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VIA EMAIL: 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 Complainant'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
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Cincinnati, Ohio 45202
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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)

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 9th 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
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-001

REQUEST:

Provide detailed information regarding the calculation of the back charge applied to Ms. Smith's account on or about December 23, 2024. Your response should include the following:

- a. The methodology used to estimate Ms. Smith's utility usage for the period in question, including any formulas, historical data, or assumptions applied;
- b. The source of the estimated usage figures, including whether they were derived from prior actual readings, regional averages, or other benchmarks;
- c. The reason actual usage data was not available for the period in question, and any steps taken to obtain or verify actual meter readings; and
- d. A copy of any internal policies or procedures that govern the use of estimated billing and back charges.

RESPONSE:

- a. Please see COMPLAINT-DR-01-001(a) Attachment and part b below.
- b. A human performer gathered data from what was previously recorded. For example, if the usage for the same month billed in SAP for prior or following year, the account would be billed for that usage. If there is no usage billed in SAP, then we get an average from kWh per day for surrounding months.
- c. The meter was being read every month, but displaying zeros, which did not reflect the actual usage.

d. When the Company discovers that a customer has been incorrectly billed (not as part of a usage monitoring investigation), the Company's policy is to comply with KRS 278.225 regarding the duration of backbilling and to comply with 807 KAR 5:006, Section 11(2) regarding any adjustments.

PERSON RESPONSIBLE: Kristi Stanifer

Note: KY = 24 / OH = 12

Tax District USKY4101515460
 Percentage rate: 100.00% Tax Percent: 3% 0% 0%

Name Address	Stephanie Smith 3927 Lincoln Ave. Latonia, KY 41015					Corrected Charge			Was Billed		
	SAP Usage	SAP Charge	Corrected SAP Usage	Demand	Corrected SAP Charge	Franchise Fee	School Tax	Sales Tax	Franchise Fee	School Tax	Sales Tax
4/16/2024	1263	\$ 185.63	1329	0	\$ 192.94	\$ 5.79	\$ -	\$ -	\$ 5.57	\$ -	\$ -
3/18/2024	0	\$ 38.88	1025	0	\$ 157.96	\$ 4.74	\$ -	\$ -	\$ 1.17	\$ -	\$ -
2/16/2024	0	\$ 40.10	1546	0	\$ 233.24	\$ 7.00	\$ -	\$ -	\$ 1.20	\$ -	\$ -
1/17/2024	0	\$ 39.70	1438	0	\$ 219.71	\$ 6.59	\$ -	\$ -	\$ 1.19	\$ -	\$ -
12/15/2023	0	\$ 39.10	1262	0	\$ 197.32	\$ 5.92	\$ -	\$ -	\$ 1.17	\$ -	\$ -
11/16/2023	0	\$ 39.68	771	0	\$ 137.35	\$ 4.12	\$ -	\$ -	\$ 1.19	\$ -	\$ -
10/18/2023	0	\$ 39.24	1565	0	\$ 209.69	\$ 6.29	\$ -	\$ -	\$ 1.18	\$ -	\$ -
9/18/2023	0	\$ 39.31	2376	0	\$ 289.67	\$ 8.69	\$ -	\$ -	\$ 1.18	\$ -	\$ -
8/17/2023	0	\$ 39.21	2414	0	\$ 276.13	\$ 8.28	\$ -	\$ -	\$ 1.18	\$ -	\$ -
7/18/2023	0	\$ 38.88	2861	0	\$ 305.15	\$ 9.15	\$ -	\$ -	\$ 1.17	\$ -	\$ -
6/19/2023	0	\$ 39.43	2014	0	\$ 257.61	\$ 7.73	\$ -	\$ -	\$ 1.18	\$ -	\$ -
5/17/2023	0	\$ 38.82	1600	0	\$ 182.14	\$ 5.46	\$ -	\$ -	\$ 1.16	\$ -	\$ -
4/18/2023	0	\$ 39.36	1263	0	\$ 147.26	\$ 4.42	\$ -	\$ -	\$ 1.18	\$ -	\$ -
3/16/2023	0	\$ 39.45	1025	0	\$ 124.34	\$ 3.73	\$ -	\$ -	\$ 1.18	\$ -	\$ -
2/16/2023	0	\$ 39.37	1546	0	\$ 197.99	\$ 5.94	\$ -	\$ -	\$ 1.18	\$ -	\$ -
1/18/2023	0	\$ 39.23	1438	0	\$ 227.68	\$ 6.83	\$ -	\$ -	\$ 1.18	\$ -	\$ -
12/16/2022	0	\$ 38.86	1262	0	\$ 235.61	\$ 7.07	\$ -	\$ -	\$ 1.17	\$ -	\$ -
11/16/2022	0	\$ 37.96	771	0	\$ 130.35	\$ 3.91	\$ -	\$ -	\$ 1.14	\$ -	\$ -
	1,263	\$ 852.21	27,506		\$ 3,722.14	\$ 111.66	\$ -	\$ -	\$ 25.57	\$ -	\$ -
		\$ 2,869.93			Total Adjustment Amount	\$ 111.66	\$ -	\$ -			
		\$ 2,956.03									

