## VIA ELECTRONIC MAIL

November 17, 2023
Ms. Linda Bridwell
Executive Director
NOV 172023
Kentucky Public Service Commission
PUBLIC SERVICE COMMISSION
211 Sower Blvd
Frankfort, KY 40601

## Re: Case No. 2022-00289

In the Matter of: Elizabeth L. Eichelberger v. Duke Energy Kentucky. Inc.
Dear Ms. Bridwell:
Duke Energy Kentucky, Inc. hereby submits its Responses to Staff's Fourth Request for Information. I certify that the electronic documents are true and accurate copies of the original documents.

Pursuant to the Commission's July 22, 2021 Order in Case No. 2020-00085, no paper copies of this filing will be made.

Respectfully submitted,
/s/Larisa M. Vaysman
Larisa M. Vaysman (98944)
Senior Counsel
Duke Energy Business Services LLC
139 East Fourth Street, 1303-Main
Cincinnati, Ohio 45202
Phone: (513) 287-4010
Fax: (513) 370-5720
Email: larisa.vaysman@duke-energy.com
Counsel for Duke Energy Kentucky, Inc.
Enclosures: As stated

## VERIFICATION

## STATE OF INDIANA COUNTY OF HENDRICKS <br> ) SS: )

The undersigned, Amber Kaufman, Consumer Affairs Specialist, being duly sworn, deposes and says that he 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 his knowledge, information and belief.


Subscribed and sworn to before me by Amber Kaufman on this 31 day of Octuber, 2023.


My Commission Expires: $5 / 3 / 30$

## VERIFICATION

## STATE OF NORTH CAROLINA COUNTY OF MECKLENBURG ) <br> ) $\mathrm{SS}:$

The undersigned, Beth White, GM Customer Billing, being duly sworn, deposes and says that he 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 his knowledge, information and belief.


Subscribed and sworn to before me by Beth White on this $3 /$ day of
$\qquad$ , 2023.


My Commission Expires: $11-9-24$

# KyPSC Case No. 2022-00289 

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## DATA REQUEST

STAFF-DR-04-001

STAFF-DR-04-002
STAFF-DR-04-003

STAFF-DR-04-004

## WITNESS

TAB NO.
Amber Kaufman. ..... 1
Beth White ..... 2
Amber KaufmanBeth White 3
Beth White ..... 4

## REQUEST:

Provide Ms. Eichelberger's bills from August 2023 to present.
RESPONSE:

Please see STAFF-DR-04-001 Attachment.

PERSON RESPONSIBLE: Amber Kaufman

duke-energy.com
800.544.6900

## Billing summary

| Previous Amount Due | $\$ 293.15$ |
| :--- | ---: |
| $\quad$ Payment Received Aug 04 | -291.00 |
| Current Budget Billing Plan Charges | 248.00 |
| Other Charges and Credits | 0.84 |
| Taxes | 0.08 |
| Total Amount Due Sep 11 | $\mathbf{\$ 2 5 1 . 0 7}$ |

Your usage snapshot


Average temperature in degrees

| $74^{\circ}$ | $68^{\circ}$ | $54^{\circ}$ | $46^{\circ}$ | $36^{\circ}$ | $40^{\circ}$ | $42^{\circ}$ | $43^{\circ}$ | $55^{\circ}$ | $63^{\circ}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Current Month | Aug 2022 |  | 12-Month Usage | Avg Monthly Usage | $76^{\circ}$ | $74^{\circ}$ |  |  |

## Your Energy Bill

Page 1 of 4

Service address

BETTY EICHELBERGER
$\square$

## For service Jul 19-Aug 17

Account number

Thank you for your payment.
The miscellaneous adjustment displaying in the Billing Summary is a result of an incorrect Rider PMM (Pipeline Modernization Mechanism) rate calculation, which was incorrectly applied as a credit rather than a charge, on your previous bill. An adjustment has been applied to reverse the credit amount and correctly apply the PMM Rider charge. We apologize for the inconvenience.

Duke Energy does not maintain customers' natural gas piping after or downstream of the meter. You should maintain such piping by periodically inspecting for leaks. If the piping is metal, you should also check for signs of corrosion. You should repair such piping if leaks or corrosion are discovered. For assistance locating, inspecting or repairing buried piping, please contact a licensed heating/plumbing contractor. You should always call 811 prior to digging. Once your lines are marked, always dig by hand if digging near natural gas piping.

Track your energy use to discover ways to help lower your bills. You'll see when your usage is high, so you can adjust habits to help save. Learn how at duke-energy.com/TrackUsage.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a $5.0 \%$ late charge.

Please return this portion with your payment. Thank you for your business.

Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

## Amount due

| $\begin{aligned} & \$ 251.07 \\ & \text { by Sp } 11 \end{aligned}$ | After Sep 11, the amount due will increase to $\$ 251.07$. |
| :---: | :---: |
| \$ | \$ |
| Add here, to help contribution to Sh | with a Amount enclosed |

Charlotte, NC 28201-1094
duke-energy.com
800.544.6900

Page 2 of 4
Account number

| Report an emergency |  |  |
| :--- | :--- | :--- |
| Electric/Gas outage | Electric | duke-energy.com/outages |
|  | Gas | 800.543 .5599 |
|  |  | 800.634 .4300 |

## Convenient ways to pay your bill

Online
Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy
In person
duke-energy.com/billing
duke-energy.com/autodraft
duke-energy.com/pay-now
800.544 .6900
P.O. Box 1094

Charlotte, NC 28201-1094
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
Home: Mon - Fri (7 a.m. to 7 p.m.)
duke-energy.com

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: Sep 18

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.

## Your usage snapshot - Continued <br> Gas usage history <br> 

## Average temperature in degrees

| $74^{\circ}$ | $68^{\circ}$ | $54^{\circ}$ | $46^{\circ}$ | $36^{\circ}$ | $40^{\circ}$ | $42^{\circ}$ | $43^{\circ}$ | $55^{\circ}$ | $63^{\circ}$ |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
|  | Current Month | Aug 2022 |  | 12-Month Usage | $76^{\circ}$ | Avg Monthly Usage |  |  |  |



| Current electric usage for meter number 320303612 |  |  |
| :--- | ---: | :---: |
| Actual reading on Aug 17 | 113636 |  |
| Previous reading on Jul 19 | -112605 |  |
| Energy Used | $1,031 \mathrm{kWh}$ |  |
| Billed kWh |  |  |


| Current Gas usage for meter number 1291848 |  |
| :--- | ---: |
| Actual reading on Aug 17 | 609 |
| Previous reading on Jul 19 | -609 |
| Gas Used | 0 CCF |

## Billing details - Electric

| Billing Period - Jul 1923 to Aug 1723 |  |
| :---: | :---: |
| Meter - 320303612 |  |
| Customer Charge | \$12.90 |
| Energy Charge |  |
| 1,031.000 kWh @ \$0.08099500 | 83.50 |
| Demand Side Management Cost Recovery Program Rider (DSM) |  |
| 1,031.000 kWh @ \$0.00349700 | 3.61 |
| Off-System Sales Profit Sharing Mechanism Rider (PSM) |  |
| 1,031.000 kWh @ \$-0.00490700 | -5.06 |
| Electric Fuel Adjustment |  |
| 1,031.000 kWh @ \$0.00949300 | 9.78 |

## Billing details - Electric continued

| Environmental Surcharge Mechanism Rider (ESM) | $\$ 10.66$ |
| :--- | ---: |
| Total Current Charges | $\$ 115.39$ |

## Billing details - Gas

| Billing Period - Jul 1923 to Aug 1723 |  |
| :--- | :---: |
| Meter - 1291848 |  |
| Customer Charge | $\$ 17.80$ |
| PMM Rider |  |
| $1.000 @ \$ 1.15000000$ 1.15 <br> Total Current Charges $\$ 18.95$ $\mathbf{l}$ |  |

## Billing details - Other Charges and Credits

| KY_Gas PMM Rider Dr | $\$ 0.84$ |  |
| :--- | :---: | :---: |
| Total Other Charges and Credits |  | $\$ 0.84$ |

## Billing details - Taxes

| Franchise Fee | $\$ 4.59$ |  |
| :--- | ---: | :--- |
| Rate Increase For School Tax | 4.17 |  |
| Kentucky Sales Tax | 0.05 |  |
| Total Taxes |  | $\mathbf{\$ 8 . 8 1}$ |


duke-energy.com
800.544 .6900

## Billing summary

| Previous Amount Due | $\$ 251.07$ |
| :--- | ---: |
| $\quad$ Payment Received Sep 06 | -499.07 |
| Current Budget Billing Plan Charges | 248.00 |
| Other Charges and Credits | -0.08 |
| Credit Amount, Do Not Pay | $\mathbf{\$ - 0 . 0 8}$ |

## Your usage snapshot



Average temperature in degrees

| $68^{\circ} \quad 54^{\circ}$ | $46^{\circ}$ | $36^{\circ}$ | $40^{\circ}$ | $42^{\circ}$ | $43^{\circ}$ | $55^{\circ}$ | $63^{\circ}$ | $70^{\circ}$ | $76^{\circ}$ | $75^{\circ}$ | $73^{\circ}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Current Month |  |  |  | Sep 2022 |  | 12-Month Usage |  |  | Avg Monthly Usage |  |  |
| Electric (kWh) |  | 940 |  |  |  |  | 769 |  |  | 481 |  |
| 12-month usage based on most recent history |  |  |  |  |  |  |  |  |  |  |  |

## Your Energy Bill

Page 1 of 4

Service address<br>BETTY EICHELBERGER<br>Bill date Sep 20, 2023<br>For service Aug 18-Sep 18<br>$$
32 \text { days }
$$

Account number

Thank you for your payment.
Know what's below. Call before you dig. Always call 811 before you dig, it's the law. Making this free call at least two full working days before you dig gets utility lines marked and helps protect you from injury and expense. Call 811 or visit call811.com.

