



Mr. Jeff DeRouen  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40601

RECEIVED

JUL 06 2010

PUBLIC SERVICE  
COMMISSION

**E.ON U.S. LLC**  
State Regulation and Rates  
220 West Main Street  
PO Box 32010  
Louisville, Kentucky 40232  
www.eon-us.com

Lonnie E. Bellar  
Vice President  
T 502-627-4830  
F 502-217-2109  
lonnie.bellar@eon-us.com

July 6, 2010

**RE: *Joint Application of PPL Corporation, E.ON AG, E.ON US Investments Corp., E.ON U.S. LLC, Louisville Gas and Electric Company and Kentucky Utilities Company For Approval of An Acquisition of Ownership and Control of Utilities -- Case No. 2010-00204***

Dear Mr. DeRouen:

Please find enclosed and accept for filing the original and twelve (12) copies of the Joint Responses of PPL Corporation, E.ON AG, E.ON US Investments Corp., E.ON U.S. LLC, Louisville Gas and Electric Company and Kentucky Utilities Company to the Tendered First Data Request for Information of Association of Community Ministries ("ACM") dated June 17, 2010, in the above-reference matter.

Should you have any questions regarding the enclosed, please contact me at your convenience.

Sincerely,

Lonnie E. Bellar

cc: Parties of Record

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

**In the Matter of:**

<b>JOINT APPLICATION OF PPL CORPORATION,</b>	)	
<b>E.ON AG, E.ON US INVESTMENTS CORP.,</b>	)	
<b>E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC</b>	)	<b>CASE NO.</b>
<b>COMPANY AND KENTUCKY UTILITIES</b>	)	<b>2010-00204</b>
<b>COMPANY FOR APPROVAL OF AN ACQUISITION</b>	)	
<b>OF OWNERSHIP AND CONTROL OF UTILITIES</b>	)	

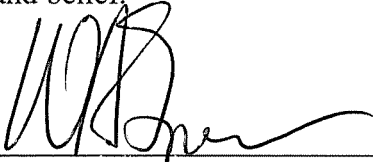
**JOINT RESPONSE OF**  
**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,**  
**E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND**  
**KENTUCKY UTILITIES COMPANY**  
**TO THE**  
**TENDERED FIRST DATA REQUEST FOR INFORMATION OF**  
**ASSOCIATION OF COMMUNITY MINISTRIES**  
**DATED JUNE 17, 2010**

**FILED: July 6, 2010**

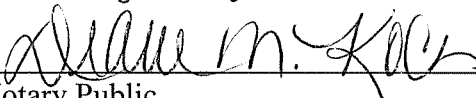
**VERIFICATION**

COMMONWEALTH OF PENNSYLVANIA )  
 ) SS:  
 COUNTY OF LEHIGH )

**WILLIAM H. SPENCE**, being duly sworn, deposes and says that he has read the foregoing responses and exhibits and knows the matters contained therein; that said matters are true and correct to the best of his knowledge and belief.

  
 \_\_\_\_\_  
**WILLIAM H. SPENCE**

Subscribed and sworn to before me, a Notary Public in and for the above County and State, on this   1   day of   July  , 2010.

  
 \_\_\_\_\_  
 Notary Public

COMMONWEALTH OF PENNSYLVANIA  
 NOTARIAL SEAL  
 DIANE M. KOCH, NOTARY PUBLIC  
 CITY OF ALLENTOWN, LEHIGH COUNTY  
 MY COMMISSION EXPIRES SEPT. 29, 2011

My Commission Expires:  
  9/29/2011

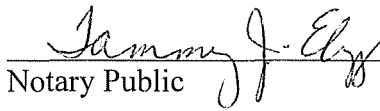
VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 ) SS:  
COUNTY OF JEFFERSON )

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

  
\_\_\_\_\_  
LONNIE E. BELLAR

Subscribed and sworn to before me, a Notary Public in and before said County and State,  
this 2 day of July, 2010.

