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VIA EMAIL: [PSCED@ky.gov](mailto:PSCED@ky.gov)

March 17, 2026

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

**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 Second 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

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*Counsel for Duke Energy Kentucky, Inc.*

Enclosures: As stated

cc: Melissa R. Dixon (via email)

**RECEIVED**

**MAR 17 2026**

**PUBLIC SERVICE  
COMMISSION**

**KyPSC Case No. 2025-00118**  
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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 9<sup>th</sup> day of March, 2026.

AMY MCKENNA  
NOTARY PUBLIC  
HENDRICKS COUNTY, STATE OF INDIANA  
MY COMMISSION EXPIRES SEPTEMBER 21, 2033  
COMMISSION NUMBER NP0766012

Amy McKenna  
NOTARY PUBLIC

My Commission Expires: September 21, 2033

**Duke Energy Kentucky**  
**Case No. 2025-00118**  
**STAFF Second Request for Information**  
**Date Received: February 23, 2026**

**STAFF-DR-02-001**

**REQUEST:**

Refer to Duke Kentucky's Answer to Complainant's Response (Duke Kentucky's Answer), paragraph 8. Explain how Duke Kentucky calculated the estimated customer usage from November 16, 2022, to April 16, 2024. Also explain how the malfunction time was calculated through April 2024, but the meter was replaced in March 2024.

**RESPONSE:**

Regarding how the Company calculated the estimated usage, please see the Company's responses to Complainant-DR-01-001 and Complainant-DR-01-002.

Regarding the timing of the usage re-calculation, this was due to the Company's replacement of the meter occurring in the middle of a bill cycle. The billing cycle ended on 3/15/2024, and the investigation was completed on 3/20/2024. To include the period between 3/15/2024 and 3/20/2024, the Company's correction impacted the bill cycle ending on April 16, 2024.

**PERSON RESPONSIBLE:** Kristi Stanifer

**Duke Energy Kentucky  
Case No. 2025-00118  
STAFF Second Request for Information  
Date Received: February 23, 2026**

**STAFF-DR-02-002**

**REQUEST:**

Refer to Duke Kentucky's Answer, paragraph 9. Explain how Duke Kentucky determined the credit to Complainant's account should be \$850 if she paid \$25 monthly for the AMO Rider charges between the months of September 14, 2022, and March 20, 2024.

**RESPONSE:**

A human performer calculated the \$850.00 credit to be for the AMO Rider Charges from September 14, 2022 to June 16, 2025 rather than between September 14, 2022 and March 20, 2024.

**PERSON RESPONSIBLE:** Kristi Stanifer

**Duke Energy Kentucky**  
**Case No. 2025-00118**  
**STAFF Second Request for Information**  
**Date Received: February 23, 2026**

**STAFF-DR-02-003**

**REQUEST:**

Refer to Duke Kentucky's Answer, paragraphs 13 and 14. Explain how Duke Kentucky determined Complainant's monthly payment plan should consist of \$218, noting that the total Duke Kentucky claimed she was underbilled for the 18-month period was \$2,869.93. In the response provide what section of Duke Kentucky's tariff it is relying on to calculate the repayment section.

**RESPONSE:**

The account was enrolled into an 18-month Installment Plan with a start date of March 12, 2025 for \$3,933.64. This calculated the monthly installment amount to \$218.53 (\$3,933.64 divided by 18), plus current charges each month. At the time Complainant enrolled in the installment plan, she had a balance of \$1,063.71 that was not part of the underbilled amount, which is how the \$3,933.64 figure was reached. The spreading of the underbilling over 18 months was consistent with 807 KAR 5:006, Section 11(2)(e), which provides that "A utility shall not require customer repayment of an underbilling to be made over a period shorter than a period coextensive with the underbilling." Additionally, the Company complied with KRS 278.225, which provides that "No customer shall be liable for unbilled service after two (2) years from the date of the service, unless the customer obtained the service through fraud, theft, or deception." Additionally, the Company's electric tariff, KY P.S.C. Electric No. 2, Sheet No. 25, page 4, permits the Company to "negotiate and accept reasonable installment plans at the request of residential customers who have received a

termination notice according to the regulations governing failure to pay.” The customer received a notice of disconnection on her bill issued on January 24, 2025, which contained the \$3,933.64 total balance.

