LGEE	Rice Substation	Deemed withdrawn	No	None	No	12/01/2018	N/A	ERIS	Hydro Turbine/Hydro	2.64	2.64	Deemed withdrawn before study	Deemed withdrawn.
LGE-GIS-2018-002	10/01/2018	Daviess County	KY	LGEE	Green River Steel - Cloverport 138 kV line	Withdrawn	No	None	No	06/01/2022	N/A	NRIS/ERIS	Solar	120	120	Customer withdrew the request while the Feasibility Study was in progress	Withdrawn by customer.
LGE-GIS-2018-003	10/01/2018	Hart County	KY	LGEE	Bonneville - West Lebanon 138 kV line	Withdrawn	No	None	No	06/01/2022	N/A	NRIS/ERIS	Solar	120	120	Customer withdrew the request while the Feasibility Study was in progress	Withdrawn by customer.
LGE-GIS-2018-004	10/01/2018	Union County	KY	LGEE	Morganfield - Corydon Tap 161 kV line	Withdrawn	No	FBS	No	06/01/2022	N/A	NRIS/ERIS	Solar	120	120	Feasibility Study completed. Customer withdrew the request after completion of the FBS	Withdrawn by customer.
LGE-GIS-2018-005	10/01/2018	McLean County	KY	LGEE	Rumsey - Pettit 69 kV line	Withdrawn	No	None	No	06/01/2022	N/A	NRIS/ERIS	Solar	60	60	Withdrawn before study	Withdrawn by customer.
LGE-GIS-2018-006	10/01/2018	Hopkins County	KY	LGEE	North Earlington - River Quenn Tap 161 kV line	Withdrawn	No	None	No	06/01/2022	N/A	NRIS/ERIS	Solar	120	120	Withdrawn before study	Withdrawn by customer.
LGE-GIS-2018-007	10/01/2018	Fleming County	KY	LGEE	Goddard - Flemingsburg tap 138 kV line	Withdrawn	No	None	No	06/01/2022	N/A	NRIS/ERIS	Solar	120	120	Customer withdrew the request while the Feasibility Study was in progress	Withdrawn by customer.
LGE-GIS-2018-008	10/16/2018	Estill County	KY	LGEE	Rice Substation	Withdrawn	No	None	No	12/01/2018	N/A	ERIS	Hydro Turbine/Hydro	2.64 reduced to 1.5 MW	2.64 reduced to 1.5 MW	Customer withdrew the application after SGIA was issued	Withdrawn by customer.
LGE-GIS-2018-009	11/13/2018	LaRue County	KY	LGEE	Lebanon Junction - Summer Shade 161 kV line	Withdrawn	No	None	No	06/01/2022	N/A	NRIS/ERIS	Solar	120	120	Withdrawn before study	Withdrawn by customer.
LGE-GIS-2019-001	01/15/2019	Washington County and Marion County	KY	LGEE	Lebanon – Danville Tap 138 kV line	LGIA signed, currently suspended	No	FBS.SIS,FS	No	12/31/2019	12/01/2023	NRIS/ERIS	Solar	120 reduced to 110 MW	120 reduced to 110 MW	LGIA executed	
LGE-GIS-2019-002	02/06/2019	Ballard County	KY	LGEE	Grahamville – Wickliffe 161 kV Line	LGIA signed, currently suspended	No	FBS.SIS,FS	No	06/01/2022	09/30/2025	NRIS/ERIS	Solar	110 reduced to 104 MW	110 reduced to 104 MW	LGIA Signed	
LGE-GIS-2019-003	02/07/2019	Meade County	KY	LGEE	Cloverport – Tiptop 138 kV line	Active	No	FBS.SIS,FS	No	12/01/2022	N/A	NRIS/ERIS	Solar/Battery	200 reduced to 121 MW	200 reduced to 121 MW	Facilities study Completed	
LGE-GIS-2019-004	02/07/2019	Breckinridge County	KY	LGEE	Hardinsburg 138kV Substation	LGIA signed, currently suspended	No	FBS.SIS,FS	No	12/01/2022	N/A	NRIS/ERIS	Solar/Battery	200	200	LGIA executed, suspended	
LGE-GIS-2019-005	03/13/2019	Webster County	KY	LGEE	Green River –Corydon Tap 161 kV line	Withdrawn	No	FBS	No	12/31/2021	N/A	NRIS/ERIS	Solar	80	80		Withdrawn by customer.
LGE-GIS-2019-006	03/18/2019	Union County	KY	LGEE	Morganfield – Nebo 69 kV double circuit line	Withdrawn	No	None	No	11/01/2023	11/01/2021	NRIS/ERIS	Solar	200	200		Withdrawn by customer.
LGE-GIS-2019-007	03/18/2019	Scott County	KY	LGEE	Primary:Scott 138 kV substation; Alternate: POI the Scott – Adams 138 kV line	Withdrawn	No	None	No	10/01/2021	N/A	NRIS/ERIS	Solar	100.8	100.8	Customer withdrew the request while the Feasibility Study was in progress	Withdrawn by customer.

