

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TRISH BROWN)	
)	
COMPLAINANT)	CASE NO.
)	2018-00345
V.)	
)	
NOLIN R.E.C.C.)	
)	
DEFENDANT)	

ORDER

Nolin R.E.C.C. (Nolin) is hereby notified that it has been named as the defendant in a formal complaint (Complaint) filed on October 1, 2018, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 20, Nolin is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so personal information cannot be read.

By the Commission

ENTERED
OCT 26 2018
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

Case No. 2018-00345

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2018-00345 DATED **OCT 26 2018**

SEVEN PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

OCT 01 2018

PUBLIC SERVICE
COMMISSION

In the matter of:

TRISH R BROWN
(Your Full Name)

COMPLAINANT

VS.

NOLIN RURAL ELECTRIC COOPERATIVE
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of TRISH R. BROWN respectfully shows:
(Your Full Name)

(a) TRISH R BROWN
(Your Full Name)

700 E LIN. TRAIL BLVD Apt. 1
(Your Address)

(b) Nolin Rural Electric Cooperative
(Name of Utility)

101 W. LINCOLN TRAIL Radcliff, Ky. 40160-2050
(Address of Utility)

(c) That: I got a phone call on Friday Sept 14, 2018
(Describe here, attaching additional sheets if necessary,

stating that there was a error on my account
the specific act, fully and clearly, or facts that are the reason

I am needing refund \$195.00 put back on my
and basis for the complaint.)

account that another tenant did as well as
Nolin Electric

bill put out of my name and put into another person
Name.

Continued on Next Page

with taking electric
bill out of my name and put into another person

Formal Complaint

TRISH BROWN vs. NOLIN

Page 2 of 2

THIS WAS NOT MY ERROR, MY ACCOUNT WAS PAID EVERY MONTH NO PROBLEMS WERE RECEIVED AT ~~JUNE~~ BUT MY BOYFRIEND WENT TO PAY IT AND WAS TOLD THE ACCOUNT HAD A CREDIT, NATURALLY WE LEFT IT LIKE THAT NOT KNOWING A LADY WENT INTO NOLIN ON JULY 31, 2018 AND PUT MY APARTMENT BUILDING AND NUMBER IN HER NAME? PLEASE

Wherefore, complainant asks

(Specifically state the relief desired.)

Received a letter stating this change on anything I had NO KNOWLEDGE in any of this

Now I have been put in a bad situation I have to come up with 190.00 to put back ON the account, its like I am being blame for Radcliff, Nolin Electric huge error.

Dated at Radcliff, Kentucky, this 27 day

(Your City)

of September, 2018.

(Month)

Trish Brown

(Your Signature*)

(Name and address of attorney, if any)

Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the Commission.

Sept. 27, 2018

For a error to be made and I was unaware this lady took over my account in July 31, 2018 then go back into office in Sept. and realize she made error and NOT be responsible for anything so Nolan takes July/Aug bill and it take it from my deposit which was put IN MARY KEETON Name and Now I am held RESPONSIBLE. Only me. I feel that my deposit should be waived I don't feel this is right because Normally the electric goes back into LANDLORD Name! None of this mess is my fault...

THIS IS MY
MAY-JUNE Bill

YNN
0320016524



RURAL ELECTRIC COOPERATIVE CORPORATION

411 Ring Road
Elizabethtown KY 42701-6767

PAY BY PHONE: 1-855-356-6359
Office: (270) 765-6153
Toll-Free: 1-888-637-4247
Office Hours: Mon-Fri 8AM-5PM
www.nolinrecc.com

BRANCH OFFICE
Closed Daily 12:30 - 1:30
101 W. Lincoln Trail
Radcliff, KY 40160-2055

3543 1 AV 0.375 5 3543
TRISH R BROWN C-12 P-12
700 E LINCOLN TRAIL BLVD APT 1
RADCLIFF KY 40160-1276



SERVICE ADDRESS
LINCOLN TRL E 700 APT 1

KWH USAGE HISTORY

Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	31	609	20	75
Last Month	30	539	18	68
One Year Ago	31	587	19	71

A MESSAGE FROM YOUR CO-OP
Remember to change your air-conditioning filter monthly. Visit www.nolinrecc.com for more ways to save energy!

Please see reverse side for additional information.

