

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION OF HOME)	
ENERGY ASSISTANCE PROGRAMS)	CASE NO.
OFFERED BY INVESTOR-OWNED UTILITIES)	2019-00366
PURSUANT TO KRS 278.285(4))	

ORDER

By Order entered September 25, 2020, the Commission directed that this matter remain open pending the execution of certain contracts to administer ratepayer-funded home energy assistance (HEA) programs. Subsequently, those contracts were filed with terms consistent with contract templates approved by the Commission, and therefore this proceeding can be closed, with ongoing reporting requirements discussed below.

On October 28, 2019, the Commission initiated this proceeding to investigate ratepayer-funded HEA programs offered by investor-owned jurisdictional utilities. By Order issued on May 4, 2020, the Commission established program attributes, including uniform administrative, funding, and eligibility standards applicable to HEA programs offered by Columbia Gas of Kentucky, Inc. (Columbia); Delta Natural Gas Company, Inc. (Delta); Duke Energy Kentucky, Inc. (Duke Kentucky); Kentucky Power Company (Kentucky Power); Kentucky Utilities Company (KU); and Louisville Gas and Electric Company (LG&E). On June 2, 2020, Community Action Kentucky, Inc. (CAK) filed notice that it agreed to serve as the administering agency that provides back-office functions and subcontracts front-office functions to community-level nonprofit organizations. On September 25, 2020, the Commission approved templates for contracts between CAK

and each utility and between CAK and subcontracting agencies, finding that both templates satisfied the program attributes established by the Commission. At that time, Kentucky Power, LG&E, KU, and Delta had executed contracts with CAK that contained the same contract terms as set forth in the utility contract template. CAK provided notice that it was entering into contracts with subcontracting agencies to provide front-office services for those utilities' HEA programs. Because Duke Kentucky and Columbia had not executed contracts with CAK, this proceeding remained open, with Duke Kentucky and Columbia directed to enter into the contracts no later than October 15, 2020. On October 1, 2020, Duke Kentucky filed its executed contract with CAK, and on October 7, 2020, Columbia filed its executed contract with CAK. Subsequently, CAK filed executed contracts with subcontracting agencies to provide front-office functions for Duke Kentucky's and Columbia's HEA programs.

On October 1, 2020, and October 9, 2020, LG&E and KU (collectively, LG&E/KU), and Duke Kentucky, respectively, filed a copy of their HEA program marketing strategies for Commission review. The Commission finds that the marketing strategies satisfy the parameters established in the May 4, 2020 Order because they set forth specific action steps designed to increase awareness of the utilities' HEA programs, identify which entity is responsible for the action steps, and promote equitable access to the programs. Therefore, the Commission further finds that the marketing strategies should be approved.

Finally, the Commission restates the ongoing reporting requirements, which should be filed in this proceeding's post-case correspondence file:

1. CAK should file monthly reports with the respective utilities on the 15th day of each month based upon data provided by subcontracting agencies containing the information set forth in Appendix A to this Order.

2. CAK and each utility should jointly file with the Commission a report containing the utility-specific information set forth in Appendix B to this Order on an annual basis no later than August 15.

3. The utilities, CAK, and subcontracting agencies are all responsible for developing and implementing a marketing strategy for the respective HEA programs, subject to Commission review and approval.

IT IS THEREFORE ORDERED that:

1. LG&E/KU's marketing strategies, as filed, are approved.

2. Duke Kentucky's marketing strategy, as filed, is approved.

3. CAK shall file monthly reports with the respective utilities on the 15th day of each month based upon data provided by subcontracting agencies containing the information set forth in Appendix A to this Order.

4. CAK and each utility shall jointly file with the Commission a report containing the utility-specific information set forth in Appendix B to this Order on an annual basis no later than August 15.

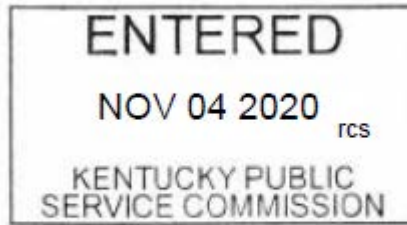
5. Kentucky Power, Delta, and Columbia shall file their HEA program marketing strategies within 30 days after the first date of accepting applications for their respective HEA programs.

6. Any documents filed pursuant to ordering paragraphs 3, 4, and 5 of this Order shall reference this case number and shall be filed in the post-case correspondence file.

7. The case is closed and removed from the Commission's docket.

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By the Commission



ATTEST:



Deputy Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2019-00366 DATED NOV 04 2020

CAK shall file a monthly report (Monthly HEA Report) with the respective utilities on the 15th day of each month containing, for the previous month, the following information:

1. The total dollar amount of HEA funds expended.
2. The amount of HEA funds allocated for expenditure.
3. The amount of participants receiving benefits.
4. The amount of new enrollments in the program.
5. The amount of participants unenrolled from the program.
6. The amount of program applications.
7. The amount of applications denied and the reason for denial.
8. An itemized report of:
 - a. All administrative expenses incurred in relation to the HEA program.
 - b. All fees paid to subcontractors in relation to operation of the HEA program.
9. If the HEA program operates across multiple counties:
 - a. The amount of customers in each county.
 - b. The amount of participants in each county.
 - c. The amount of funds distributed in each county.
 - d. The amount of slots available for each county.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2019-00366 DATED NOV 04 2020

The administering agency and respective utility shall jointly file a report (HEA Report) no later than August 15th of each year, detailing the following utility-specific information:

1. Provided annually and separated by month:
 - a. Total funds collected from ratepayers via a meter-charge.
 - b. Donations collected from ratepayers for the HEA program.
 - c. The total amount of residential customers.
 - d. The amount of shareholder funds allocated for the program.
 - e. The amount of HEA funds distributed to participants.
 - f. The current balance of the HEA account.
 - g. The amount, if any, of “rolled-over” and unspent HEA funds.
2. The overall total number of slots and the total number of slots for each county.
3. The total number of:
 - a. Program participants.
 - b. Program applicants.
 - c. Denied applicants.
4. Copies of each Monthly HEA Report.
5. Agendas of any meeting between the administrator and utility, including any discussed or proposed program changes.

6. The following information for all residential customers, annually and by month:

- a. Average balance amount.
- b. Average monthly bill amount.
- c. Average monthly payment amount.
- d. Average monthly usage (Gas and Electric separate, where applicable).
- e. Termination notices issued.
- f. Service terminations.
- g. Amount of unique customers receiving a termination notice for nonpayment (i.e., if a customer receives one or more termination notices, this customer would only be counted as one).
- h. Amount of unique customers with service terminated for nonpayment (i.e., if a customer has service terminated once, this customer would only be counted as one).

7. The information set forth in Item 6 for HEA program participants, annually and by month.

8. The average monthly benefit provided to participants through the program.

9. Copies of any outside independent audit conducted during the program year.

10. A brief description of the current shareholder funding levels and any future plans to increase the shareholder contribution amount.

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