

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

In the Matter of:

THE APPLICATION OF DUKE ENERGY )  
KENTUCKY, INC. TO AMEND ITS ) Case No. 2022-00251  
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 AND THE ATTORNEY GENERAL’S  
FIRST SET OF INFORMATION REQUESTS**

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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 2, issued on September 8, 2022 and the Kentucky Attorney General’s Office (AG) First Request for Information, Items 21 and 22, issued on September 9, 2022. The information that Staff and AG seek through discovery and for which Duke Energy Kentucky now seeks confidential treatment (Confidential Information), generally includes third-party modeling tools, third-party proprietary information, and 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 Confidential Information for which the Company is seeking confidential protection includes or incorporates third-party modeling tools and competitive vendor pricing, the disclosure of which would injure Duke Energy Kentucky and its competitive position and business interests. Releasing this information would give other vendors access to these models and costs, which would act to the detriment of Duke Energy Kentucky and its customers in the future, as existing and potential vendors would know how competing suppliers price their commodities and services.

3. 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.

4. 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.

5. This information was, and remains, integral to Duke Energy Kentucky's effective execution of business decisions. 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).

6. 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.

7. 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.

8. 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/ Larisa M. Vaysman

Larisa M. Vaysman (98944)

Senior Counsel

Duke Energy Business Services LLC

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Cincinnati, Ohio 45202

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Fax: (513) 370-5720

E-mail: [larisa.vaysman@duke-energy.com](mailto:larisa.vaysman@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 in paper medium; that the electronic filing was transmitted to the Commission on September 23, 2022; that there are currently no parties that the Commission has excused from participation by electronic means in this proceeding; and that submitting the original filing to the Commission in paper medium is no longer required as it has been granted a permanent deviation.<sup>1</sup>

John G. Horne, II  
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Utility Intervention and Rate Division  
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*/s/ Larisa M. Vaysman*  
\_\_\_\_\_  
Larisa M. Vaysman


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<sup>1</sup>*In the Matter of Electronic Emergency Docket Related to the Novel Coronavirus COVID-19*, Order, Case No. 2020-00085 (Ky. P.S.C. July 22, 2021).


**VERIFICATION**

STATE OF OHIO                    )  
  )  
COUNTY OF HAMILTON        )        SS:

The undersigned, Bruce L. Sailers, Director Jurisdictional Rate Administration, 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 21<sup>st</sup> day of September, 2022.

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

My Commission Expires: July 8, 2027



EMILIE SUNDERMAN  
Notary Public  
State of Ohio  
My Comm. Expires  
July 8, 2027

VERIFICATION

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

The undersigned, Melissa Adams, Director 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.

Melissa Adams  
Melissa Adams, Affiant

Subscribed and sworn to before me by Melissa Adams on this 14 day of September, 2022.



Peggy Holton  
NOTARY PUBLIC

My Commission Expires: 12/22/2026

VERIFICATION

STATE OF NORTH CAROLINA     )  
  )  
COUNTY OF                        )     SS:

The undersigned, Stacy Phillips, Director Demand Side Management, 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.

Stacy Phillips  
Stacy Phillips, Affiant

Subscribed and sworn to before me by Stacy Phillips on this 21<sup>st</sup> day of September, 2022.



Cherrelle Penn  
NOTARY PUBLIC

My Commission Expires: 04/11/2024.



**KyPSC Case No. 2022-00251**  
**TABLE OF CONTENTS**

| <b><u>DATA REQUEST</u></b> | <b><u>WITNESS</u></b>                 | <b><u>TAB NO.</u></b> |
|----------------------------|---------------------------------------|-----------------------|
| STAFF-DR-01-001            | Bruce Sailers .....                   | 1                     |
| STAFF-DR-01-002            | Bruce Sailers .....                   | 2                     |
| STAFF-DR-01-003            | Melissa Adams .....                   | 3                     |
| STAFF-DR-01-004            | Bruce Sailers .....                   | 4                     |
| STAFF-DR-01-005            | Bruce Sailers .....                   | 5                     |
| STAFF-DR-01-006            | Bruce Sailers .....                   | 6                     |
| STAFF-DR-01-007            | Bruce Sailers .....                   | 7                     |
| STAFF-DR-01-008            | Bruce Sailers<br>Stacy Phillips ..... | 8                     |

**STAFF-DR-01-001**

**REQUEST:**

Refer to the Application, paragraph 14.