**PERSON RESPONSIBLE:** Kristi Stanifer

**Duke Energy Kentucky**  
**Case No. 2025-00118**  
**STAFF Second Request for Information**  
**Date Received: February 23, 2026**

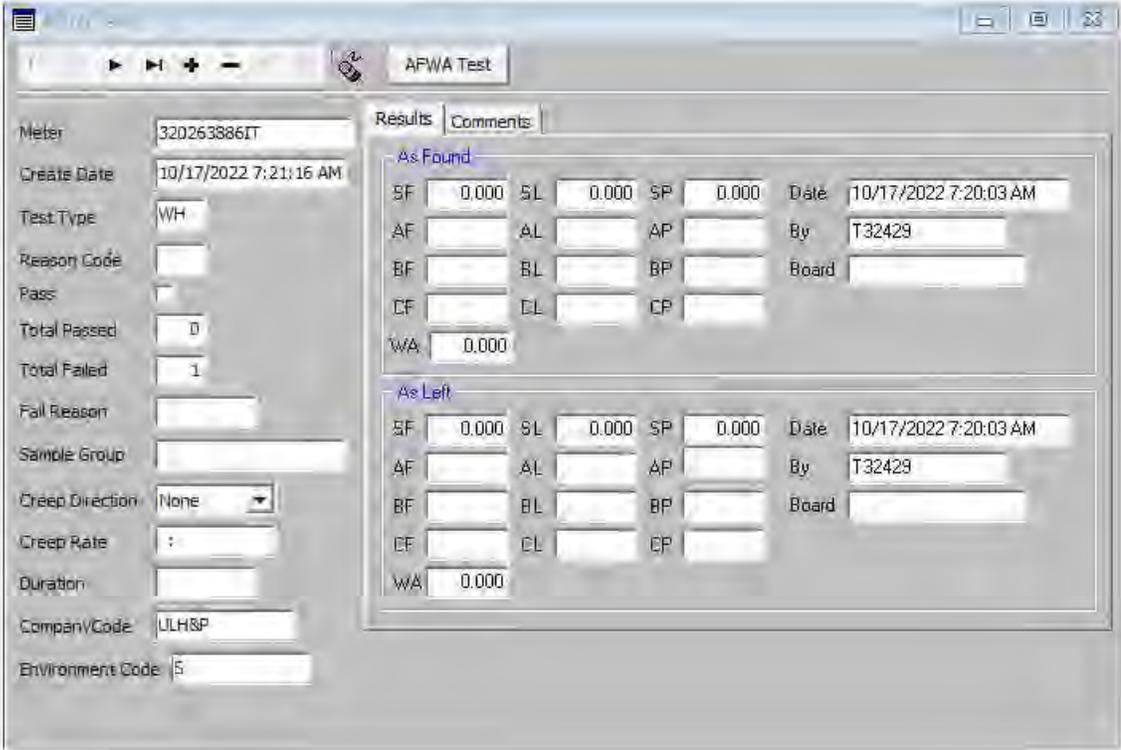
**STAFF-DR-02-004**

**REQUEST:**

Refer to Duke Kentucky’s Answer, paragraph 6. State whether Duke Kentucky tested the meter after discovering the malfunction and removing it. If so, provide the results of the test.

**RESPONSE:**

Meter # 320 263 886 was removed for opt-out, and meter # 108 268 903 was installed September 2022. Meter # 320 263 886 had water in it, and below are the results of the meter test:



Meter # 108 268 903 was removed and meter # 320 475 272 was installed March 2024.

Meter # 108 268 903 had a broken base, and below are the results of the meter test:

Meter Test

AFWA Test

Meter: 108268903IT

Create Date: 7/3/2024 9:55:55 AM

Test Type: WH

Reason Code:

Pass:

Total Passed: 0

Total Failed: 1

Fail Reason:

Sample Group:

Creep Direction: None

Creep Rate: :

Duration:

Company Code: ULH&P

Environment Code: S

Results | Comments

As Found

SF	0.000	SL	0.000	SP	0.000	Date	7/3/2024 9:55:47 AM
AF		AL		AP		By	T97127
BF		BL		BP		Board	
CF		CL		CP			
WA	0.000						

As Left

SF	0.000	SL	0.000	SP	0.000	Date	7/3/2024 9:55:47 AM
AF		AL		AP		By	T97127
BF		BL		BP		Board	
CF		CL		CP			
WA	0.000						

**PERSON RESPONSIBLE:** Kristi Stanifer

**Duke Energy Kentucky  
Case No. 2025-00118  
STAFF Second Request for Information  
Date Received: February 23, 2026**

**STAFF-DR-02-005**

**REQUEST:**

State when Duke Kentucky performed its periodic assessments of the meter from September 2022 to April 2024 and provide any relevant records. If Duke Kentucky was unable to read the meter, provide the required records indicating such pursuant to 807 KAR 5:006, Section (5)(d).

