

VERIFICATION

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

The undersigned, Michelle Basch, Manager Consumer Affairs, 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.

Michelle Basch
Michelle Basch, Affiant

Subscribed and sworn to before me by Michelle Basch, on this 21 day of February, 2023.



ADELE M. FRISCH
Notary Public, State of Ohio
My Commission Expires 01-05-2024

Adele M. Frisch
NOTARY PUBLIC

My Commission Expires: 1/5/2024

VERIFICATION

STATE OF INDIANA

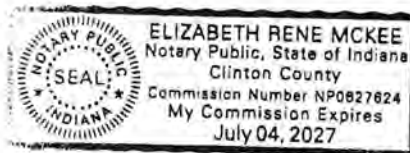
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)

)

CLINTON
COUNTY OF ~~TIPPECANOE~~

SS:



The undersigned, Retha Hunsicker, VP Customer Connect-Solutions, being duly sworn, deposes and says that she has personal knowledge of the matters set forth in the foregoing data request and that it is true and correct to the best of her knowledge, information and belief.


Retha Hunsicker Affiant

Subscribed and sworn to before me by Retha Hunsicker on this 23 day of February, 2023.


NOTARY PUBLIC

My Commission Expires: July 4, 2027

KyPSC Case No. 2022-00391
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**Duke Energy Kentucky
Case No. 2022-00391
STAFF First Set of Data Requests
Date Received: February 14, 2023**

STAFF-DR-01-001

REQUEST:

Refer to the Commission's January 10, 2023 Order in Case No. 2021- 00324,¹ page 6, regarding removal of the usage graph from Mr. Oka's bill. State how many customers were affected by the bill change removing the usage graph.

RESPONSE:

The usage graph was removed from the bills of a total of 8 Kentucky customers, including Mr. Oka.

PERSON RESPONSIBLE: Abigail Kappesser
Retha Hunsicker
Beth White

¹ Case No. 2021-00324, Joseph J. Oka v. Duke Energy Kentucky, Inc. (Ky. PSC Jan. 10, 2023), Order.

**Duke Energy Kentucky
Case No. 2022-00391
STAFF First Set of Data Requests
Date Received: February 14, 2023**

STAFF-DR-01-002

REQUEST:

Refer to the Commission's January 10, 2023 Order in Case No. 2021- 00324, pages 6–7, regarding the failure to credit Mr. Oka for surplus exported power. State what actions were taken to remedy and prevent recurrence of failure to credit for surplus exported power.

RESPONSE:

The Duke Energy IT team investigated the root cause of the issue and upon identification of the root cause, implemented a code change to prevent the credit bank from resetting for Duke Energy Kentucky customers in the future. The error was discovered on November 14, 2022 and corrected on December 9, 2022. The excess generation for each impacted customer was then corrected to the correct value. Each customer's bill was cancelled back to the June billing and rebilled from June through December to apply the correct amount of excess generation ensuring that each customer was billed correctly.

PERSON RESPONSIBLE: Retha Hunsicker

Duke Energy Kentucky
Case No. 2022-00391
STAFF First Set of Data Requests
Date Received: February 14, 2023

STAFF-DR-01-003

REQUEST:

Refer to Duke's response to the Commission's January 11, 2023 Order in this proceeding, page 2, in which Duke Kentucky states that there was a technical defect in June 2022 that caused 160 Net Metering customers with excess generation carrying over from previous months to have their carryover amounts reset to 0 kWh.

- a. Explain how Duke became aware of the technical defect.
- b. Explain the nature of the technical defect in detail and how it occurred.
- c. Provide any correspondence that was sent to the affected customers notifying them of the error and of the correction of their bills for the period from January 2022 through December 2022.

RESPONSE:

- a. During preparation of the yearly Duke Energy Kentucky net metering report for the Kentucky PSC, the preparer noticed that residential accounts with negative usage had excess carryover banks of zero and reported this finding to the technical team.
- b. This was an error in the rate configuration for net metering. The technical team removed the reset indicator on the impacted accounts which allowed the carryforward values to remain on the installation.

c. Please see STAFF-DR-01-003(c) Attachment for a copy of Mr. Oka's

December bill. A bill message was printed on the customer's corrected bill as follows:

"Due to a system error, the net metering carried forward balance erroneously reset to zero in June 2022. As a result, all bills since that month have been recalculated and the net metering credits you earned are included on this statement."

