

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

THE APPLICATION OF DUKE ENERGY )  
KENTUCKY, INC. TO AMEND ITS ) Case No. 2021-00313  
DEMAND SIDE MANAGEMENT )  
PROGRAMS )

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**PETITION OF DUKE ENERGY KENTUCKY, INC. FOR  
CONFIDENTIAL TREATMENT OF INFORMATION CONTAINED IN ITS  
RESPONSES TO COMMISSION STAFF’S FIRST SET OF INFORMATION  
REQUESTS ISSUED OCTOBER 7, 2021**

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Duke Energy Kentucky, Inc. (Duke Energy Kentucky or Company), pursuant to 807 KAR 5:001, Section 13, respectfully requests the Commission to classify and protect certain information provided by Duke Energy Kentucky in its response to Commission Staff’s (Staff) First Request for Information, item 7, submitted on October 7, 2021. The information that Staff seeks through discovery and for which Duke Energy Kentucky now seeks confidential treatment (Confidential Information), generally includes competitive vendor pricing.

In support of this Petition, Duke Energy Kentucky states:

1. The Kentucky Open Records Act exempts from disclosure certain critical infrastructure information per KRS 61.878(1)(m). To qualify for this exemption and, therefore, maintain the confidentiality of the information, a party must establish that disclosure of the record would expose a vulnerability in providing the location of public utility critical systems. Public disclosure of the information identified herein would, in fact, prompt such a result for the reasons set forth below.

2. The information contained in the Confidential Information for which the Company is seeking confidential protection relates to competitive vendor pricing, including pricing of specific devices. This information details how the vendor and the Company were able to value and negotiate reasonable prices of product, the disclosure of which would injure Duke Energy Kentucky and its competitive position and business interests. Releasing this information would give those vendors access to each-other's costs which would act to the detriment of Duke Energy Kentucky and its customers in the future as vendors would know how competing suppliers price their commodities.

3. In addition, Duke Energy Kentucky has entered into a non-disclosure agreement with this vendor to keep their pricing information confidential. The vendor is concerned that the release of this information could compromise their competitive position in the marketplace. Releasing this information to the public would place the Company and the vendor both at a competitive disadvantage and may disadvantage the Company as it attempts to negotiate future contracts.

4. Furthermore, the information for which Duke Energy Kentucky is seeking confidential treatment was either developed internally, or acquired on a proprietary basis, by Duke Energy Corporation and Duke Energy Kentucky personnel, is not on file publicly with any public agency, and is not publicly available from any commercial or other source. The aforementioned information is distributed within Duke Energy Kentucky only to those employees who must have access for business reasons and is generally recognized as confidential and proprietary in the utility industry.

5. Duke Energy Kentucky does not object to limited disclosure of the Confidential Information described herein, pursuant to an acceptable protective agreement,

with the Attorney General or other intervenors with a legitimate interest in reviewing the same for the purpose of participating in this case.

6. This information was, and remains, integral to Duke Energy Kentucky's effective execution of business decisions and safety of its systems. And such information is generally regarded as confidential or proprietary. Indeed, as the Kentucky Supreme Court has found, "information concerning the inner workings of a corporation is 'generally accepted as confidential or proprietary.'" *Hoy v. Kentucky Industrial Revitalization Authority*, 904 S.W.2d 766, 768 (Ky. 1995).

7. In accordance with the provisions of 807 KAR 5:001, Section 13(3), the Company is filing one copy of the Confidential Information separately under seal, and one copy without the confidential information included.

8. Duke Energy Kentucky respectfully requests that the Confidential Information be withheld from public disclosure for a period of ten years. This will assure that the Confidential Information – if disclosed after that time – will no longer be commercially sensitive so as to likely impair the interests of the Company or its customers if publicly disclosed.

9. To the extent the Confidential information becomes generally available to the public, whether through filings required by other agencies or otherwise, Duke Energy Kentucky will notify the Commission and have its confidential status removed, pursuant to 807 KAR 5:001 Section 13(10)(a).

WHEREFORE, Duke Energy Kentucky, Inc., respectfully requests that the Commission classify and protect as confidential the specific information described herein.

