

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION INTO THE	)	
AFFORDABILITY OF ELECTRIC AND NATURAL	)	CASE NO.
GAS UTILITY SERVICE AND RELATED	)	2026-00185
MATTERS	)	

COMMISSION STAFF'S FIRST REQUEST
FOR INFORMATION TO UTILITIES

Big Rivers Electric Corporation, Big Sandy R.E.C.C., Jackson Energy Cooperative Corporation, Kenergy Corp., Kentucky Power Company, Meade County Rural Electric Cooperative Corporation (RECC), Shelby Energy Cooperative, Inc.; Clark Energy Cooperative, Inc.; Inter-County Energy Cooperative Corporation; East Kentucky Power Cooperative, Inc.; Grayson RECC; Kentucky Utilities Company; Louisville Gas and Electric Company; Duke Energy Kentucky, Inc.; Jackson Purchase Energy Corporation; Owen Electric Cooperative, Inc.; Cumberland Valley Electric, Inc.; Licking Valley RECC; Fleming-Mason Energy Cooperative, Inc.; Nolin RECC; Blue Grass Energy Cooperative Corp.; South Kentucky RECC; Farmers RECC; Salt River Electric Cooperative Corp.; Taylor County RECC; Atmos Energy Corporation; Columbia Gas of Kentucky, Inc.; and Delta Natural Gas Company, Inc. (collectively, Utilities or individually, Utility), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on December 3, 2026. The Commission directs Utilities to the Commission's July 22, 2021 Order in Case No. 2020-00085¹

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

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 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.

Utilities shall make timely amendment to any prior response if Utilities obtain 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 Utilities fail or refuse to furnish all or part of the requested information, Utilities shall provide a written explanation of the specific grounds for their 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

March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Utilities shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

Unless otherwise stated, each request is limited to residential data. A Utility providing both electric and natural gas service shall provide the requested information separately for each service. If a Utility does not directly serve residential customers, it shall state that fact and provide only responsive residential information maintained in the ordinary course of business. All spreadsheets shall be provided in native, unlocked Excel format with formulas intact using the Commission's template as provided at the hyperlink in Appendix A. When completing the PSC Utility ID and Service ID fields in the Appendix A template, Utilities shall use the identifiers corresponding to their utility and service as listed in Appendix B. A Utility providing both electric and natural gas service shall use the applicable Service ID for each service. Additionally, spreadsheets should contain one record per row, not use merged cells, and include a data dictionary identifying each field, unit, and code. A PDF may be provided in addition to, but not in lieu of, the native file.

For a request covering 2000 through 2025, provide annual data if readily available. If annual data are not readily available for the full period, provide data for 2000, 2005, 2010, 2015, 2020, and 2025, together with all additional years available in an electronically retrievable format. Identify the earliest available year and explain each material gap or change in definition, billing system, or reporting methodology affecting comparability. The Commission is seeking information only to the extent it is maintained at an aggregate utility-wide level in the ordinary course of business.

Rate Information

1. Provide a profile of respondent's Kentucky utility operations as of December 31, 2025. In the response provide the following:

- a. Identify each regulated service provided or offered to residential customers, and the respondent's tariff for the residential rate schedule;
- b. The PSC Utility ID; and
- c. For each county served, provide the number of active residential accounts as of December 31, 2025.

2. For each year from 2000 through 2025, provide the following residential customer, rate, usage, and revenue information, as of December 31 of each year, by residential rate schedule and as a combined residential total:

- a. The fixed customer charge and base volumetric charges in effect, identifying each usage block and applicable unit;
- b. List each rider, surcharge, tracker, adjustment mechanism, recurring monthly fee, credit, or discount in effect on December 31, including the associated rate and billing (kWh or kW) basis;
- c. The actual mean and median monthly residential bill, identifying the components included in each calculation; and
- d. The median total gross household income for the service territory.

3. As provided in FERC Form 1, USDA RUS Financial and Operating Report for Electric Distribution (formerly Form 7) or USDA RUS Financial and Operating Report for Electric Power Supply (formerly Form 12), provide the following financial and expense information for each year as of December 31 from 2000 through 2025:

a. Total capital expenditures by generation or production, transmission, distribution, customer accounts and service, administrative and general, and other functions;

b. Identify the source account and reporting form for the amounts provided if not FERC Form 1, USDA RUS Financial and Operating Report for Electric Distribution (formerly Form 7) or USDA RUS Financial and Operating Report for Electric Power Supply (formerly Form 12);

c. For an investor-owned utility, the annual earned return on common equity for Kentucky jurisdictional operations and the supporting calculation;

d. For an electric cooperative, the annual achieved times-interest-earned ratio and operating times-interest-earned ratio and the supporting calculations; and

e. Uncollectible accounts expense, or comparable bad-debt expense, associated with customer receivables, net of recovery.