Account Information	Billing Information	\$ Amount
Account Number [REDACTED]	BALANCE ON 06/01/2018	163.76
Billing Cycle 1	ADJUSTMENTS	3.36
Billing Date 07/02/2018	PAYMENT - THANK YOU	-167.12
Meter Number 304936	KWH CHARGE	68.44
Meter Reading 05/25/2018 23926	FUEL ADJUSTMENT -0.0024060	-1.47
Meter Reading 06/25/2018 24535	CITY OF RADCLIFF FRANCHISE FEE	2.23
KWH Usage 609	SCHOOL TAX	2.23
Meter Multiplier 1.0000	ENVIRONMENTAL SURCHARGE	7.41
Demand 0.000	CURRENT MONTH CHARGES	78.84
Power Factor Adjusted Demand 0.000		
Days Billed 31		
Rate Schedule 1 RESIDENTIAL		
Bill Type R		
Board District 6		
Run ceiling fans with the air blowing down to cool your home and maximize air circulation.		
NET DUE UPON RECEIPT		78.84
GROSS AMOUNT DUE AFTER 5 PM ON 07/20/2018		82.56

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT. PLEASE DO NOT STAPLE OR FOLD.

Pay your bill 24 hours a day, 7 days a week with your Visa/MasterCard by calling 1-855-356-6359. You must have your account number to make a payment. For more bill payment options see the reverse side of this bill.

Account Number [REDACTED]

NET AMOUNT DUE UPON RECEIPT	78.84
GROSS AMOUNT DUE AFTER 5 PM ON 07/20/2018	82.56

01

TRISH R BROWN
TRISH R BROWN
700 E LINCOLN TRL APT 1
RADCLIFF KY 40160-1276

NOLIN RURAL ELECTRIC COOPERATIVE
411 RING ROAD
ELIZABETHTOWN KY 42701-6767



New Tenant
0320010525



RURAL ELECTRIC COOPERATIVE CORPORATION

411 Ring Road
Elizabethtown KY 42701-6767

A Touchstone Energy® Cooperative

PAY BY PHONE: 1-855-356-6359

Office: (270) 765-6153

Toll-Free: 1-888-637-4247

Office Hours: Mon-Fri 8AM-5PM

www.nolinrecc.com

BRANCH OFFICE

Closed Daily 12:30 - 1:30

104 W. Lincoln Trail

Radcliff, KY 40160-2055

3837 1 AV 0.375

MARY M KEETON

704 E LINCOLN TRAIL BLVD APT 1

RADCLIFF KY 40160-1277

5 3837

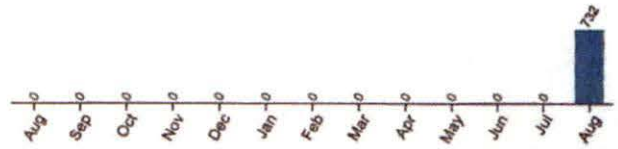
C-12 P-12



MY ADDRESS

SERVICE ADDRESS
LINCOLN TRL E 700 APT 1

KWH USAGE HISTORY



Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	35	732	21	76
Last Month	0	0	0	.
One Year Ago	0	0	0	.

A MESSAGE FROM YOUR CO-OP

Your Nolin RECC Co-op Connections Card offers local, state and national discounts at businesses as well as pharmacies and health providers. Visit www.nolinrecc.com for a complete list of discounts.

Please see reverse side for additional information.

Account Information	Billing Information	\$ Amount
Account Number	KWH CHARGE	81.79
Billing Cycle	FUEL ADJUSTMENT -0.0067950	-4.97
Billing Date	CITY OF RADCLIFF FRANCHISE FEE	2.52
Meter Number	SCHOOL TAX	2.52
Meter Reading 07/31/2018	ENVIRONMENTAL SURCHARGE	7.27
Meter Reading 09/04/2018	CURRENT MONTH CHARGES	89.13
KWH Usage		
Meter Multiplier		
Demand		
Power Factor Adjusted Demand		
Days Billed		
Rate Schedule 1		
Bill Type		
NET DUE UPON RECEIPT		89.13
GROSS AMOUNT DUE AFTER 5 PM ON 09/20/2018		89.13

By monitoring your usage, you can save energy and money! Set up energy alerts in SmartHub to notify you if there is an increase in your usage.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT. PLEASE DO NOT STAPLE OR FOLD.