Respectfully submitted,

/s/ Rocco O. D'Ascenzo

Rocco O. D'Ascenzo (92796)

Deputy General Counsel

Duke Energy Business Services LLC

139 East Fourth Street, 1303-Main

Cincinnati, Ohio 45202

Phone: (513) 287-4320

Fax: (513) 287-4385

E-mail: rocco.d'ascenzo@duke-energy.com

*Counsel for Duke Energy Kentucky, Inc.*

**CERTIFICATE OF SERVICE**

This is to certify that the foregoing electronic filing is a true and accurate copy of the document being filed in paper medium; that the electronic filing was transmitted to the Commission on October 21, 2021; and that there are currently no parties that the Commission has excused from participation by electronic means in this proceeding.


*/s/ Rocco O. D'Ascenzo*

\_\_\_\_\_  
Rocco O. D'Ascenzo

**VERIFICATION**

STATE OF OHIO                    )  
  )  
COUNTY OF HAMILTON        )        SS:

The undersigned, Bruce L. Sailers, Manager Rates & Regulatory Strategy, being duly sworn, deposes and says that he has personal knowledge of the matters set forth in the foregoing data requests and that the answers contained therein are true and correct to the best of his knowledge, information and belief.

  
Bruce L. Sailers, Affiant

Subscribed and sworn to before me by Bruce L. Sailers, on this 13<sup>th</sup> day of October, 2021.

  
NOTARY PUBLIC

My Commission Expires: July 8, 2022




**E. MINNA ROLFES-ADKINS**  
Notary Public, State of Ohio  
My Commission Expires  
July 8, 2022

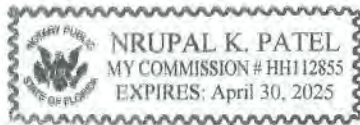
VERIFICATION

STATE OF FLORIDA )  
 ) SS:  
COUNTY OF ST. JOHNS )

The undersigned, Greg Tiernan, Director Products & Services, being duly sworn, deposes and says that he has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of his knowledge, information and belief.

  
\_\_\_\_\_  
Greg Tiernan, Affiant File # T655-216-58-336-0

Subscribed and sworn to before me by Greg Tiernan on this 18<sup>th</sup> day of OCTOBER, 2021.



  
\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires: 4-30-2025

VERIFICATION

STATE OF NORTH CAROLINA        )  
  )  
COUNTY OF ~~WAKE~~                    )  
  )  
  Alamance VN

SS:

The undersigned, Jean P. Williams, Manager DSM Analytics, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

Jean P. Williams  
Jean P. Williams, Affiant

Subscribed and sworn to before me by Jean P. Williams on this 21 day of October, 2021.

Vaughn Notchey  
NOTARY PUBLIC

My Commission Expires Sep 20, 2026

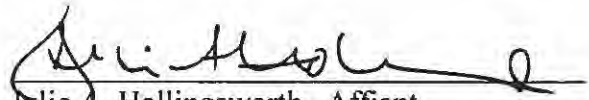




VERIFICATION

STATE OF INDIANA )  
 ) SS:  
COUNTY OF HENDRICKS )

The undersigned, Julie A. Hollingsworth, Sr. Program Perform Analyst, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

  
Julie A. Hollingsworth., Affiant

Subscribed and sworn to before me by Julie A. Hollingsworth. on this 19<sup>th</sup> day of October, 2021.



  
NOTARY PUBLIC

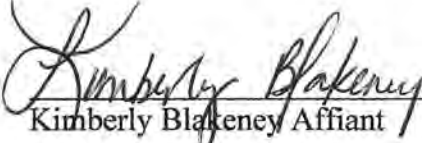
My Commission Expires: 3-17-25

**VERIFICATION**

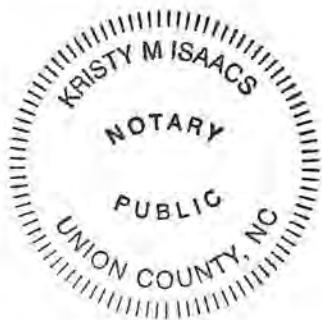
**STATE OF NORTH CAROLINA**                )  
  )  
**COUNTY OF MECKLENBURG**                )

**SS:**

The undersigned, Kimberly Blakeney, Products & Services Manager, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

  
Kimberly Blakeney Affiant

Subscribed and sworn to before me by Kimberly Blakeney on this 19<sup>th</sup> day of October, 2021.



