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Associate General Counsel

VIA EMAIL: PSCED@ky.gov

August 29, 2025

Ms. Linda C. Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

RECEIVED

AUG 29 2025

**PUBLIC SERVICE
COMMISSION**

Re: Case No. 2025-00118

In the Matter of: Stephanie Monette Smith v. Duke Energy Kentucky, Inc.

Dear Ms. Bridwell:

Duke Energy Kentucky, Inc. hereby submits electronically pursuant to 807 KAR 5:001, Section 8, its responses to Commission Staff's First Request for Information.

I certify that the electronically filed documents are true and accurate copies of the original documents and that there are currently no parties in this proceeding that the Commission has excused from participation by electronic means. 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)
Associate General Counsel
Duke Energy Business Services LLC
139 East Fourth Street, 1303-Main
Cincinnati, Ohio 45202
Phone: (513) 287-4010
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E-mail: larisa.vaysman@duke-energy.com
Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

cc: Melissa R. Dixon (via email)
Stephanie Monette Smith (via regular mail)

KyPSC Case No. 2025-00118
TABLE OF CONTENTS

<u>DATA REQUEST</u>	<u>WITNESS</u>	<u>TAB NO.</u>
STAFF-DR-01-001	Kristi Stanifer.....	1
STAFF-DR-01-002	Robert Ries.....	2

VERIFICATION

STATE OF INDIANA)

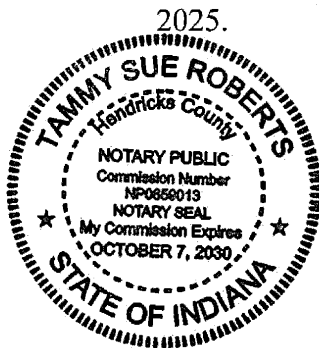
COUNTY OF Hendricks)

SS:

The undersigned, Kristi Stanifer, Senior Consumer Affairs Specialist, being duly sworn, deposes and says that she 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 her knowledge, information and belief.

Kristi Stanifer
Kristi Stanifer Affiant

Subscribed and sworn to before me by Kristi Stanifer on this 19th day of August,



Tammy S. Roberts
NOTARY PUBLIC

My Commission Expires: 10/7/2030

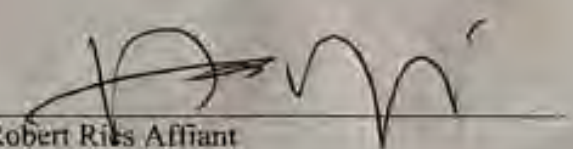
VERIFICATION

STATE OF OHIO

COUNTY OF HAMILTON


SS:

The undersigned, Robert Ries, Manager, Field Metering, 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.


Robert Ries Affiant

Subscribed and sworn to before me by Robert Ries on this 26 day of August, 2025.




ASHLEY N. KILBY

Notary Public, State of Ohio

My Commission Expires

May 19, 2030

COMMISSION: 2025-RE-8906001

NOTARY PUBLIC

My Commission Expires:

May 19, 2030

**Duke Energy Kentucky
Case No. 2025-00118
STAFF First Request for Information
Date Received: August 13, 2025**

STAFF-DR-01-001

REQUEST:

Refer to Duke Kentucky's Answer to Complaint, paragraph 9. Provide the itemized account statement indicating that the \$850 Rider AMO charges were removed from the Complainant's overall outstanding balance.

RESPONSE:

\$850.00 was credited to Complainant's account. Please see STAFF-DR-01-001 Attachment 1. The \$850.00 credit appears on page 4 of the invoice, in the "Billing details – Other Charges and Credits" box, as a "Regulated Electric Credit" of \$-850.00. The credit also is visible in the blue box Billing summary on page 1, as "Other Charges and Credits."

PERSON RESPONSIBLE: Kristi Stanifer



Account number [REDACTED]
[REDACTED]

We're here for you

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

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 (7 a.m. to 7 p.m.)	800.544.6900
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Important to know

Your next meter reading: Aug 15

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 \$6.50 for electric service that may be reconnected remotely, \$5.80 for electric service that is not eligible to be reconnected remotely, \$16.50 for electric service that was disconnected at the pole and \$90.00 for gas service. 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.