Pay your bill 24 hours a day, 7 days a week with your Visa/MasterCard by calling 1-855-356-6359. You must have your account number to make a payment. For more bill payment options see the reverse side of this bill.

(228) 475-2315 is the phone number we have listed for your account should you need to report an outage. If this is incorrect, please contact us at (270) 765-6153 or note your correct number on this portion of your bill.

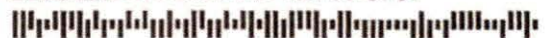
MARY M KEETON
704 E LINCOLN TRL APT 1
RADCLIFF KY 40160-1276

Account Number: [REDACTED]

NET AMOUNT DUE UPON RECEIPT	89.13
GROSS AMOUNT DUE AFTER 5 PM ON 09/20/2018	89.13

01

NOLIN RURAL ELECTRIC COOPERATIVE
411 RING ROAD
ELIZABETHTOWN KY 42701-6767



Need tenant that made photo





411 Ring Road
 Elizabethtown KY 42701-6767

A Touchstone Energy® Cooperative

PAY BY PHONE: 1-855-356-6359
 Office: (270) 765-6153
 Toll-Free: 1-888-637-4247
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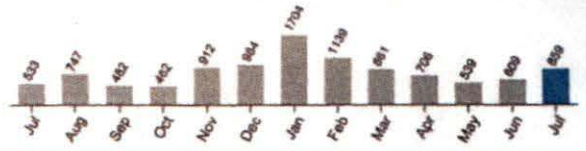
BRANCH OFFICE
 Closed Daily 12:30 - 1:30
 101 W. Lincoln Trail
 Radcliff, KY 40160-2055

TRISH R BROWN
 700 E LINCOLN TRAIL BLVD APT 1
 RADCLIFF KY 40160-1276

1 8



KWH USAGE HISTORY



Comparisons	Days	KWH	Avg/Day	Avg Temp
Current Month	36	859	24	76
Last Month	31	609	20	75
One Year Ago	30	533	18	75

A MESSAGE FROM YOUR CO-OP

Conserve our natural resources by investing in Cooperative Solar! Visit www.nolinrecc.com or call 270-765-6153 for details.

Please see reverse side for additional information.

Account Information	Billing Information	\$ Amount
Account Number	BALANCE ON 07/02/2018	78.84
Billing Cycle	ADJUSTMENTS	3.72
Billing Date	PAST DUE AMOUNT	82.56
Meter Number	KWH CHARGE	93.70
Meter Reading	DEPOSIT APPLIED	-190.00
Meter Reading	DEPOSIT INTEREST	-0.88
KWH Usage	FUEL ADJUSTMENT -0.0007890	-0.68
Meter Multiplier	CITY OF RADCLIFF FRANCHISE FEE	3.09
Demand	SCHOOL TAX	3.09
Power Factor Adjusted Demand	MEMBERSHIP APPLIED	-5.00
Days Billed	ENVIRONMENTAL SURCHARGE	10.06
Rate Schedule 1		
Bill Type	CURRENT MONTH CHARGES	-86.62
Board District		
Our offices will be closed on Monday, September 3rd for Labor Day.		
CREDIT BILL DO NOT PAY		
NET DUE UPON RECEIPT		-4.06
GROSS AMOUNT DUE AFTER 5 PM ON		

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT. PLEASE DO NOT STAPLE OR FOLD.

Pay your bill 24 hours a day, 7 days a week with your Visa/MasterCard by calling 1-855-356-6359. You must have your account number to make a payment. For more bill payment options see the reverse side of this bill.

(270) 300-7957 is the phone number we have listed for your account should you need to report an outage. If this is incorrect, please contact us at (270) 765-6153 or note your correct number on this portion of your bill.