- a. Other than the program not being cost effective, provide support of terminating the pilot program.
- b. Explain whether Duke Kentucky considered making this a full time program even though it is not cost effective.

**RESPONSE:**

- a. The cost effectiveness of the pilot program is the primary reason for requesting termination. The TRC score is much less than 1.0. In addition, the Company suggests termination for the following reasons:
  - 1) The Company will receive results from the summer 2022 incentive test early in 2023. These results may provide guidance on how to redesign the pilot to be cost effective or provide insight into next steps.
  - 2) The pilot has reached the end of the two year pilot period.
  - 3) No other Duke service area currently offers Peak Time Rebate which restricts the ability to allocate or reduce the costs of the program through appropriate allocation of applicable costs.
- b. Yes. See above. In addition, the Company is looking at alternatives for potential future program introductions. Please see response to STAFF-DR-01-008.

**PERSON RESPONSIBLE:** Bruce L. Sailors

**Duke Energy Kentucky  
Case No. 2022-00251  
STAFF First Set Data Requests  
Date Received: September 8, 2022**

**PUBLIC STAFF-DR-01-002  
(As to Attachment only)**

**REQUEST:**

Refer to the Application, paragraph 14. Provide the Peak Time Rebate (PTR) research proposal for ESource.

**RESPONSE:**

**CONFIDENTIAL PROPRIETARY TRADE SECRET (As to Attachment only)**

Please see STAFF-DR-01-002 Confidential Attachment.

**PERSON RESPONSIBLE:** Bruce L. Sailors

**CONFIDENTIAL PROPRIETARY TRADE  
SECRET**

**STAFF-DR-01-002 CONFIDENTIAL  
ATTACHMENT**

**FILED UNDER SEAL**

**Duke Energy Kentucky  
Case No. 2022-00251  
STAFF First Set Data Requests  
Date Received: September 8, 2022**

**STAFF-DR-01-003**

**REQUEST:**

Refer to the Application, Appendix A. Provide the supporting calculations for the cost effectiveness test results in Excel spreadsheet format with all formulas, columns, and rows unprotected and fully accessible.

**RESPONSE:**

Please see STAFF-DR-01-003 Attachment. Please note that the cost effectiveness results are the same results submitted in Case No. 2021-00424, as noted in the application.

**PERSON RESPONSIBLE:** Melissa Adams

**Appendix A  
 Cost Effectiveness Test Results**

| Program Name                    | UCT         | TRC         | RIM         | PCT         |
|---------------------------------|-------------|-------------|-------------|-------------|
| <b>Residential Programs</b>     |             |             |             |             |
| Low Income Neighborhood         | 0.00        | 0.00        | 0.00        |             |
| Low Income Services             | 0.21        | 0.26        | 0.16        | 2.49        |
| My Home Energy Report           | 2.60        | 2.60        | 0.66        |             |
| Residential Energy Assessments  | 2.04        | 1.97        | 0.52        | 36.29       |
| Residential Smart Saver®        | 1.08        | 0.73        | 0.41        | 1.96        |
| Power Manager®                  | 3.14        | 4.77        | 3.14        |             |
| Peak Time Rebate Pilot Program  | 0.14        | 0.15        | 0.14        |             |
| <b>Total</b>                    | <b>1.36</b> | <b>1.25</b> | <b>0.68</b> | <b>2.61</b> |
| <b>Non-Residential Programs</b> |             |             |             |             |
| Small Business Energy Saver     | 1.99        | 1.52        | 0.61        | 2.88        |
| Smart Saver® Custom             | 0.50        | 0.45        | 0.31        | 3.66        |
| Smart Saver® Prescriptive       | 3.36        | 2.65        | 0.68        | 4.90        |
| Power Manager® for Business     | 4.40        | 21.85       | 4.40        |             |
| PowerShare®                     | 2.63        | 8.79        | 2.63        |             |
| <b>Total</b>                    | <b>2.54</b> | <b>2.56</b> | <b>0.82</b> | <b>4.33</b> |
| <b>Overall Portfolio Total</b>  | <b>1.95</b> | <b>1.87</b> | <b>0.76</b> | <b>3.54</b> |

