

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC APPLICATION OF LOUISVILLE)	
GAS AND ELECTRIC COMPANY FOR AN)	
ADJUSTMENT OF ITS ELECTRIC AND GAS)	CASE NO.
RATES AND APPROVAL OF CERTAIN)	2025-00114
REGULATORY AND ACCOUNTING)	
TREATMENTS)	

COMMISSION STAFF'S FIFTH REQUEST FOR INFORMATION
TO LOUISVILLE GAS AND ELECTRIC COMPANY

Louisville Gas and Electric Company (LG&E), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on October 10, 2025. The Commission directs LG&E to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

LG&E shall make timely amendment to any prior response if LG&E obtains information that indicates the response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which LG&E fails or refuses to furnish all or part of the requested information, LG&E shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, LG&E shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to the Application, Tab 4, page 183 of 205.

- a. Explain why customers who have their service disconnected must establish a minimum balance of \$30 to be reconnected, instead of being reconnected upon establishing a positive balance.

b. Explain how LG&E determined that the prepay program would not be available to customers with past due balances greater than \$250.

c. Explain why customers that leave the prepay program will not be allowed to return to the program for 12 months.

2. Refer to the Direct Testimony of Shannon L. Montgomery, page 25, line 20, through page 28, line 8. Explain whether any investor-owned utilities in other states offer similar programs to that proposed by LG&E.

3. Refer to LG&E's response to the Office of the Attorney General and Kentucky Industrial Utility Customers First Request for Information, Item 48(e), Attachment. Provide the estimated savings assuming that paperless billing was made the default method for only new customers.

4. Refer to LG&E's response to Commission Staff's Fourth Request for Information, Item 3. Confirm that live customer service representatives would be available after-hours to prepay customers whose service is disconnected due to the balance reaching zero after hours. If not confirmed, explain the response.



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DATED OCT 01 2025

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