TRISH R BROWN
 700 E LINCOLN TRL APT 1
 RADCLIFF KY 40160-1276

Account Number: [REDACTED]

NET AMOUNT DUE UPON RECEIPT	-4.06
GROSS AMOUNT DUE AFTER 5 PM ON	

CREDIT BILL -- DO NOT PAY

NOLIN RURAL ELECTRIC COOPERATIVE®
 411 RING ROAD
 ELIZABETHTOWN KY 42701-6767



DID NOT RECEIVE IN THE MAIL
 WAS GIVEN COPY IN THE NEXT

IF I would have this note the mail was not sent in July or August

APPLICATION FOR MEMBERSHIP

Membership Fee _____
Deposit _____
ACCOUNT NO: _____
NAME: TRISH R BROWN
MAILING ADDRESS: 700 E LINCOLN TRL APT 1
RADCLIFF KY 40160
SERVICE ADDRESS: LINCOLN TRL E 700 APT 1

SS No: _____
Customer No: T12325

MISSING INFO?

had to re-do bill to OEA OR Tena

The undersigned (hereinafter called the Applicant) hereby applies for membership and electric service in Nolin Rural Electric Cooperative Corporation (hereinafter called the Cooperative) and agrees to the following:

1. The applicant hereby pays the sum of \$5.00 for membership fee, which is transferable and /or refundable according to the policies of the cooperative, on rendering the final bill.
2. The applicant hereby pays the sum of \$ _____ as a security deposit, said amount being two-twelfths (2/12) of the estimated annual bill. After 18 months, the member may request the deposit be recalculated. If the deposit differs by more than ten (10) dollars from the deposit calculated on actual usage, Nolin shall refund any over-collection and may collect any underpayment. The deposit shall accrue interest as prescribed by law. Interest is refunded annually as a credit on member's bill. The security deposit may be returned, at the discretion of the Cooperative, after one (1) year of satisfactory credit history and it is transferable and/or refundable on final bill. At the discretion of the Cooperative, any deposit may be transferred by the Cooperative to another account of the applicant.
3. Applicant agrees to pay in advance construction charges where applicable for service to a mobile home, non-residential installation and service requiring a five (5) year contract.
4. Applicant agrees to purchase electric energy payable monthly and to be bound by the bylaws, rules and regulations and rates adopted from time to time by the Board of Directors of the Cooperative and approved by the Public Service Commission, copies of which are available for inspection in the Cooperative office.
5. The applicant is liable for all debts incurred from the purchase of electric energy and agrees to pay all collection and/or legal fees necessary in the collection of all unpaid debts incurred in the applicant's name. The applicant hereby grants the Cooperative a security interest against any capital credits which may be owed to the applicant upon a retirement of those capital credits.
6. Applicant's wiring must pass inspection by a certified electrical inspector pursuant to Kentucky Building Codes, prior to receiving electrical service.
7. If it is required to extend any facilities, the applicant (owner) agrees to sign a right of way easement and obtain easements for construction of any necessary lines over intervening property. Since the easements are for the benefit of the applicant (owner) there shall be no compensation paid for easements.
8. Applicant is responsible for locating and identifying the underground utilities including gas lines, water lines, lateral lines, septic tank, etc. If applicant fails to identify utilities, Nolin will not be responsible for damages resulting therefrom. If service is requested in an area that is not accessible to trucks, Nolin is not responsible for damage from heavy equipment.
9. Applicant agrees that Cooperative shall be held harmless for any damages due to loss of energy services as well as re-energized services as a Cooperative representative may not be present at the time of disconnection and/or reconnection.
10. The cost of subscription to Kentucky Living Magazine, containing Nolin News, is to be paid for as part of the cost of electric service.
11. The acceptance of this application by the Cooperative shall constitute an Agreement and Membership Certificate between the Cooperative and Applicant upon the terms hereinabove set forth.
12. I consent to be contacted on any phone number or other electronic means I provide to the Cooperative for any purpose. I will notify Nolin RECC if I no longer have this phone number.

BROWN TRISH R

Applicant is Owner Renter If mobile home Owner Renter Electric Heat Yes No
 NEW MEMBER ORIENTATION COMPLETED MEMBERS MANUAL AND BYLAWS PRESENTED

APPLICANT SIGNATURE _____

MEMBERSHIP ACCEPTED BY NOLIN RECC

* SPOUSE'S SIGNATURE _____

Trish Brown
President

A. P. Rosenberger
Secretary

SPOUSE'S NAME: _____

*SPOUSE'S SS#: _____

STATE OF _____
COUNTY OF _____

* Spouse signature and SS# required for joint account

The foregoing instrument was subscribed, sworn to and acknowledged

before me this _____ day of _____, 20____

by _____

NOTARY PUBLIC

My commission expires _____

paid 500.00 cash

Customer/Account	Provider	Service Address	Service Description	Serv Map Loc	Emer Addr	Service Status	Rate Schedule
112325							
	CCOP	LINCOLN TRL E 200 APT 1		01000165		41 - Inactive	RESIDENTIAL