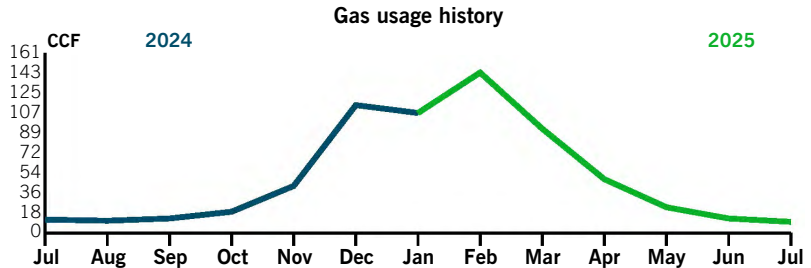
Para nuestros clientes que hablan Español

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.



Account number [REDACTED]

Your usage snapshot - Continued



Average temperature in degrees

76° 76° 71° 59° 50° 37° 26° 34° 49° 56° 62° 74° 78°

	Current Month	Jul 2024	12-Month Usage	Avg Monthly Usage
Gas (CCF)	10	12	636	53
12-month usage based on most recent history				

Current electric usage for meter number 320475272

Actual reading on Jul 16	30006
Previous reading on Jun 17	- 27279
Energy Used	2,727 kWh
Billed kWh	2,727.000 kWh

Current Gas usage for meter number 1255323

Actual reading on Jul 16	6839
Previous reading on Jun 17	- 6829
Gas Used	10 CCF
Billed CCF	10.000 CCF

Billing details - Electric

Billing Period - Jun 17 25 to Jul 16 25

Meter - 320475272

Customer Charge - Jun 17 to Jul 02	\$6.93
Customer Charge - Jul 03 to Jul 16	7.47
Energy Charge - Jun 17 to Jul 02	
1,454.000 kWh @ \$0.11163900	162.32
Home Energy Assistance Prgm	0.30
Energy Charge - Jul 03 to Jul 16	
1,273.000 kWh @ \$0.13011100	165.63
Demand Side Management Cost Recovery Program Rider (DSM)	
2,727.000 kWh @ \$0.00241800	6.59
Off-System Sales Profit Sharing Mechanism Rider (PSM)	
2,727.000 kWh @ \$0.00080600	2.20
Electric Fuel Adjustment	
2,727.000 kWh @ \$0.00062700	1.71
Environmental Surcharge Mechanism Rider (ESM)	19.18

Total Current Charges \$372.33

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates



Account number [REDACTED]

Billing details - Gas

Billing Period - Jun 17 25 to Jul 16 25	
Meter - 1255323	
Customer Charge	\$17.80
Gas Delivery Charge	
10.000 CCF @ \$0.52474000	5.25
Gas DSM Rider	
10.000 CCF @ \$0.00124900	0.01
Gas Cost Recovery	
10.000 CCF @ \$0.89820000	8.98
PMM Rider	
10.000 CCF @ \$0.12000000	1.20
Total Current Charges	\$33.24

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit duke-energy.com/rates

Billing details - Other Charges and Credits

Regulated Electric Credit	\$-850.00
Total Other Charges and Credits	\$-850.00

Billing details - Taxes

Franchise Fee	\$-13.33
Kentucky Sales Tax	-52.53
Total Taxes	\$-65.86

Duke Energy Kentucky
Case No. 2025-00118
STAFF First Request for Information
Date Received: August 13, 2025

STAFF-DR-01-002

REQUEST:

State whether other customers have been charged the Rider AMO's ongoing monthly charge since May 1, 2020 for months in which their bills were based on estimated usage as opposed to an actual manual meter read. If so, explain the circumstances under which a customer who has opted out of advanced meters pursuant to Rider AMO is charged the monthly charge despite being billed based on estimated usage and the circumstances under which they would not be billed the monthly charge because their bill is based on estimated usage.

RESPONSE:

Yes, there have been customers who were both (1) charged the monthly Rider AMO opt-out charge and also (2) had at least one estimated electric bill anytime between May 1, 2020 through July 31, 2025.

There are a number of circumstances in which a customer may be charged the Rider AMO opt-out monthly charge and be billed on estimated usage in a given month, including but not limited to restricted meter access, adverse weather conditions, or an improper meter configuration that prevents a field technician from obtaining a meter reading. Upon customer inquiry, the Company will refund the monthly fee if it determines that the circumstance preventing obtaining an actual read was within the Company's control.

PERSON RESPONSIBLE: Robert Ries