

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC EMERGENCY DOCKET RELATED )      CASE NO.  
TO THE NOVEL CORONAVIRUS COVID-19      )      2020-00085

ORDER

The Commission, by this Order, addresses three requests for deviation filed in this proceeding. The requests are (1) Jackson Energy Cooperative Corporation's (Jackson Energy) motion for deviation from its prepay tariff;<sup>1</sup> (2) Citipower LLC's (Citipower) motion for deviation from its public awareness plan;<sup>2</sup> and (3) the request of Todd County Water District (Todd District) for permission to cover credit card fees and deviation from its tariff.<sup>3</sup>

Jackson Energy requests deviation from its prepay tariff in order to comply with the Commission's September 21, 2020 Order in this proceeding, which provided that prepay customers that had arrearages should be provided with payment plans to address the arrearages or should be subject to a utility's prepay tariff regarding arrearages that allows payments to be split between current service and the arrearage. Jackson Energy states that its prepay tariff limits at \$350 the maximum amount of arrearage that can be included in a prepay split plan described above. Jackson Energy requests that it be granted deviation from the \$350 maximum for arrearages in order to allow customers to use the

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<sup>1</sup> Jackson Energy Cooperative Corporation's Motion for Deviation from its Prepay Electric Service Tariff and Motion for Expedited Treatment (filed Sept. 30, 2020).

<sup>2</sup> Motion for Deviation (filed Oct. 2, 2020).

<sup>3</sup> Attached as an Appendix to this Order.

current tariff split process for prepay plans for arrearages accrued between March 16, 2020, and October 1, 2020.

Citipower, in its motion for deviation, requests that the Commission grant deviation from the requirement in Citipower's public awareness plan that Citipower hand deliver public awareness messages to each resident that are not Citipower customers, but who are close to Citipower's facilities. As grounds for its motion Citipower states that it wishes to protect its employees from being exposed to COVID-19 by being in close proximity to the residents. Citipower states that its public awareness message is broadcast on local cable channels and that it will also provide copies of the message to its contractors.

Todd District requests deviation from its tariff provision that prohibits reconnection of service for a customer who has been disconnected for nonpayment until the customer has paid any arrearages.<sup>4</sup> Todd District requests to be able to offer the same payment plans to these customers as those required in the September 21, 2020 Order, and reconnect service upon execution of the payment plan, rather upon payment of the entire arrearage. Todd District also requests authorization to pay for the fees normally assessed to customers that pay their bills using a credit card through December 31, 2020.

The Commission finds good cause to grant all pending motions and requests for deviation as doing so is consistent with the policies established by the March 16, 2020 Order and September 21, 2020 Order entered in this docket. Granting Jackson Energy's and Todd District's requests merely allows those utilities to effectuate the intent of the

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<sup>4</sup> Todd District clarified to Commission Staff that this is for customers that do not pay on the default payment plans ordered by the September 21, 2020 Order and are then subsequently disconnected for nonpayment. Todd District, despite its efforts to educate and contact its customers, is concerned that some customers may not realize the importance of making payments on the payment plan or risk disconnection.

Commission's Orders in this matter. Granting Citipower's motion is in the public interest in order to reduce unnecessary exposure to COVID-19.

Based on the foregoing, IT IS HEREBY ORDERED that:

1. Jackson Energy's motion for deviation from its prepay tariff's maximum limit of \$350 is granted. This deviation extends for two years upon service of this Order.

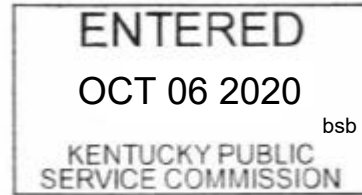
2. Citipower's motion for deviation from its public awareness plan is granted and it may temporarily suspend hand deliveries of its public awareness messages. This deviation extends for six months upon service of this Order.

3. Todd District's request for deviation from its tariff is granted to the extent it is necessary so that it may offer payment plans to customers disconnected for nonpayment. This deviation extends for two years upon service of this Order.

4. Todd District's request for approval to pay for credit cards fees through December 31, 2020, is granted.

5. Nothing in this Order prevents the Commission from issuing additional orders in this proceeding.

By the Commission



ATTEST:

A handwritten signature in blue ink, consisting of stylized cursive letters, positioned above a horizontal line.

Acting Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2020-00085 DATED OCT 06 2020

ONE PAGE TO FOLLOW

**From:** [tcwd00@gmail.com](mailto:tcwd00@gmail.com)  
**To:** [PSC Executive Director](#)  
**Subject:** Response to Case no 2020-00085  
**Date:** Tuesday, September 29, 2020 3:21:35 PM  
**Attachments:** [image002.png](#)

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To whom it may concern:

The Todd County Water District is requesting a deviation from its tariff in relation to Case no. 2020-00085. The tariffs currently state a service will not be reconnected, after disconnection for non-payment, until all delinquent bills and charges owed by the customer have been paid. We request partial payments be allowed to reconnect services disconnected for non-payment on October 25<sup>th</sup>, 2020, with a monthly payment plan agreement as described by Case No 2020-00085. The district is concerned that some customers will not take note of the disconnection day printed on the bill, since there have been several months without disconnections. Some customers have accrued large balances and have not responded to any other attempts of contact by the District. It is unlikely these customers will be able to pay the full amount of the bill.

The District would also like permission to cover credit card fees for customers until December 31, 2020.

*Carla Moody*

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