 (SEAL)  
\_\_\_\_\_  
Notary Public

My Commission Expires:  
November 9, 2010



**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
KENTUCKY UTILITIES COMPANY**

**CASE NO. 2010-00204**

**Joint Response to Tendered First Data Request for Information of  
Association of Community Ministries  
Dated June 17, 2010**

**Question No. 1**

**Responding Witness: William H. Spence**

- Q-1. Please refer to page 11 of the Joint Application in which the Joint Applicants state “PPL Electric has been an industry leader in helping customers in need as one of the first utilities in Pennsylvania to offer programs to help low-income customers pay electric utility bills.” Please describe fully all such programs to which the Joint Applicants refer and for each program include:
- a) A complete description of the program;
  - b) Whether such program is required by law or regulation or is voluntary;
  - c) The number of customers assisted;
  - d) The date of implementation;
  - e) Whether such program is currently in operation or, if not, the date of termination;
  - f) How such program is funded;
  - g) Reference to any Pennsylvania Public Utility Commission case relating to such program;
  - h) A copy of the most recent evaluation and/or report on said program.
- A-1. a) PPL Electric Utilities Corporation (“PPL Electric”) offers four programs for low-income customers: 1) OnTrack, which provides reduced payments and arrearage forgiveness; 2) WRAP, which stands for “winter relief assistance program” and provides in-home weatherization services; 3) Operation HELP, which provides bill payment assistance and; 4) CARES, which provides a referral service for temporary hardship assistance. Each of these programs is described more fully in the facts sheets attached.

- b) The Pennsylvania Public Utility Commission (“PUC”), through regulations, orders and policy statements, requires electric distribution companies and natural gas distribution companies to provide various programs to low-income customers. PPL Electric’s OnTrack, WRAP, CARES, and Operation HELP programs are included. Although strongly encouraged by the PUC, utility hardship funds are voluntary because they are funded by donations rather than by customers through distribution rates.
- c) In 2009, the number of customers assisted through PPL Electric’s program was as follows: OnTrack: 29,313; WRAP: 3,433; Operation HELP: 4,704; CARES: 900.
- d) The implementation dates of each program were as follows: CARES – 1981; Operation HELP – 1983; WRAP – 1985; OnTrack – 1994.
- e) OnTrack, WRAP, Operation HELP and CARES are all currently operating throughout PPL Electric’s service territory.
- f) Operation HELP is funded through voluntary contributions by PPL, its employees and retirees and the customers of PPL Electric. The other programs are funded by PPL Electric’s residential customers through the Universal Service Rider, an automatic adjustment charge included on their monthly bills.
- g) PPL Electric’s current universal service programs were approved by the Pennsylvania PUC in a final order entered on December 6, 2007 in PPL Electric’s most recent distribution base rate case at Docket No.R-00072155. In addition, the PUC has promulgated the following regulations, policy statement and secretarial letters:
- Consumer Assistance Programs – 52 Pa. Code, Ch. 69, Sections 69.621 to 69.627, General Orders, Policy Statements and Guidelines on Fixed Utilities, Customer Assistance Programs;
  - Weatherization – 52 Pa. Code, Ch. 58, Residential Low-Income Usage Reduction Programs;
  - CARES – Pa. PUC Secretarial Letter, May 31, 1985;
  - Hardship Fund – Pa. PUC Secretarial Letter, June 26, 1985.
- h) The most recent evaluation reports are provided on the enclosed CD in folder titled Question No. 1.

## OnTrack Payment Program 2009 Customer Fact Sheet



Esta hoja de información está disponible en español. Llame por favor a su representante de la agencia si usted prefiere una hoja de información en español.

### What is the OnTrack Payment Program?

**OnTrack** is a special payment plan for PPL customers with limited incomes who are struggling to pay the full cost of their electric service. The program offers a special reduced monthly payment based on family size, income and electric use, and a chance to erase any debt you owe PPL for customers enrolled in **OnTrack**, PPL will:

- Provide a reduced monthly payment as coverage for your electric service.
- Cancel a portion of any debt you owe PPL every month you make your **OnTrack** payment.
- Provide energy education and weatherization services.

### Who is OnTrack for?

If your verified household income is not more than the following maximums, you may be eligible.