The miscellaneous credit adjustment displaying in the Billing Summary is to correct sales tax charges that were previously applied to your account as part of the Pipeline Meter Modernization Tariff charge. We apologize for the inconvenience.

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a $5.0 \%$ late charge.

## Amount due

| $\$ 0.00$ | No payment is required at this <br> time. |
| :--- | :--- |
| Add here, to help others with a <br> contribution to Share the Light |  |
| Amount enclosed |  |

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094
duke-energy.com
800.544.6900

Page 2 of 4

## We're here for you

| Report an emergency  <br> Electric/Gas outage  <br>  Electric | duke-energy.com/outages <br>  <br>  <br>  <br>  <br>  | 800.543 .5599 |
| :--- | :--- | :--- |
|  |  | 800.634 .4300 |

## Convenient ways to pay your bill

Online
Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person
duke-energy.com/billing
duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900
P.O. Box 1094

Charlotte, NC 28201-1094
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: Oct 18

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.

## Your usage snapshot - Continued

Gas usage history


Average temperature in degrees

| $68^{\circ}$ | $54^{\circ}$ | $46^{\circ}$ | $36^{\circ}$ | $40^{\circ}$ | $42^{\circ}$ | $43^{\circ}$ | $55^{\circ}$ | $63^{\circ}$ | $70^{\circ}$ |
| :--- | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Current Month | Sep 2022 | 12-Month Usage | Avg Monthly Usage |  |  |  |  |  |
|  | 0 | 0 |  | 87 |  | $73^{\circ}$ |  |  |  |
| Gas (CCF) <br> 12-month usage based on most recent history |  |  |  |  |  |  |  |  |  |



Your Annual Budget Billing Plan keeps your monthly charge steady throughout the year, even as your usage goes up or down.

At renewal, we may adjust the amount of your monthly charge for the next plan year, based on your actual usage in this plan year. So far this year, you have a difference of $\$-591.46$ between plan charges and actual usage costs.

Thank you for participating in our Budget Billing Plan (BBP). After reviewing your account, we have determined that your BBP amount will need to be adjusted to better reflect your actual energy usage. Your monthly BBP amount will be changed from $\$ 248.00$ to $\$ 51.00$. Your new BBP amount will be reflected on your next month's bill. Questions? Call 800.544.6900.

| Current electric usage for meter number 320303612 |  |
| :--- | ---: |
| Actual reading on Sep 18 | 114576 |
| Previous reading on Aug 18 | -113636 |
| Energy Used | 940 kWh |
| Billed kWh | 940.000 kWh |


| Current Gas usage for meter number 1291848 |  |
| :--- | :---: |
| Actual reading on Sep 18 | 609 |
| Previous reading on Aug 18 | -609 |
| Gas Used | 0 CCF |

## Billing details - Electric

| Billing Period - Aug 1823 to Sep 1823 |  |
| :--- | :---: |
| Meter - 320303612 |  |
| Customer Charge | $\$ 12.90$ |
| Energy Charge |  |
| $\quad 940.000 \mathrm{kWh} @ \$ 0.08099500$ | 76.14 |
| Demand Side Management Cost Recovery Program Rider <br> (DSM) <br> $940.000 \mathrm{kWh} @ \$ 0.00349700$ | 3.29 |

Your current rate is Residential Service (RS).
For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

Billing details - Electric continued

| Off-System Sales Profit Sharing Mechanism Rider (PSM) |  |
| :--- | :---: |
| $\quad 940.000$ kWh @ \$0.00259600 | $\$ 2.44$ |
| Electric Fuel Adjustment |  |
| $\quad 940.000$ kWh @ \$0.00792900 | 7.45 |
| Environmental Surcharge Mechanism Rider (ESM) | 11.14 |
| Total Current Charges | $\$ 113.36$ |

## Billing details - Gas

| Billing Period - Aug 1823 to Sep 1823 |  |
| :--- | ---: |
| Meter - $\mathbf{1 2 9 1 8 4 8}$ |  |
| Customer Charge | $\$ 17.80$ |
| PMM Rider |  |
| $\quad 1.000 @ \$ 1.15000000$ | 1.15 |