NOTE: Customers with Revenue Class of 00 do not get Sales Tax

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-002

REQUEST:

Provide a detailed accounting of the back charge applied to Ms. Smith's account or about December 23, 2024, including, but not limited to, the following:

- a. A line-item breakdown of the total back charge, including the rate(s) applied, the estimated usage quantity, and any fees, adjustments, or taxes included;
- b. The specific billing periods covered by the back charge, with corresponding estimated usage amounts for each period;
- c. Any prior payments or credits applied to the account that relate the same billing periods;
- d. Documentation or internal records used to support the calculation of the back charge; and
- e. Any applicable policies or tariff provisions that authorize the sue of estimated billing and retroactive charges.

RESPONSE:

- a. Please see previously provided COMPLAINANT-DR-01-001(a) Attachment.
- b. Please see response to (a) above.
- c. Please see COMPLAINANT-DR-01-002(c) Attachment.
- d. Please see response to part (a) above and STAFF-DR-02-005 Attachment

2.

e. Kentucky statute KRS 278.225 provides that “all service supplied by a utility shall be billed within two (2) years from the date of the service, unless the customer obtained service through fraud, theft, or deception.” Additionally, 807 KAR 5:006, Section 11(2) provides for bill adjustment in cases where a customer is found to have been incorrectly billed.

PERSON RESPONSIBLE: Kristi Stanifer

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-003

REQUEST:

For each meter reading that occurred between September 1, 2022, and April 1, 2024, provide the following information:

- a. The date and time of each meter reading, and whether the meter reading was conducted manually or remotely;
- b. The actual meter reading value recorded for each month, including beginning and ending readings;
- c. Any documentation or logs showing the meter reading activity, including technician notes or system-generated records;
- d. An explanation of any discrepancies between the recorded readings and the usage figures used to calculate the back charge;
- e. If the technician was unable to read the meter due to reason beyond Duke Kentucky's control, identify the date and time the attempt to read the meter was made and the reason the technician was unable to read the meter; and
- f. The name of each technician who conducted the meter reading and whether the technician was an employee of Duke Kentucky. If the technician was not an employee of Duke Kentucky, identify the company by which the technician was employed.

RESPONSE:

- a. Please COMPLAINANT-DR-01-003(a) Attachment 1 for information related to Meter No. 108268903 and COMPLAINANT-DR-01-003(a) Attachment 2 for information related to Meter No. 320263886.
- b. See response to part (a) above.
- c. See response to part (a) above.
- d. Estimated readings were used to calculate back-charges for the period of November 2022 to April 2024 (Period), because the actual reported readings of zero were obtained from a frozen display.
- e. See response to part (a) above.
- f. Please see COMPLAINANT-DR-01-003(f) Attachment for meter technician identification numbers associated with each reading.