TRANSERV — TRANSERV INTERNATIONAL — INDEPENDENT, INNOVATIVE, RELIABLE TRANSMISSION MANAGEMENT SERVICES

Interconnection Request Information		Location of Interconnect				Status				In Service Date		Generator Information		Capacity (MW)		Studies	
Queue Number	Queue Date (Application Date)	County	State	Control Area (CA)	Point of Interconnect (POI)	Request Status (In Service, GIA Signed, Active, Interim GIA, Withdrawn)	Interim GI Requested?	Available Reports (FBS, ISIS, SIS, FS)	Affiliate (YES/NO)	Initial Application Commercial Operation Date	Updated Requested In-Service Date	Type of Service (NRIS, ERIS)	Type of Generating Facility and Fuel Type	Max Summer Output	Max Winter Output	Study Status/Deviations from Study Timeline	Why Interconnection was not Completed?
LGE-GIS-2019-008	03/22/2019	Caldwell County	KY	LGEE	North Princeton 161 kV Substation	Active	No	FBS,SIS,FS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100	Facilities study Completed	
LGE-GIS-2019-009	03/22/2019	Henderson County	KY	LGEE	Tap to Corydon 161 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-010	03/22/2019	Lyon County	KY	LGEE	North Princeton to South Paducah 161 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-011	03/22/2019	Mercer County	KY	LGEE	Danville Tap- Brown Plant 138 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-012	03/22/2019	Muhlenberg County	KY	LGEE	Green River Substation or Green River to Tap 161 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-013	03/22/2019	Union County	KY	LGEE	Crittenden to Morganfield 161 kV	Withdrawn	No	FBS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100	Feasibility Study completed. Customer withdrew the request after completion of the FBS	Withdrawn by customer.
LGE-GIS-2019-014	03/22/2019	Ballard County	KY	LGEE	Grahamville to Wickliffe 161 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-015	03/22/2019	Grayson County	KY	LGEE	Ohio County to Shrewsbury 138 kV	Withdrawn	No	FBS,SIS,FS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100	Facilities study Completed	Withdrawn by customer.
LGE-GIS-2019-016	03/22/2019	Henderson County	KY	LGEE	Corydon Tap to Green River 161 kV	Withdrawn	No	FBS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100	FBS Completed	Withdrawn by customer.
LGE-GIS-2019-017	03/22/2019	Hart County	KY	LGEE	Bonnieville to Lebanon West 138 kV	Withdrawn	No	FBS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100	FBS Completed	Withdrawn by customer.
LGE-GIS-2019-018	03/22/2019	McLean County	KY	LGEE	Tap to Green River 161 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-019	03/22/2019	Union County	KY	LGEE	Crittenden to Morganfield 161 kV	Withdrawn	No	None	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100		Withdrawn by customer.
LGE-GIS-2019-020	03/22/2019	Hopkins County	KY	LGEE	Corydon Tap to Green River 161 kV	Withdrawn	No	FBS,SIS,FS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100 reduced to 85	100 reduced to 85	Facilities study Completed	Withdrawn by customer.
LGE-GIS-2019-021	03/27/2019	Ballard County	KY	LGEE	Barlow - Forrestdale 69 kV line	Withdrawn	No	None	No	01/12/2022	N/A	NRIS/ERIS	Solar	80	80		Withdrawn by customer.
LGE-GIS-2019-022	03/29/2019	Fayette County	KY	LGEE	Adams – Innovation Tap 138 kV line	Withdrawn	No	FBS	No	12/15/2021	N/A	NRIS/ERIS	Solar	75	75	FBS Completed	Withdrawn by customer.
LGE-GIS-2019-023	03/29/2019	Lyon County, Caldwell County	KY	LGEE	Livingston Co. - North Princeton 161 kV line	Withdrawn	No	FBS,SIS	No	12/15/2021	N/A	NRIS/ERIS	Solar	150	150	SIS Completed	Withdrawn by customer.
LGE-GIS-2019-024	03/29/2019	Woodford County	KY	LGEE	Ghent-Lexington 345 kV Line	Withdrawn	No	None	No	12/31/2022	N/A	NRIS/ERIS	Solar	200	200		Withdrawn by customer.
LGE-GIS-2019-025	05/02/2019	Mercer County	KY	LGEE	Bardstown-Brown CT 138 kV Line	Active	No	FBS,SIS	No	12/01/2022	09/01/2023	NRIS/ERIS	Solar	98.42	98.42	Facilities study Started	
LGE-GIS-2019-026	05/07/2019	Mason County	KY	LGEE	Kenton-Wedonia 138 kV	Withdrawn	No	None	No	07/31/2021	N/A	NRIS/ERIS	Solar	60	60		Withdrawn by customer.
LGE-GIS-2019-027	08/30/2019	Scott County	KY	LGEE	Adams-Scott County 138kV	Withdrawn	No	FBS	No	12/31/2022	N/A	NRIS/ERIS	Solar	200	200	FBS Completed	Withdrawn by customer.
LGE-GIS-2019-028	08/30/2019	Caldwell County	KY	LGEE	North Princeton 161kV Substation; Feasibility study proposed North Princeton – Earlington North 161 kV line	Withdrawn	No	FBS	No	12/31/2022	N/A	NRIS/ERIS	Solar	150	150	FBS Completed	Withdrawn by customer.
LGE-GIS-2019-029 [3]	11/08/2019	Hardin County	KY	LGEE	Black Branch- Hardinsburg 138 kV	Active; provisional LGIA signed	No	PRSIS,FBS,PRFS, SIS	No	12/31/2021	11/15/2022	NRIS/ERIS	Solar	100	100	SIS Completed	
LGE-GIS-2019-030 [3]	11/08/2019	Hardin County	KY	LGEE	Hardin County 69 kV Substation	Withdrawn	No	PRSIS	No	12/31/2021	N/A	NRIS/ERIS	Solar	100	100	PRSIS Completed .Customer withdrew the request before PRFS	Withdrawn by customer.
LGE-GIS-2020-001	10/02/2020	Madison County	KY	LGEE	Lake Reba-West Irvine Line Tap 161 kV	Active	No	FBS	No	12/31/2024	N/A	NRIS/ERIS	Solar	50	50	SIS started	
LGE-GIS-2020-002	11/03/2020	Mercer County	KY	LGEE	Harrodsburg-West Cliff 69kV	Active	No	FBS	No	12/31/2024	N/A	NRIS/ERIS	Solar	105	105	SIS started	
LGE-GIS-2021-001	01/06/2021	Caldwell County	KY	LGEE	North Princeton 161 kV Substation	Active	No	FBS	No	12/31/2023	N/A	NRIS/ERIS	Solar	100	100	FBS Completed; Started Feasibility Restudy	
LGE-GIS-2021-002	01/08/2021	Union County	KY	LGEE	Morganfield 161kV Substation	Withdrawn	No	FBS	No	12/31/2023	N/A	NRIS/ERIS	Solar	150	150	FBS Completed	Withdrawn by customer.
LGE-GIS-2021-003	01/08/2021	Ohio County	KY	LGEE	Matanzas 138kV Substation or Matanzas-Ohio County 138kV line	Active	No	FBS	No	12/31/2023	N/A	NRIS/ERIS	Solar	150	150	FBS Completed	
LGE-GIS-2021-004	01/08/2021	Muhlenberg County	KY	LGEE	Green River-River Queen Tap 161 kV	Active	No	FBS	No	12/31/2023	N/A	NRIS/ERIS	Solar	150	150	FBS Completed	
LGE-GIS-2021-005	01/21/2021	Jefferson County	KY	LGEE	Mill Creek 345 kV Station	Active	No	None	Yes	12/31/2025	N/A	NRIS	Natural Gas Combined Cycle	620	635	SIS will start in the study queue order	
LGE-GIS-2021-006	01/21/2021	Mercer County	KY	LGEE	South 138 kV bus of the Brown North Substation	Active	No	None	Yes	12/31/2025	N/A	NRIS	Natural Gas Combined Cycle	620	635	SIS will start in the study queue order	
LGE-GIS-2021-007	03/22/2021	McCracken	KY	LGEE	Primary: Grahamville 161 kV bus ; Alternate:Grahamville – Wickliffe 161 kV line	Active	No	None	No	06/15/2023	N/A	NRIS/ERIS	Solar/Battery	120	120	FBS Started	
LGE-GIS-2021-008	03/22/2021	Clark	IN	LGEE	Primary:Trimble County 345 kV bus; Alternate: Trimble to Speed 345 kV line	Active	No	None	No	06/15/2023	N/A	NRIS/ERIS	Solar/Battery	1200	1200	FBS Started	
LGE-GIS-2021-009	03/22/2021	Hardin	KY	LGEE	Primary:Hardin County 345 kV bus ; Alternate: Hardin County – Daviess County 345 kV line	Active	No	None	No	06/15/2023	N/A	NRIS/ERIS	Solar/Battery	200	200	FBS will start in the study queue order	
LGE-GIS-2021-010	03/22/2021	Marion	KY	LGEE	Lebanon 138 kV bus	Active	No	None	No	06/15/2023	N/A	NRIS/ERIS	Solar/Battery	120	120	FBS will start in the study queue order	
LGE-GIS-2021-011	03/25/2021	Jefferson	KY	LGEE	Mill Creek 138 KV substation	Active	No	None	No	12/01/2024	N/A	NRIS/ERIS	Battery	300	300	FBS will start in the study queue order	
LGE-GIS-2021-012	03/26/2021	Mercer	KY	LGEE	Bardstown-Brown CT 138kV line	Active	No	None	No	12/01/2024	N/A	NRIS/ERIS	Battery	100	100	SIS will start in the study queue order	
LGE-GIS-2021-013	03/29/2021	Hardin	KY	LGEE	Hardin County 69 kV Substation	Active	No	None	No	05/31/2025	N/A	NRIS/ERIS	Battery	120	120	SIS will start in the study queue order	
LGE-GIS-2021-014	03/30/2021	Bullitt	KY	LGEE	Blue Lick 345 kV	Active	No	None	No	12/15/2025	N/A	NRIS/ERIS	Battery	300	300	FBS will start in the study queue order	
LGE-GIS-2021-015	03/30/2021	Bullitt	KY	LGEE	Blue Lick 345 kV	Active	No	None	No	12/15/2028	N/A	NRIS/ERIS	Battery	300	300	FBS will start in the study queue order	
LGE-GIS-2021-016	03/31/2021	Jefferson	KY	LGEE	Primary: Mill Creek- Ashby 138 kV line; alternate :Mill Creek 138 kV bus	Active	No	None	No	06/01/2024	N/A	NRIS/ERIS	Battery	250	250	FBS will start in the study queue order	
LGE-GIS-2021-017	04/27/2021	Mason County	KY	LGEE	Wedonia - Kenton 138kV line	Active	No	None	No	12/31/2023	N/A	NRIS/ERIS	Solar/Battery	100	100	FBS will start in the study queue order	
LGE-GIS-2021-018	05/01/2021	Bath County	KY	LGEE	Spencer Road to Farmers Tap 138kV line	Active	No	None	No	11/30/2024	N/A	NRIS/ERIS	Solar/Battery	250 reduced to 110	250 reduced to 110	FBS will start in the study queue order	
LGE-GIS-2021-019	05/10/2021	Boyle County	KY	LGEE	Primary: KY ST Hospital Substation 69 kV Bus; Aternate: KY ST Hospital Tap - Danville E 69 kV line	Active	No	None	No	03/31/2025	N/A	NRIS/ERIS	Solar	100	100	FBS will start in the study queue order	
LGE-GIS-2021-020	06/24/2021	McCracken	KY	LGEE	Primary: Grahamville 161 kV bus ; Alternate:Grahamville – Wickliffe 161 kV line	Active	No	None	No	12/31/2023	N/A	NRIS/ERIS	Solar/Battery	120	120	New request received	

Please also see Generation Interconnection Study Status Document posted under Generation Interconnection Information Folder

Legend:

N/A	Not Applicable
N/A*	Information not available since studies are complete prior to TranServ International, Inc. (TranServ) Independent Transmission Organization (ITO) transition
FBS	Feasibility Study
SIS	System Impact Study
ISIS	Interim System Impact Study
FS	Facility Study
PRSIS	Provisional System Impact Study
PRFS	Provisional Facility Study
Fuel Type	Coal, Gas, Biomass, Steam, Hydro, Wind, Diesel, Co-Gen, Combined Cycle, Solar, Nuclear
Type of Generating Facility	Combined Cycle, Base Load, or Combustion Turbine

Footnotes:

[1] Originally requested as NRIS

[2] for the suspended LGIA's, the actual in-service date will depend on the required interconnection and network upgrade construction lead time after the customer notification to start construction.