## Billing details - Other Charges and Credits

| KY Franchise Fee Credit | $\$-0.03$ |  |
| :--- | :---: | :--- |
| KY State Sales Tax Credit | -0.05 |  |
| Total Other Charges and Credits |  | $\$-0.08$ |

## Billing details - Taxes

| Franchise Fee | $\$ 4.49$ |  |
| :--- | ---: | :--- |
| Rate Increase For School Tax | 4.11 |  |
| Total Taxes |  | $\mathbf{\$ 8 . 6 0}$ |

## $\int \begin{aligned} & \text { DUKE } \\ & \text { ENERGY. }\end{aligned}$ <br> duke-energy.com <br> 800.544.6900

## Your Energy Bill

Page 1 of 4
Service address Bill date Oct 24, 2023

BETTY EICHELBERGER
For service Sep 19-Oct 18

Thank you for your payment.
To help us repair malfunctioning streetlights, quickly: 1. Visit dukeenergy.com/lightrepair 2 . Provide us with the light's location and your contact information. 3. Specific addresses, landmarks and directions work best.

## Your usage snapshot



Average temperature in degrees

| $54^{\circ} 46^{\circ}$ | $36^{\circ}$ | $40^{\circ}$ | $42^{\circ}$ | $43^{\circ}$ | $55^{\circ}$ | $63^{\circ}$ | $70^{\circ}$ | $76^{\circ}$ | $75^{\circ}$ | $69^{\circ}$ | $61^{\circ}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Current Month |  |  |  | Oct 2022 |  | 12-Month Usage |  |  | Avg Monthly Usage |  |  |
| Electric (kWh) |  | 760 |  | 9 |  |  | ,618 |  |  | 468 |  |
| 12-month usage based on most recent history |  |  |  |  |  |  |  |  |  |  |  |

Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Mail your payment at least 7 days before the due date or pay instantly at duke-energy.com/billing. Late payments are subject to a $2.3 \%$ late charge.

## Amount due

| $\$ 0.00$ | No payment is required at this <br> time. |
| :--- | :--- |
| Add here, to help others with a <br> contribution to Share the Light |  |
| Amount enclosed |  |

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094
duke-energy.com
800.544.6900

Page 2 of 4

## We're here for you

| Report an emergency  <br> Electric/Gas outage  <br>  Electric | duke-energy.com/outages <br>  <br>  <br>  <br>  <br>  | 800.543 .5599 |
| :--- | :--- | :--- |
|  |  | 800.634 .4300 |

## Convenient ways to pay your bill

Online
Automatically from your bank account Speedpay (fee applies)

By mail payable to Duke Energy

In person
duke-energy.com/billing
duke-energy.com/autodraft
duke-energy.com/pay-now
800.544 .6900
P.O. Box 1094

Charlotte, NC 28201-1094
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
Home: Mon - Fri (7 a.m. to 7 p.m.)
duke-energy.com

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: Nov 16

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.

## Your usage snapshot - Continued <br> Gas usage history <br> 

## Average temperature in degrees

| $54^{\circ} 46^{\circ}$ | $36^{\circ}$ | $40^{\circ}$ | $42^{\circ}$ | $43^{\circ}$ | $55^{\circ}$ | $63^{\circ}$ | $70^{\circ}$ | $76^{\circ}$ | $75^{\circ}$ | $69^{\circ}$ | $61^{\circ}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Current Month |  |  | Oct 2022 |  | 12-Month Usage |  |  | Avg Monthly Usage |  |  |
| Gas (CCF) |  | 0 |  | 0 |  |  | 87 |  |  | 7 |  |
| 12-month usage based on most recent history |  |  |  |  |  |  |  |  |  |  |  |



| Current electric usage for meter number $\mathbf{3 2 0 3 0 3 6 1 2}$ |  |
| :--- | ---: |
| Actual reading on Oct 18 | 115336 |
| Previous reading on Sep 19 | -114576 |
| Energy Used | 760 kWh |
| Billed kWh | 760.000 kWh |


| Current Gas usage for meter number 1291848 |  |
| :--- | ---: |
| Actual reading on Oct 18 | 609 |
| Previous reading on Sep 19 | -609 |
| Gas Used | 0 CCF |

## Billing details - Electric

| Billing Period - Sep 1923 to Oct 1823 |  |
| :---: | :---: |
| Meter - 320303612 |  |
| Customer Charge - Sep 19 to Oct 12 | \$10.08 |
| Customer Charge - Oct 13 to Oct 18 | 2.60 |
| Energy Charge - Sep 19 to Oct 12 |  |
| 608.000 kWh @ \$0.08099500 | 49.24 |
| Home Energy Assistance Prgm | 0.30 |
| Energy Charge - Oct 13 to Oct 18 |  |
| $152.000 \mathrm{kWh} @ \$ 0.09965400$ | 15.15 |
| Demand Side Management Cost Recovery Program Rider (DSM) |  |
| 760.000 kWh @ \$0.00349700 | 2.66 |