4. For each month of 2025, provide the following residential billing data, by residential rate schedule. If the data is not maintained by residential rate schedule, provide combined residential totals for the following:

a. The number of residential accounts billed, total billed usage, and total billed amount;

b. Dollars billed for fixed customer charges;

c. Dollars billed for base volumetric charges;

d. For each fuel adjustment, purchased power, gas cost, or similar variable adjustment mechanism, provide the applicable monthly factor and total

residential dollars billed. Identify any true-up, refund, credit, or extraordinary adjustment materially affecting the amount billed;

e. Dollars billed through each DSM/EE rider and each other rider, surcharge, tracker, or adjustment mechanism, separately identified;

f. Taxes, governmental assessments, and franchise fees collected on residential bills, separately identified; and

g. The monthly residential bill based on average usage including all billed components.

5. Using rates in effect on December 31, 2025, provide an itemized monthly bill calculation for each residential rate schedule at the usage levels identified below. Include fixed charges, base volumetric charges, and recurring riders and surcharges. Exclude taxes and nonrecurring fees:

a. For electric service, 750 kWh, 1,250 kWh, and 1,750 kWh; and

b. For natural gas service, 10 Mcf, 15 Mcf, and 20 Mcf, converting units where necessary and explaining the conversion.

6. Provide the Utility's strategies, whether in tariffs, through its policies and procedures, or actual practice, that are employed to reduce payment delinquencies and disconnections and to promote consistent access to electric and natural gas utility services.

Arrearage and Payment Plans

7. Identify and explain, based on information readily available to the utility, the factors that most affect a residential customer's ability to pay an electric or natural gas

bill. To the extent practicable, distinguish between the following and provide existing documents or analyses that support the response:

a. Factors most identified by customers seeking payment arrangements, assistance, or otherwise reporting an inability to pay; and

b. Factors the Utility has identified through existing customer data, analyses, studies, or other experience within its service territory.

8. Provide the following residential arrearage and payment-arrangement data as of December 31, 2005; December 31, 2010; December 31, 2015; December 31, 2020; and the last day of each month in 2025.

a. The number of active residential accounts and the number and percentage with a past-due balance;

b. Total dollars past due and the minimum, maximum, mean and median past-due balance;

c. The number of accounts and dollars past due in aging categories of 1–30 days, 31–60 days, 61–90 days, and more than 90 days;

d. The number of payment arrangements entered, successfully completed, defaulted, or canceled; and

e. The total amount placed on payment arrangements and the average repayment term.

Disconnection Information

9. Provide copies of the Utility's current written policies governing residential disconnection and reconnection and copies of the applicable tariff provisions. If the policy is contained entirely in the tariff, identify the applicable tariff sheet and section.

10. Provide annual residential disconnection and reconnection data from 2000 through 2025 and monthly data for 2025. Include the following:

- a. The number of final notices issued for nonpayment;
- b. The number of disconnection orders generated, and the number completed as residential disconnections for nonpayment;
- c. Of the completed nonpayment disconnections, the number performed remotely and the number performed in the field;
- d. The number of reconnections following a nonpayment disconnection and the number reconnected within 24 hours, 48 hours, and seven calendar days;
- e. The mean and median amount past due at disconnection and at reconnection;
- f. Separately, the number of residential service terminations or shutoffs attributable to customer requests, vacancy, safety, fraud or tampering, and other reasons (identify separately);

11. Among residential service addresses, or equivalent premises or service locations, that experienced at least one completed nonpayment disconnection in 2025, provide the aggregate number with zero, one, or two or more prior completed nonpayment disconnections at the same service address during (1) the preceding 12 months; and (2) the preceding 36 months;

12. In addition to the documents requested in Item 11, describe the Utility's current standard process for notifying residential customers of a pending nonpayment disconnection. Identify the communication channels used in the ordinary course of business, such as a monthly bill, mailed notice, automated telephone call, text message,

email, customer portal, or other electronic communication; when each is used; and, if the monthly bill is used, how the notice is displayed. Provide a representative copy of each current standard written or electronic notice, if maintained. Do not provide customer-specific communications.

13. Describe the Utility's current standard practices for making available to residential customers facing a pending nonpayment disconnection:

- (1) Budget or levelized billing;
- (2) Payment arrangements;
- (3) Energy or crisis-assistance programs; and
- (4) Referral or counseling services.

For each resource offered, state whether it is available before disconnection, the applicable eligibility or timing conditions, and how customers are ordinarily informed of or referred to it. If the Utility does not offer a listed resource, so state. Do not provide customer-specific contacts or narratives.

14. Identify each residential late-payment charge, reconnection or service-restoration charge, returned-payment charge, and deposit requirement in effect on December 31, 2025, including the amount and applicable tariff provision.