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to Commission Staff's Post-Hearing Request for Information
Dated August 20, 2021

Case No. 2020-00349 / Case No. 2020-00350

Question No. 3

Responding Witness: Robert M. Conroy

Q-3. Refer to LG&E/KU's Joint Motion for Partial Rehearing, pages 32–33. Provide a list that identifies by name the specific reporting requirements for which LG&E/KU requests clarification. Include in the list a citation to the page or ordering paragraph for each identified reporting requirement and a description of the specific component for each reporting requirement for which LG&E/KU request clarification.

A-3. The chart below shows (1) the June 30, 2021 Ordering Paragraph in these proceedings, (2) reporting requirement topic, (3) reporting frequency, (4) requested due date from June 30, 2021 Order, and (5) the proposed due date. The requested change is to move the reporting requirements out 30 days from the requested date in the Order so the Companies can align any financial data included in the reports with a financial quarter. The Companies have made similar request for the quarterly ECR Plan updates in Case Nos. 2016-00026, 2016-00027, 2020-00060, and 2020-00061 and currently file those quarterly reports 30 days after the end of the calendar quarter.

KU – Case No. 2020-00349 – June 30, 2021 Order

Ordering Paragraph	Reporting Topic	Reporting Frequency	Requested Due Date	Proposed Due Date
6	AMI	Quarterly	9/30/2021	10/30/2021
8	AMI	Annual	6/30/2022	7/30/2022
11	AMI	Annual	6/30/2022	7/30/2022
13	AMI	Annual	6/30/2022	7/30/2022

LG&E – Case No. 2020-00350 – June 30, 2021 Order

Ordering Paragraph	Reporting Topic	Reporting Frequency	Requested Due Date	Proposed Due Date
6	AMI	Quarterly	9/30/2021	10/30/2021
8	AMI	Annual	6/30/2022	7/30/2022
11	AMI	Annual	6/30/2022	7/30/2022
13	AMI	Annual	6/30/2022	7/30/2022
26	BREC Settlement	Annual	6/30/2022	7/30/2022

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to Commission Staff's Post-Hearing Request for Information
Dated August 20, 2021

Case No. 2020-00349 / Case No. 2020-00350

Question No. 4

Responding Witness: Eileen L. Saunders

Q-4. Provide copies of LG&E's and KU's respective residential customer new service paper and electronic applications.

A-4. See attached. LG&E residential paper application is on pages 1 through 2, KU residential paper application is on pages 3 and 4, and LG&E and KU electronic residential application starts on page 5.

LOUISVILLE GAS AND ELECTRIC COMPANY
Application for Service
Questions? Call 502-589-1444 or 800-331-7370

Please fill out the information below and leave a good, working phone number for a Customer Representative to contact you back today regarding your request. If we are unable to reach you, your services may be delayed.
What is this request for? (check all that apply)
☐ Transfer Service from one LG&E address to another ☐ Start New Service ☐ End Current Service
☐ Other (please describe): ____
Type of service: Electric ___ Gas ___ Outdoor lighting ___ Temporary electric ___

Full Name: ____________________________ SSN: _________________ or Tax ID: _______________

If no SSN, please list <u>both:</u> ITIN: ______________ Passport/Visa/Government Issued ID: ________________

Home Phone: __________________ Cell Phone: ____________________ Email: ______________________

New Service Address: ____

City/State/ZIP ____

Landlord Name (if applicable): _____________________________ Landlord Phone: _____________________

Requested Service Start Date*: ____
***note that requests for service may take up to 3 business days to process**

The most recent address where you had service with Louisville Gas and Electric (if applicable):

____

City/State/ZIP ____

If ending service with LG&E, please enter the date you want your current service to be discontinued: _________

Mailing Address: ____

City/State/ZIP ____

Is/Are the meter(s) accessible (free of dogs, fences, gates, shrubbery, etc.)? ___________ If No, please be advised we will need access to your meter(s) in order to complete your request.

If you would like to list any additional persons on your account, please list their information below:

Name: ________________________________ Relationship (spouse, roommate, contact person): ____________

SSN: __________________ or ITIN: ________________

Name: ________________________________ Relationship (spouse, roommate, contact person): ____________

SSN: __________________ or ITIN: ________________

LOUISVILLE GAS AND ELECTRIC COMPANY
Application for Service
Questions? Call 502-589-1444 or 800-331-7370

DEPOSIT REQUIREMENT

Please be advised that LG&E performs a credit check for RESIDENTIAL accounts that will NOT affect your credit score. This credit check determines if a security deposit is needed on your account.
______ Please place your initials here if you consent to a credit check. If you do not consent to a credit check, a deposit will be required as outlined below.

Residential Deposits: If a deposit is required, $160.00 for electric service and $100.00 for a gas service will be billed to your account over 6 months. When you receive the next bill be sure to pay the total amount due by 7pm ET on the due date which includes your deposit installment. If the total amount due is not paid by 7pm ET, the entire past due amount must be paid before any additional payment arrangement can be established. In addition, the service may be disconnected without further notice and the entire past due amount on the account will become due.

Residential deposits are applied to the account as a bill credit after 12 months of consecutive service (once paid in full) as long as good credit with LG&E has been established.
Optional Services:

Bill Notifications:
You may receive bill notifications by text, email, or phone. If you would like these notifications, please choose your options below:

Please choose the delivery method:

☐Text (Number)___________ ☐ Email (Email Address) ____________________ ☐Voice (Phone)_____________

Please choose frequency:
☐ When New Bill is Available ☐ 5 Days Before Bill Due Date ☐ When Bill is 1 Day Past Due

Paperless Billing:
Customers may receive a monthly email notification that their bill is available to view along with the amount due, due date, and a link to My Account to view the actual bill. (Must be registered in My Account to view actual bill.) All bills will be sent electronically, including the final statement. If you would like to receive your bills electronically, please write your email address below. You will need to verify your email before you will begin receiving paperless bills. Add ebill@lge-ku.com to your authorized sender list in your email settings and/or check spam folder if you do not receive the verification email.

Email: ____

Please visit LGE-KU.COM/WELCOME for more program options.

By my signature on this application for service, I state that all information I have given on the form is, to the best of my knowledge, true and complete.

____ ___________________________

Applicant Date

KENTUCKY UTILITIES COMPANY
Application for Service
Questions? Call (800) 981-0600

Please fill out the information below and leave a good, working phone number for a Customer Representative to contact you back today regarding your request. If we are unable to reach you, your services may be delayed.

What is this request for? (check all that apply)
☐ Transfer Service from one KU address to another ☐ Start New Service ☐ End Current Service
☐ Other (please describe): ____
Type of service: Electric ___ Outdoor lighting ___ Temporary electric ___

Full Name: ____________________________ SSN: _________________ or Tax ID: _______________

If no SSN, please list both: ITIN: ______________ Passport/Visa/Government Issued ID: ________________

Home Phone: __________________ Cell Phone: ____________________ Email: ______________________

New Service Address: ____

City/State/ZIP ____

Landlord Name (if applicable): _____________________________ Landlord Phone: _____________________

Requested Service Start Date*: ____
***note that requests for service may take up to 3 business days to process**

The most recent address where you had service with Kentucky Utilities (if applicable):

____

City/State/ZIP ____

If ending service with KU, please enter the date you want your current service to be discontinued: __________

Mailing Address: ____

City/State/ZIP ____

Is the meter accessible (free of dogs, fences, gates, shrubbery, etc.)? __________ If No, please be advised we will need access to your meter in order to complete your request.

If you would like to list any additional persons on your account, please list their information below:

Name: ________________________________ Relationship (spouse, roommate, contact person): ____________

SSN: __________________ or ITIN: ________________

Name: ________________________________ Relationship (spouse, roommate, contact person): ____________

SSN: __________________ or ITIN: ________________

KENTUCKY UTILITIES COMPANY
Application for Service
Questions? Call (800) 981-0600

DEPOSIT REQUIREMENT

Please be advised that KU performs a credit check for RESIDENTIAL accounts that will NOT affect your credit score. This credit check determines if a security deposit is needed on your account.
______ Please place your initials here if you consent to a credit check. If you do not consent to a credit check, a deposit will be required as outlined below.

Residential Deposits: If a deposit is required, $160.00 for electric service will be billed to your account over 6 months. When you receive the next bill be sure to pay the total amount due by 7pm ET on the due date which includes your deposit installment. If the total amount due is not paid by 7pm ET, the entire past due amount must be paid before any additional payment arrangement can be established. In addition, the service may be disconnected without further notice and the entire past due amount on the account will become due.

Residential deposits are applied to the account as a bill credit after 12 months of consecutive service (once paid in full) as long as good credit with KU has been established.
Optional Services:

Bill Notifications:
You may receive bill notifications by text, email, or phone. If you would like these notifications, please choose your options below:

Please choose the delivery method:

☐Text (Number)___________ ☐ Email (Email Address)____________________ ☐Voice (Phone)_____________

Please choose frequency:
☐ When New Bill is Available ☐5 Days Before Bill Due Date ☐When Bill is 1 Day Past Due

Paperless Billing:
Customers may receive a monthly email notification that their bill is available to view along with the amount due, due date, and a link to My Account to view the actual bill. (Must be registered in My Account to view actual bill.) All bills will be sent electronically, including the final statement. If you would like to receive your bills electronically, please write your email address below. You will need to verify your email before you will begin receiving paperless bills. Add ebill@lge-ku.com to your authorized sender list in your email settings and/or check spam folder if you do not receive the verification email.

