

RECEIVED

OCT 31 2022

PUBLIC SERVICE  
COMMISSION

L. Allyson Honaker  
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October 31, 2022

**Via Email to PSCED@ky.gov**

Ms. Linda C. Bridwell, P.E.  
Executive Director  
Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40602

Re: *Steven Horton v. Duke Energy Kentucky, Inc.*— **Case No. 2022-00297**

Dear Ms. Bridwell:

Please find attached for electronic filing with the Commission, Duke Energy Kentucky, Inc.'s Responses to Commission Staff's First Request for Information in the above-styled case.

This is to certify that this is a true and accurate copy of the document that was filed via email with the Commission on October 31, 2022. A copy of this filing was emailed and mailed via U.S. Mail on October 31, 2022 to the Complainant and the Commission.

If you have any questions, please let me know.

Very truly yours,



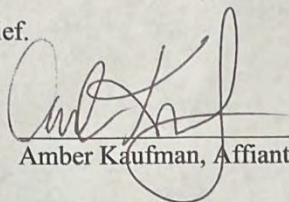
L. Allyson Honaker

Enclosure

VERIFICATION

STATE OF INDIANA )  
 ) SS:  
COUNTY OF HENDRICKS )

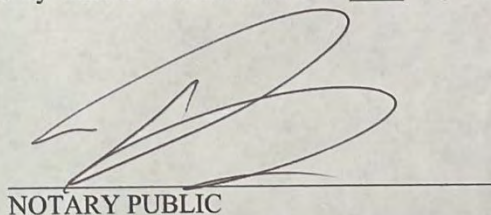
The undersigned, Amber Kaufman, Consumer Affairs Specialist, being duly sworn, deposes and says that he has personal knowledge of the matters set forth in the foregoing data requests, and that the answers contained therein are true and correct to the best of his knowledge, information and belief.

  
Amber Kaufman, Affiant

Subscribed and sworn to before me by Amber Kaufman on this 25<sup>th</sup> day of October, 2022.



ROBERT NORRELL  
Resident of Marion County, IN  
Commission Expires: April 3, 2023

  
NOTARY PUBLIC

My Commission Expires: April 3, 2023

**KyPSC Case No. 2022-00297**  
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STAFF-DR-01-002	Amber Kaufman .....	2
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**Duke Energy Kentucky**  
**Case No. 2022-00297**  
**STAFF First Set Data Requests**  
**Date Received: October 18, 2022**

**STAFF-DR-01-001**

**REQUEST:**

Refer to Duke Kentucky's Answer, page 1, paragraph 2.

- a. State why meter 1100223 was tested.
- b. If Mr. Horton requested that the meter be tested, state the date of his request and provide any written request and any documentation that a test request was made.
- c. Refer to Duke Kentucky's Answer, page 1, paragraph 2. State the date on which meter 1100223 was recycled.

**RESPONSE:**

- a. The meter was tested in the meter lab once it was removed from service. This is a Gas Operations protocol for removed meters.
- b. Mr. Horton did not request the meter to be tested.
- c. The meter was sent on June 20, 2022 to be recycled at a third-party facility. The date the meter itself was recycled is unknown to the Company.

**PERSON RESPONSIBLE:** Amber Kaufman

**Duke Energy Kentucky  
Case No. 2022-00297  
STAFF First Set Data Requests  
Date Received: October 18, 2022**

**STAFF-DR-01-002**

**REQUEST:**

Refer to Duke Kentucky's Answer, page 2, paragraph 5. Provide a copy of the original bill and the corrected bill sent to Mr. Horton for the May to June 2022 period.

**RESPONSE:**

Please see STAFF-DR-01-002 Attachment.

**PERSON RESPONSIBLE:** Amber Kaufman



## Your Energy Bill

Page 1 of 3

**Service address**

STEVEN J HORTON  
 [REDACTED]  
 [REDACTED]

Bill date Jun 16, 2022

For service May 13 - Jun 13  
 32 days

Account number [REDACTED]

### Billing summary

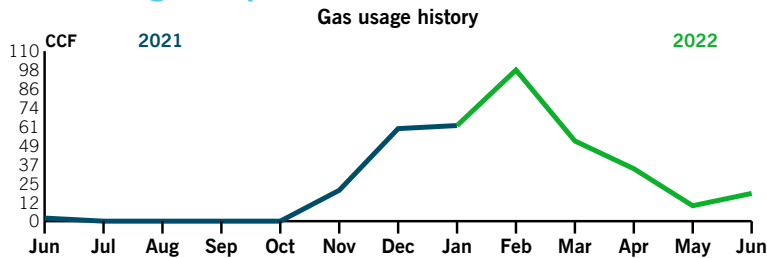
Previous Amount Due	\$31.01
<i>Payment Received May 23</i>	-31.01
Current Gas Charges	43.77
Taxes	2.67
<b>Total Amount Due Jul 07</b>	<b>\$46.44</b>



Thank you for your payment.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 1-800-544-6900 or complete an energy theft form at duke-energy.com, under the customer service link.

### Your usage snapshot



**Average temperature in degrees**

73° 75° 76° 69° 62° 42° 44° 29° 34° 47° 52° 66° 72°

	Current Month	Jun 2021	12-Month Usage	Avg Monthly Usage
Gas (CCF)	18	2	354	30

12-month usage based on most recent history

**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

Account number [REDACTED]

#### Amount due

**\$46.44**  
 by Jul 7

*After Jul 7, the amount due will increase to \$48.76.*

\$ \_\_\_\_\_ \$ \_\_\_\_\_

Add here, to help others with a contribution to Share the Light

**Amount enclosed**

**STEVEN J HORTON**  
 [REDACTED]

Duke Energy Payment Processing  
 PO Box 1094  
 Charlotte, NC 28201-1094

88 [REDACTED] 000330000000000000000000464400000046444



Account number [REDACTED]

## We're here for you

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### 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

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### 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

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### Correspond with Duke Energy (not for payment)

P.O. Box 1326  
Charlotte, NC 28201

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### 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	800.222.3448 or 711
International	1.407.629.1010

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### Request the condensed or detailed bill format

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

### Important to know

#### Your next meter reading: Jul 14

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.



