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JUN 6 2011

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

<u>Dennis Raiser</u>	)
(Your Full Name)	)
COMPLAINANT	)
VS.	)
<u>Kentucky Utilities</u>	)
(Name of Utility)	)
DEFENDANT	)

COMPLAINT

The complaint of Dennis Raiser respectfully shows:  
(Your Full Name)

(a) Dennis Raiser  
(Your Full Name)

PO Box 354; 515 Highland Ave; Carrollton, KY 41008  
(Your Address)

(b) Kentucky Utilities  
(Name of Utility)

One Quality Street; Lexington, KY 40507-1461  
(Address of Utility)

(c) That: Sheet Attached  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Formal Complaint

Dennis Raiser vs. Kentucky Utilities

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Wherefore, complainant asks I am asking Public Service  
(Specifically state the relief desired.)

Commission to allow Kentucky Utilities to recompute the  
previous bills I have paid since this rate change in  
August, 2010, and apply/and/or refund the differential to  
my account.

Dated at Carrollton, Kentucky, this 2<sup>nd</sup> day  
(Your City)

of June, 2010  
(Month)

Dennis S. Raiser  
(Your Signature)

NA  
(Name and address of attorney, if any)

## **Dennis Raisor vs. Kentucky Utilities**

In August, 2010, Kentucky Utilities had a rate increase and a change in the base demand minimum billing. KU said that I was notified by letter that this was happening and that the letter stated I could stay with my old rate or change to the new billing rates. I **do not** remember receiving this notification. I have also reviewed my files and have no record of these documents.

I had an electrician check out the wiring in the building, thinking that I had a problem with that, but that was not the case. I finally contacted KU in May, 2011, to see if they had someone that would come and check our meter to see if that was the problem. At that point, a customer service person checked my billing and said that the increase in my bill was because of the base demand minimum billing. She said I could elect to change the basic service charge and the energy charge rate and eliminate the base demand minimum beginning with the current bill and KU could only adjust the current bill. KU told me that the Public Service Commission regulated them and that Public Service would not allow them to go back and make any adjustment on any previous bills.