PERSON RESPONSIBLE: Abigail Kappesser
Retha Hunsicker
Beth White



Account number [REDACTED]

We're here for you

Report an emergency

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

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 800.544.6900
By mail payable to Duke Energy	P.O. Box 1094 Charlotte, NC 28201-1094
In person	duke-energy.com/location

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

Correspond with Duke Energy (not for payment)

P.O. Box 1326
Charlotte, NC 28201

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	711
International	1.407.629.1010

Request the condensed or detailed bill format

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

Important to know

Your next meter reading: Dec 20

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

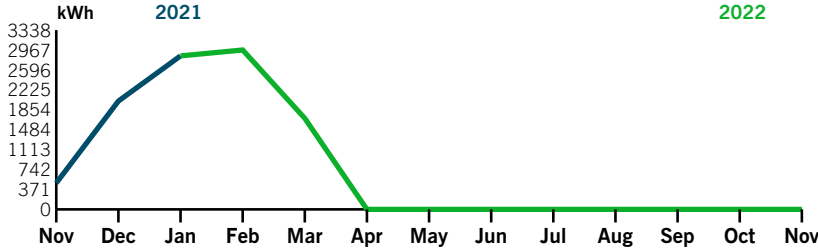
Representantes bilingües están disponibles para asistirle de lunes a viernes de 7 a.m. - 7 p.m. Para obtener más información o reportar problemas con su servicio eléctrico, favor de llamar al 800.544.6900.



Account number [REDACTED]

Your usage snapshot

Electric usage history

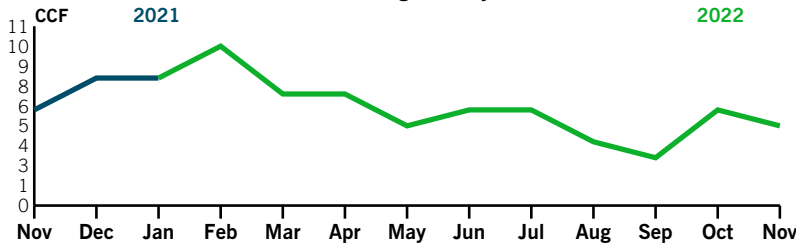


Average temperature in degrees

42° 44° 29° 34° 47° 52° 66° 74° 77° 74° 68° 54° 54°

	Current Month	Nov 2021	12-Month Usage	Avg Monthly Usage
Electric (kWh)	0	491	9,535	795
12-month usage based on most recent history				

Gas usage history



Average temperature in degrees

42° 44° 29° 34° 47° 52° 66° 74° 77° 74° 68° 54° 54°

	Current Month	Nov 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	5	6	75	6
12-month usage based on most recent history				

Net Metering summary

Previous Carried Forward Balance	16,461
<i>Current Carried Forward</i>	220
Carried Forward Balance	16,681 kWh
Previous Carried Forward Balance	14,925
<i>Current Carried Forward</i>	1,536
Carried Forward Balance	16,461 kWh
Previous Carried Forward Balance	13,564
<i>Current Carried Forward</i>	1,361
Carried Forward Balance	14,925 kWh
Previous Carried Forward Balance	12,426
<i>Current Carried Forward</i>	1,138
Carried Forward Balance	13,564 kWh
Previous Carried Forward Balance	11,198
<i>Current Carried Forward</i>	1,228
Carried Forward Balance	12,426 kWh



Page 4 of 9
 Account number [REDACTED]

Previous Carried Forward Balance	9,175
<i>Current Carried Forward</i>	2,023
Carried Forward Balance	11,198 kWh

Your usage snapshot - Continued

Current electric usage for meter number 337388417	
Actual reading on Nov 18	17404
Previous reading on Oct 21	- 16627
Energy Used	777 kWh
Energy Delivered	
Actual reading on Nov 18	31055
Previous reading on Oct 21	- 30058
Energy delivered to grid	997 kWh
Billed kWh	0.000 kWh