| Cumulative Elec<br>Lost Rev Net of<br>Fuel NF | NPV Participant<br>Costs (gross) | NPV Participant<br>Costs (net) | Participant Elec<br>Bill Savings<br>(gross) | NPV Incentives   | NPV Program<br>Costs (Excl.<br>Incentives and<br>excl. EMV) | Cumulative Cost-<br>Based Avoided<br>Elec Capacity | Cumulative Cost-<br>Based Avoided<br>Elec Production | Cumulative<br>Avoided T&D<br>Electric |
|---|----------------------------------|--------------------------------|---|------------------|---|--|--|---------------------------------------|
| -   | -                                | -                              | -   | 1,050            | 30,139  | -  | -  | -                                     |
| 122,969                                       | 154,770                          | 154,770                        | 122,969                                     | 263,174          | 222,942   | 22,945   | 60,768   | 15,985                                |
| 155,241                                       | -                                | -                              | 155,241                                     | -                | 52,775  | 35,779   | 75,543   | 26,137                                |
| 546,685                                       | 15,553                           | 13,748                         | 557,212                                     | 7,162            | 177,700   | 58,902   | 271,968  | 46,825                                |
| 1,750,717                                     | 1,322,876                        | 1,000,297                      | 2,109,306                                   | 489,805          | 563,364   | 148,700  | 860,760  | 132,110                               |
| -   | -                                | -                              | -   | 183,295          | 354,223   | 989,597  | -  | 699,505                               |
| -   | -                                | -                              | -   | 5,447            | 214,289   | 18,390   | -  | 13,013                                |
| <b>2,575,612</b>                              | <b>1,493,198</b>                 | <b>1,168,815</b>               | <b>2,944,729</b>                            | <b>949,934</b>   | <b>1,615,431</b>  | <b>1,274,314</b>                                   | <b>1,269,038</b>                                     | <b>933,574</b>                        |
| 1,567,765                                     | 719,937                          | 719,937                        | 1,567,765                                   | 505,464          | 180,555   | 272,132  | 901,703  | 190,422                               |
| 137,059                                       | 48,294                           | 40,905                         | 161,817                                     | 14,717           | 199,283   | 18,668   | 73,573   | 15,333                                |
| 3,658,568                                     | 982,536                          | 838,789                        | 4,226,861                                   | 591,639          | 334,437   | 635,841  | 2,027,933  | 445,588                               |
| -   | -                                | -                              | -   | 510              | 129   | 1,644  | -  | 1,163                                 |
| -   | -                                | -                              | -   | 504,740          | 215,646   | 1,111,029  | -  | 785,335                               |
| <b>5,363,392</b>                              | <b>1,750,767</b>                 | <b>1,599,630</b>               | <b>5,956,443</b>                            | <b>1,617,070</b> | <b>930,050</b>  | <b>2,039,314</b>                                   | <b>3,003,210</b>                                     | <b>1,437,840</b>                      |
| <b>7,939,004</b>                              | <b>3,243,965</b>                 | <b>2,768,445</b>               | <b>8,901,172</b>                            | <b>2,567,004</b> | <b>2,545,481</b>  | <b>3,313,628</b>                                   | <b>4,272,248</b>                                     | <b>2,371,414</b>                      |

**Duke Energy Kentucky  
Case No. 2022-00251  
STAFF First Set Data Requests  
Date Received: September 8, 2022**

**STAFF-DR-01-004**

**REQUEST:**

Refer to the Application, Appendix E, page 4. Provide a sample bill illustrating the bill impact of a peak time rebate.

**RESPONSE:**

Please see STAFF-DR-01-004 Attachment, for an example of a bill from an actual program participant, with all identifying information anonymized.