2009 Income Limits	
Household Size	Gross Annual Household Income
1 person	\$16,245
2 persons	\$21,855
3 persons	\$27,465
4 persons	\$33,075
5 persons	\$38,685
6 persons	\$44,295
Each additional person	\$5,610

### What are the Rules of the OnTrack Payment Program?

To stay in the **OnTrack** Payment Program, you must:

- Pay the **OnTrack** payment amount in full each month by the due date.
- Verify type of installed heat source with the OnTrack caseworker.
- Notify the agency contact person if your situation changes.
- Keep electric use at or below the usage amount before OnTrack enrollment.
- Apply for and cooperate with WRAP (Winter Relief Assistance Program).
- Apply for energy assistance LIHEAP/Crisis (if eligible).

### What Happens if I Miss an OnTrack Payment?

- At the first missed payment, the account enters the PPL collection process, which may result in loss of electric service.
- PPL will send a letter to remind you that you missed an OnTrack payment(s).
- To avoid loss of electric service and removal from the OnTrack Program, you must pay the missed OnTrack payment(s).



### What if My Income Changes?

If you lose your job or face a financial crisis, call your agency caseworker.

### How Much Electricity Can I Use?

- OnTrack customers need to conserve electricity.
- As part of **OnTrack**, someone will explain how your household can conserve energy and your home could be weatherized.
- PPL pays the difference between your monthly OnTrack payment and the amount you actually owe each month (Program Benefits). **The most that PPL can pay annually is \$1,800 for installed electric heat and \$700 for non-electric heat.**
- PPL will review your account and send a letter to let you know if you are getting close to your benefits limit.
- If your electric has increased beyond your benefit limits, we may either increase your payment amount or remove you from OnTrack.
- If you have changes in your household that may increase electric use, call your agency contact person to report the changes.

### How Long Can I Stay in OnTrack?

- If you reach these maximum benefits, PPL may remove you from OnTrack and you may re-apply 12-months from the date of your original OnTrack enrollment.
- If you do not reach your maximum benefits, you may remain in the program long enough to pay your PPL debt as long as you make your OnTrack payments by the due date. See table below for timeline.

Overdue Amount at Time of Enrollment	Timeframe for Clearing Debt
Less than \$1,000	12 months
\$1,001 - \$2,000	18 months
\$2,001 - \$3,000	24 months
More than \$3,000	36 months

### How Do I Stay in the Program?

- Pay your OnTrack payment by the due date every month
- Control your electric use
- Cooperate with WRAP
- Notify caseworker of any changes in household and/or income

Follow the program rules and after 12-months, we will review your account. If you are still eligible for the program, your **OnTrack** payment amount may change.

**For more information, please call: 1-800-358-6623.**

**Winter Relief Assistance Program  
(WRAP)  
2009 Fact Sheet**



WRAP is a program to help low-income customers reduce their electric bill and increase their comfort. WRAP provides free measures and services to qualified customers.

**To qualify for WRAP, customers must:**

- Be eighteen years of age or older.
- Be an individually metered PPL customer.
- Own or rent a house or apartment. (If a renter, PPL will contact landlord for permission.)
- Live in a home that has not received WRAP services for at least seven years.
- Use the residence as a primary home (not vacation home).
- Meet income guidelines.

**What are the income guidelines for WRAP?**

<b>2009 Income Limits</b>	
<b>Household Size</b>	<b>Gross Annual Income</b>
1 person	\$21,660
2 persons	\$29,140
3 persons	\$36,620
4 persons	\$44,100
5 persons	\$51,580
6 persons	\$59,060
7 persons	\$66,540
8 persons	\$74,020
Each additional person	\$7,480

**WRAP services and measures depend on:**

- The amount of electricity you use
- The type of heating system
- The type of water heater
- The results of an in-home audit

**Measures that may be included:**

- Energy Education
- Installation of Compact Florescent Lights
- Changing/cleaning Heating/Cooling Filters
- Replacement of Waterbed Coils with a Foam Mattress
- Refrigerator Replacement
- Water Heating Measures (electric water heating customers only)
- Attic, Floor, and Wall Insulation; Duct Insulation
- Blower Door Testing for Air Leakage (Drafts)
- Door and Window Weather-stripping
- "Whole House" Foaming and Caulking
- Door Sweeps and Thresholds

To apply, or for more information, contact PPL at 1-800-342-5775.

# PPL OPERATION HELP



## 2009 Fact Sheet

### What is Operation HELP?

It is a PPL-sponsored fuel fund that helps pay the energy bills of low-income customers. The fund is supported by donations from customers, employees, and the Company.