**RESPONSE:**

The meter was being read every month, but the meter was displaying all zeros. The meter usage/meter reading history is attached as STAFF-DR-02-005 Attachment. Records pertaining to testing and assessment of the meter are provided in the Company's responses to STAFF-DR-02-004 and COMPLAINANT-DR-01-003.

**PERSON RESPONSIBLE:** Kristi Stanifer



Billing History - DEK

Date of Bill	Billing From Date	Billing To Date	KWH Usage	Electric Meter Reading	Electric Meter Reading Type	Electric Charges	CCF Usage	Gas Meter Reading	Gas Meter Reading Type	Gas Charges	Outdoor Light Charges	Products and Services	Late Payment Charge	Budget Bill Amount	Installment Amount	Taxes	Total Current Charges	Other Charges Credits	Invoice Total Amount	Unpaid Balance	Payment Date	Payment Amount	Print Document	Budget Bill Balance	Installment Plan Amount	Corrected Bill
04/22/2024	03/16/2024	04/16/2024	1,263	1,263	Actual	\$185.63	52	6,157	Actual	\$69.78						\$6.91	\$262.32	\$80.82	\$343.14	\$0.00	05/09/2024	(\$183.14)	210003143448		No	
04/22/2024	03/16/2024	04/16/2024	1,263	1,263	Actual	\$185.63	52	6,157	Actual	\$69.78						\$6.91	\$262.32	\$80.82	\$343.14	\$0.00	05/01/2024	(\$160.00)	210003143448		No	
03/19/2024	02/16/2024	03/18/2024				\$38.88	78	6,105	Actual	\$113.76						\$3.83	\$156.47	\$224.35	\$380.82	\$80.82	04/10/2024	(\$300.00)	200312495658		No	
02/19/2024	01/17/2024	02/16/2024				\$40.10	118	6,027	Actual	\$178.45						\$5.80	\$224.35	\$0.00	\$224.35	\$224.35			200412403416		No	
01/18/2024	12/15/2023	01/17/2024				\$39.70	147	5,909	Actual	\$189.47						\$6.12	\$235.29	\$0.00	\$235.29	\$0.00	02/09/2024	(\$235.29)	200852319828		No	
12/18/2023	11/16/2023	12/15/2023				\$39.10	101	5,762	Actual	\$137.69						\$4.55	\$181.34	\$0.00	\$181.34	\$0.00	01/16/2024	(\$181.34)	200902238851		No	
11/17/2023	10/18/2023	11/16/2023				\$39.68	65	5,661	Actual	\$93.34						\$3.24	\$136.26	\$0.00	\$136.26	\$0.00	12/11/2023	(\$136.26)	200502153266		No	
10/24/2023	09/16/2023	10/18/2023				\$39.24	22	5,596	Actual	\$42.29						\$1.70	\$83.23	\$71.76	\$154.99	\$0.00	11/07/2023	(\$154.99)	200102081608		No	
09/19/2023	08/16/2023	09/18/2023				\$39.31	11	5,574	Actual	\$30.62						\$1.35	\$71.28	\$70.54	\$141.82	\$71.82	10/09/2023	(\$70.00)	200771984102		No	
08/18/2023	07/18/2023	08/17/2023				\$39.21	10	5,563	Actual	\$29.34						\$1.31	\$69.86	\$0.68	\$70.54	\$70.54			200861901296		No	
07/24/2023	06/16/2023	07/18/2023				\$38.88	12	5,553	Actual	\$31.42						\$1.36	\$71.66	\$0.00	\$71.66	\$0.00	08/15/2023	(\$71.66)	200831829219		No	
06/20/2023	05/17/2023	06/19/2023				\$39.43	10	5,541	Actual	\$27.88						\$1.27	\$68.58	\$0.00	\$68.58	\$0.00	07/07/2023	(\$68.58)	200881734805		No	
05/18/2023	04/18/2023	05/17/2023				\$38.82	33	5,531	Actual	\$51.07						\$1.94	\$91.83	\$0.00	\$91.83	\$0.00	06/09/2023	(\$91.83)	200411646063		No	
04/19/2023	03/17/2023	04/18/2023				\$39.36	74	5,498	Actual	\$84.75						\$2.97	\$127.08	\$197.40	\$324.48	\$0.00	05/04/2023	(\$324.48)	200831567264		No	
03/24/2023	02/16/2023	03/16/2023				\$39.45	91	5,424	Actual	\$127.39						\$4.25	\$171.09	\$226.31	\$397.40	\$197.40	04/12/2023	(\$200.00)	200981489344		No	
02/17/2023	01/18/2023	02/16/2023				\$39.37	134	5,333	Actual	\$217.99						\$6.97	\$264.33	\$261.98	\$526.31	\$226.31	03/06/2023	(\$300.00)	200721398144		No	
02/08/2023	12/16/2022	01/16/2023				\$39.23	154	5,199	Actual	\$215.84						\$6.91	\$261.98	\$0.00	\$261.98	\$261.98			210001771116		No	
12/19/2022	11/16/2022	12/16/2022				\$38.86	119	5,045	Actual	\$167.98						\$5.46	\$212.30	\$0.00	\$212.30	\$0.00	02/03/2023	(\$212.30)	200031235137		No	
11/17/2022	10/18/2022	11/16/2022				\$37.96	63	4,926	Actual	\$124.81						\$4.13	\$166.90	\$0.00	\$166.90	\$0.00	12/12/2022	(\$166.90)	200091145382		No	
10/20/2022	08/17/2022	10/18/2022				\$38.41	18	4,863	Actual	\$46.21						\$9.04	\$93.66	(\$8.09)	\$85.57	\$0.00	11/08/2022	(\$85.57)	210001391087		Yes	
10/20/2022	08/17/2022	09/17/2022	1,859	74,304	Actual	\$229.98	12	4,845	Actual	\$36.74						\$0.00	\$266.72	(\$181.15)	\$85.57	\$0.00	11/08/2022	(\$85.57)	210001391087		Yes	
10/19/2022	08/17/2022	09/17/2022	(1,867)															(\$274.81)					610000558073		No	
09/20/2022	08/17/2022	09/17/2022	1,867	74,304	Estimate	\$230.80	12	4,845	Actual	\$36.74						\$7.27	\$274.81	\$100.00	\$374.81	\$0.00	10/13/2022	(\$374.81)	200950978712		No	

