

RECEIVED

AUG 25 2017

PUBLIC SERVICE
COMMISSION

RE Case no. 2017-00273

I bought the property June 9, 2017. My Son went to the Kenergy office to get power turned on June 12, 2017. He was told that he would have to pay \$865.18 in charges - including tampering charge, deposit, and other charges, to get power turned on. I then called Kenergy and was told that - even though I have other meters through kenergy and have never failed to pay my bills - I would have to pay the full \$865.18 to get the meter installed. Susan Dunn negotiated with them and I, William C Spainhoward, on June 19 paid \$295.18 tampering charge to get the power turned on and power restored on June 20, 2017. On my first bill, Kenergy charged me \$33.00 service charge for turning the power on plus charges for use of the electric for the 3 days (June 10-June 12). I don't know that amount but will not ask for refund of that charge.

Neither I nor my Son tampered with any Kenergy meter. I told them that power was on before I bought the property and through the time I was negotiating the price to be paid for the property. I am not sure power was on all through the negotiations but it was on both times I checked it during the negotiations. I wanted to test the air conditioner and wiring about May 8 or 9, 2017 and further tested wall sockets about mid to later May 2017. Kenergy didn't even check the meter to determine whether I was telling the truth about the power being on the month before I bought the property. They only checked the meter to determine that tampering did occur between June 9 and June 10. No one was living full time at the residence during the time of negotiations nor until after June 20, 2017. There was 1 lounge chair and the previous owner did stay overnight at times - at least once after June 9 when I bought it even though I locked the doors.

I ask for a refund of \$328.18 (\$295.18 plus \$33.00).

Thank you,
William C. Spainhoward 8-23-2017



6402 Old Corydon Rd. - P.O. Box 18
Henderson, KY 42419-0018

Your Touchstone Energy® Cooperative

Contact us:

7:30-4:30 Mon-Fri
1-800-844-4832

Or visit us at:
kenergycorp.com

WILLIAM C SPAINHOWARD
9282 RIDGEWOOD RD
HENDERSON KY 42420-9156

Account Number

BILLING SUMMARY	
Previous Balance	0.00
Payments	295.18CR
Balance Forward	295.18CR
Current Charges	411.84
Amount Due	116.66
Due After 07/24/2017	120.72

Pay by phone: 1.844.255.3679



Messages
The usage period for most July bills will include two additional days, in accordance with Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates. For more information, and to find out more about your meter read dates, go to www.kenergycorp.com/gaprecovery. (See page 2)

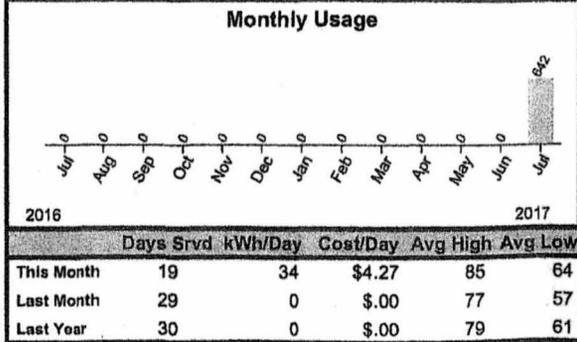
Account # **6772 HATCHETT MILL ROAD MODULAR HOME Rate 1-04 RESIDENTIAL-Cycle 4**

Meter Reading Details	Meter	131387588
Current Reading	06/12/2017	31287
Previous Reading	06/10/2017	31230
Total Usage		57

Meter Reading Details	Meter	139106109
Current Reading	06/29/2017	585
Previous Reading	06/12/2017	0
Total Usage		585

Detail of Charges			
Balance Forward			-295.18
Termination Reconnect			33.00
Meter Tampering			295.18
Total Adjustments			328.18
Customer Charge			11.38
KWH Charge	642 KWH @ 0.102038		65.51
Fuel Adjustment Clause	642 KWH @ 0.0006526		0.42
Environmental Surcharge	642 KWH @ 0.0065301		4.19
Member Rate Stability Mechanism	642 KWH @ -0.0017128		-1.10
Non FAC PPA Rider	642 KWH @ 0.0012826		0.82
Total Power Supply Adjustments			4.33
Rate Increase for 3% School Tax			2.44
Total Taxes and Fees			2.44
Total Amount Due			116.66

Meter put in 6-20



pdck 1916 7-12-17