### What are the income guidelines for Operation HELP?

2009 Income Limits	
Household Size	Gross Annual Income
1 person	\$21,660
2 persons	\$29,140
3 persons	\$36,620
4 persons	\$44,100
5 persons	\$51,580
6 persons	\$59,060
7 persons	\$66,540
8 persons	\$74,020
Each additional person	\$7,480

### Are there other eligibility guidelines?

Yes, in addition to income, the agencies administering Operation HELP look for extenuating circumstances and hardships. It is important to remember that customers don't automatically receive HELP assistance.

### How can customers apply for Operation HELP?

Please call 1-800-358-6623.

### What does Operation HELP offer?

Operation HELP will help pay for any type of home energy bill (e.g., electric, oil, gas) and all payments are made directly to energy vendors.

### When can customers apply for Operation HELP assistance?

Customers can apply at any time because Operation HELP runs year-round. However, applicants can receive HELP assistance only ONE time annually.



## CARES FACT SHEET

### **What is CARES?**

CARES is a special service for customers who cannot pay the full amount of their electric bills because of **TEMPORARY** personal or family hardships.

If there is a good payment history and the customer is faced with a problem beyond their control, CARES can protect their account from shut-off for a period of 2 - 3 months.

Eventually the customer will have to pay for the electricity they use, but CARES will give them referrals to "get back on their feet," apply for assistance, etc. before they make a payment arrangement with PPL.

### **Who is eligible for CARES assistance?**

Any residential customer, regardless of income, is eligible for assistance through CARES.

### **What type of hardships would qualify for CARES?**

- Illness, injury or medical bills significantly reduces household income
- Previously good-paying customers with temporary hardship situation
- Recent loss of job or major reduction in household income
- Abandoned spouse or low-income elderly
- Confused and disoriented customer

Customers who qualify and want to apply for CARES should call PPL at 1-800-342-5775.



**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
KENTUCKY UTILITIES COMPANY**

**CASE NO. 2010-00204**

**Joint Response to Tendered First Data Request for Information of  
Association of Community Ministries  
Dated June 17, 2010**

**Question No. 2**

**Responding Witness: Lonnie E. Bellar / William H. Spence**

- Q-2. Please refer to Exhibit D to the Joint Application, Regulatory Commitment No. 36.
- a) Please describe the “date of the merger” referred to in the first sentence and explain the significance of this date as a reference point for measurement of the level of involvement in community activities.
  - b) Please describe how the Purchaser and the Company plan to carry out this commitment.
  - c) Please describe how Purchaser and Company will measure that their activities will be conducted on a level comparable to or greater than the participation levels experienced prior to the date of the merger, including what kinds of baselines for measurement will be used.
  - d) Please describe how the activities described in the second sentence relate to the activities described in the first sentence. Are both sentences referring to the same activities or do the activities listed in the second sentence differ from the activities listed in the first sentence? Please explain fully.
  - e) Is it the Joint Applicants’ intention that the ten year commitment applies to all activities described in both sentences of Regulatory Commitment No. 36?
- A-2. a) The “date of the merger” referred to in the first sentence will be the date of the closing under the Purchase and Sale Agreement by and between E.ON US Investments Corp., PPL Corporation and, solely for purposes of Article VI, Article IX and Article X thereof, E.ON AG dated as of April 28, 2010 (the “PSA”). On the date of the closing under the PSA, PPL will acquire from E.ON US Investments all of the limited liability interests of E.ON U.S. LLC. Thus, that date will be the first day on which PPL will control E.ON U.S. and its subsidiaries, including LG&E and KU.

- b) The current involvement of LG&E and KU in community activities, including charitable and other contributions, is based on decisions made by LG&E's and KU's local management. PPL has made other commitments relating to the continuity of LG&E's and KU's local management. See Regulatory Commitments Nos. 9 and 15. PPL intends that local management in LG&E's and KU's communities will, in the first instance, make decisions regarding involvement in community activities. Further, PPL intends that LG&E's and KU's local managers will carry out Regulatory Commitment No. 36 in the same manner as they carried out the similar commitments that were made in KPSC Case Nos. 2000-00095 and 2001-00104. See the responses to Question No.3(a).
- c) PPL intends that the activities conducted in compliance with Regulatory Commitment No. 36 will be measured in the same manner as the activities that were conducted in compliance with similar commitments that were made in KPSC Case Nos. 2000-00095 and 2001-00104. See the responses to Question No. 3(b).
- d) The commitment that is set forth in Regulatory Commitment No. 36 was first imposed by the KPSC in Case No. 2000-00095, and it was repeated in KPSC Case No. 2001-00104. LG&E and KU have historically interpreted this commitment to mean that "involvement in community activities" and "the relationship between LG&E and KU with the communities that each serves" describe the same activities on the part of LG&E and KU.
- e) Yes.