  
NOTARY PUBLIC

My Commission Expires: October 12, 2025

VERIFICATION

STATE OF NORTH CAROLINA )  
 ) SS:  
COUNTY OF MECKLENBURG )

The undersigned, Lari Granger, Manager Products and Services, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

Lari Granger  
Lari Granger, Affiant

Subscribed and sworn to before me by Lari Granger on this 18th day of Oct, 2021.

**SUSAN R PITTS**  
Notary Public  
Catawba Co., North Carolina  
My Commission Expires Dec. 19, 2025

Susan R Pitts  
NOTARY PUBLIC

My Commission Expires: Dec. 19, 2025

VERIFICATION

STATE OF NORTH CAROLINA     )  
  )     SS:  
COUNTY OF MECKLENBURG     )

The undersigned, Rick Mifflin, Director Products and Services, being duly sworn, deposes and says that he has personal knowledge of the matters set forth in the foregoing data request and that it is true and correct to the best of his knowledge, information and belief.

  
\_\_\_\_\_  
Rick Mifflin Affiant

Subscribed and sworn to before me by Rick Mifflin on this 19 day of October 2021.



  
\_\_\_\_\_  
NOTARY PUBLIC

My Commission Expires: June 17, 2022



**VERIFICATION**

STATE OF NORTH CAROLINA            )  
  )    SS:  
COUNTY OF MECKLENBURG            )

The undersigned, Shannon Gardner, Sr. Products & Services Manager, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

Shannon Gardner

\_\_\_\_\_

Shannon Gardner Affiant

Subscribed and sworn to before me by Shannon Gardner on this 17<sup>th</sup> day of October, 2021.

Helena Angelic Brantley-Comer

\_\_\_\_\_

NOTARY PUBLIC


My Commission Expires: 4/8/2031



VERIFICATION

STATE OF OHIO )  
 ) SS:  
COUNTY OF HAMILTON )

The undersigned, Trisha Haemmerle, Senior Strategy & Collaboration Manager, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of her knowledge, information and belief.

  
Trisha Haemmerle, Affiant

Subscribed and sworn to before me by Trisha Haemmerle on this 19th day of October, 2021.

  
NOTARY PUBLIC

My Commission Expires: July 8, 2022




**E. MINNA ROLFES-ADKINS**  
Notary Public, State of Ohio  
My Commission Expires  
July 8, 2022


**VERIFICATION**

)  
)    **SS:**  
)

The undersigned, Vince Bourne, Sr. Products & Services Manager, being duly sworn, deposes and says that he has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of his knowledge, information and belief.

  
\_\_\_\_\_  
Vince Bourne. Affiant

Subscribed and sworn to before me by Vince Bourne, on this 18th day of October, 2021.

  
\_\_\_\_\_  
NOTARY PUBLIC



My Commission Expires: 11-30-2023

**KyPSC Case No. 2021-00313**  
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**Duke Energy Kentucky  
Case No. 2021-00313  
STAFF First Set Data Requests  
Date Received: October 7, 2021**

**STAFF-DR-01-001**

**REQUEST:**

Refer to the Application, paragraph 6. Provide the comments or feedback about Duke Kentucky's proposed changes received from the Residential Collaborative and the Commercial and Industrial Collaborative.

**RESPONSE:**

No comments or feedback were received from the Residential Collaborative or the Commercial and Industrial Collaborative about the proposed changes.

**PERSON RESPONSIBLE:** Trisha Haemmerle

**Duke Energy Kentucky**  
**Case No. 2021-00313**  
**STAFF First Set Data Requests**  
**Date Received: October 7, 2021**

**STAFF-DR-01-002**

**REQUEST:**

Refer to the Application, paragraph 7. Regarding the Multifamily Energy Efficiency Program, provide the Cost-Effectiveness Test Results for the program, for each of the current individual program measures, and for the proposed individual program measures.