Email: ____

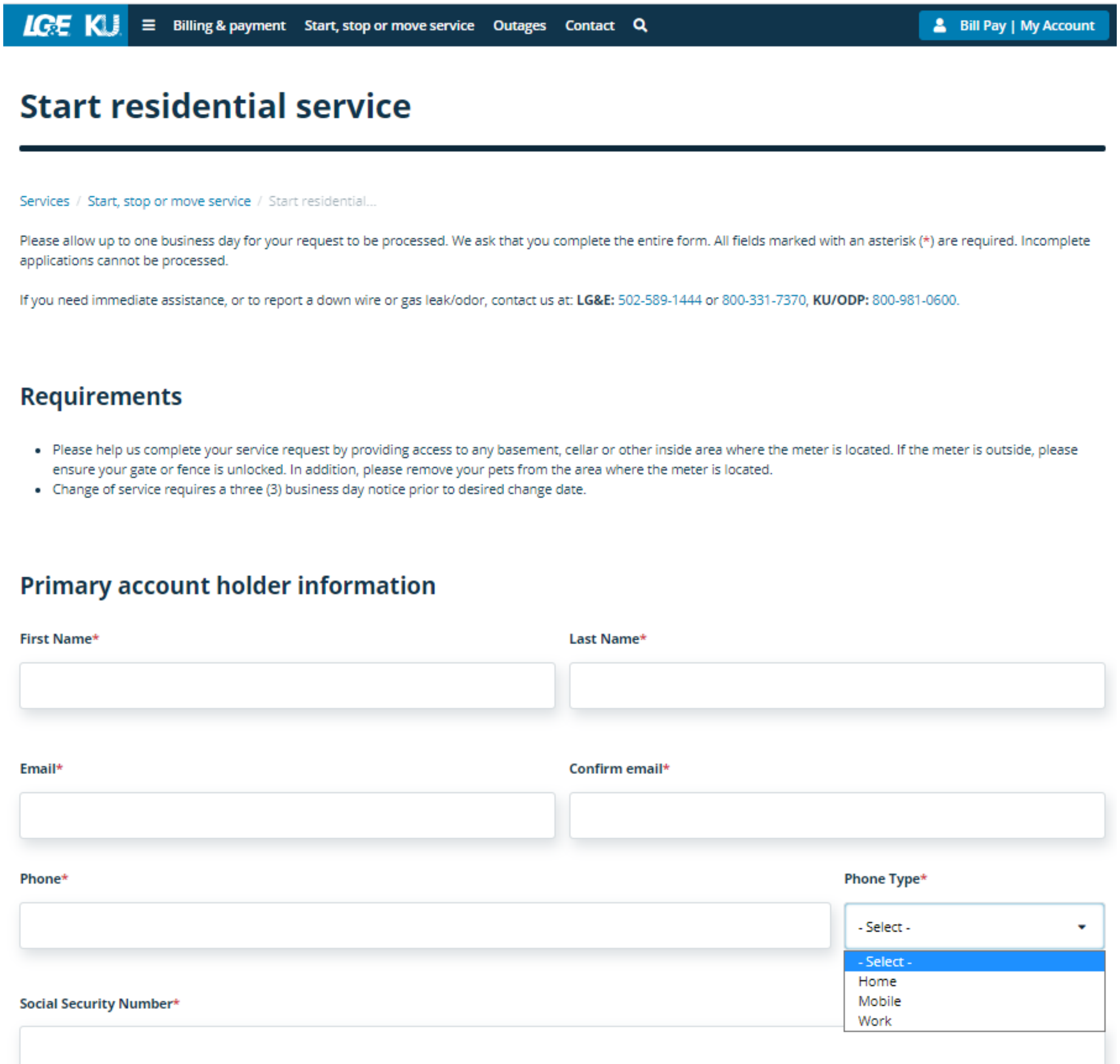
Please visit lge-ku.com/welcome for more program options.

By my signature on this application for service, I state that all information I have given on the form is, to the best of my knowledge, true and complete.

____ ___________________________

Applicant Date

LG&E and KU Residential Online Application for Service



LG&E KU | Billing & payment | Start, stop or move service | Outages | Contact | Bill Pay | My Account

Start residential service

Services / Start, stop or move service / Start residential...

Please allow up to one business day for your request to be processed. We ask that you complete the entire form. All fields marked with an asterisk (*) are required. Incomplete applications cannot be processed.

If you need immediate assistance, or to report a down wire or gas leak/odor, contact us at: **LG&E:** 502-589-1444 or 800-331-7370, **KU/ODP:** 800-981-0600.

Requirements

- Please help us complete your service request by providing access to any basement, cellar or other inside area where the meter is located. If the meter is outside, please ensure your gate or fence is unlocked. In addition, please remove your pets from the area where the meter is located.
- Change of service requires a three (3) business day notice prior to desired change date.

Primary account holder information

First Name*

Last Name*

Email*

Confirm email*

Phone*

Phone Type*

- Select -

- Select -
Home
Mobile
Work

Social Security Number*

New service information

Date of service needed*

Please select a business day for your service request. Note: we are closed on weekends and holidays.

Service address* | **Suite, Apt**

City* | **State*** | **Zip***

- Select -
- Select -
Alabama

Type of service*

- [ ] Electric
- [ ] Gas
- [ ] Outdoor lighting
- [ ] Temporary electric

Service Provider*
- Select -
- Select -
LG&E
KU
ODP

Does Meter Exist*
- Select -
- Select -
Yes
No

Property Ownership*
- Select -
- Select -
Own
Rent/Lease

- [x] Mailing address is different than service address?

Mailing address* | **Suite, Apt**

City* | **State*** | **Zip***

- Select -

Additional authorized parties

- [ ] Add Additional authorized party

☑ Add Additional authorized party

Additional Party type*

- Select -

- Select -
Spouse
Roommate
Authorized contact person

Phone*

Phone Type*

- Select -

Social Security Number*

☐ Add Additional

Additional questions

Message

☐ I give permission for a check of my credit history *

☐ I agree to the terms of use and privacy policy. *

Submit

LOUISVILLE GAS AND ELECTRIC COMPANY
KENTUCKY UTILITIES COMPANY

Response to Commission Staff's Post-Hearing Request for Information
Dated August 20, 2021

Case No. 2020-00349 / Case No. 2020-00350

Question No. 5

Responding Witness: Eileen L. Saunders

Q-5. Refer to the August 18, 2021 hearing testimony of Eileen Saunders, generally. Provide a copy of the following documents:

a. The Customer Fact Sheet used by LG&E/KU customer service representatives when accepting residential customer new service application requests.

b. Customer service representative training scenarios that cover circumstances in which a member of a residential household who is not named on a customer account requests to continue service at that same residence due to death of or divorce from another member of the residential household in whose name the account is held.

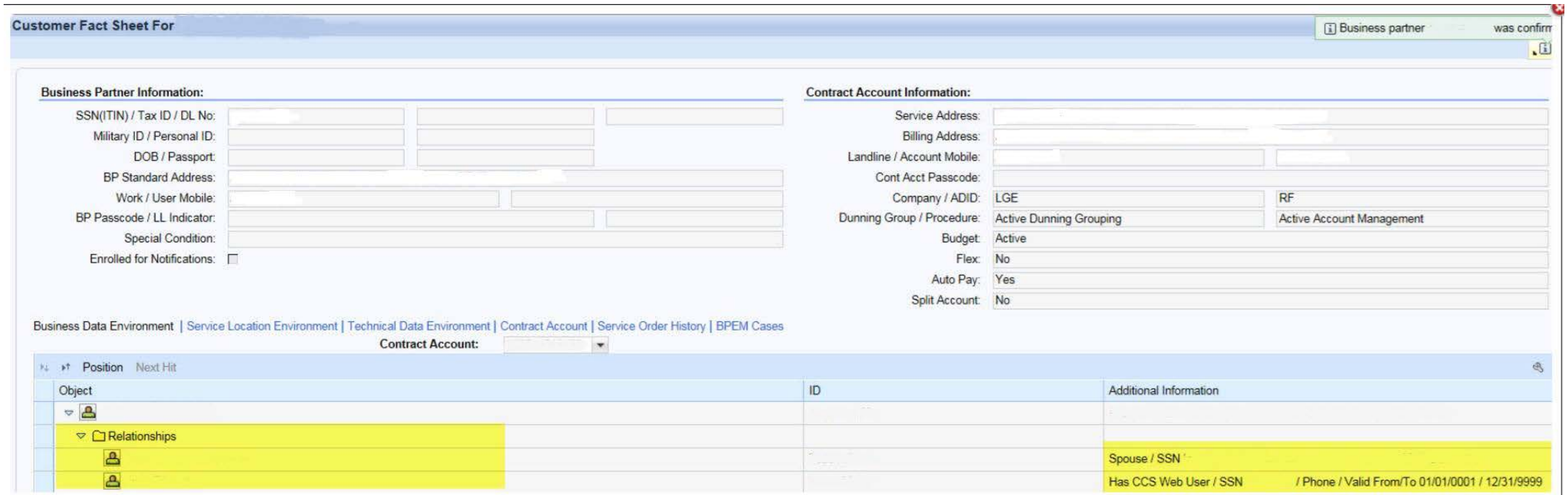
c. Policies, whether formal or informal, that provide guidance to LG&E/KU customer service representatives for handling service requests from member of a residential household who is not named on a customer account and requests to continue service at that same residence due to death of or divorce from another member of the residential household in whose name the account is held.