**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
KENTUCKY UTILITIES COMPANY**

**CASE NO. 2010-00204**

**Joint Response to Tendered First Data Request for Information of  
Association of Community Ministries  
Dated June 17, 2010**

**Question No. 3**

**Responding Witness: Lonnie E. Bellar**

- Q-3. Regulatory Commitment No. 36 is similar to a commitment made previously in PSC Case No. 2000-095, Order dated May 15, 2000, Appendix A, (Other Commitments and Assurances No. 3).
- a) Please explain how the applicable parties carried out the previous similar commitment of PSC Case No. 2000-095.
  - b) Describe how compliance with such previous commitment was measured, such as through reports, evaluations or other means.
  - c) Provide copies of any such reports, evaluations or other means of measurement relating to this previous commitment.
- A-3. a) The Final Order in KPSC Case No. 2000-00095 contains the following commitment: PowerGen and LG&E Energy commit that LG&E and KU shall maintain a substantial level of involvement in community activities, through annual charitable and other contributions, on a level comparable to or greater than the participation levels experienced prior to the date of the merger. PowerGen commits to maintaining and supporting the relationship between LG&E and KU with the communities that each serves for a period of 10 years.

Similarly, the Final Order in KPSC case No. 2001-00104 contains the following commitment: E.ON, PowerGen, and LG&E Energy commit that LG&E and KU shall maintain a substantial level of involvement in community activities, through annual charitable and other contributions, on a level comparable to or greater than the participation levels experienced prior to the date of the merger. E.ON and PowerGen commit to maintaining and supporting the relationship between LG&E and KU with the communities that each serves for a period of 10 years from the acquisition of PowerGen by E.ON.

LG&E Energy, its successor, E.ON U.S. and its two utilities, LG&E and KU, carried out their responsibilities under these commitments by doing the following: partnering with the communities where their customers are located to attract new companies and further economic opportunities; providing leadership in regional and statewide business/economic development organizations; organizing employee volunteer activities and facilitating the efforts of employees interested in participating in independent third party volunteer efforts; establishing a unified employee and company charitable giving campaign to benefit non-profit human services organizations throughout the service territory; contributing company matching funds to an Associated Community Ministries and local government effort aimed at raising funds to assist low income families with their winter heating bills, and making financial contributions to strengthen non-profits throughout the service territory whose efforts focus on environmental issues, education and workforce readiness.

- b) Compliance with such previous commitments was measured through the submittal of annual filings by E.ON U.S., LG&E and KU to the KPSC beginning in 1997 which filings detailed the nature of certain economic, civic and charitable activities required by the subject commitments.
- c) Please see attachment to Question No. 5(e) for prior merger commitment reports provided to the Commission.



**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
KENTUCKY UTILITIES COMPANY**

**CASE NO. 2010-00204**

**Joint Response to Tendered First Data Request for Information of  
Association of Community Ministries  
Dated June 17, 2010**

**Question No. 4**

**Responding Witness: Lonnie E. Bellar**

- Q-4. Regulatory Commitment No. 36 is also similar to a commitment made previously in PSC Case No. 2001-104, Order dated August 6, 2001, Appendix A, (Other Commitments and Assurances No. 38).
- a) Please explain how the applicable parties carried out the previous similar commitment of PSC Case No. 2001-104.
  - b) Describe how compliance with such previous commitment was measured, such as through reports, evaluations or other means.
  - c) Provide copies of any such reports, evaluations or other means of measurement relating to this previous commitment.
- A-4. a) Please see response to Question No. 3.
- b) Please see response to Question No. 3.
  - c) Please see response to Question No. 3.