**RESPONSE:**

	Measure Name	UCT	TRC	RIM	PCT**
	Faucet Aerators MF Direct 1.0 GPM - bath	3.16	3.16	0.58	20.41
	Faucet Aerators MF Direct 1.0 GPM - kitchen	2.93	2.93	0.54	20.41
	Pipe Wrap MF Direct	3.06	3.06	0.61	13.69
	LF Showerhead MF Direct 1.5 GPM	4.80	4.80	0.88	20.48
<i>proposed</i>	LF Showerhead MF Direct 1.25 GPM	2.72	2.72	0.50	20.48
<i>proposed</i>	Smart Thermostat MF Direct	1.42	1.42	0.37	9.26
	RLEDPM-ALINE	2.52	2.53	0.66	8.47
	RLEDPM-GLOBE	3.03	3.03	0.79	8.47
	RLEDPM-CANDELABRA	1.90	1.90	0.49	8.47
<i>proposed</i>	RLEDPM - Track	2.24	2.24	0.58	8.47
<i>proposed</i>	RLEDPM - Recessed	2.68	2.69	0.70	8.47
	Multifamily Energy Efficiency Program total	2.37	2.37	0.54	11.75

**PERSON RESPONSIBLE:** Julie Hollingsworth

**Duke Energy Kentucky  
Case No. 2021-00313  
STAFF First Set Data Requests  
Date Received: October 7, 2021**

**STAFF-DR-01-003**

**REQUEST:**

Refer to the Application, paragraph 8. Regarding the Low Income Neighborhood Program, provide the Cost-Effectiveness Test Results for the proposed individual program expansion.

**RESPONSE:**

	<b>Measure Name</b>	<b>UCT</b>	<b>TRC</b>	<b>RIM</b>	<b>PCT**</b>
<i>expansion</i>	NES Attic Insulation	0.79	0.23	0.23	1.27
<i>expansion</i>	NES Air Sealing	0.51	0.40	0.30	1.75
<i>expansion</i>	NES Duct Sealing	0.90	0.93	0.61	2.11
<i>expansion</i>	NES Smart Thermostat	0.13	0.15	0.09	2.34
	Low Income Neighborhood	0.49	1.20	0.47	12.25
<i>total</i>	Low Income Neighborhood total	0.53	0.54	0.36	2.09

**PERSON RESPONSIBLE:** Julie Hollingsworth

**Duke Energy Kentucky  
Case No. 2021-00313  
STAFF First Set Data Requests  
Date Received: October 7, 2021**

**STAFF-DR-01-004**

**REQUEST:**

Refer to the Application, paragraph 10. Provide an update to the Peak Time Rebate (PTR) Pilot Program.

**RESPONSE:**

Year 1 of the PTR Pilot program concluded on July 31, 2021. Twelve (12) critical peak events (CPE) were implemented during Year 1: two winter CPEs and 10 summer CPEs. All CPEs were implemented with day ahead notice to participants; except for one summer 2021 CPE that was implemented with same day notice to participants. The pilot is now into Year 2. The Company currently is developing responses to EM&V related data requests from Resource Innovations (formerly Nexant). Resource Innovations has completed post-event survey work with pilot participants and is now focusing on load impact analysis. Their report on the pilot is scheduled for completion in April 2022. The following update slide was presented at the Duke Energy Kentucky DSM Collaborative meeting held on October 20, 2021.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

# PEAK TIME REBATE PILOT

The PTR pilot program offers participating customers the opportunity to lower their electric bill by reducing their electric usage during Company-designated peak load periods known as Critical Peak Events ("CPE").

## Marketing Strategy

- ▶ The Company reached out to over 55,000 customers to reach an appropriate sample for the pilot
- ▶ This resulted in 899 participants for the pilot.
- ▶ There are 759 current participants as of October 11, 2021.

## Updates

- ▶ Customers are satisfied with the pilot.
- ▶ \$13,824 incentives to date.
- ▶ Nexant is preparing EM&V report.

## Highlights

- ▶ Twelve Critical Peak Events in Year 1
- ▶ Year 2 starts with a hot August and 8 events
- ▶ Company will propose Summer 2022 incentive research in November DSM filing
  - ▶ 2 new groups
  - ▶ 1 group \$1.20 & 1 group \$0.60
  - ▶ All other pilot aspects the same

**PERSON RESPONSIBLE:**

Bruce L. Sailors

**REQUEST:**

Explain whether participation in Duke Kentucky's DSM programs has returned to pre-COVID-19 levels.