A-5.

a. See attached. Page 1 is the Customer Fact Sheet, the guide used by the Customer Services Representative for accepting an application for service is on pages 2 through 4.

b.-c. See attached. The documents being provided are used for both training and as reference for Customer Service Representatives. Classroom training and eLearning are conducted in conjunction with the provided documentation. The guidelines regarding parties requesting a change in service includes "divorce" but are not limited to that reason. Pages 1 through 2 defines a "Business Partner (BP)" or customer, pages 3 through 12 defines "BP Relationships" such as spouse, roommate or informational between business partners, and pages 13 through 26 defines the "Deceased Customer Process".

Customer Fact Sheet:



Customer Fact Sheet For

Business partner was confirm

Business Partner Information:

SSN(ITIN) / Tax ID / DL No:			
Military ID / Personal ID:			
DOB / Passport:			
BP Standard Address:			
Work / User Mobile:			
BP Passcode / LL Indicator:			
Special Condition:			
Enrolled for Notifications:	☐		

Contract Account Information:

Service Address:		
Billing Address:		
Landline / Account Mobile:		
Cont Acct Passcode:		
Company / ADID:	LGE	RF
Dunning Group / Procedure:	Active Dunning Grouping	Active Account Management
Budget:	Active	
Flex:	No	
Auto Pay:	Yes	
Split Account:	No	

Business Data Environment | Service Location Environment | Technical Data Environment | Contract Account | Service Order History | BPEM Cases

Contract Account:

Position Next Hit

Object	ID	Additional Information
Relationships		
		Spouse / SSN
		Has CCS Web User / SSN / Phone / Valid From/To 01/01/0001 / 12/31/9999

Customer Services Representative Guide for Accepting Application:

C H E C K

M E S S A G E S

(Conversation guide) New Contract w/ Existing BP 1/16/20	(Transaction)

Greeting and verification
 	
Do you have current service with us or have you ever had service with us?
 	
Search for BP
	Search and confirm BP, CA, or Premise
	• **Customer Fact Sheet**
	  o Review Start/End dates
	  o Existing deposit
	  o Denial of Service
	  o Existing Relationships
	• **Contact History**
	• **Credit Fact Sheet** – past due balance
	• **Account History** - current balances

What is the address for the new service? Make sure you have the city. **Will this be your mailing address as well?** **If no, make note and update on the new/old account** **Will there be any other adults over 18 listed on the account?**	**Identification screen** If yes, • Maintain BP Relationships • Reminder- If relationship BP or account has past due balance do not expire relationship
Confirm the new "moving to" premise	**Identification** (Navigation Bar) • Click "Unconfirm" for the Premise • Click "New Search" and confirm new Premise
Give me a moment while I set up your new service. Click on Navigation Bar – Contract Management	**Contract Management Landing screen** • Filter by BP and view dates • Filter by Premise and view dates • Click CM Navigation Bar to reset screen

Determine if you need to deny service for BP.
 	
Determine if you need to deny service for premise.
	Select **New Contract to start process**
	• **Review BP Delinquency pop up** (If applicable)
	• **Review Premise Delinquency results**
	  o Deposit amount
	  o Premise notes for DOS
	  o Special Conditions
	• **Installation**
	  o Status of Power
	  o Pending Moved & Service orders
	  o Meter location
	  o Inspection required box
	  o Key information
	• **Business Partner Delinquency (BP for moving to premise)**
	  o Displays current and previous BPs (past due balances)
	  o Review MO date – 12-31-9999 would be current BP

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	If Denying: Record a Denial of Service- Existing BP
Mr. customer, when would you like to start your new service? **Let me see if that date is available** **If you need to make any changes to this date, please let us know at least one business day in advance so we can accommodate your request and/or prevent any interruption of service.**	• Select date from calendar –click Apply • If message "Maximum Orders have been created for RSG", follow rules listed in RIO – see "Error Messages"
We will need to have access to the meter to turn on or get a reading, are you aware of any issues such as locked gates, fences or animals in the yard that would keep us from doing this? **IF service is being turned on, provide safety messages**	**Update Service Order Notes** • Access notes * Full Name, Contact phone number Example: Door unlocked note under flower pot on porch * Ben Smith, 502555-5555 • Select Gas Appointment for gas turn on (excludes Magnolia, Muldraugh, Bardstown • **Check messages before proceeding**
	Account and Payment Data screen • Update mailing address – if customer chooses the premise address, select "New Contract Premise Address" • Invoice or Auto Pay (If existing)
Explain deposit information to customer • **We can spread the deposit over 6 installments.** • **Read the Deposit IP script** • **Explain the refund policy**	**Account and Payment Data screen** • Determine if deposit required – see When to Bill a Deposit in RIO • Select a *Waiver* or *Request* reason. • Click Apply to save deposit • Check messages
Thank you for being patient while I process your request. I just have a few more things to finish up.	**Summary screen – Review with customer** • Start date and Premise address • Mailing address • Check Data (review messages) • Submit

	Contract Management Landing Page
	• Review messages
	• Copy new CA number
	• Confirm – Status is Replication Complete
	  o Refresh if necessary
	  o If status not Replication Complete see Contract Management Status

CHECK MESSAGES

Bear with me, Just making sure everything has been entered correctly…	**END/SAVE and Confirm new CA number** **Customer Fact Sheet** • **SO History –** confirm dates and order(s) created/canceled correctly • Provide new CA number (not required but customer will need it to update My Account or Auto Pay.)
Mr. Customer, is the number xxx-xxx-xxxx that you verified earlier the same number you would like listed on the new account? Provide Phone script used when updating phone numbers.	**BP Overview** • Update "Landline" and "Account Mobile" fields • Offer Billing Notifications **– if yes send out Ad Hoc Terms and Conditions and explain to customer to Accept Y on text notifications.**
May I have your email address to enroll your new account in paperless billing? Explain if needed: *Every month we will send you an email to let you know when your bill is ready, the amount, due date and link to our website where you can view bill details and make payment.* *You should receive your first bill within 30 days from your service start date of <move-in date>.*	**Paperless Billing Enrollment** • Enroll all new contracts • If customer agrees: Explain verification of email address • Send email to "Paperless Billing Inbox'
Congrats on your new home! We have some tips and programs on our website to make your move easier. Go online to lge-ku.com/welcome.	
Complete application information – get the previous address customer is moving from (City and State if not in KY)	**Contact screen** • Class/Action - MOVE 0002 • Full Name • Moving from address • Name of Spouse/Roommate or NOA – no other adults • Deposit requested or waived and reason
Is there anything else I can help you with today? Thank you for contacting us today, have a great day.	**Link inactive CA with active CA if applicable.**

You are here: Key Topics > Business Master Data > BP > Business Partner (BP)

Business Partner (BP)

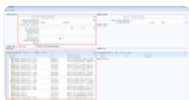
A Business Partner is a person or entity the utility has partnered with in order to provide services (Account Holder) or an authorized party that has been granted permission to conduct business for the customer (Relationship).

General Information

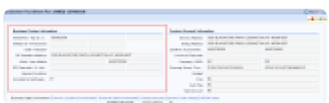
- A customer or authorized party (person or organization) must be set up as a Business Partner (BP) in CCS to have a business relationship with us.
- Types of BPs:
  - **Person BP**: For individuals and Sole Proprietorships that will have a SSN or other acceptable personal ID.
  - **ORG BP**: For businesses such as, Single or multiple member LLC, LP, or Corporations that will have a Tax ID as personal ID.
- The BP is normally created when a new customer contacts us to establish New Contracts to a Premise, but BP information (Business Master Data) is NOT tied to any particular Premise Address (Technical Master Data).
- A customer should ONLY have ONE BP regardless of which utility company the service is with.
- A BP can have multiple:
  - **Contract Accounts** - Contain the BP's Contracts for Installations.
  - **Mailing Addresses** - Can only have one BP Standard Address.

- **Email Addresses** - Only one may be used for My Account.
- **Banks / Bank Accounts** - Auto Pay payments or My Account payments.
- **Relationships with other BPs** - Spouse, Roommate, etc.

- When searching, BP information is entered and displayed on the left side of the Identification Screen.