Current electric usage for meter number 337388417	
Actual reading on Oct 20	16627
Previous reading on Sep 22	- 16474
Energy Used	153 kWh
Energy Delivered	
Actual reading on Oct 20	30058
Previous reading on Sep 22	- 28369
Energy delivered to grid	1689 kWh
Billed kWh	0.000 kWh

Current electric usage for meter number 337388417	
Actual reading on Sep 21	16474
Previous reading on Aug 24	- 16422
Energy Used	52 kWh
Energy Delivered	
Actual reading on Sep 21	28369
Previous reading on Aug 24	- 26956
Energy delivered to grid	1413 kWh
Billed kWh	0.000 kWh



Account number [REDACTED]

Your usage snapshot - Continued

Current electric usage for meter number 337388417	
Actual reading on Aug 23	16422
Previous reading on Jul 22	- 16280
<hr/>	
Energy Used	142 kWh
Energy Delivered	
Actual reading on Aug 23	26956
Previous reading on Jul 22	- 25676
<hr/>	
Energy delivered to grid	1280 kWh
Billed kWh	0.000 kWh
Current electric usage for meter number 337388417	
Actual reading on Jul 21	16280
Previous reading on Jun 22	- 16188
<hr/>	
Energy Used	92 kWh
Energy Delivered	
Actual reading on Jul 21	25676
Previous reading on Jun 22	- 24356
<hr/>	
Energy delivered to grid	1320 kWh
Billed kWh	0.000 kWh
Current electric usage for meter number 337388417	
Actual reading on Jun 21	16188
Previous reading on May 20	- 16132
<hr/>	
Energy Used	56 kWh
Energy Delivered	
Actual reading on Jun 21	24356
Previous reading on May 20	- 22277
<hr/>	
Energy delivered to grid	2079 kWh
Billed kWh	0.000 kWh
Current Gas usage for meter number 1120452	
Actual reading on Nov 18	333
Previous reading on Oct 24	- 328
<hr/>	
Gas Used	5 CCF
Billed CCF	5.000 CCF



Page 6 of 9
 Account number [REDACTED]

Your usage snapshot - Continued

Current Gas usage for meter number 1120452	
Actual reading on Oct 23	328
Previous reading on Sep 22	- 322
<hr/>	
Gas Used	6 CCF
Billed CCF	6.000 CCF
Current Gas usage for meter number 1120452	
Actual reading on Sep 21	322
Previous reading on Aug 25	- 319
<hr/>	
Gas Used	3 CCF
Billed CCF	3.000 CCF
Current Gas usage for meter number 1120452	
Actual reading on Aug 24	319
Previous reading on Jul 25	- 315
<hr/>	
Gas Used	4 CCF
Billed CCF	4.000 CCF
Current Gas usage for meter number 1120452	
Actual reading on Jul 24	315
Previous reading on Jun 22	- 309
<hr/>	
Gas Used	6 CCF
Billed CCF	6.000 CCF
Current Gas usage for meter number 1120452	
Actual reading on Jun 21	309
Previous reading on May 20	- 303
<hr/>	
Gas Used	6 CCF
Billed CCF	6.000 CCF

Billing details - Electric

Billing Period - Oct 21 to Nov 18	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.06
<hr/>	
Total Current Charges	\$12.96

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates

Billing details - Electric

Billing Period - Sep 22 to Oct 20	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.51
<hr/>	
Total Current Charges	\$13.41

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Electric continued

Billing Period - Aug 24 to Sep 21	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.40
Total Current Charges	\$13.30

Your current rate is Residential Service (RS).

Billing details - Electric

Billing Period - Jul 22 to Aug 23	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	0.42
Total Current Charges	\$13.32

Your current rate is Residential Service (RS).

Billing details - Electric

Billing Period - Jun 22 to Jul 21	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.27
Total Current Charges	\$14.17

Your current rate is Residential Service (RS).