PERSON RESPONSIBLE: Kristi Stanifer

Device	Register	Meter reading date	Meter reading reason	Multiple allocation	Meter reading type	Meter Reading Status	Meter reading recorded	QD Information	Rsn QD Trigger (Txt)	Advanced Metering System	Transfer Date	Transfer Time	Text for Transfer Status	Source System
320263886	3	9/14/2022	22	X	01	7	74,304			OWAY	9/14/2022	10:32:49 AM	Meter Reading Result Sent	Not Specified (0)
320263886	4	9/14/2022	22	X	01	1	0			OWAY	9/14/2022	10:32:49 AM	Meter Reading Result Sent	Not Specified (0)
320263886	3	8/16/2022	01		MA	7	72,445			OWAY	8/17/2022	8:32:08 AM	Receipt of MR Confirmed	Not Specified (0)
320263886	3	7/18/2022	01		MA	7	70,266			OWAY	7/19/2022	8:58:05 AM	Receipt of MR Confirmed	Not Specified (0)
320263886	3	6/15/2022	01		MA	7	67,919			OWAY	6/16/2022	8:14:51 AM	Receipt of MR Confirmed	Not Specified (0)
320263886	3	5/16/2022	01		MA	7	66,270			OWAY	5/17/2022	12:19:31 PM	Receipt of MR Confirmed	Not Specified (0)
320263886	3	4/18/2022	01		MA	7	65,278			OWAY	4/19/2022	9:57:41 AM	Receipt of MR Confirmed	Not Specified (0)
320263886	3	3/17/2022	06		01	7	64,121			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	2/16/2022	09		01	7	63,096			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	1/18/2022	09		01	7	61,550			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	12/15/2021	09		01	7	60,112			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	11/14/2021	09		01	7	58,850			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	10/14/2021	09		01	7	58,079			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	9/15/2021	09		01	7	57,103			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	8/16/2021	09		01	7	54,989			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	7/18/2021	09		01	7	52,855			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	6/16/2021	09		01	7	50,575			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	5/17/2021	09		01	7	48,828			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	4/18/2021	09		01	7	48,096			OWAY		12:00:00 AM	Meter Reading by Entry	Not Specified (0)
320263886	3	3/17/2021	21		01	7	47,425			OWAY	4/4/2022	3:38:37 AM	Meter Reading Result Sent	Not Specified (0)
320263886	4	3/17/2021	21		01	1	0			OWAY	4/4/2022	3:38:37 AM	Meter Reading Result Sent	Not Specified (0)
320263886	3	10/30/2017	08		01	1	0			OWAY	4/4/2022	1:26:40 AM	Meter Reading Result Sent	Not Specified (0)
320263886	4	10/30/2017	08		01	1	0			OWAY	4/4/2022	1:26:40 AM	Meter Reading Result Sent	Not Specified (0)

Number of Hits: 17

Runtime: 0

Maximum No. of Hits

50,000

Insert Column:



Internal MR Doc. ID	Equipment	Sched. MR date	Actual MR date	Act. MRT	RR	Read Code	Meter reading recorded	Seq. No.	Seq. No.	Seq. No.	TR Code 1	TR Code 2	Note	Trouble Mssg	Meter Id	Route 1
1621032313	18193220	10/17/2022	10/18/2022	11:06	01	9	000000				00	00			19567	00:00:1
1653346242	18193220	11/15/2022	11/16/2022	10:39	01	9					04	00	39		19567	03:06:5
1669802460	18193220	12/15/2022	12/16/2022	09:54	01	9					04	00	39	METER STOPPED	19567	03:22:4
1687016573	18193220	01/17/2023	01/18/2023	10:44	01	9					10	00	39	METER SAYS RF OPTOUT	60765	03:28:5
1712407375	18193220	02/15/2023	02/16/2023	10:39	01	9	000000				00	00			19567	03:23:2
1745570765	18193220	04/17/2023	04/18/2023	09:48	01	9	000000				00	00			19567	03:24:0
1764897704	18193220	05/16/2023	05/17/2023	10:15	01	9	000000				00	00			19567	03:26:1
1788307368	18193220	06/15/2023	06/19/2023	10:30	01	9	000000				00	00			60765	03:30:4
1806881189	18193220	07/17/2023	07/18/2023	09:46	01	9	000000				00	00			19567	03:27:4
1826351651	18193220	08/15/2023	08/17/2023	10:24	01	9	000000				00	00			19567	03:26:0
1844828094	18193220	09/15/2023	09/18/2023	10:15	01	9	000000				00	00			31898	03:25:4
1869704124	18193220	10/17/2023	10/18/2023	10:11	01	9	000000				00	00			19567	03:25:5
1888929939	18193220	11/15/2023	11/16/2023	09:19	01	9	000000				00	00			60765	03:27:5
1910561800	18193220	12/14/2023	12/15/2023	09:49	01	9	000000				00	00			19567	03:19:3
1936480642	18193220	01/16/2024	01/17/2024	09:52	01	9	000000				00	00			60765	03:13:4
1965919707	18193220	02/15/2024	02/16/2024	09:42	01	9	000000				00	00			19567	03:17:5
1990016233	18193220	03/15/2024	03/18/2024	09:29	01	9	000000				04	00		DISPLAY FROZEN	19567	03:16:0