**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
KENTUCKY UTILITIES COMPANY**

**CASE NO. 2010-00204**

**Joint Response to Tendered First Data Request for Information of  
Association of Community Ministries  
Dated June 17, 2010**

**Question No. 5**

**Responding Witness: Lonnie E. Bellar / William H. Spence**

- Q-5. Refer to Regulatory Commitment No. 40.
- a) Please describe how Purchaser plans to carry out this commitment.
  - b) How do the activities described in Commitment No. 40 relate to the activities described in Commitment No. 36?
  - c) Commitment No. 40 is similar to a commitment made in PSC Case No. 2001-104, Order dated August 6, 2001, Appendix A (Other Commitments and Assurances, No. 43). Please explain how the applicable parties carried out the previous similar commitment of PSC Case No. 2001-104.
  - d) Describe how compliance with such previous commitment was measured, such as through reports, evaluations or other means.
  - e) Provide copies of any such reports, evaluations or other means of measurement relating to this previous commitment.
- A-5.
- a) Regulatory Commitment No. 40 clarifies the current economic development activities and partnerships and commits to the continuation of current practices. LG&E and KU carry out these practices as an ordinary course of business and therefore no additional business measures are required to meet and/or exceed this commitment.
  - b) Commitment No. 40 highlights economic development initiatives and partnerships while Commitment No. 36 focuses on community contributions that are either charitable or civic, without specifically being economic development.
  - c) KU/LG&E maintain an active and visible leadership position in State, regional and local communities in which they serve. The Companies work in

tandem with Kentucky Association for Economic Development (KAED) and other local, regional and statewide officials to ensure adequate electric and natural gas facilities are available to support new developments and to retain/expand existing businesses.

- d) A yearly report is maintained and provided to the Commission describing project interaction, association participation, infrastructure investment, community involvement as well as civic and charitable contributions.
- e) Please see the enclosed CD in folder titled Question No. 5 for the prior merger commitment reports regarding economic development that were provided to the Commission.





**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
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**CASE NO. 2010-00204**

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Dated June 17, 2010**

**Question No. 6**

**Responding Witness: Lonnie E. Bellar / William H. Spence**

- Q-6. Please refer to Regulatory Commitment No. 43. Please describe how the Purchaser, LG&E and KU plan to carry out this commitment, including what policies and practices it expects to include in such review.
- A-6. As stated in Regulatory Commitment No. 43, no existing Low Income Assistance practice or policy will change unless after review we determine ways to enhance these programs for the benefit of the customer.

The Companies continuously review ongoing or emerging low income programs. This process remains a part of our ordinary business practices. The Customer Commitment division within E.ON U.S. has primary responsibility to provide low income program oversight, review, and new program development while supporting low-income customers and their advocate support groups.



**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
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**Question No. 7**

**Responding Witness: Lonnie E. Bellar**

- Q-7. Regulatory Commitment No. 43 is similar to a commitment made previously in PSC Case No. 2000-095 (Order dated May 15, 2000, Appendix A, (Other Commitments and Assurances No. 13). Please describe how the applicable parties carried out this previous similar commitment including:
- a) The name, title and company affiliation of all persons involved in such review;
  - b) A complete description of the steps taken in such review process;
  - c) A description of the specific policies and practices reviewed;
  - d) A description of any resulting changes to such policies or practices or other outcomes;
  - e) Provide copies of any documents, data and other information generated in such review.
  - f) Were results of this review communicated to the Commission or any other parties? If so, please provide copies of such communications.
- A-7. a) As indicated in response to Question No. 6, the Customer Commitment division at E.ON U.S. continuously reviews the Companies programs for low income customers. Their primary role is to provide low income program oversight, review and new program development while supporting low-income customers and their advocate support groups. This daily responsibility is a part of the ordinary course of business. The Customer Commitment division works in conjunction with the low income advocate group's leadership teams to ensure programs align with the needs of the customers. Additionally, a Customer Commitment Advisory Forum, a public and transparent meeting, is held quarterly to provide information between and

to have open discussions among Company representatives and Low Income Advocacy groups. The Customer Commitment Advisory Forum charter is provided as an attachment.

- b) See response to a).
- c) See response to a).
- d) See response to a).
- e) See response to a).
- f) See response to a).