Billing details - Electric

Billing Period - May 20 to Jun 21	
Meter - 337388417	
Customer Charge	\$12.90
Environmental Surcharge Mechanism Rider (ESM)	1.27
Total Current Charges	\$14.17

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Oct 24 to Nov 18	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
5.000 CCF @ \$0.52474000	2.62
Gas DSM Rider	
5.000 CCF @ \$0.01480300	0.07
Gas Cost Recovery	
5.000 CCF @ \$1.03860000	5.19
Gas WNA Rider	
5.000 CCF @ \$0.13441862	0.67
Total Current Charges	\$26.35

Your current rate is Residential Service (RS).



Account number [REDACTED]

Billing details - Gas continued

Billing Period - Sep 22 to Oct 23	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	
6.000 CCF @ \$0.01480300	0.09
Gas Cost Recovery	
6.000 CCF @ \$1.03860000	6.23
Total Current Charges	\$27.27

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Aug 25 to Sep 21	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
3.000 CCF @ \$0.52474000	1.57
Gas DSM Rider	
3.000 CCF @ \$0.01480300	0.04
Gas Cost Recovery	
3.000 CCF @ \$1.03860000	3.12
Total Current Charges	\$22.53

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jul 25 to Aug 24	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
4.000 CCF @ \$0.52474000	2.10
Gas DSM Rider	
4.000 CCF @ \$0.01480300	0.06
Gas Cost Recovery	
4.000 CCF @ \$0.90290000	3.61
Total Current Charges	\$23.57

Your current rate is Residential Service (RS).

Billing details - Gas

Billing Period - Jun 22 to Jul 24	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	

Your current rate is Residential Service (RS).



Page 9 of 9
 Account number [REDACTED]

Billing details - Gas continued

6.000 CCF @ \$0.01480300	\$0.09
Gas Cost Recovery	
6.000 CCF @ \$0.90290000	5.42
Total Current Charges	\$26.46

Billing details - Gas

Billing Period - May 20 to Jun 21	
Meter - 1120452	
Customer Charge	\$17.80
Gas Delivery Charge	
6.000 CCF @ \$0.52474000	3.15
Gas DSM Rider	
6.000 CCF @ \$0.01480300	0.09
Gas Cost Recovery	
6.000 CCF @ \$0.90290000	5.42
Total Current Charges	\$26.46

Your current rate is Residential Service (RS).

Billing details - Taxes

Franchise Fee	\$7.00
Rate Increase For School Tax	7.24
Total Taxes	\$14.24

Duke Energy Kentucky
Case No. 2022-00391
STAFF First Set of Data Requests
Date Received: February 14, 2023

STAFF-DR-01-004

REQUEST:

Refer Duke's response to the Commission's January 11, 2023 Order in this proceeding, page 3, indicating that customers were informed prior to executing the impending meter changes and also informed regarding how the new meters' installation would be reflected in the display of information on the bill.

- a. Explain how this notice was provided.
- b. Provide in detail the contents of this notice.
- c. Provide a copy of the notice if it was provided in writing.

RESPONSE:

- a. The Company provided letters to all Duke Energy Kentucky Net Metering customers via postal mail.
- b. Please see STAFF-DR-01-004 Attachment.
- c. Please see STAFF-DR-01-004 Attachment.

PERSON RESPONSIBLE: Beth White



Billing Department
EX320 | 139 East Fourth Street
Cincinnati, OH 45202

PRESORT STANDARD
U.S. POSTAGE
PAID
CITY, STATE
PERMIT NO. 00

New, *smarter* meter is coming.





<Date TBD>

<Recipient's Full Name>
<Recipient's Address>
<City, State Zip>

New *smart meter* with more capabilities.

Dear <First Name, Last Name>,

We are upgrading your net meter with better, two-way communication. Currently your meter technology only allows your meter to roll forward or roll backward, but the new meter will reflect two distinct line items on your bill:

1. Your current electric charges in each billing period (see line A)
2. Your net metering adjustment in each billing period expressed as a bill credit (see line B)

Your account, energy rate and other terms will all remain the same. Once your new meter is installed, your future bills will more clearly illustrate your energy consumption, production and any bill credits applied to your account.