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-004

REQUEST:

Provide a detailed explanation of the reason no investigation was conducted by Duke Energy into the reason the monthly reading of Ms. Smith's meter showed zero usage for the period between September 1, 2022, and April 1, 2024.

RESPONSE:

The meter was displaying zeros. Meter readers were reading the meter and reporting this reading. A meter reader entered trouble code "METER STOPPED" in December 2022 and "display frozen" in January 2023. This caused a BPEM to issue, but did not result in a meter change. Technician input in March 2024 ultimately triggered an investigative order and meter replacement occurred ultimately in March 2024.

PERSON RESPONSIBLE: Kristi Stanifer

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-005

REQUEST:

Pursuant to 807 KAR 5:006 Section 11(3), please provide the following information regarding your customer usage monitoring practices:

a. Please submit the version(s) of your tariff in effect from September 1, 2022, to April 2, 2024, that outlines the procedures used to monitor customer usage on at least a quarterly basis.

b. Describe the specific methods and criteria used to identify unusual deviations in customer usage. Include any thresholds, algorithms, or manual review processes employed.

c. State the dates Ms. Smith's account usage was reviewed for unusual deviations in customer usage for the period beginning September 1, 2022, and ending April 1, 2024.

d. What specific procedures outlined in your tariff were applied to Ms. Smith's account.

e. Please provide logs and/or records showing monitoring activity and any deviation alerts for Ms. Smith's account.

f. Were any deviations in Ms. Smith's usage detected prior to March 20, 2024? If so, was Ms. Smith contacted or was any investigation initiated. Please provide documentation regarding the investigation or any contact with Ms. Smith regarding the deviation in usage.

RESPONSE:

a. The relevant portion of the Company's electric tariff, KY P.S.C. Electric No. 2, Sheet No. 24, page 1, has been in effect since May 1, 2020 and is available here: <https://psc.ky.gov/tariffs/Electric/Duke%20Energy%20Kentucky/Tariff.pdf>.

b. There is a threshold set on the accounts that should trigger a BPEM when it deviates a certain amount month to month. The Company will supplement this response.

c. Assuming this question refers to the usage monitoring procedures referenced in the response to part (a), the Company is still working on preparing this information and will supplement its response.

d. See response to part (c). Additionally, the Company performed a bill adjustment pursuant to 807 KAR 5:006, Section 11(2). The Company will supplement its response.

e. Please see COMPLAINT-DR-01-005(c) Attachment. Also, see response to part (c). The Company will supplement its response.

f. See response to part (c); the Company will supplement its response. The customer's meter change in March 2024 was not prompted by a usage monitoring investigation. Please see also the Service Order History:

- i. 9/13/2022 – Exchange Order Created – opt out request, notes indicate customer would like her smart meter removed, because her doctor told her it could be causing her to be sick.
- ii. 9/14/2022 – Exchange Order Completed for opt out; account charged \$100.00 fee

- iii. 3/19/2024 – Investigation Order Created – per meter reading DISPLAY
FROZEN
- iv. 3/20/2024 – Investigation Order Completed – notes indicate “use 0’s to
complete, display stuck on reset, installed same meter type (opt out),
meter # 320 475 272, completed change order

PERSON RESPONSIBLE: Kristi Stanifer

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-006

REQUEST:

