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Larisa.Vaysman@duke-energy.com Larisa M. Vaysman 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: <u>Case No. 2025-00118</u>

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 Fax: (513) 370-5720

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)

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

VERIFICATION

STATE OF IND	IANA)	
İ	1 1 1/6)	SS:
COUNTY OF _	<u>tendricks</u>)	
COUNTY OF _	tendricks)	3

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 Affiant

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

2025.

SUE ROOM

NOTARY PUBLIC

Commission Number

NP0659013

My Commission Expires

OCTOBER 7, 2030.

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OF INDIANAM

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,

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

Notary Public, State of Ohio My Commission Expires May 19, 2030 COMMISSION: 2025-RE-890-

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

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duke-energy.com 800.544.6900

Your Energy Bill

Page 1 of 4

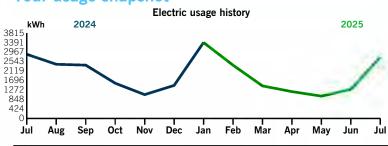
Service addressBill dateJul 18, 2025STEPHANIE SMITHFor serviceJun 17 - Jul 163927 LINCOLN AVE30 daysLATONIA KY 41015

Account number

Billing summary

	Previous Amount Due	\$442.19
	Payment Received Jul 08	-442.19
	Current Gas Charges	33.24
	Current Electric Charges	372.33
	Other Charges and Credits	-850.00
	Taxes	-65.86
۱	Monthly Charge for Plan # 100905046438	218.53
	Credit Amount, Do Not Pay	\$-291.76

Your usage snapshot



Average temperature in degrees

76°	76°	71°	59°	50°	37°	26°	34°	49°	56°	62°	74°	78°
		Cur	rent M	onth	Jul 20)24	12-Mo	nth Us	age	Avg Mo	nthly U	Isage
Electri	c (kWh))	2,727		2,86	51	2	2,268		1	,856	
12-m	12-month usage based on most recent history											

Installment Plan Tracker

Thank you for setting up an installment plan to help satisfy your past-due balance. This bill includes current energy charges and your monthly installment amount. If you are unable to make this payment by the date due, you will be removed from the installment plan and payment of your total balance will be required. You can track your plan(s) below.

Plan number 100905046438 (18-month agreement)

Start date Jan 31, 2025

Monthly installment charge \$218.53
Starting balance \$3,933.64
Previous balance \$3,059.52

Payment received \$218.53 Plan balance \$2,840.99



Thank you for your payment.

Schedule a FREE home energy assessment today and save energy and money this summer! The assessment will include a check for air leaks, examination of insulation levels, appliance review and more. Call 844.346.4366 or visit duke-energy.com/EnergyPro.

Help lower your energy bill. Shop the Online Savings Store to save \$50 instantly on energy-efficient items at Duke-Energy.com/ ClaimSavings. Enjoy FREE SHIPPING on orders over \$49.

Summer savings have landed! Explore all the ways you can save right now at duke-energy.com/SummerTips

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.

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



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

> STEPHANIE SMITH 3927 LINCOLN LATONIA KY 41015

Amount du

Account number

\$0.00

No payment is required at this time.

Add here, to help others with a 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 Account number

We're here for you

Report an emergency

Electric/Gas outage

Electric 800.543.5599 Gas 800.634.4300

Convenient ways to pay your bill

Online Automatically from your bank account

Speedpay (fee applies)

duke-energy.com/autodraft duke-energy.com/pay-now 800.544.6900

duke-energy.com/billing

duke-energy.com/outages

P.O. Box 1094

By mail payable to Duke Energy

Charlotte, NC 28201-1094 duke-energy.com/location

duke-energy.com/paperless

In person

Help managing your account (not applicable for all customers)

Register for free paperless billing

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.)

800.544.6900 Business: Mon - Fri (7 a.m. to 6 p.m.) 800.774.1202

duke-energy.com

For hearing impaired TDD/TTY

711

International

1.407.629.1010

Request the condensed or detailed bill format

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

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

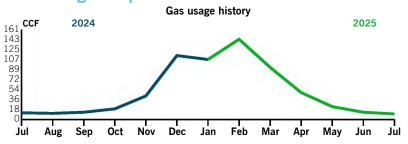
We may process the payment as a regular check or convert it into a one-time electronic check payment.

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.



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 Ju	116	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	\$372.3

Your current rate is Residential Service (RS).

For a complete listing of all Kentucky rates and riders, visit dukeenergy.com/rates



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

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

Your current rate is Residential Service (RS).

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

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

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