**Duke Energy Kentucky**  
**Case No. 2025-00118**  
**STAFF Second Request for Information**  
**Date Received: February 23, 2026**

**STAFF-DR-02-006**

**REQUEST:**

Provide what procedures Duke Kentucky has to highlight malfunctioning meters such as the one in this scenario and identify which of those procedures were implemented here, when they were performed, and any procedures that were not implemented at the service address relevant to this Complaint.

**RESPONSE:**

Work Management Process –

When a Business Process Exception Management (BPEM) is received from meter reading regarding a defective meter, the processor creates an investigative order to have a technician go out and evaluate the issue. The technician will determine if the meter is good or needs to be changed out. If the meter needs to be changed out, the technician can create an order in SS9, or they can contact 4499 (WMS) to have an order created.

A meter reader entered trouble code “METER STOPPED” on December 16, 2022, and a meter reader(s) entered trouble code “display frozen” in January 2023. This caused a BPEM to issue but did not result in a meter change.

Meter reader reported “display frozen” on 3/18/2024, WMS received BPEM 3/18/2024 and created an investigative order for 3/19/2024. The technician completed the order on 3/20/2024.

[ SS9 PP1SERVUSER 03/20/2024 12:35:31 ]  
used 0s to complete display stuck on reset instaleed same  
mtr type-opt out #320 475 272 completed change order  
[ CSR MKMOOR1 03/19/2024 07:06:00 ]  
per meter reading DISPLAY FROZEN

**PERSON RESPONSIBLE:** Kristi Stanifer