Pursuant to 807 KAR 5:006 Section 11(4), please provide the following information:

a. State whether Duke Kentucky's monitoring procedures indicated that a usage investigation was necessary for Ms. Smith's account. Identify the specific data or event that triggered the investigation.

b. Was Ms. Smith's meter removed from service as part of the investigation. If so, state the date the meter was removed.

c. Was Ms. Smith notified in writing within ten (10) days of the meter's removal that a usage investigation was being conducted. Please provide a copy of the written notice and indicate the date it was sent.

d. On what date was the usage investigation completed? State whether Ms. Smith was notified in writing of the findings of the investigation within ten (10) days of its completion. Provide a copy of the written notice and indicate the date it was sent to Ms. Smith.

e. Please provide all internal records, logs, or correspondence related to the initiation, conduct, and conclusion of the usage investigation for Ms. Smith's account.

RESPONSE:

a. The Company's changing out of the meter in March 2024 was not prompted by a usage monitoring investigation. Please see previously provided COMPLAINANT-DR-01-005(c) Attachment, which shows a list of "Fast Meters", which generates or

includes if the meter tests below 98 percent. Ms. Smith's meter appearing on this list triggered review of her bill. The investigation and testing of this meter were triggered by the meter reader reporting "display frozen" on March 18, 2024.

b. The Company's changing out of the meter in March 2024 was not prompted by a usage monitoring investigation. Below is the Service Order History, indicating that the meter was removed on March 20, 2024, one day after the investigation order was created:

- i. 3/19/2024 – Investigation Order Created – per meter reading, DISPLAY FROZEN
- ii. 3/20/2024 – Investigation Order Completed – notes indicate "use 0's to compete, display stuck on reset, installed same meter type (opt out), meter# 320 475 272, completed change order"

c. The Company's changing out of the meter in March 2024 was not prompted by a usage monitoring investigation. A letter, dated November 19, 2024, was generated and sent to Ms. Smith. Please see COMPLAINANT-DR-01-006(c) Attachment.

d. Please see response to part (c) above.

e. The Company's changing out of the meter in March 2024 was not prompted by a usage monitoring investigation. The date of completion of the investigation prompted by the meter technician's note was December 3, 2024. See also COMPLAINANT-DR-01-006(e) Attachment. Additionally, please see previously provided COMPLAINANT-DR-01-002(c) Attachment.

PERSON RESPONSIBLE: Kristi Stanifer



1000 E Main Street | Plainfield, IN 46168

STEPHANIE SMITH
3927 LINCOLN AVE
LATONIA KY, 41015

Nov. 19, 2024

An adjustment to your account

Dear STEPHANIE SMITH,

We have determined that the electric meter 108268903 at 3927 LINCOLN AVE LATONIA KY 41015 was not registering properly for the time period of Oct. 18, 2022 to April 16, 2024. We apologize for any inconvenience this malfunction may have caused you.

As a result, the meter was replaced on March 20, 2024.

Based on applicable rules and regulations, we have adjusted your bill **to reflect the average daily usage on your new meter**. A charge of \$3,044.71 for the service dates of Oct. 18, 2022 to April 16, 2024 has been applied to your bill, which will be mailed separately.

We regret this error and can provide you with additional time to pay the adjusted amount, based on the number of months that were adjusted. If you would like more information about the adjustment or want to set up payment arrangements, please call us at 800.544.6900 during the hours of 7 a.m. to 7 p.m., Monday through Friday. We appreciate your business and the opportunity to serve you.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy

Account Number: [REDACTED]