**PERSON RESPONSIBLE:** Bruce L. Sailors







duke-energy.com  
800.544.6900

Page 2 of 3

Account number XXXX XXXX XXXX

## We're here for you

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### Report an emergency

|                     |          |                         |
|---------------------|----------|-------------------------|
| Electric/Gas outage |          | duke-energy.com/outages |
|                     | Electric | 800.543.5599            |
|                     | Gas      | 800.634.4300            |

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### Convenient ways to pay your bill

|                                      |   |
|--------------------------------------|---|
| Online                               | duke-energy.com/billing                   |
| Automatically from your bank account | duke-energy.com/autodraft                 |
| Speedpay (fee applies)               | duke-energy.com/pay-now<br>800.544.6900   |
| By mail payable to Duke Energy       | P.O. Box 1094<br>Charlotte, NC 28201-1094 |
| In person                            | duke-energy.com/location                  |

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### Help managing your account (not applicable for all customers)

|                                     |                             |
|-------------------------------------|-----------------------------|
| Register for free paperless billing | duke-energy.com/paperless   |
| Home                                | duke-energy.com/manage-home |
| Business                            | duke-energy.com/manage-bus  |

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### Correspond with Duke Energy (not for payment)

P.O. Box 1326  
Charlotte, NC 28201

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### General questions or concerns

|  |                     |
|--|---------------------|
| Online                                 | duke-energy.com     |
| Home: Mon - Fri (7 a.m. to 7 p.m.)     | 800.544.6900        |
| Business: Mon - Fri (7 a.m. to 6 p.m.) | 800.774.1202        |
| For hearing impaired TDD/TTY           | 800.222.3448 or 711 |
| International                          | 1.407.629.1010      |

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### Request the condensed or detailed bill format

Call (7a.m. to 7 p.m.) 800.544.6900

## Important to know

### Your next meter reading: Aug 23

Please be sure we can safely access your meter for actual readings. Don't worry if your digital meter flashes eights from time to time. That's a normal part of the energy measuring process.

### Your service(s) may be disconnected if your payment is past due

If payment for your service(s) is past due, we may begin disconnection procedures. If your service is disconnected because of a missed payment, you must pay the amount specified in the **Important Disconnect Information** section on your bill, as well as, a reconnection fee, before your service will be reconnected. The reconnection fee is \$5.88 for electric service that may be reconnected remotely, \$60 for electric service that is not eligible to be reconnected remotely, \$125 for electric service that was disconnected at the pole and \$90 for gas service. There is an additional fee of \$40 to reconnect electric service after normal business hours if not eligible to be reconnected remotely. A security deposit may also be required.

### Electric service does not depend on payment for other products or services

Non-payment for non-regulated products or services (such as surge protection or equipment service contracts) may result in removal from the program but will not result in disconnection of electric service.

### When you pay by check

We may process the payment as a regular check or convert it into a one-time electronic check payment.

### Para nuestros clientes que hablan Español

Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



duke-energy.com  
 800.544.6900

Page 3 of 3

Account number XXXX XXXX XXXX

## Your usage snapshot - Continued

| Current electric usage for meter number XXXXXXXXXX |             |
|--|-------------|
| Actual reading on Jul 22                           | 33833       |
| Previous reading on Jun 23                         | - 33159     |
| <hr/>  |             |
| Energy Used  | 674 kWh     |
| Billed kWh   | 674.000 kWh |

## Billing details - Electric

| Billing Period - Jun 23 to Jul 22                        |                |
|--|----------------|
| <b>Meter - XXXXXXXX</b>                                  |                |
| Customer Charge  | \$12.90        |
| Energy Charge  |                |
| 674.000 kWh @ \$0.08099500                               | 54.59          |
| Demand Side Management Cost Recovery Program Rider (DSM) |                |
| 674.000 kWh @ \$0.00697500                               | 4.70           |
| Off-System Sales Profit Sharing Mechanism Rider (PSM)    |                |
| 674.000 kWh @ \$-0.00003300                              | -0.02          |
| Electric Fuel Adjustment                                 |                |
| 674.000 kWh @ \$0.01103900                               | 7.44           |
| Environmental Surcharge Mechanism Rider (ESM)            | 7.81           |
| <hr/>  |                |
| <b>Total Current Charges</b>                             | <b>\$87.42</b> |

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit [duke-energy.com/rates](http://duke-energy.com/rates)

## Billing details - Other Charges and Credits

|  |                |
|--|----------------|
| Peak Time Credit                       | \$-3.84        |
| <hr/>                                  |                |
| <b>Total Other Charges and Credits</b> | <b>\$-3.84</b> |

## Billing details - Taxes

|                              |               |
|------------------------------|---------------|
| Franchise Fee                | \$2.62        |
| Rate Increase For School Tax | 2.70          |
| <hr/>                        |               |
| <b>Total Taxes</b>           | <b>\$5.32</b> |

**Duke Energy Kentucky**  
**Case No. 2022-00251**  
**STAFF First Set Data Requests**  
**Date Received: September 8, 2022**

**STAFF-DR-01-005**

**REQUEST:**

Refer to the Application, Appendix E, page 6. Explain why the first two PTR pilot events in August 2020 produced load impacts 2.7 times higher than that of the subsequent summer and why it is expected that the impacts from the subsequent summer are more representative of typical load impacts.

