

**RESPONSE OF DUKE ENERGY INDIANA, LLC TO THE  
INDIANA UTILITY REGULATORY COMMISSION  
MARCH 7, 2019 QUESTIONS REGARDING NET METERING PROGRAMS**

**Investor-owned Electric Utilities:**

- 1) How does your utility presently communicate to potential customers the program's availability?

Response:

- *General information about the net metering program is available on the publicly available external Duke Energy Indiana website, [www.duke-energy.com](http://www.duke-energy.com) at any time (choose Indiana as the state; Products and Services; Renewable Energy.)*
- *Customers can call Duke Energy's Renewables Service Center at 866-233-2290, between the hours of 8 AM and 5 PM Monday through Friday.*
- *Customers can request information by email at [CustomerOwnedGeneration@duke-energy.com](mailto:CustomerOwnedGeneration@duke-energy.com) at any time.*  
*Additionally, company representatives discuss interconnection and net metering applications with customers individually upon request.*

- 2) Does your utility provide public access to program availability on its website?

Response: *See answer to question 1 above.*

- 3) How, if at all, does your utility inform potential customers of the remaining availability of the program in terms of the statutory capacity thresholds?

Response: *It is possible for a potential customer to calculate the remaining availability of the program in terms of statutory capacity thresholds based on reports Duke Energy Indiana submits to the IURC, as requested on an annual basis. These reports are publicly available. The updated cover page submitted to the IURC in March 2019 includes the percentage of capacity under the statutory caps.*

- 4) If so, how often is the availability updated? (weekly, monthly, etc.)

Response: *Externally, the availability is updated with the annually submitted IURC reports, or as requested by the IURC. Internally, we track projects submitted, but not availability per se, monthly. Starting in 2019, Duke Energy Indiana plans to update the availability statistics quarterly for internal use.*

- 5) What, if any, limitations are there to providing public access to the program availability in such a context?

Response: *A limitation would be how often the calculation is required and the format of public access. For instance, Duke Energy Indiana believes a quarterly update is reasonable, but no more often. Duke Energy would consider including an updated report quarterly on its external website that would indicate the remaining Net Metering capacity available.*

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- 6) To what extent does your utility facilitate a queue for requests to participate in the program?

Response: *Although we do not publish a queue currently, Duke Energy studies projects in the order that the projects receive notification of a completed application and receive a Project Number. In order to receive a Project Number, the applicant must submit a completed Interconnection Application, fee (for Levels 2 and 3 only), legible one-line diagram, legible site map, and specification sheets for both the inverters and the panels.*

- 7) If you use a queue, what are the minimum requirements that must be satisfied by an applicant in order to be added to the queue?

Response: *See answer to question 6 above.*

- 8) If you use a queue, how is the queue status communicated to the other potential customers?

Response: *Duke Energy does not publish a formal queue currently and does not inform customers of projects in front of or behind their own projects.*

- 9) What, if any, limitations are there to providing public access to the program queue in such a context?

Response: *Duke Energy could publish a queue externally, but the project completion rate from initial submission of application, through technical review, and to a fully executed Interconnection Agreement has such a short time span that the queue may not add value to an external customer. A Level 2 or Level 3 project may, on occasion, benefit from a published queue, but it is highly unlikely that a Level 1 project would benefit. Additionally, a queue does not appear to be necessary unless and until a utility is close to reaching the statutory caps.*

*The queue could provide the project number, the date the queue number was issued, project status, and size of the project. Any information such as individual project names, street addresses and installer names would be omitted from the external report to prevent any leverage of personal customer information.*

*A limiting factor would be the time and expense of creating a formal queue and keeping it updated for external use.*

- 10) Are there other options your utility has availed itself of to address availability transparency?

Response: *Currently, Duke Energy has a Renewables Service Center that is available to field calls and questions from customers and installers via phonenumber or email. The Renewables Service Center's contact information is publicly available on the Duke Energy website. It can be reached by: phone: 866-233-2290 or email: CustomerOwnedGeneration@duke-energy.com, during the hours of 8 AM to 5 PM Monday through Friday.*

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11) Are there other approaches your utility would suggest we explore to address availability transparency?

Response: *Duke Energy Indiana is willing to explore 1) Developing a more formal queue process for customer/potential customer awareness and publishing a snapshot of said queue externally at reasonable intervals such as quarterly when it is closer to reaching the statutory caps, or 2) Posting a quarterly report similar to the IURC summary report on the external and publicly available website.*

12) How would your utility suggest customer requests are managed when the availability of net metering to them may be limited because of the statutory reservations?

Response: *When Duke Energy Indiana reasonably anticipates it will reach the statutory limits of the net metering tariff within a calendar year, Duke Energy Indiana plans to file a distributed generation tariff that conforms to the requirements of Indiana Code 8-1-40-10, 16 – 19. A proposal on how to handle pending requests for interconnection and net metering service, including the queue whether informal or formal, will be submitted with the IURC at that time.*