We hope you enjoy this new feature and the transparency into your monthly energy use. If you have any questions, please call us at 800.544.6900.

Sincerely,
Duke Energy

An example of your future bill.

Billing summary	
Previous amount due	\$40.31
<i>Payment received Jul 15</i>	<i>-40.31</i>
Line A Current Electric Charges	66.12
Line B Net Metering Adj	-52.17
Taxes	1.14
Total amount due Aug 27	\$15.09

Duke Energy Kentucky
Case No. 2022-00391
STAFF First Set of Data Requests
Date Received: February 14, 2023

STAFF-DR-01-005

REQUEST:

Refer to Duke's response to the Commission's January 11, 2023 Order in this proceeding, page 3, noting that the Duke manually calculated the credit for a period, which lead in part to Mr. Oka being over billed.

a. State whether any other customers have complained about errors in the manual calculations. If so, describe each complaint, including the number of months involved, the amount at issue, and the class of the customer, and explain how each such complaint was resolved.

b. Since determining that an error occurred in Mr. Oka's manual bill calculation, state whether Duke has systematically reviewed other manual calculations to ensure that similar errors did not occur. If so, explain the process Duke used to check those bills, provide the number and monetary amount of any errors identified, state whether and how customers were informed of the error, and confirm that any errors found were corrected and describe how they were corrected. If no systematic review occurred, explain why no.

RESPONSE:

a. The Company's Customer Affairs team identified three customer inquiries or comments related to the manual calculations:

- 1) Mr. Oka – Customer felt the company was attempting to defy the law by charging more for energy supplies than it is giving credit for the energy it gains from his solar energy, and believed there were other discrepancies with his billing. This residential customer issue was initially related to 1 month for \$35.44, but the customer raised additional issues during the course of his complaint proceedings in Case No. 2021-324. The Company discussed the charges with the customer, including what was credited to him, as well as the prior 3 months of bills. The Company ultimately corrected Mr. Oka’s account, as described in its Response, filed in this proceeding on January 31, 2023. See also STAFF-DR-01-006 Attachment 2.
- 2) PSC Consumer Inquiry No. 2021-01328 – Customer felt the Company was withholding his net metering credits from him. This residential customer issue was related to 5 months for kWh 2,647 to be credited. The Company explained the built up usage to the customer and corrected his account. See STAFF-DR-01-006 Attachment 1.
- 3) Survey Response – Customer did not complain, but provided feedback on a customer satisfaction survey distributed by the Company. See STAFF-DR-01-006 Attachment 3. Customer felt she had not been getting readings/information stating what her credits were on the bills. She was dissatisfied that she had to call in to retrieve this information. This residential customer issue was related to 6 months. The Company resolved

the customer's questions about her credits by explaining to the customer the bill and charges.

b. Duke Energy has not systematically reviewed other manual calculations to ensure that similar errors did not occur. The net metering calculations were manual because they could not be performed systematically in the legacy billing system. Instead, a systematic review was performed of all net metering manual calculations by the performer who made the human performance error. In this instance the Company found that no other customers had the same discrepancy as Mr. Oka. If there had been any other errors made by this performer, an Account Adjustment transaction would have been entered under this performer's name into CMS to correct the billing error and a corrected bill would have been issued to the customer. Under the process in place through March 2022, the Company would expect to find any previous errors when creating credit adjustments for the current month. If a customer called in and an adjustment was found to be warranted, the Company would create an account note advising why there was an adjustment. For the month of February 2022, when the corrections were made for Mr. Oka's account, the Company has reviewed and verified that no other Kentucky net metering accounts had corrected bills for that month.

In general, to safeguard against discrepancies on the manual adjustments, a Company analyst performed monthly quality assurance checks on a random set of net metering accounts for each company performer who completed these accounts. The Company also sent account adjustments to another department, Metric Reporting and Compliance, to review our account adjustments daily to avoid errors. If errors were found, billing was notified the next day and the account was corrected in the same day.

PERSON RESPONSIBLE:

Michelle Basch – a.

Abigail Kappesser/Beth White – b.