- Once a contract Account is confirmed, the BP information displays on the left side of the Customer Fact Sheet.



NOTE: For a visualization of how a Business Partner fits into the grand scheme of Technical and Business Master Data, click here.

For additional details on Business BP Names, click here.

Related Topics:

- ID for New BP
- Create BP
- Change Business Partner
- BP Relationships
- Passcodes
- Searching for Customer or Premise

Return to RIO in new window

Contact CCS Mailbox

You are here: Key Topics > Business Master Data > BP > BP Relationships

BP Relationships

In CCS, a **relationship** is defined as a connection between an Account Holder and another BP.

A relationship links all the Contract Accounts for each related BP to all other directly related BPs.

When adding a relationship, always start by confirming the Account Holder

- If Relationship BP is financially responsible, that responsibility is effective until the End Date of the Relationship. The account MUST reflect a current balance (NO past due balances) to end the relationship.

BP Relationship Categories

Authorized BP Relationships can conduct any type of normal business activity or transaction pertaining to an account, including Contract Management and service orders.

Category	Description	Financially Responsible?	Authorized?	Name Appears on Bill?	Add/Remove/Change a Passcode?	Can this BP Add or End a Relationship?
Primary BP (Account Holder)	The person who originally requested the service.	Yes	Yes	Yes	Yes	Add or End

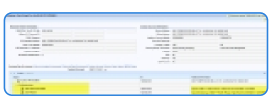
Category	Description	Financially Responsible?	Authorized? ❗	Name Appears on Bill?	Add/Remove/Change a Passcode?	Can this BP Add or End a Relationship?
Spouse	Use to add Spouse to confirmed BP • Account Holder must authorize relationship and provide this BP's full name and Social Security number (or other acceptable Personal Identifier). • Either spouse may conduct any type of normal business activity or transaction pertaining to either spouse's account including service orders.	Yes	Yes	Yes	No	End

Category	Description	Financially Responsible?	Authorized? ❗	Name Appears on Bill?	Add/Remove/Change a Passcode?	Can this BP Add or End a Relationship?
Roommate	Use to add Roommate to the confirmed BP. • Account Holder must authorize relationship and provide this BP's name and Social Security number (SSN) (or other acceptable Personal Identifier).	Yes	**Active CA confirmed**: **Has** Roommate: YES **Is** Roommate: YES	Yes	No	End
Contact	Use to add Contact person to the confirmed BP. • Account Holder must authorize relationship and provide this BP's name and Social Security number (SSN) (or other acceptable Personal Identifier).	No	**Active CA confirmed**: **Has** Contact: YES **Is** Contact: NO	No	No	End

Category	Description	Financially Responsible?	Authorized? ❗	Name Appears on Bill?	Add/Remove/Change a Passcode?	Can this BP Add or End a Relationship?
CCS Web User	Created automatically when a user registers an account online and does not enter a personal identifier that matches the primary account holder. Example: Registering user does not have/know the last four digits of the primary party's SSN.	No	No	No	No	No
Activity Partner	This may display but **DO NOT USE** when adding a relationship.	No	Yes	No	No	End

View Relationships

BP Relationships display on the Customer Fact Sheet



Click to enlarge

BP Relationships display and my be edited on the BP Overview screen.

Click to enlarge

Adding Relationships

Before adding the Relationship

1. Get authorization from the Account Holder.

Landlords - If a landlord requests to add a tenant name to their bill, advise the landlord against doing this since by adding the tenant name, the tenant will have access to all the landlord billing information.

2. Get the name and SSN for the relationship BP from the Primary OR from the person being added.
3. Search for an existing BP for the relationship person and make note of the BP number if it already exists. See Create BP.
4. Ask the type of relationship. Note if it is a spouse or non-spouse and continue to step 5.
5. Find out if either the Primary or relationship BP has multiple CAs.
   - If neither has multiple CAs, skip to the steps below for **Add the Spouse or Roommate Relationship** or **Add the Contact Relationship**.
   - If either BP has multiple CAs, continue to step 6.
6. Ask if the relationship is just for this CA or for all CAs.
   - If the relationship is for all CAs, skip to the steps below for **Add the Spouse or Roommate Relationship** or **Add the Contact Relationship**.
   - If the relationship is just for this CA:
     - » For spouse: Create a New BP for the Primary for this CA and then **Add the Spouse Relationship**.
     - » For non-spouse: Create a special condition, a contact that indicates the CA(s) associated with this relationship and **Add the Roommate Relationship** or **Add the Contact Relationship**.

   ### Example

   John Smith the primary BP has added Jane Doe as a contact relationship to one of his multiple CAs 350023567545

Note: A customer can be added to an account as a relationship if he/she owes a balance at another premise. If the added relationship is financially responsible, we should email Revenue Collections the customer's new mailing address with the account information so we can attempt to collect the debt.

Before processing a New or Move Contract, see Denial of Service.

NOTE: Organization BP cannot be a relationship type to a personal BP.

Add the Spouse or Roommate Relationship

1. Confirm the Account Holder.
2. Select **BP Overview** from the Navigation Bar.
3. Select the **Relationships** tab.
4. Click the **New** icon.
5. On the Relationships screen, select the valid **Relationship** type from the drop-down list, (*Has Roommates* or *Spouse*)

6. Paste the BP number for the Relationship BP in the **BP** field or click the icon to search for existing g BP.
7. Click the **calendar** icon in the **Valid From** field and select today's date.
8. Manually enter *12/31/9999* in the **Valid To** field.
9. Press **Enter**.
10. Click the **Back** button with the green check Back in the upper left of the screen.
11. Click the **Save** button at the top of the BP Overview page.
12. Create a Manual Contact MDAT 0001 with details.

Add the Contact Relationship

1. Locate the Relationship BP's number or see Create BP.
2. Confirm the Account Holder.
3. Confirm the BP who will be the Account Holder on the account.
4. Select **BP Overview** from the Navigation Bar.
5. Select the **Contacts for BP** tab.
6. Click the **Add** icon.
7. Enter the Contact BP number in the **Contact** field.
8. Press **Enter**. The Contact BP name and BP number will populate the **Contact** and **Contact ID** fields.
9. The **Valid From** and **Valid To** dates automatically populate.
10. Click the **Back** button with the green check Back in the upper left of the screen.
11. Click the **Save** button at the top of the BP Overview page.
12. Create a Manual Contact MDAT 0001 with details.

NOTE: Only the Account Holder may add a new relationship.

Ending Relationships

Before ending the Relationship

1. Confirm whether or not the relationship is a financially responsible party. See above chart [BP relationship categories](#).
2. View account history to determine if there are any past due balances. Be sure to check for any active Installment plans. The account MUST reflect a current balance (NO past due balances) to end the relationship.

End the Spouse or Roommate Relationship

1. Confirm the Account Holder.
2. Select **BP Overview** from the Navigation Bar.
3. Click the **Relationships** tab.
4. Click the **Edit** icon in the **Actions** column next to the relationship to be expired.
5. On the Relationships screen, click the **calendar** icon next to the **Valid To** field and select today's date on the calendar.
6. Press **Enter** on your keyboard.
7. A popup will ask you to confirm if you want to continue. Click **OK**.
8. A message will confirm that the date has changed.
9. Click the **Back** button with the green check Back in the upper left of the screen.
10. View the Valid To date on the BP Overview screen to confirm the change.
11. Click the **Save** button at the top of the BP Overview page.
12. Create a **MDAT 0001** Manual Contact.

> Note: Relationships cannot be deleted or removed from the account. We can only end the relationship by expiring the validity date. Customers name will still appear on the account, but they will no longer have access.

End the Contact Relationship

1. Confirm the Account Holder.
2. Select **BP Overview** from the Navigation Bar.
3. Select the **Contacts for BP** tab.
4. Click the **Edit** icon in the Actions column next to the relationship to be expired.
5. On the Contacts screen, click the **calendar** icon next to the **Valid To** field and select today's date on the calendar.
6. Press **Enter** on your keyboard.
7. A message will confirm that the date has changed.
8. Click the **Back** button with the green check Back in the upper left of the screen.
9. View the Valid To date on the BP Overview screen to confirm the change.
10. Click the **Save** button at the top of the BP Overview page.
11. Create a **MDAT 0001** Manual Contact.

End the Activity Partner Relationship

- Send an email to the CCS Mailbox to have the Activity Partner information ended.
- Include the BP Number and name.
- Create a Manual Contact with details of the transaction.

NOTE: CCS will not update the End date for an ended Activity Partner relationship.

Additional Information / Processes

CCS Web User Relationship

- This relationship can NOT be ended.
- If customer wants to unlink the Web User, email the My Account Issues mailbox.
- Advise customer:
  - We can unlink the Web User from the Account Holder's account in CCS, but this does not prevent user from registering for the account again.
  - Account Holder should **add a passcode** to prevent a CCS Web User BP from accessing the account.

Correcting Customer Headers

When the customer's name, contract account number and/or another name displays incorrectly on the customer header, this may be corrected in the Contacts for BP section of the BP Overview screen.