**RESPONSE:**

The Company believes that the first two PTR pilot events in August 2020 produced larger differences than the PTR pilot event in Summer 2021 due to a likely combination of the following two reasons. First, the PTR Pilot was new to customers in August 2020, which generated more interest among customers to want to participate. Second, the timing of the study (Summer 2020) was in the midst of the COVID-19 pandemic shut-down. During this time, more customers were presumably at home due to the pandemic, which most likely increased the likelihood and opportunity for customers to take actions to reduce their usage on peak days.

Based on benchmarking research into results of comparable peak time rebate programs, the Summer 2020 per customer impacts (.38 kW) are considered more of an outlier when compared to other programs. The Summer 2021 per customer impacts (.14 kW) are much more in line with load impacts seen in other utilities' peak time rebate programs. The results of the benchmarking are attached as STAFF-DR-01-005 Attachment and are also found in Table 4-32 of the report (p. 77 in Appendix E).

**PERSON RESPONSIBLE:** Jean Williams

**Table Error! No text of specified style in document.-1: Summary of PTR Program Results**

| Utility                                | Year            | Program Name           | Customers  | Per Customer Impact   | Percent Impact                                    | Evaluator                 |
|--|-----------------|------------------------|------------|---|---|---------------------------|
| Duke Energy Kentucky                   | Summer 2021     | Peak Time Credit       | 800        | 0.14 kW   | 6.1%  | Resource Innovations      |
| Duke Energy Kentucky                   | Winter 2021     | Peak Time Credit       | 800        | 0.12 kW   | 5.6%  | Resource Innovations      |
| Duke Energy Kentucky                   | Summer 2020     | Peak Time Credit       | 800        | 0.38 kW   | 15.4%   | Resource Innovations      |
| Southern California Edison             | 2015            | Save Power Days        | 324,681    | 0.08 kW   | 4.1%  | Nexant                    |
| Southern California Edison             | 2016            | Save Power Days        | 336,797    | 0.04 kW   | 2.0%  | Nexant                    |
| Baltimore Gas and Electric             | 2013-present    | Energy Savings Days    | ~1,100,000 | 0.2 kW  | 5.0%  | Brattle Group             |
| Commonwealth Edison                    | 2015            | Peak Time Savings      | 56,141     | 0.13 kW   | 9.3%  | Nexant                    |
| Consumers Energy                       | 2018            | Peak Time Rewards      | 14,579     | 0.17 kW   | 10.0%   | Cadmus                    |
| Oklahoma Gas and Electric              | 2015            | Peak Time Rewards      | 429        | 0.05 kW   | 1.8%  | Nexant                    |
| United Illuminating                    | 2018-2020       | Peak Time Rebate Pilot | 10,000     | 0.08 kW   | 1.3%  | N/A                       |
| San Diego Gas and Electric             | 2016            | Peak Time Rebate Pilot | 68,937     | 0.08 kW   | 8.3%  | Itron                     |
| Portland General Electric <sup>1</sup> | 2017/2018 Pilot | Peak Time Rebate       | 722        | Summer: 0.41 kW<br>Winter (AM): 0.23 kW<br>Winter (PM): 0.13 kW | Summer:18%<br>Winter (AM): 13%<br>Winter (PM): 7% | Cadmus                    |
| Heartland Rural Electric Co-op (KS)    | 2012            | Peak Time Rebate       | 2,345      | 0.34 kW   | 9.1%  | Power Systems Engineering |
| Sunflower Electric Power Co-op (KS)    | 2015            | Peak Time Rebate       | 350        | 0.41 kW   | 9.7%  | Power Systems Engineering |