Page 3 of 3  
 Account number [REDACTED]

### Your usage snapshot - Continued

<b>Current Gas usage for meter number 1100223</b>	
Actual reading on Jun 10	3186
Previous reading on May 13	- 3176
<hr/>	
Gas Used	10 CCF
<b>Current Gas usage for meter number 1500400 *</b>	
Actual reading on Jun 13	8
Previous reading on Jun 11	- 0
<hr/>	
Gas Used	8 CCF
Billed CCF	18.000 CCF



One centum cubic foot (CCF) is the amount of gas in a 100-cubic-foot space. If you have a standard oven, it would take about 20 hours to use 1 CCF of gas.

\* New Meter

### Billing details - Gas

<b>Billing Period - May 13 to Jun 13</b>	
<b>Meter - 1100223</b>	
<b>Meter - 1500400</b>	
Customer Charge	\$17.80
Gas Delivery Charge	
18.000 CCF @ \$0.52474000	9.45
Gas DSM Rider	
18.000 CCF @ \$0.01480300	0.27
Gas Cost Recovery	
18.000 CCF @ \$0.90290000	16.25
<hr/>	
<b>Total Current Charges</b>	<b>\$43.77</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Franchise Fee	\$1.32
Rate Increase For School Tax	1.35
<hr/>	
<b>Total Taxes</b>	<b>\$2.67</b>







Account number [REDACTED]

## We're here for you

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Gas Used	10 CCF
<b>Current Gas usage for meter number 1500400 *</b>	
Actual reading on Jun 13	0
Previous reading on Jun 11	- 0
<hr/>	
Gas Used	0 CCF
Billed CCF	10.000 CCF

\* New Meter

### Billing details - Gas

<b>Billing Period - May 13 to Jun 13</b>	
<b>Meter - 1100223</b>	
<b>Meter - 1500400</b>	
Customer Charge	\$17.80
Gas Delivery Charge	
10.000 CCF @ \$0.52474000	5.25
Gas DSM Rider	
10.000 CCF @ \$0.01480300	0.15
Gas Cost Recovery	
10.000 CCF @ \$0.90290000	9.03
<hr/>	
<b>Total Current Charges</b>	<b>\$32.23</b>

Your current rate is Residential Service (RS).

### Billing details - Taxes

Franchise Fee	\$0.97
Rate Increase For School Tax	0.99
<hr/>	
<b>Total Taxes</b>	<b>\$1.96</b>

**Duke Energy Kentucky  
Case No. 2022-00297  
STAFF First Set Data Requests  
Date Received: October 18, 2022**

**STAFF-DR-01-003**

**REQUEST:**

Refer to Duke Kentucky's Answer, Exhibit 1, Meter Testing Information. Provide a legible copy of the meter test results screenshots.

**RESPONSE:**

Please see STAFF-DR-01-003 Attachment.

**PERSON RESPONSIBLE:** Amber Kaufman

Meter

Clone Device

Meter: 11002231T  
 Alternate ID: T5505610  
 Company Code: ULH&P  
 Status: Retired  
 Service ID:  
 Type Code: 1166IT2  
 Location: GMC  
 Purchase Group: 001886  
 Tamper Code:  
 Periodic Interval: 8  
 Sample Group:  
 Shipment:  
 Batch:  
 Bin:  
 Pallet:  
 Box:

Readings	Activity	Comm	Other	Comments
Receive	6/20/2022 9:05:58 AM			AROHRIG
Pack				
Stock	8/22/2013 10:58:02 AM			S1516
Retire	6/29/2022 9:12:20 AM			T74965
Connect				
Disconnect				
Change	6/29/2022 9:12:20 AM			T74965
Remove	6/11/2022 4:00:00 AM			PP1SERVUSE
Install	9/26/2017 1:10:00 PM			TJKEEN

Manufacture Date: 6/13/2013

Remove Reason:  
 Retire Reason: MRAGE

Hold:  Obsolete:  New:

Flow Test

AFWA Test

Meter ID: 11002231T  
 Alternate ID: T5505610  
 Create Date: 6/29/2022 9:12:21 AM  
 Company Code: ULH&P  
 Test Reason: PERID  
 Pass:   
 Fail Count: 1  
 Manual Test:   
 Field Test:   
 Outlet Pressure:  
 Pressure Rate:  
 TC Read:  
 NC Read:  
 Environment Code: S  
 Drum Temperature:  
 Sample Group: P-KY-GP175-425

Open AVG: 99.23  
 Check AVG: 100.16  
 AFWA (0 - 425)  
 AFWA (426 - 1000)  
 AFWA (> 1000)

Results | Comments

As Found

Date: 6/29/2022 9:08:09 AM  
 By: T74965  
 Open: 99.23 Check: 100.16 DP: 0.28  
 Rate: 250 Rate: 50 Prover: UP-0005

As Left

Date: 6/29/2022 9:08:09 AM  
 By: T74965  
 Open: 99.23 Check: 100.16 DP: 0.28  
 Rate: 250 Rate: 50 Prover: UP-0005