15. For calendar year 2025, provide:

a. The number of residential customers assessed a late-payment charge, reconnection or service-restoration charge, returned-payment charge, and the total dollar assessed;

b. The number of residential customers that, after having been disconnected, are required to pay a new or additional deposit and the total deposits collected; and

c. The number of residential customers required to pay both a deposit and a reconnection or service-restoration charge before service was restored.

Customer Assistance

16. Identify and describe the data the Utility uses, if any, to assess or track the needs of low-income or fixed-income residential customers. For each data source, state its source and how the Utility uses it.

17. Identify each bill-payment or energy-assistance program currently available to the Utility's residential customers. For each program, state whether the Utility administers, funds, partners in, or refers customers to the program; identify the administering entity; and describe any utility funding, matching funds, grants, or other partnership arrangements.

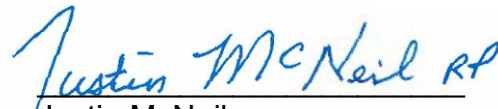
18. State whether the Utility, or a consultant acting on its behalf, has an estimate of the number or percentage of residential customers who are low-income or on a fixed income. If so, provide the estimate and identify its date, methodology, and data sources.

19. State whether the Utility has offered a prepaid electric-service program. If so:

a. Provide any existing analyses, evaluations, or reports addressing customer experience with, or the effectiveness of, the program; and

b. For each calendar year since the program's inception, provide the average monthly usage of residential prepaid-service accounts.

20. Describe how the Utility allocates a partial residential payment among bill components, including current charges, arrearages, late fees, reconnection charges, deposits, and other applicable charges. Identify any circumstances in which that allocation differs.



Justin McNeil
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601-8294

DATED OCT 1 2026

cc: Parties of Record

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2026-00185 DATED OCT 1 2026

TEMPLATE AT THE FOLLOWING HYPERLINK:

https://psc.ky.gov/pscscf/2026%20Cases/2026-00185/template/2026-00185_DR1_Appendix_A_Response_Template.xlsx

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2026-00185 DATED OCT 1 2026

TWO PAGES TO FOLLOW

Appendix B— Utility and Service Identifiers

PSC Utility ID	Service ID	Service Type	Utility Name
1001200	100	Investor-Owned Electric Utilities	Duke Energy Kentucky, Inc.
300	100	Investor-Owned Electric Utilities	Kentucky Power Company
400	100	Investor-Owned Electric Utilities	Kentucky Utilities Company
500	100	Investor-Owned Electric Utilities	Louisville Gas and Electric Company
900	200	Rural Electric Cooperative Corporation	Big Rivers Electric Corporation
1000	200	Rural Electric Cooperative Corporation	Big Sandy R.E.C.C.
2000200	200	Rural Electric Cooperative Corporation	Blue Grass Energy Cooperative Corp.
1200	200	Rural Electric Cooperative Corporation	Clark Energy Cooperative, Inc.
1300	200	Rural Electric Cooperative Corporation	Cumberland Valley Electric, Inc.
1400	200	Rural Electric Cooperative Corporation	East Kentucky Power Cooperative, Inc.
1500	200	Rural Electric Cooperative Corporation	Farmers R.E.C.C.
1600	200	Rural Electric Cooperative Corporation	Fleming-Mason Energy Cooperative, Inc.
1800	200	Rural Electric Cooperative Corporation	Grayson R.E.C.C.
2200	200	Rural Electric Cooperative Corporation	Inter-County Energy Cooperative Corporation
2300	200	Rural Electric Cooperative Corporation	Jackson Energy Cooperative Corporation
2400	200	Rural Electric Cooperative Corporation	Jackson Purchase Energy Corporation
2000100	200	Rural Electric Cooperative Corporation	Kenergy Corp.
2500	200	Rural Electric Cooperative Corporation	Licking Valley R.E.C.C.
2600	200	Rural Electric Cooperative Corporation	Meade County R.E.C.C.
2700	200	Rural Electric Cooperative Corporation	Nolin R.E.C.C.
2800	200	Rural Electric Cooperative Corporation	Owen Electric Cooperative, Inc.
2900	200	Rural Electric Cooperative Corporation	Salt River Electric Cooperative Corp.

Appendix B— Utility and Service Identifiers

PSC Utility ID	Service ID	Service Type	Utility Name
3000	200	Rural Electric Cooperative Corporation	Shelby Energy Cooperative, Inc.
3100	200	Rural Electric Cooperative Corporation	South Kentucky R.E.C.C.
3200	200	Rural Electric Cooperative Corporation	Taylor County R.E.C.C.
6600	300	Gas Distribution Companies	Atmos Energy Corporation
3900	300	Gas Distribution Companies	Columbia Gas of Kentucky, Inc.
4100	300	Gas Distribution Companies	Delta Natural Gas Company, Inc.
22210012	300	Gas Distribution Companies	Duke Energy Kentucky, Inc.
22200500	300	Gas Distribution Companies	Louisville Gas and Electric Company

Service List for Case 2026-00185

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CitiPower, L.L.C.

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