1. Select BP Overview from the Navigation Bar.
2. Select the **Contacts for BP** tab.
3. Click the **Edit** icon to the left of the name that is showing in the customer header.
4. Uncheck the Main Contact box.
5. Click the Back button with the green check Back in the upper left of the screen.
6. Copy the CA number.
7. Click End/Save.
8. Confirm the CA again and the second name will no longer appear.

"Has Relationship" vs "Is Relationship"

- **HAS Relationship** - indicates an Account Holder has another BP authorized to discuss their account.
- **IS Relationship** - indicates a BP is authorized to discuss another BP's account.

See **Relationship Categories** for details on what Relationship types are authorized to do.

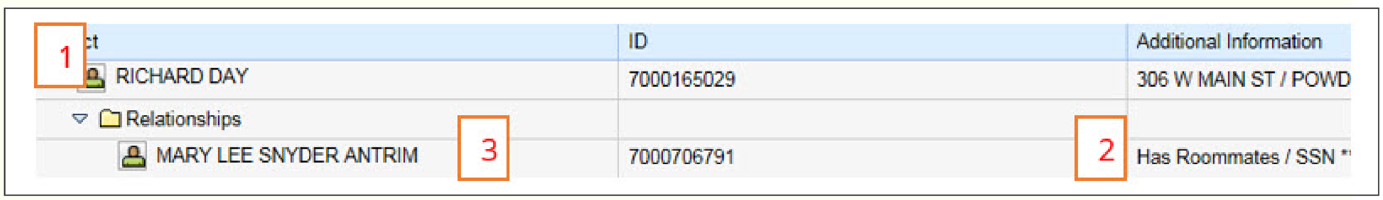
When Setting up "Has Relationship"

- When adding a relationship, always start by confirming the Account Holder.
- Select ***Has Relationship*** from the relationship drop-down on the relationships screen. This will indicate that the Account Holder **has a roommate** who is authorized on the account.

When viewing "Is Relationship"

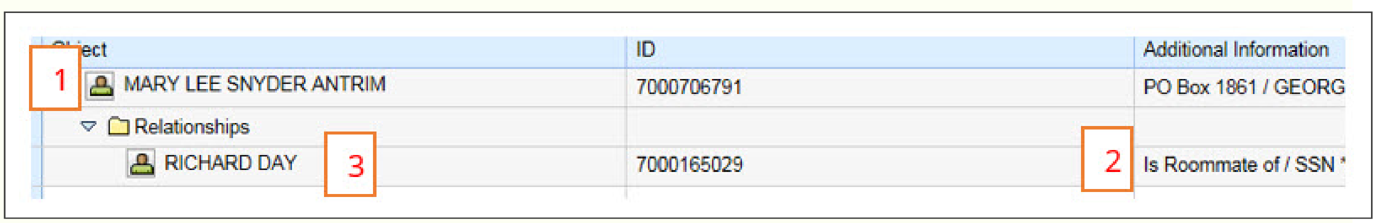
- If you have the Active contract account confirmed the “Has” relationship type means that person is authorized.
- If you see an **IS** relationship type, it’s okay to speak to the caller if they are a roommate ONLY.
- When appropriate follow the above steps to expire **IS** relationship and replace with **HAS** Spouse/Roommate/Contact relationship type and be sure to start with the Account Holder confirmed.

How to Read Relationships in CCS



1. Richard Day (Account Holder)
2. **Has a Roommate**
3. The Roommate is Mary Lee

Now access Mary Lee's account:



1. Mary Lee
2. **Is Roommate of**
3. Richard Day

Related Topics:

- Business Partner
- Create BP
- Addresses

Updated 02-16-21

Return to RIO in new window

Contact CCS Mailbox

Deceased Customer Process

We will always make an attempt to verify the death online - See Verify a Death for instructions.

If the death is NOT verified - *a death certificate or executor / executrix order is required.*

When a customer is reported deceased, service needs to be put in the Estate of/Tax ID or someone else's name/SSN or we will turn the service off.

DO NOT RECONNECT IN DECEASED PERSON'S NAME! NO EXCEPTIONS!

Reconnection of service includes, but is not limited to:

- Reconnect after dunning disconnect
- Reconnect of service after regulator change
- Reconnect of service after meter change
- Reconnect of service after flooding

In order to enter an End Contract, the person requesting the End Contract must be listed as an authorized relationship to the deceased party BP, or provide Executor/Executrix documentation.

Mailing address changes for the final bill may only be made by an authorized relationship to the deceased party BP, or by the Executor/Executrix with documentation.

Bill reprints may be requested by an authorized relationship to the deceased party BP, or by the Executor/Executrix with documentation.

When notified that a customer is deceased, CSRs take these steps:

If notified by:

Returned Draft or Check from the bank noting reason as Deceased

Steps for Business Office or Revenue Collection:

1. If the account is on Auto Pay (formerly ABC) immediately remove the account from Auto Pay.
2. Enter a Contact PPLN/0005 (Auto Pay Removed) on the account that the bank notified us the customer is deceased. If unable to verify the death online, see Attempt to Contact a Customer Reported Deceased.

Returned Mail marked Deceased

See Returned Mail AND attempt to verify death.

If Death is Verified

Follow these instructions:

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)
2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
   - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.
   - **About the deceased customer**: Name, CA, address, date of death
   - **How the information was verified**: ACCURINT, online obituary, etc.

Example

Returned mail for CA 3000xxxxxxxx// deceased customer John Doe// DOD 5/2/2019 verified via <method of verification>.

5. Create a ZF25 BPEM case and include in the notes:

- Customer Name
- CA number
- Date of death
- Method used to Verify a Death.

6. Complete the semi-automated ZBPM 0002 contact.

If Death is not Verified

1. Create manual Contact RTML/0005 (Return Mail Deceased) and include details of the returned mail and that you were unable to verify date of death.
2. Create ZF25 BPEM case with notes details as follows:
   - Customer name
   - Caller Contact Phone Number
   - Customer's Date of Death
   - Method used to Verify a Death. If death not verified, please include that information.
3. Complete the semi-automated ZBPM 0002 contact.

Surviving Spouse: Does have a BP listed on the account

The surviving spouse BP may be linked as a Spouse, but could also be listed as a Roommate, Contact Relationship, or Activity Partner depending on how the relationship was originally created or converted over to CCS.

Step 1: Change name and identifier to surviving BP

1. Confirm the Account.
2. Be sure to verify the date of death. See Verify a Death for more information. If you are unable to verify date of death, spouse needs to supply us with a death certificate. If you are able to verify the date of death, continue with the steps below.
3. Click the **BP Overview** tab on the Navigation bar. Update the **Date of Death** field if applicable.

4. Click **Edit** in the Business Partner Details section. Change the **First Name** and **Last Name** of the deceased BP to that of the surviving spouse's name and click **Save**.
5. Expand the **Identification** section and change the Social Security number to the surviving spouse's SSN. Update any other personal identifiers such as driver's license, ITIN, passport or Military ID that may be listed on the account.
6. Expand the **Relationships** tab and click **Edit**. Change the **Valid To** date to today's date to end the spouse's relationship. Click **Back** then click **Save**.
7. Create and complete the Contact MDAT/0004 (Customer reported as deceased.)

Example

Due to deceased spouse John Doe on 5/2/17 verified via xxxxx, Katherine Doe now associated with BP number 700028896. Name changed on BP 700028896 from John Doe to Katherine Doe.

Step 2: Add a Special Condition

1. Access and confirm surviving spouse's former BP number.
2. Click the **BP Overview** tab on the Navigation bar.
3. Click **Edit** above the Business Partner Details section and create a Special Condition: USE BP 7XXXXXXX SPOUSE DECEASED
4. Click **Save**.
5. Create a contact MDAT/0004 (Customer reported as deceased)

Example

Due to deceased spouse John Doe on 5/2/17 verified via xxxxx, Katherine Doe now associated with BP number 700028896. Name changed on BP 700028896 from John Doe to Katherine Doe.

Surviving Spouse: Does NOT have a BP listed on the account

Attempt to verify the death. See Verify a Death for more information.

If death is verified, follow these steps

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)

2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
   - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.
   - **About the deceased customer**: Name, CA, address, date of death
   - **How the information was verified**: ACCURINT, online obituary, etc.

Example

Deceased customer John Doe// DOD 5/2/2019 verified via <method of verification>// reported by wife Katherine Doe not listed on account//859-555-5555

5. Past due balance must be paid.
   a. If past due balance exists, deny service. See Denial of Service for more information.
      - Create a ZF25 BPEM case and include the following information in the notes:
        - Customer name
        - Caller Contact Phone Number
        - Customer's Date of Death
        - Method used to Verify a Death. If death not verified, please include that information.
      - Complete the semi-automated ZBPM/0002 contact.

   b. If no past due balance exists, you will be entering a Backdated New Contract for the spouse back to the last regular read.
6. Check to see if surviving spouse already has an existing BP in CCS. If the spouse does not have a BP, create one.
7. Enter a Backdated New Contract (back to the last regular read) for the spouse.
   - DO NOT CHARGE A DEPOSIT
   - If deceased customer was on Auto Pay, Paperless, Budget, etc., ask spouse if they want to sign up for the same programs on new CA and enroll and/or advise how to enroll in the program(s).