<sup>1</sup> Reflects a pilot rate of \$0.80/kW

|                                |           |              |     |                                    |                           |                   |
|--------------------------------|-----------|--------------|-----|------------------------------------|---------------------------|-------------------|
| Potomac Electric Power Company | 2008-2009 | PowerCentsDC | 900 | Summer: 0.12 kW<br>Winter: 0.07 kW | Summer: 13%<br>Winter: 5% | eMeter Consulting |
|--------------------------------|-----------|--------------|-----|------------------------------------|---------------------------|-------------------|

**REQUEST:**

Regarding peak time events,

- a. Explain whether Duke Kentucky provided suggested actions to take during peak time events.
- b. Provide when and how often Duke Kentucky provide suggested actions to take during peak time events.
- c. Explain by what means (email, U.S. mail, texting, etc.) Duke Kentucky provided suggested actions to take during peak time events.

**RESPONSE:**

- a. Yes. The Company provided suggested actions to take during peak time events.
- b. The Company provided suggested actions through phone conversations and emails to participants at multiple interaction points.
  - 1) At enrollment, all participants received an email with a link to the program's information page including the FAQs (Frequently Asked Questions).
    - i. This occurred once at time of enrollment, but customers could visit the program page as many times as desired.
    - ii. "Tips to help you reduce your usage and other pilot reminders can be found in the FAQ section of the website."

- 2) When seasons changed, all participants received an email notifying them about the specific hours for peak time events and providing a link to suggested actions.
  - i. This email was sent prior to the summer season start in 2020 and 2021 and before the first event in Winter 2021.
  - ii. “Tips to help you reduce your usage and other pilot reminders can be found in the FAQ section of the website. If you have any questions, please call 888.831.8316 (Monday through Friday, 8 a.m. to 5 p.m.) or email us at [PeakTimeCredit@duke-energy.com](mailto:PeakTimeCredit@duke-energy.com).”
  - iii. In addition, the Company provides other seasonal energy tips on its website: [Seasonal Energy Tips Spring/Summer - Duke Energy \(duke-energy.com\)](https://www.duke-energy.com/seasonal-energy-tips-spring/summer)
- 3) Peak time event notification emails also contained a link to suggested actions.
  - i. There are at most 12 events per pilot program year.
  - ii. “Tips to help you reduce your usage and other pilot reminders can be found in the FAQ section of the website.”
  - iii. “For more energy-saving tips, visit us online.”
- 4) Finally, when customers called the pilot support number and asked questions about their energy usage or details about their credits, the following is an example of suggested actions that was emailed back to customers or provided to them over the phone.
  - i. *“Here are some easy ways you can save during Peak Day hours:  
Note that the comparison of your actual usage during Peak Day*



*hours is relative to what you typically consume during these hours. Therefore, if you never have lights on during the event times, having them off during the Peak Day event hours will not produce credits for your bill. However, if you normally keep your thermostat at 72 during summer hours, increasing the setting to 74 or 76 during Peak Day hours should produce credits for your bill:*

- 1. Set your thermostat at the lowest comfortable setting during Peak Day hours in colder months and the highest comfortable setting in warmer months.*
- 2. If you have the option, use natural gas to heat your home during Peak Day hours. Note that everyone's home is different, and Duke Energy cannot guarantee that you will pay less as compared to the credit you could receive for the electric consumption reduced.*
- 3. Avoid Peak Day hours when running your dishwasher and washing machine.*
- 4. Take showers outside of Peak Day hours to minimize water heating.*
- 5. Avoid using the oven and electric range during Peak Day hours. A microwave is a great way to heat food and uses much less energy.*
- 6. View the Lower My Bill Toolkit for other energy-saving tips, as well as programs and incentives to help you take control of your energy use and save money.”*

c. See response to (b) above.

**PERSON RESPONSIBLE:** Bruce L. Sailors

**REQUEST:**

Refer to Case No. 2019-00277, the final Order entered on April 27, 2020.