**Duke Energy Kentucky
Case No. 2022-00391
STAFF First Set of Data Requests
Date Received: February 14, 2023**

STAFF-DR-01-006

REQUEST:

Provide a record of any correspondence received from net metering customers regarding their accounts since January 2021.

RESPONSE:

Incoming calls from customers are not categorized or logged by whether a customer is on Net Metering. There were three instances identified by the Consumer Affairs team from January 2021 to January 2023 of inquiries or comments from customers regarding their net metering accounts. Please see response to STAFF-DR-01-005 and STAFF-DR-01-006 Attachments 1 through 3.

PERSON RESPONSIBLE: Michelle Basch

PSC Consumer Inquiry System

Complaint:	2021-01328	Entry Date:	8/10/2021	Closed Date:		Contact Type:	E-Mail
Name:	██████████	Utility:	Duke Energy Kentucky, Inc.				
Address:	██████████	Utility Nbr:	1001200	Location:	Residence		
County:	Boone	Utility Type:	Investor-				
Home:		Reason:	Billing (Billing policies/practices) (none) (none)				
Fax:		Work:	██████████	Complaint referred by:			
Cell:		CBR Nbr:					
Contacted Utility?	<input checked="" type="checkbox"/>	Email:	██████████				
		Spoke with:	Customer Service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:	Complaints	Contact's	(800) 956-8829				
Preliminary Description:	Credit for solar power			Other Contacts:			
Processor:	██████████						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: ██████████

Date: 8/10/2021 7:45:20 AM

I had solar installed on my home in December 2020. Since April of this year, Ive generated over 2200kWh in excess of my usage. According to my net metering rider, I am supposed to to be credited in the next billing cycle for the kWh difference - as ordered by KY PSC Case No. 2019-00440. I have talked to numerous people at Duke Energy and continue to get the run-around. They are claiming they dont know if I should get a credit in dollars or kWh. I view this as a run around and blatant abuse as I am not the first customer in their service area to have solar installed. This issue has been dragging along for 5 months now. I feel that they owe me for my generated hours as well as my time frustration dealing with this issue that is clearly spelled out by the case. Any assistance is greatly appreciated in getting this issue resolved. Thank You.

Date: 8 June 2021

To: Duke Energy Kentucky

From: [REDACTED]

Duke account number [REDACTED]

Dear Duke,

I am a PV system owner that provides more energy to the grid than I use. (If you look at my account history you will see this to be such.)

In March of 2021 I received a letter from Duke informing me that Duke would be installing new net metering electric meters. The letter stated that:

We are upgrading your net meter with better, two-way communication. Currently your meter technology only allows your meter to roll forward or roll backward, but the new meter will reflect two distinct line items on your bill:

1. Your current electric charges in each billing period (see line A)
2. Your net metering adjustment in each billing period expressed as a bill credit (see line B)

Your account, energy rate and other terms will all remain the same. Once your new meter is installed, your future bills will more clearly illustrate your energy consumption, production and any bill credits applied to your account.

We hope you enjoy this new feature and the transparency into your monthly energy use. If you have any questions, please call us at 800.521.2232.

Sincerely,
Duke Energy

An example of your future bill.

Billing summary	
Previous amount due	\$40.31
Payment received Jul 15	-40.31
Line A Current Electric Charges	66.12
Line B Net Metering Adj	-52.17
Taxes	1.14
Total amount due Aug 27	\$15.09

Since the installation of the new meter, the billing method of my energy rate and other terms has not remained the same, as stated in your letter, but has changed.

Previously with the old meter, I was given a (1:1) kWh credit for the energy I produced. Under the new billing system I am given a "net meter adjustment" which does not work out to (1:1) kWh credit.

In accordance with KRS 278.466 paragraph 6, all net metering customers are to be given a "... (1:1) kilowatt-hour denominated energy credit provided for electricity fed into the grid..."

Under Duke's current billing scheme, Duke uses kWh to show what I pull from the grid and \$ dollars in the form of a "net meter adjustment" to show for what I give back to the grid. This method is not in accordance with the law. Hence my electric bill has increased because I am charged DSM and EFA based on kWh drawn from the grid, and additional ESM because the Duke calculated Energy charge based on kWh drawn from the grid is counted as revenue and the ESM applied.