## Billing details - Electric continued

| Off-System Sales Profit Sharing Mechanism Rider (PSM) |  |
| :--- | :--- |
| $\quad 760.000$ kWh @ \$0.00259600 | $\$ 1.97$ |
| Electric Fuel Adjustment |  |
| $\quad 760.000$ kWh @ \$0.00909100 | 6.91 |
| Environmental Surcharge Mechanism Rider (ESM) | 8.65 |
| Total Current Charges |  |

## Billing details - Gas

| Billing Period - Sep 19 23 to Oct $18 \mathbf{2 3}$ |  |
| :--- | :--- |
| Meter - 1291848 |  |
| Customer Charge | $\$ 17.80$ |
| PMM Rider |  |
| $1.000 @ \$ 1.15000000$ 1.15 <br> Total Current Charges $\$ 18.95$ $\mathbf{l}$ |  |

## Billing details - Taxes

| Franchise Fee | $\$ 3.96$ |  |
| :--- | ---: | :--- |
| Rate Increase For School Tax | 3.61 |  |
| Total Taxes |  | $\$ 7.57$ |

Your current rate is Residential Service (RS).
For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates

# Duke Energy Kentucky 

Case No. 2022-00289
STAFF Fourth Set Data Requests
Date Received: October 30, 2023
STAFF-DR-04-002

## REQUEST:

Refer to Duke Kentucky's response to Commission Staff's First Request for Information, Item 3(b).
a. Provide any authority permitting use of a three-month average in calculating budget billing instead of a 12-month average for gas and electric budget billing.
b. Provide any authority permitting use of average billings instead of average usage at present rates.

## RESPONSE:

a. The Company does not use a 3-month average in calculating budget bill amounts. Please see the Company's response to STAFF-DR-04-003(b). .
b. Neither the Company's gas nor electric tariffs specify which rates are applied to usage to calculate the budget bill amount, ${ }^{1}$ only that usage will be used. The Company believes that using the rates that were billed at the time that usage occurred leads to a better estimate it incorporates the fluctuation of rates month-to-month and reduces the likelihood that a budget amount will be set on the basis of a relative outlier rate. .

PERSON RESPONSIBLE: Beth White

[^0]
# Duke Energy Kentucky 

Case No. 2022-00289
STAFF Fourth Set Data Requests
Date Received: October 30, 2023
STAFF-DR-04-003

## REQUEST:

Refer to Duke Kentucky's electric tariff ${ }^{2}$ and Duke Kentucky's response to Commission Staff's Third Request for Information (Staff's Third Request), Item 4.
a. Identify all budget billing adjustments made to Ms. Eichelberger's account for electric service and provide any written request by Ms. Eichelberger to change budget billings or any documentation of phone calls in which she requested to change budget billings.
b. Provide separate calculations for gas and electric budget billing quarterly changes identified in Duke Kentucky's response to Staff's Third Request, Item 4(a).
c. If Duke Kentucky's response to request 4(b) above includes changes to electric budget billing, provide any authority permitting Duke Kentucky to change electric budget billing amounts quarterly.

## RESPONSE:

a. Account notes and Interaction records were reviewed on Ms. Eichelberger's account, no documentation was found of a request for a change in the budget bill amount in the past 12 months. Available phone call recordings were also reviewed. There was no documentation associated with phone calls to indicate the customer requested a change in the Budget Billing Plan amount in the past 12 months.

[^1]- In October of 2022, the electric portion was changed from $\$ 296$ to $\$ 177$, the gas portion was changed from $\$ 37$ to $\$ 35$.
- The plan was renewed in January of 2023, the electric portion of which was $\$ 229$, and the gas was $\$ 39$.
- The plan was reviewed in April of 2023, the electric portion was changed to $\$ 248$, and gas was changed to $\$ 43$.
- The plan was reviewed in July of 2023, the electric portion was changed to $\$ 210$, and the gas was changed to $\$ 38$.
- The plan was reviewed in October of 2023, the electric portion was changed to $\$ 40$, and the gas was changed to $\$ 11$.
b. Please see response to STAFF-DR-04-004 for explanation on how Accumulator (Budget Billing Balance) is calculated. Quarterly reviews are calculated as (Plan Price+ (Accumulator Total/Months Remaining in plan)). See STAFF-DR-04-003 Attachment which hosts calculations for gas and electric separately for 2022 and 2023.

Note: Accumulator charges columns are blank for January and February of 2022 due to plan differences in legacy system.
c. Previously, in response to STAFF-DR-03-004, the Company indicated that with the implementation of Customer Connect, a Budget Billing tariff update was filed for the Duke Energy Kentucky Gas Budget Billing Annual Plan, however, the Company inadvertently failed to file an update to the Kentucky Electric Budget Billing Annual Plan. The Company plans to file an update to the Electric Annual Plan now that an order has been issued in the Company's rate case, Case No. 2022-00372.