SAP BDEx: Contract Account [REDACTED] on 03/17/2024 - 03/17/2026

Start other activity Logout More

Work requests (2) History (16) Notes (16) Invoice history

Master data hierarchy	Add Info			
ISU master data	STEPHANIE SMITH			
1108769207	Residential Sales - Kentuck			
3116242984	Active from 03/17/2022 Div.			
7008846832(Active)	KYER_RS Cycle : 11			
00000000018599	Installed on 03/20/2024 M	12/20/2024	but not released due to gross percentages not in range of threshold reviewed account, reads are inline, released invoice outsourt, account billed and invoiced up to date	BPEM Case 1021015072 Invoice Outsourt Stephanie Atkins
00000000018193	Installed on 09/14/2022 M	12/17/2024	Print document: 700820020378 Bot successfully processed the case. Details: Invoice document created but not released due to gross percentages not in range of threshold	BPEM Case 1021015072 Invoice Outsourt BLUEPRISM BOT ID DCSS_P12
0000000000109941	Duke Energy Kentucky Elec	12/03/2024	Revenue Recovery calculations	BPEM Case 1020783146 Back Office Request: Billing Olivia Black
5207039536	3927 LINCOLN AVE , KY	12/03/2024	Revenue Recovery performed to backbill cx for underbilled usage - 26243 kwh - from 11/2022 to 4/2024. \$2956.03 misc debit (3133.39 total - 177.36 state tax issued in error).	BPEM Case 1020783146 Back Office Request: Billing Olivia Black
4005153850	LINCOLN AVE 3927	04/18/2024	Released implausible reading after reviewing previous usage	BPEM Case 1016918310 Previous Meter Read Is Implausible Brittney Jackson
6006988338	OUTSIDE	04/18/2024	Bot encountered business exception. Details: Read could not be released in EL27:Device 320475272, reg. 003: Implausible previous MR results cannot be corrected	BPEM Case 1016918310 Previous Meter Read Is Implausible BLUEPRISM BOT ID DCSS_P18
6006720421	INSIDE	03/21/2024	found mtr xchgd on s 100011097023	BPEM Case 1016605016 Review Investigation - (Status: Completed) Michelle Hetzer
3116242970	Active from 03/17/2022 Div.	03/20/2024	[SS9 PP1SERVUSER 03/20/2024 12:36:58]used 0s to complete mtr stuck at reset mode[SAP PP1SERVUSER 03/20/2024 12:35:01]Order created from field performer request.	Service Order 100011097023 Exchange Order PP1SERVUSER
7008982962(Active)	KYGR_RS Cycle : 11	03/20/2024	[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	Service Order 100011072207 Investigation Order PP1SERVUSER
00000000017295	Installed on 01/01/2020 M	03/20/2024	Investigation Completed	BPEM Case 1016605016 Review Investigation - (Status: Completed) PP1SERVUSER
00000000018256	Installed on 06/08/2016 M	03/19/2024	placed inv order to have tech look at meter per meter reading stating DISPLAY FROZEN	BPEM Case 1016573379 Trouble Code: Display Issue Megan Northrup
00000000000110079	Duke Energy Kentucky Gas	03/18/2024	BPEM creation for skip/trouble code DISPLAY FROZEN	BPEM Case 1016573379 Trouble Code: Display Issue RFC_UAC_P11

Showing 1 to 16 of 16 entries

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-007

REQUEST:

Please state whether Ms. Smith was provided with written notice pursuant to 807 KAR Section 11(5). Provide a copy of the written notice and indicate the date it was sent to Ms. Smith.

RESPONSE:

The changing out of the meter in March 2024 was not performed pursuant to the Company's procedure for usage monitoring, but in response to the meter technician's note. A letter, dated November 19, 2024, was sent to Ms. Smith. Please see previously provided COMPLAINANT-DR-01-006(c) Attachment.

PERSON RESPONSIBLE: Kristi Stanifer

Duke Energy Kentucky
Case No. 2025-00118
COMPLAINANT First Request for Information
Date Received: October 16, 2025

COMPLAINANT-DR-01-008

REQUEST:

Provide a detailed, itemized payment history of Ms. Smith's account for each billing cycle from August 1, 2022, through December 2024, including the following:

- a. Billing period start and end dates;
- b. Bill issue date;
- c. Total amount billed;
- d. Items charged (e.g., usage charges, service fees, taxes, late fees);
- e. Meter readings and usage data;
- f. Any adjustments, credits, or refunds applied; and
- g. Payment due dates and status (paid/unpaid).

RESPONSE:

Please see previously provided COMPLAINANT-DR-01-002(c) Attachment.

PERSON RESPONSIBLE: Kristi Stanifer