The old meter gave true (1:1) kWh credit, the new system does not.

Why this is wrong and a violation of KRS 278.466 paragraph 6:

1. Current KRS defines net metering as a (1:1) kWh ratio. Duke did not go through the formal and legal KY PSC process to officially have net metering redefined, but has redefined net metering with this billing system. The new billing scheme de facto states that kWh drawn from Duke are worth more by the amounts of DSM and EFA than the energy provided back to the grid. Call it what you will; wholesale vs. retail or de facto "time of day charging;" the dollar amount Duke gives me on my "net meter adjustment" is not equal to the dollar amount they charge on energy drawn from the grid. Duke has done away with (1:1) in an illegal manner.
2. Duke resells the excess energy my PV system provides and charges DSM and EFA to whomever that customer may be, essentially "double dipping," getting the tariffs coming and going.
3. The new method is contrary to the new meter announcement letter which states "Your account, energy rates and other terms will all remain the same." If this is true, why have additional charges been added to my bill?
4. kWh does not equal Net Metering Adjustment in \$ dollars. A simple example to demonstrate that $kWh \neq \$$ is this: if the KRS was equivalent to a Science teacher and Duke was a student; and the teacher required the answer to an electricity problem to be denominated in units of kWh, and the student turned in their answer in units of USD\$ they would surely get an F.

In addition, your letter states "We hope you enjoy this new feature and the transparency into your energy use." This new feature is not transparent at all. Even though the new meter shows an exact figure for kWh sent back to Duke through the net metering, that figure is never reflected on the bill, only the kWh drawn are shown. There should be a line on the bill that shows the exact number of kWh credited to my account and the credit balance of kWh in my account at the end of the billing period. That would be true transparency and show an actual (1:1) Kwh credit.

The remedy I seek is simple: return to a true (1:1) kWh ratio as I have been given before the new meter was installed and as Kentucky law requires and refund my DSM, EFA and the correct portion of my ESM. Please make this correction in a timely manner.

Sincerely,

A solid black rectangular redaction box covering the signature of the sender.

[REDACTED]

From: [REDACTED]
Sent: Monday, February 27, 2023 3:14 PM
To: [REDACTED]
Subject: FW: DEK CX Monitor Survey Hot Alert -- Account

From: Customer Care [REDACTED]
Sent: Monday, January 24, 2022 7:13 AM
To: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Subject: DEK CX Monitor Survey Hot Alert -- Account

We are now receiving survey comments that have been 'tagged' to review for potential follow-up.

Please see below for a comment tagged from the CX Monitor Study.

Customer Name from Sweepstakes Entry: Did not enter Sweepstakes
Customer Email from Sample: [REDACTED]
Customer Name from Sample: [REDACTED]
Customer Account Number from Sample: [REDACTED]
Customer Telephone Number from Sample: [REDACTED]
Customer Address from Sample: [REDACTED]

Comment:

I am a net metering customer. I have had the new meter for about six months but still do not get readings of how much kw I have banked at Duke. I must call renewable services department to find this out. Also, the last bill I have is not taking into account my bank of kw and I was charged \$105 when it should have been the \$14 administrative charge. I called to inquire about it a couple of times, renewable services sent a request to have it corrected on 28 DEC and still have not gotten it corrected. I have not seen my new bill but it indicates that the problem still exists.

i WOULD LIKE TO GET MY ACCOUNT CORRECTED AND IN A TIMELY MANNER. I AM STILL WAITING FOR THE CORRECTION FROM MY DECEMBER BILL AND JANUARY BILL IS ABOUT TO COME ANY DAY NOW. I KEEP LOOKING ON THE WEBSITE FROM THE TIME I CALLED ON DEC 28, TO SEE IF MY BILL HAS BEEN CORRECTED AND IT CONSTANTLY HAS A MESSAGE THAT MY BILL IS BEING COMPLETED. THAT WAS THE MESSAGE AT THE TIME MY DEC BILL WAS DUE FOR PAYMENT SO I JUST PAYED WHAT IT SHOULD BE.