

VERIFICATION

STATE OF OHIO)
)
COUNTY OF HAMILTON) **SS:**

The undersigned, Bruce Sailers, Director Jurisdictional Rate Administration, being duly sworn, deposes and says that he has personal knowledge of the matters set forth in the foregoing rehearing data requests, and that the answers contained therein are true and correct to the best of his knowledge, information and belief.

Bruce L. Sailers
Bruce Sailers Affiant

Subscribed and sworn to before me by Bruce Sailers on this 23rd day of January, 2024.

Emilie Sunderman
NOTARY PUBLIC

My Commission Expires: July 8, 2027



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

KyPSC Case No. 2022-00372
TABLE OF CONTENTS

<u>DATA REQUEST</u>	<u>WITNESS</u>	<u>TAB NO.</u>
STAFF-RHDR-02-001	Bruce Sailors	1
STAFF-RHDR-02-002	Jacob Colley	2

Duke Energy Kentucky
Case No. 2022-00372
STAFF Second Set Rehearing Data Requests
Date Received: January 11, 2024

STAFF-RHDR-02-001

REQUEST:

Refer to Duke Kentucky's response to Commission's Staff's First Rehearing Request for Information, Item 1(a) and Item 2(a)-(b), which both indicate that beginning and ending meter readings for customers that would be served under Rate RS-TOU-CPP will not be available on Duke Energy's website or on customer bills.

a. Explain how a customer would be able to verify that they were being billed for the correct usage if they don't have access to their beginning and ending meter readings for each billing period.

b. Should a customer served under Rate RS-TOU-CPP file a complaint alleging that they have been billed for incorrect usage, explain how Duke Kentucky will verify whether or not the customer was billed for the correct usage.

RESPONSE:

a. Rate RS-TOU-CPP will be billed through the use of the customer's hourly interval data metered. These hourly values are available to the customer on the Company's website. If the customer wishes to verify the kWh billed during a billing period, the customer would access their hourly data on the website and sum across the period of interest. Note that the total kWh billed for the billing period is available to the customer.

b. The Company will review the interval data from the customer's meter to confirm that the correct usage is billed.

PERSON RESPONSIBLE: Bruce L. Sailors

Duke Energy Kentucky
Case No. 2022-00372
STAFF Second Set Rehearing Data Requests
Date Received: January 11, 2024

STAFF-RHDR-02-002

REQUEST:

Explain how Duke Kentucky would notify customers of the additional fee free Kroger locations.

RESPONSE:

Upon approval, the Company plans to inform customers through:

- 1) A bill message to notify customers of the new fee-free payment locations;
- 2) Updating appropriate webpages on duke-energy.com to include information about the new fee-free payment locations. For example, the 'Payment Locations' webpage will display a banner notifying customer of the new fee-free payment options;
- 3) Updating the call center knowledge management tool ensuring call center specialists have necessary information to educate inquiring customers; and,
- 4) A message on our automated phone system that will play for those customers who are using our system to pay their bill.

PERSON RESPONSIBLE: Jacob S. Colley