**RESPONSE:**

**Non-Residential DSM Programs**

Overall, we do not believe that the Non-Residential KY DSM Programs have returned to pre-COVID-19 levels. This belief is based upon a high level analysis of previous application volumes in previous fiscal years. Please note, this analysis was difficult to assess since we have been fully reserved the past two (2) years in the Non-Residential DSM Programs incentive budgets, due to a few large projects that utilized our prequalification process and reserved funding mechanism. This fully reserved status for the past two (2) years, could have kept other customers and projects from consideration of our programs.

**Residential DSM programs**

Most residential programs are tracking below pre-Covid-19 levels. The programs that included face-to-face interaction with the customer are further behind because of program suspensions, loss of implementation staff and the time required to rebuild the pipeline of participants. The face-to-face programs have also experienced reduced response rates to program acquisition efforts.

**PERSON RESPONSIBLE:**

Greg Tiernan – Non-Residential DSM Programs  
Rick Mifflin – Residential

**REQUEST:**

Refer to the Application, Appendix D, PTR Pilot Evaluation Plan – Update.

- a. Refer to page 3 of 12. Explain whether there are any other characteristics besides usage that are evaluated when matching up participants and non-participants.
- b. Refer to page 4 of 12. Explain whether there is any adjustment made to the base load profile given that the program is an opt-in program and the recognition that customers who opt-in to a demand response program tend to be more cognizant of their electricity usage.
- c. Refer to page 7 of 12.
  - 1) Explain how Duke Kentucky’s marketing materials and channel strategies compare to other PRT programs and if any changes were implemented.
  - 2) Provide the marketing material for the PTR program.

**RESPONSE:**

- a. While usage data, i.e., hourly use and average daily use are used for generating the specific matches, the matches are completed separately using housing type customer characteristics such as housing type (SF/MF) and electric space heat (Y/N).
- b. No adjustment is made to the base load profile.
- c.
  - 1) As specified in the stipulation for the pilot, email marketing was used to acquire participants. Email content development started with a successful

email used to market a similar pilot program in North Carolina. Finally, as part of the EM&V plan, Resource Innovations, formerly Nexant, intends to perform a comparison of marketing materials. The Company has not yet received the comparison information.

- 2) An example email customers received for marketing the pilot is attached as STAFF-DR-01-006 Attachment.

**PERSON RESPONSIBLE:**

Jean Williams

Bruce L. Sailors



**Subject:** FW: [EXTERNAL] Test HTML - New! Save with Peak Time Credit

**From:** Duke Energy <peaktimecredit@duke-energy.com>  
**Subject:** New! Save with Peak Time Credit

A large graphic with a dark blue background. In the center is a white house icon. Surrounding it are four circular icons in green circles: a washing machine, an air conditioner, a stove, and a dryer. The graphic is overlaid with a circular grid and a green ring. The text "Enroll in Peak Time Credit" is written in white at the bottom left of the graphic.

**Enroll in  
Peak Time Credit**

## Shift energy usage to lower your bill

Saving money on your energy bill is important. We are piloting Peak Time Credit, a new program powered by your smart meter that gives you more control over your energy bill.

Earn credits on your energy bill up to 12 times per year for using less electricity during a 4-hour period of very high demand, known as Peak Days. By reducing your energy usage, you'll earn a 60 cent credit for each kWh saved.

If you choose not to participate during those hours, you will **never pay more** than your current rate for the energy you consume – there's nothing to lose!

**Space is limited – so don't delay!**

ENROLL NOW

## HOW IT WORKS:

Earn  
**\$.60/kWh**  
in bill credits.  
You control how  
much you earn each  
Peak Day event.



Up to 12 days a year,\*  
when demand for energy  
is greater, you can earn bill  
credits for reducing your  
energy during the 4-hour  
Peak Day window.

\*Excludes weekends  
and most holidays.



We'll typically notify you the day  
before a Peak Day event with  
a reminder sent at least 1 hour  
before the event takes place.

Questions? Email us at [PeakTimeCredit@duke-energy.com](mailto:PeakTimeCredit@duke-energy.com) or call  
Customer Service at [888.831.8316](tel:888.831.8316) Mon.-Fri., 8 a.m.-5 p.m.