## PERSON RESPONSIBLE:

Amber Kaufman - a.
Beth White-a., b., c.

| Service Date End | Electric Charges | Electric Budget Bill Plan | Electric Charges with Tax | Single Month Electric Accumulator | Rolling Electric Accumulator | Gas Charges | Gas Budget Bill Plan | $\begin{gathered} \text { Gas Charges with } \\ \text { Tax } \end{gathered}$ | Single Month Gas Accumulator | Rolling Gas Accumulator | Tax | Total | Plan amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1/20/2022 | \$391.72 | \$296.00 | \$417.19 |  |  | \$76.74 | \$37.00 | \$81.73 |  |  | \$30.46 | \$498.92 | \$333.00 |
| 2/18/2022 | \$322.53 | \$0.00 | \$343.50 |  | \$243.02 | \$120.10 | \$0.00 | \$127.91 |  | \$61.32 | \$28.79 | \$471.42 | \$0.00 |
| 3/18/2022 | \$204.87 | \$296.00 | \$218.20 | \$218.20 | \$461.22 | \$34.85 | \$37.00 | \$37.11 | \$37.11 | \$98.43 | \$15.59 | \$255.31 | \$333.00 |
| 4/19/2022 | \$229.79 | \$296.00 | \$244.73 | - $\$ 51.27$ | \$409.95 | \$20.93 | \$37.00 | \$22.29 | -\$14.71 | \$83.72 | \$16.30 | \$267.02 | \$333.00 |
| 5/17/2022 | \$113.94 | \$296.00 | \$121.35 | -\$174.65 | \$235.30 | \$17.80 | \$37.00 | \$18.96 | -\$18.04 | \$65.68 | \$8.57 | \$140.31 | \$333.00 |
| 6/17/2022 | \$149.49 | \$296.00 | \$159.21 | -\$136.79 | \$98.51 | \$17.80 | \$37.00 | \$18.96 | -\$18.04 | \$47.64 | \$10.88 | \$178.17 | \$333.00 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7/19/2022 | \$157.00 | \$296.00 | \$167.21 | -\$128.79 | -\$30.28 | \$17.80 | \$37.00 | \$18.96 | - \$18.04 | \$29.59 | \$11.37 | \$186.17 | \$333.00 |
| 8/18/2022 | \$141.51 | \$296.00 | \$150.71 | -\$145.29 | -\$175.57 | \$17.80 | \$37.00 | \$18.96 | - $\$ 18.04$ | \$11.55 | \$10.36 | \$169.67 | \$333.00 |
| 9/19/2022 | \$108.78 | \$296.00 | \$115.85 | -\$180.15 | -\$355.72 | \$17.80 | \$77.00 | \$18.96 | -\$18.04 | - $\$ 6.49$ | \$8.23 | \$134.81 | \$333.00 |
|  |  | \$177.43 |  |  |  |  | \$34.84 |  |  |  |  |  | \$212.26 |
| 10/18/2022 | \$143.80 | \$177.00 | \$153.15 | - $\$ 23.85$ | - 379.57 | \$17.80 | \$35.00 | \$18.96 | - $\$ 16.04$ | - $\$ 22.53$ | \$10.51 | \$172.11 | \$212.00 |
| 11/16/2022 | \$192.45 | \$177.00 | \$204.96 | \$27.96 | - 5351.61 | \$19.51 | \$35.00 | \$20.78 | - \$14.22 | - $\$ 36.76$ | \$13.78 | \$225.74 | \$212.00 |
| 12/16/2022 | \$384.27 | \$177.00 | \$409.26 | \$232.26 | -\$119.35 | \$32.94 | \$35.00 | \$35.08 | \$0.08 | -\$36.67 | \$27.13 | \$444.34 | \$212.00 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |


| Service Date End | Electric Charges | Electric Budget Bill <br> Plan | Electric Charges with Tax | Single Month Electric Accumulator | Rolling Electric Accumulator | Gas Charges | Gas Budget Bill Plan | $\begin{gathered} \text { Gas Charges with } \\ \text { Tax } \end{gathered}$ | Single Month Gas Accumulator | Rolling Gas Accumulator | Tax | Total | Plan amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1/20/2023 | \$370.01 | \$229.00 | \$394.07 | \$165.07 | \$165.07 | \$74.10 | \$39.00 | \$78.92 | \$39.92 | \$39.92 | \$28.88 | \$472.99 | \$268.00 |
| 2/20/2023 | \$258.48 | \$229.00 | \$275.29 | \$46.29 | \$211.35 | \$47.67 | \$39.00 | \$50.77 | \$11.77 | \$51.69 | \$19.91 | \$326.06 | \$268.00 |
| 3/21/2023 | \$174.31 | \$229.00 | \$185.64 | -\$43.36 | \$168.00 | \$24.89 | \$39.00 | \$26.51 | -\$12.49 | \$39.20 | \$12.95 | \$212.15 | \$268.00 |
|  |  | \$247.67 |  |  |  |  | \$43.36 |  |  |  |  |  | \$291.02 |
| 4/20/2023 | \$140.62 | \$248.00 | \$149.76 | -\$98.24 | \$69.76 | \$22.27 | \$43.00 | \$23.72 | -\$19.28 | \$19.91 | \$10.59 | \$173.48 | \$291.00 |
| 5/19/2023 | \$88.43 | \$248.00 | \$94.18 | -\$153.82 | - 584.06 | \$17.80 | \$43.00 | \$18.96 | - $\$ 24.04$ | -\$4.13 | \$6.91 | \$113.14 | \$291.00 |
| 6/21/2023 | \$98.28 | \$248.00 | \$104.67 | -\$143.33 | -\$227.39 | \$17.38 | \$43.00 | \$18.51 | -\$24.49 | - $\$ 28.62$ | \$7.52 | \$123.18 | \$291.00 |
|  |  | \$210.10 |  |  |  |  | \$38.23 |  |  |  |  |  | \$248.33 |
| 7/24/2023 | \$98.01 | \$210.00 | \$104.38 | -\$105.62 | -\$333.01 | \$18.95 | \$38.00 | \$20.18 | - $\$ 17.82$ | -\$46.44 | \$7.60 | \$124.56 | \$248.00 |
| 8/17/2023 | \$115.39 | \$210.00 | \$122.89 | -\$87.11 | -\$420.11 | \$18.95 | \$38.00 | \$20.18 | - $\$ 17.82$ | - 564.25 | \$8.81 | \$143.15 | \$248.00 |
| 9/18/2023 | \$113.36 | \$210.00 | \$120.73 | - $\$ 89.27$ | -\$509.38 | \$18.95 | \$38.00 | \$20.18 | - $\$ 17.82$ | - $\$ 82.07$ | \$8.60 | \$140.91 | \$248.00 |
|  |  | \$40.21 |  |  |  |  | \$10.64 |  |  |  |  |  | \$50.85 |
| 10/18/2023 | \$97.56 | \$40.00 | \$103.90 | \$63.90 | -\$445.48 | \$18.95 | \$11.00 | \$20.18 | \$9.18 | -\$72.89 | \$7.57 | \$124.08 | \$51.00 |
|  |  |  |  |  |  |  |  |  |  |  |  |  | \$51.00 |
|  |  |  |  |  |  |  |  |  |  |  |  |  | \$51.00 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# Duke Energy Kentucky 

Case No. 2022-00289
STAFF Fourth Set Data Requests
Date Received: October 30, 2023
STAFF-DR-04-004

## REQUEST:

Refer to the Appendix to this request for information, which, using information from Ms. Eichelberger's Duke Kentucky bills calculates her expected budget billing balance and compares it to the budget billing balance listed on the bill itself. Beginning with the March 19, 2022, explain whether Commission Staff's calculations are correct. If so, explain why the amounts on Ms. Eichelberger's actual bills are incorrect. If not, explain why and how Commission Staff's calculations are incorrect.

## RESPONSE:

Commission Staff's calculations are incorrect; however, the bill presentation was also incorrect for the February and March 2022 bill periods. There was an issue with bill presentation relating to the Budget Billing Accumulator that was corrected in April 2022 with the conversion to the new Customer Information System (CIS).

Commission Staff's calculations are incorrect in that they are omitting the Budget Billing Plan price and instead utilizing the customer's payment to calculate the Budget Billing Balance. The payment is unrelated to the plan pricing or accumulator balance. If the customer pays more than their total amount due on the bill statement, the excess remains as a credit that applies to the following statement.

The March 2022 invoice notes $\$ 892.65$ as the Budget Billing Accumulator balance which is the sum of the prior accumulator balance of $\$ 637.34$ plus the total current charges for the March invoice of $\$ 255.31$, instead of adding the prior accumulator balance and the
single month difference between the total charges and the budget billing charges (\$-77.69) to note the Budget Billing Accumulator as $\$ 559.65$. This issue was corrected for the April invoice forward.

Any charges listed separately on the billing invoice summary are outside of the plan calculations. The attached Duke Energy calculation places these charges after the Total Charges column to properly calculate the differences between the Budget Billing Plan amount and Total Charges.

Additionally, the Budget Billing Annual Plan for Ms. Eichelberger's account ended in December of 2022 and was renewed in January. This renewal results in a true-up on the December statement, which resets the Budget Billing Accumulator for the new plan year.