8. Be sure to add the old CA (of the deceased party) in the related CA field for the newly created CA tied the spouse's BP.

If death is NOT verified, follow these steps

1. Past due balance must be paid.
   a. If past due balance exists, deny service. See Denial of Service for more information.
      - Create a ZF25 BPEM case and include the following information in the notes:
        - Customer name
        - Caller Contact Phone Number
        - Customer's Date of Death
        - Method used to Verify a Death. If death not verified, please include that information.
      - Complete the semi-automated ZBPM/0002 contact.

   b. If no past due balance exists, you will be entering a Backdated New Contract for the spouse back to the last regular read.

2. Check to see if surviving spouse already has an existing BP in CCS. If the spouse does not have a BP, create one.
3. Enter a Backdated New Contract (back to the last regular read) for the spouse.
   - DO NOT CHARGE A DEPOSIT
   - If deceased customer was on Auto Pay, Paperless, Budget, etc., ask spouse if they want to sign up for the same programs on new CA and enroll and/or advise how to enroll in the program(s).
4. Be sure to add the old CA (of the deceased party) in the related CA field for the newly created CA tied the spouse's BP.

Executor/Executrix or Trust

Type of request:

To Turn Service Off

Attempt to verify death information:

If death is verified and you HAVE the Executor/Executrix paperwork, follow these steps

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)
2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
    - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.
    - **About the deceased customer**: Name, CA, address, date of death
    - **How the information was verified**: ACCURINT, online obituary, etc.

Example

Deceased customer John Doe// DOD 5/2/2019 verified via <method of verification>// reported by Executor James Doe//859-555-5555//Executor paperwork on file

5. Create End Contract.

If death is verified and you DO NOT HAVE the Executor/Executrix paperwork or a legal document establishing a trust, follow these steps

Request the Executor/Executrix paperwork and complete the steps below:

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)
2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
    - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.

- **About the deceased customer**: Name, CA, address, date of death
- **How the information was verified**: ACCURINT, online obituary, etc.

Example

Deceased customer John Doe// DOD 5/2/2019 verified via <method of verification>// reported by Executor James Doe//859-555-5555//awaiting documentation

If Executor/Executrix paperwork is NOT received the same day, do the following as well:

1. Create a ZF25 BPEM case and include the following information in the notes:
   - Customer name
   - Caller Contact Phone Number
   - Customer's Date of Death
   - Method used to Verify a Death. If death not verified, please include that information.
2. Complete the semi-automated ZBPM/0002 contact.

To Put Service in the Name of Trust or Estate

Please review the following information before proceeding:

- A will is NOT an acceptable verification of death.

Trusts:

- DO NOT use the SSN of trustees or administrators for establishment of accounts in the name of a trust.
- If trust paperwork is received and a request is made to place service in the name of a trust, we MUST OBTAIN A TAX ID NUMBER at the time of the update. If the customer indicates that they don't have a tax ID, they can quickly obtain one online and call us back.

Estates:

- If executor paperwork is received and a request is made to place servic name of an Estate, we MUST OBTAIN A TAX ID NUMBER at the time of the update. If the customer indicates that they don't have a tax ID, they can quickly obtain one online and call us back.
- DO NOT use the SSN of the Executor/Executrix for establishment of the account in the name of the Estate.
- Past due balance must be paid before reconnection in the name of the Estate/Tax ID or living person's name/SSN.

Executor/Executrix: To place service in the name of Executor/Executrix

Enter the New Contract. Treat as any other New Contract where you would verify customer's identify and perform credit checks.

Estate or Trust: If death is verified and you DO NOT HAVE a legal document supporting the appointment of the Executor/Executrix (typically a will), but you have the Tax ID for the Estate or Trust, follow these steps

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)
2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
    - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.
    - **About the deceased customer**: Name, CA, address, date of death
    - **How the information was verified**: ACCURINT, online obituary, etc.

Example

Due to deceased spouse John Doe on 5/2/19 verified via xxxxx, Katherine Doe now associated with BP number 700028896. Name changed on BP 700028896 from John Doe to Katherine Doe.

If no paperwork received the same day:

1. Create a ZF25 BPEM case and include the following information in the notes:
    - Customer name
    - Caller Contact Phone Number
    - Customer's Date of Death
    - Method used to Verify a Death.
2. Complete the semi-automated ZBPM/0002 contact.

Estate or Trust: If death is verified and you now HAVE a legal document supporting the appointment of the Executor/Executrix (typically a will), and you have the Tax ID for the Estate or Trust, follow these steps

If you have the proper documentation, or once the proper documentation is received do the following:

Trust

1. Change the name of the BP to the name of the established Trust.
2. Add the Tax ID as an identifier.
3. Update the mailing address.
4. If the Trust does not currently have a BP, create one.
5. Add the Trust Administrator as “is contact person for” relationship.
6. Enter the New Contract. Treat as any other New Contract where you would verify the customer’s identity as per normal procedure.

Estate

1. Change the name of the BP by adding “ESTATE OF” in front of the deceased BP’s first name.
2. Add the Tax ID as an identifier.
3. Update the mailing address.
4. If the Executor/Executrix does not currently have a BP, create one.

5. Add the Executor/Executrix as “is contact person for” relationship.
6. When/If the Executor/Executrix adds additional contacts to the “ESTATE OF” BP, then add a Special Condition and contact identifying the Executor/Executrix.

Place service in name of adult child or unrelated roommate who has been living at the account

Account must be current. Past due balance must be paid in order to proceed with New Contract.

Attempt to verify the death:

If death is verified

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)
2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
   - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.
   - **About the deceased customer**: Name, CA, address, date of death
   - **How the information was verified**: ACCURINT, online obituary, etc.

Example

Deceased customer John Doe// DOD 5/2/2019 verified via <method of verification>// reported by daughter Sally Doe who has been living at the premise//859-555-5555

5. Past due balance must be paid.

- If past due balance exists, deny service. See Denial of Service for more information.
  - » Create a ZF25 BPEM case and include the following information in the notes:
    - Customer name
    - Caller Contact Phone Number
    - Customer's Date of Death
    - Method used to Verify a Death. If death not verified, please include that information.
  - » Complete the semi-automated ZBPM/0002 contact.

6. If no past due balance exists, you can enter a New Contract but can offer to do a Backdated New Contract back to the last regular read.

If death is not verified

1. Past due balance must be paid.
   - If past due balance exists, deny service. See Denial of Service for more information.
     - » Create a ZF25 BPEM case and include the following information in the notes:
       - Customer name
       - Caller Contact Phone Number
       - Customer's Date of Death
       - Method used to Verify a Death. If death not verified, please include that information.
     - » Complete the semi-automated ZBPM/0002 contact.
2. If no past due balance exists, you can enter a New Contract but can offer to do a Backdated New Contract back to the last regular read.

Person NOT spouse or roommate, and NOT living at residence, and NOT financially responsible

If death is verified

1. On the BP Overview Screen, enter a Special Condition that says *Deceased* and include the Date of Death. (Ex. *DOD 01/02/2020*)
2. Enter the Date of Death in the **Death Date** field.
3. Click **Save**.
4. Create a manual contact MDAT 0004 Customer Reported Deceased. Include in the Text area:
    - **About the person contacting us**: Full legal name/phone number/relationship to the deceased customer or any other information provided on the returned mail.
    - **About the deceased customer**: Name, CA, address, date of death
    - **How the information was verified**: ACCURINT, online obituary, etc.

Example

Deceased customer John Doe// DOD 5/2/2019 verified via <method of verification>// reported by brother in law William Johnson not financially responsible//859-555-5555

5. Past due balance must be paid.
    - If past due balance exists, deny service. See Denial of Service for more information.
        - Create a ZF25 BPEM case and include the following information in the notes:
            - Customer name
            - Caller Contact Phone Number
            - Customer's Date of Death
            - Method used to Verify a Death. If death not verified, please include that information.
        - Complete the semi-automated ZBPM/0002 contact.
6. If no past due balance exists, you can enter a New Contract.

If death is not verified

1. Past due balance must be paid.

- If past due balance exists, deny service. See Denial of Service for more information.
  - » Create a ZF25 BPEM case and include the following information in the notes:
    - Customer name
    - Caller Contact Phone Number
    - Customer's Date of Death
    - Method used to Verify a Death. If death not verified, please include that information.
  - » Complete the semi-automated ZBPM/0002 contact.

2. If no past due balance exists, you can enter a New Contract.

Related Topics:

Verify a Death
ZF25
Attempt to Contact a Customer Reported Deceased
New Contract
Backdated New Contract

Updated 04-07-20

Return to RIO in new window

Contact CCS Mailbox