**Invitation Code: 1234567890**

*As our communities reopen, we remain committed to delivering reliable*

*power while helping to protect the health and safety of our employees, customers and everyone around us. Learn more about our ongoing response to COVID-19 at [dukeenergyupdates.com](https://dukeenergyupdates.com).*



[Unsubscribe](#)   [Privacy Policy](#)   [View in Browser](#)   [duke-energy.com](https://duke-energy.com)

Duke Energy   550 South Tryon Street   Charlotte, NC 28202

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**REQUEST:**

Refer to the Application, Appendix F, 2019 Power Manager Evaluation Report.

- a. Refer to page 6 of 63.
  - 1) Given there is minimal difference between moderate and high load control devices, explain if Duke Kentucky anticipates the two difference devices will still be offered or not.
  - 2) Provide the cost differences between the two demand response devices.
- b. Refer to page 9 of 63. Forty-three percent stated that there are perceived communication gaps from Duke Kentucky. Explain whether these perceived communication gaps deal with the program enrollment, how Duke Kentucky announces a curtailment event, or some other issue or combination of issues.
- c. Refer to page 12 of 63.
  - 1) Explain why Duke Kentucky offers a low option control device if only 0.1 percent of the program have such a device.
  - 2) Provide the cost of the low control device.
  - 3) Provide the cycle load reduction percentage for a low control device.
- d. Refer to page 28 of 63. Explain why, on average, customers with the high load control option produced slightly lower average impacts than those with the moderate control option.

- e. Refer to page 45 of 63. The survey responses confirmed that Power Manager participants are likely to be home during an event, thus monitoring participant comfort levels is important. On page 42 of 63. It states that due to the sample size, no conclusions regarding the effect of Power Manager events on customer's perceptions regarding the cause of any discomfort can be made. Given that comfort levels are important, explain how Duke Kentucky will determine whether an event triggers discomfort or not so that conclusions can be drawn.
- f. Refer to pages 47-48 of 63. The most prevalent reason for signing up for the Power Manager program was bill credits and the most common suggestion for improvement was more bill credits. Explain if Duke Kentucky is considering offering a higher bill credit.
- g. Refer to pages 59-60 of 63. For each recommendation, explain what Duke Kentucky is actively doing to implement the suggestion.

**RESPONSE:**

**CONFIDENTIAL PROPRIETARY TRADE SECRET**

- a.
  - 1) Yes, the two options will continue to be offered. The moderate option is recommended to customers that are home during the day; whereas, the high option is a good choice for those who are away from home during the day.
  - 2) The same type of device is used both levels of control. There is no difference in cost based on a customer signing up for moderate or high level control except for the level of incentive the customer is eligible to receive.
- b. The communication gaps given by the forty-three percent of respondents (10 of 23) varied. These included: 1) increasing clarity of program bill credits on bill (3

respondents); 2) providing more information about program details (2 respondents); and 3) providing notification of events occurring (5 respondents).

- c.
  - 1) The low option is offered only to customers that are participating on the moderate or high option and are thinking of coming off the program. This option is offered to customers to continue their participation on the program.
  - 2) The cost of the load control device is ■■■. This is the same device used for all levels of control: low, moderate or high.
  - 3) The “Low” option load control device is designed to curtail air conditioner electricity demand by 25% for “Regular Shed” events and 66% for “Emergency Shed” and “PJM Test” events. The small population of 17 customers enrolled in the “Low” control option is insufficient for estimating demand reductions consistent with the percentage reductions provided for the “Moderate” and “High” control options presented in Section 4 of the report.
- d. Customers enrolled on the “Moderate” option tended to have greater event period load (they are larger customers) compared to customers enrolled on the “High” option. It is possible that customers who signed up for the “High” option were less likely to be running an air conditioner during the typical event times due to work schedules, etc. Having less load available for curtailment can lead to smaller load impacts, even for customers with the “High” load control option. However, it should be noted that the difference in impacts between customers with “High” and “Moderate” control options is not statistically significant.
- e. The text cited from the report is in reference to customer perceptions regarding the *cause* of their discomfort, for the small number of customers reporting thermal

discomfort. Said differently, no conclusions may be drawn about the effect of Power Manager events on customers' perceptions regarding the cause (hot weather versus Duke Energy controlling air conditioner) of any discomfort.