- a. On page 14, the Commission notes its agreement with the Attorney General's Witness, Paul J. Alvarez's argument that a default application where the rebate opportunity is applied to every customer. Explain whether Duke Kentucky evaluated this option and, if so, why Duke Kentucky choose not to propose a default application for the PTR program.
- b. On page 15, the Commission notes that DSM programs are a less costly alternative than either purchasing capacity or installing additional capacity and to keep that mindset in the implementation and evaluation of the PTR Pilot Program. Explain whether Duke Kentucky considered continuing the PTR program, even if not cost effective, to continue education and expanded customer response so that when new plant investment is needed, the investment could be avoided or reduced in size due to the steps taken to grow the PTR program on the demand side.
- c. On page 15, the Commission encourages Duke Kentucky to learn from this pilot and modify the program so it may maximize the benefit. Explain whether Duke Kentucky evaluated any modifications to the PTR program and if so, provide these modifications and the reason why Duke Kentucky did not propose them.

**RESPONSE:**

- a. Yes. The Company requested Resource Innovations, the EM&V vendor, to specifically review and comment on a default program design. Resource Innovations explained that such programs pose “a serious risk for erroneous payments to customers due to random usage variations relative to their baseline,” and that, for utilities with large populations of customers, there is a risk of “significant sums of money being paid in credits to customers who were unaware of the event, or even unaware of the program.” Resource Innovations provided two examples of such programs being ordered to transition to opt-in enrollment, and recommended “that enrollment remain on an opt-in basis due to the risk of free ridership under a default enrollment strategy.” After reviewing the analysis and recommendation from Resource Innovations on pages 78 and 79 of Appendix E and considering the cost effectiveness score of the current opt-in design, the Company chose not to propose a default application.
- b. The Company considered continuing the PTR program to the extent it could become cost effective in the future. The Company relied on the cost effectiveness scores to determine that the program is not a cost effective solution to avoid or reduce future new plant investment. Given the results of the TRC test, the Company concluded that, as currently designed, it is uncertain if the pilot program could become cost effective. Additionally, as acknowledged in the Case No. 2019-00277 Order, other demand response programs were being used in the Company’s FRR plan, whose termination could result in significant penalties from PJM. The PTR Pilot program is not a similarly positioned program.

c. There are three topics noted below where the Company considered how to maximize the benefit of the pilot.

1) First, on pages 18 to 33 in Appendix E, Section 3.2 and pages 2 through 5 in Appendix F, there is discussion regarding segmentation of participants as a possible modification to the pilot. This research looks at different segments of customers and their load reduction. While some segments do show higher load reduction, the reductions were not of the magnitude that would be required to make the program cost effective. In addition, restricting participation to segments of the residential class could reduce participation which may impact cost effectiveness negatively. Thus, this modification was not adopted.

2) Second, the Company is currently researching the credit amount paid to participants to determine if a \$1.20 per kWh reduced credit increases the load reduction from participants as compared to a \$0.60 per kWh reduced credit. The results of this incentive research extension of the PTC Pilot program will be available in early 2023. The Company intends to review these results and consider whether a redesigned PTR program can be cost effective.

3) Finally, see the ESource research proposal in the Company's response to STAFF-DR-01-002, for additional examples of possibilities the Company has considered. The Company is hesitant to spend an incremental \$50,000 on the PTR Pilot program given the current information available on cost effectiveness. It is uncertain if the PTR pilot can become cost effective in the future. However, the goal of the referenced research proposal from

ESource is focused on how to improve the results of the program. The Company is agreeable to Phase 1 of the ESource research proposal if the Commission is interested in pursuing the research and provides the Company approval and budget support for the research.

**PERSON RESPONSIBLE:** Bruce L. Sailors

**REQUEST:**

Refer to the Application, Appendix F, page 7. Duke Kentucky states that “it will consider how PTR and other time-differentiated rates might be elements of a broader effort to effectively shape and reduce peak load.” Describe what alternative Demand Side Management and voluntary time-differentiated optional rate programs the Company is considering for reducing demand on its system.

**RESPONSE:**

There are several potential rates and/or DSM programs being considered.

1. The Company is currently considering an optional residential critical peak pricing (CPP) rate for its Kentucky service area. This rate may or may not be combined in some fashion with the following programs under consideration.
2. A Bring Your Own Thermostat (BYOT) demand response program is under consideration. In addition, a hot water heater demand response program is being discussed.
3. And finally, although further behind in development than the first two options, the Company continues to discuss the potential of offering a rooftop solar incentive program combined with other elements such as BYOT and/or CPP or possibly PTR as a load shaping option for customers.

**PERSON RESPONSIBLE:** Bruce L. Sailors