Please see STAFF-DR-04-004 Attachment which contains the calculations of the actual charges from March of 2022 to July of 2023, with the differences for each single month and the rolling calculation of the Budget Bill Accumulator. The Duke Energy Calculated Budget Billing Balance and Budget Billing Balance on Bill columns are in alignment from April 2022 forward.

## PERSON RESPONSIBLE: <br> Beth White

| Bill Date | Electric Charges | Gas <br> Charges | Taxes | Total Charges | Other Charges | Budget <br> Billing <br> Plan <br> Amount | Single <br> Month <br> Difference | Duke <br> Calculated <br> Budget <br> Billing <br> Balance | Budget <br> Billing <br> Balance <br> On Bill |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2/28/2022 | \$322.53 | \$120.10 | \$28.79 | \$471.42 |  |  |  | \$637.34 | \$637.34 |
| 3/19/2022 | \$204.87 | \$34.85 | \$15.59 | \$255.31 |  | \$333.00 | -\$77.69 | \$559.65 | \$892.65 |
| 5/5/2022 | \$229.79 | \$20.93 | \$16.30 | \$267.02 |  | \$333.00 | -\$65.98 | \$493.67 | \$493.67 |
| 5/19/2022 | \$113.94 | \$17.80 | \$8.57 | \$140.31 |  | \$333.00 | -\$192.69 | \$300.98 | \$300.98 |
| 6/21/2022 | \$149.49 | \$17.80 | \$10.88 | \$178.17 |  | \$333.00 | -\$154.83 | \$146.15 | \$146.15 |
| 7/21/2022 | \$157.00 | \$17.80 | \$11.37 | \$186.17 |  | \$333.00 | -\$146.83 | -\$0.68 | -\$0.68 |
| 8/22/2022 | \$141.51 | \$17.80 | \$10.36 | \$169.67 |  | \$333.00 | -\$163.33 | -\$164.01 | -\$164.01 |
| 9/21/2022 | \$108.78 | \$17.80 | \$8.23 | \$134.81 |  | \$333.00 | -\$198.19 | -\$362.20 | -\$362.20 |
| 10/22/2022 | \$143.80 | \$17.80 | \$10.51 | \$172.11 | \$16.65 | \$212.00 | -\$39.89 | -\$402.09 | -\$402.09 |
| 11/18/2022 | \$192.45 | \$19.51 | \$13.78 | \$225.74 |  | \$212.00 | \$13.74 | -\$388.35 | -\$388.35 |
| 12/20/2022 | \$384.27 | \$32.94 | \$27.13 | \$444.34 |  | \$212.00 | \$232.34 | -\$156.01 | -\$156.01 |
| TOTALS | \$2,540.15 | \$411.87 | \$191.97 | \$3,143.99 |  | \$3,300.00 | -\$156.01 |  |  |
| 1/20/2023 | \$370.01 | \$74.10 | \$28.88 | \$472.99 |  | \$268.00 | -\$204.99 | \$204.99 | \$204.99 |
| 2/20/2023 | \$258.48 | \$47.67 | \$19.91 | \$326.06 |  | \$268.00 | -\$58.06 | \$263.05 | \$263.05 |
| 3/21/2023 | \$174.31 | \$24.89 | \$12.95 | \$212.15 |  | \$268.00 | \$55.85 | \$207.20 | \$207.20 |
| 4/20/2023 | \$140.62 | \$22.27 | \$10.59 | \$173.48 |  | \$291.00 | \$117.52 | \$89.68 | \$89.68 |
| 5/19/2023 | \$88.43 | \$17.80 | \$6.91 | \$113.14 |  | \$291.00 | \$177.86 | -\$88.18 | -\$88.18 |
| 6/21/2023 | \$98.28 | \$17.38 | \$7.52 | \$123.18 |  | \$291.00 | \$167.82 | -\$256.00 | -\$256.00 |
| 7/24/2023 | \$98.01 | \$18.95 | \$7.60 | \$124.56 |  | \$248.00 | \$123.44 | -\$379.44 | -\$379.44 |


[^0]:    ${ }^{1}$ See KY.P.S.C. Electric No. 2, Sheet No. 25, p. 3 ("The Annual Plan provides 11 months of equal payments by using 12 months of customer's usage, dividing the usage by 11 , and using the result to calculate the bill."); KY.P.S.C. Gas No. 2, Sheet No. 25, p. 3 ("The Annual Plan provides 12 months of equal payments by using 12 months of customers' usage, dividing the usage by 12 , and using the result to calculate the bill.").

[^1]:    ${ }^{2}$ KY.P.S.C. Electric 2, Sixth Revised Sheet No. 25 (issued Mar. 18, 2022), page 3, effective April 18, 2022.