## Energy Delivery - Retail

### **E.ON U.S. Customer Commitment Advisory Forum Charter August 10, 2007**

#### **Vision**

The E.ON U.S. Customer Commitment Advisory Forum ("CCAF") will provide a forum for discussion for E.ON U.S. (on behalf of the regulated utilities Louisville Gas and Electric Company ("LG&E") and Kentucky Utilities Company ("KU")) and its low income advocate stakeholders. The forum is intended to promote open, meaningful dialogue and to ultimately provide input and guidance to E.ON U.S. regarding strategies, policies and practices that relate to the provision of electric and gas service to customers in need and their families.

#### **Organization**

The CCAF is chartered by E.ON U.S. The group will initially be comprised of representatives from entities invited by E.ON U.S. The group will be open to participation, at the discretion of E.ON U.S, by any interested participants that legitimately represent the applicable customer segment. Membership will consist of a cross-section of community action or advocacy organization representatives from throughout LG&E and KU service territories. Participants should be from diverse geographical locations and represent both rural and urban customers.

E.ON U.S. will initially invite participation by the appropriate entities and will then entertain suggestions by existing participants or others for additional invitees. E.ON U.S. will also consider inviting a member of the community at large to participate.

The Customer Commitment Department at E.ON U.S. shall serve as the group coordinator and shall be responsible for conducting the meetings and logistics of the CCAF.

#### **Meetings**

The CCAF expects to meet a minimum of four times a year, on a quarterly basis. The CCAF will also meet on an ad-hoc basis as requested by any participant or by E.ON U.S. E.ON U.S. will provide the proposed agenda for each meeting to all participants in advance of the meeting.

#### **Record of Meetings**

A record of meetings held, dates, attendees and general feedback will be recorded and retained by the Customer Commitment Department of E.ON U.S., located at 820 West Broadway, Louisville, Kentucky.

**E.ON U.S. Community Action Forum**

**Potential Participants**

**(A representative from each of the following agencies)**

Louisville Metro Department of Human Services

Louisville Metro Community Action Partnership

Urban League of Louisville

Urban League of Lexington

LexLine

Association for Community Ministries (“ACM”)

Legal Aid

Homeless Family Prevention Program

Kentucky Association of Community Action Agencies (“KACA”)

Community Action Council (“CAC”)

Lexington Fair Housing Council

Affordable Energy Corporation (“AEC”)

Project WARM

Louisville Association of Community Organizations for Reform Now (“ACORN”)

Metro Housing Coalition

Multi-Purpose Community Action Agency (“MPCAA”)

Tri-County Community Action Agency (“MPCAA”)

St. Vincent DePaul Council of Louisville, Inc

E.ON US We Care Program Manager



**PPL CORPORATION, E.ON AG, E.ON US INVESTMENTS CORP.,  
E.ON U.S. LLC, LOUISVILLE GAS AND ELECTRIC COMPANY AND  
KENTUCKY UTILITIES COMPANY**

**CASE NO. 2010-00204**

**Joint Response to Tendered First Data Request for Information of  
Association of Community Ministries  
Dated June 17, 2010**

**Question No. 8**

**Responding Witness: Lonnie B. Bellar**

- Q-8. Regulatory Commitment No. 43 is similar to a commitment made previously in Case No. 2001-104, Order dated August 6, 2001, Appendix A (Other Commitments and Assurances No. 47). Please describe how the applicable parties carried out this previous similar commitment including:
- a) The name, title and company affiliation of all persons involved in such review;
  - b) A complete description of the steps taken in such review process;
  - c) A description of the specific policies and practices reviewed;
  - d) A description of any resulting changes to such policies or practices or other outcomes;
  - e) Provide copies of any documents, data and other information generated in such review.
  - f) Were results of this review communicated to the Commission or any other parties? If so, please provide copies of such communications.
- A-8. Please see the response to Question No. 7.





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**CASE NO. 2010-00204**

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**Question No. 9**

**Responding Witness: Lonnie E. Bellar**

- Q-9. Do the Joint Applicants plan to continue the Customer Commitment Advisory Forum?
- A-9. At this time, the Companies plan to continue the Customer Commitment Advisory Forum. However, as the development of new low income and energy efficiency programs move into operations, the format of this forum may change. The Companies will continue to use the most effective mechanisms possible to educate customers and to evaluate the effectiveness of assistance programs.