On the preceding page of the report the question submitted by STAFF is answered with the following statement: "However, at least in part due to the small number of customers reporting thermal discomfort, the survey does not present evidence that Power Manager events led to customers reporting higher degrees of discomfort."

- f. Power Manager bills credits were revised in 2018. This revision offered higher bill credits. Duke Energy continues to evaluate opportunities for program improvements and revisions; however, at this time we are not considering revisions for higher bill credits.
- g. Duke Energy continues to adopt the recommendations to improve ongoing program success.

**PERSON RESPONSIBLE:** Kimberly S. Blakeney  
Jean Williams

**Duke Energy Kentucky**  
**Case No. 2021-00313**  
**STAFF First Set Data Requests**  
**Date Received: October 7, 2021**

**STAFF-DR-01-008**

**REQUEST:**

Refer to the Application, Appendix G, Residential Energy Assessment Evaluation Report.

- a. Regarding the Energy Efficiency Starter Kit.
  - 1) Provide the installation rate for each item in the kit.
  - 2) Explain whether Duke Kentucky considered removing an item. If so, provide the time and the reason why Duke Kentucky considered removing it.
  - 3) Explain whether Duke Kentucky considered adding an item and its associated cost effective scores.
- b. Refer to pages 4-5. The evaluation recommendation was to track barriers that prevent the auditor from installing the measure. This report was based upon a 2017-2018 evaluation period. Provide the steps Duke Kentucky has implemented to overcome the barrier since the evaluation period.
- c. Refer to page 9, Section 2.1, Program Design. If an auditor makes a recommendation for equipment improvement, explain whether the auditor also provides a list of Duke Kentucky approved vendors.

**RESPONSE:**

- a.
  - 1) The kit's measure-level installation rates, denoted as IR in the table below, are:



**Table Error! No text of specified style in document.-1. DEK Measure-Level IRs, PRs, and ISRs**

Measure	IR	PR	ISR
LED	92.2%	95.8%	88.2%
Low-flow shower head	48.0%	86.1%	41.3%
Bathroom faucet aerator	45.5%	94.2%	41.7%
Kitchen faucet aerator			
Outlet seal	53.8%	100.0%	53.8%
Weather stripping	64.7%	90.9%	58.8%
Additional LEDs <sup>a</sup>	100.0%	95.8%	95.8%

Source: 2017 DEK REA Program Participant Survey

<sup>a</sup> The IR of additional LEDs is assumed to be 100%. The PR is based on survey responses related to LEDs provided in the kit.

- 2) There were not any items removed or considered removing during the period between March 2017 and April 2018.
  - 3) There were not any items added or considered adding during the period between March 2017 and April 2018.
- b. Non-install reasons were tracked and reasons identified. Barriers consisted of customer wanted to self install or concerns about water pressure. One on one coaching, soft skills training and assumptive installation trainings were conducted to assist the Energy Specialists to overcome these barriers.
- c. In the period between March 2017 and April 2018, recommendations were made in customer audit report to replace inefficient, older equipment. A list of approved Find it Duke referrals did not begin until 3/29/2021.

**PERSON RESPONSIBLE:** Vince Bourne  
Jean Williams

**REQUEST:**

Refer to the Application, Appendix H, Save Energy and Water Kits 2018-2019 Evaluation Report.

- a. Refer to page 9 of 83. Explain what Duke Kentucky is doing to ensure the participation installs at least one measure.
- b. Refer to page 18 of 83. The report notes a decline of in-service rates for all measures. Explain how this impacts the cost benefit scores.

**RESPONSE:**

- a. The program launched an online customer survey in 2020, reviews monthly, and is in process of refreshing marketing and outreach to focus on customer hesitations ensuring messaging is more solution centric providing information regarding benefits and savings. In April 2020, the program additionally modified the standard showerhead offering to a more sophisticated model in the free kit while continuing to offer the upgradeable hand-held. Furthermore, the program is in process of launching an upgraded online platform to enhance the customer experience for enrollment and clarity around program/product benefits. The program continues to monitor customer feedback to measure success and evaluate additional opportunity.

- b. The reductions in in-service rates do not appear to be impacting the cost effectiveness of the Save Energy and Water Kit measures as the scores are still passing the TRC.

**PERSON RESPONSIBLE:** Shannon Gardner  
Jean Williams