AR View | File Maintenance View | Budget View | Actual View | Capital Credits | Checks

Transaction History Control Panel

Include File Maintenance Filter By Service Location

Update Dt v	Transaction	Activity	UA Adjust	AR Adjust	AR Balance	Operator
09/14/2018 15:29:30	DEPOSIT	ADD		150.00	150.00	reedmond
09/14/2018 15:29:03	MODIFY	MODIFY		5.00	5.00	reedmond
09/04/2018 21:13:59	BILLING	Inactive		0.00	0.00	
08/04/2018 14:15:02	ADD	ADD		4.06	0.00	juttle
08/02/2018 21:14:08	BILLING	Cycle		109.26	-4.06	
07/31/2018 12:06:46	DEPOSIT	REFUND		-145.64	-145.64	struave
07/31/2018 12:06:46	DEPOSIT	REFUND		-45.20	32.36	struave
07/31/2018 12:06:46	MODIFY	MODIFY		-5.00	77.56	struave
07/31/2018 12:06:46	MODIFY	MODIFY		3.72	82.56	juttle
07/31/2018 17:10:47	INSERT	INSERT		78.84	78.84	
07/02/2018 21:14:12	BILLING	Cycle		0.00	0.00	juttle
07/02/2018 21:13:10	DEPOSIT	MODIFY		0.00	0.00	juttle
07/02/2018 21:13:10	DEPOSIT	MODIFY		0.00	0.00	juttle
06/21/2018 09:33:29	PAYMENT	CRPMT	0.00	-74.67	0.00	taylor
06/20/2018 17:10:33	DEPOSIT	INSERT		3.34	74.67	juttle
06/04/2018 07:15:29	PAYMENT	NR-VM	0.00	-92.46	71.31	ebf
06/01/2018 21:13:38	BILLING	Cycle		71.31	163.76	
06/01/2018 21:12:46	DEPOSIT	MODIFY		0.00	92.45	juttle
06/01/2018 21:12:46	DEPOSIT	MODIFY		0.00	92.45	juttle
05/21/2018 17:10:27	DEPOSIT	INSERT		4.18	92.45	juttle
05/03/2018 21:14:16	BILLING	Cycle		88.29	88.29	
05/03/2018 21:13:26	DEPOSIT	MODIFY		0.00	0.00	juttle
05/03/2018 21:13:26	DEPOSIT	MODIFY		0.00	0.00	juttle
04/11/2018 10:09:54	PAYMENT	CRPMT	0.00	-107.16	0.00	struave
04/03/2018 21:14:48	BILLING	Cycle		107.16	107.16	
04/03/2018 21:13:47	DEPOSIT	MODIFY		0.00	0.00	juttle
04/03/2018 21:13:47	DEPOSIT	MODIFY		0.00	0.00	juttle
03/19/2018 08:39:48	PAYMENT	NR-VM	0.00	-130.98	0.00	ebf
03/01/2018 21:15:01	BILLING	Cycle		132.54	130.98	
03/01/2018 21:13:24	DEPOSIT	MODIFY		-1.23	-1.23	juttle
03/01/2018 21:13:24	DEPOSIT	MODIFY		0.00	-0.33	juttle
03/01/2018 21:13:24	DEPOSIT	MODIFY		-0.33	-0.33	juttle
03/01/2018 21:13:24	DEPOSIT	MODIFY		0.00	0.00	juttle
02/15/2018 08:12:19	PAYMENT	CRPMT	0.00	-194.36	0.00	taylor
02/01/2018 21:13:50	BILLING	Cycle		194.36	194.36	
02/01/2018 21:12:02	DEPOSIT	MODIFY		0.00	0.00	juttle
02/01/2018 21:12:02	DEPOSIT	MODIFY		0.00	0.00	juttle
01/19/2018 08:59:36	PAYMENT	NR-VM	0.00	-118.37	0.00	ebf
01/03/2018 21:15:06	BILLING	Cycle		118.37	118.37	
01/03/2018 21:14:11	DEPOSIT	MODIFY		0.00	0.00	juttle
01/03/2018 21:14:11	DEPOSIT	MODIFY		0.00	0.00	juttle
12/29/2017 09:35:49	PAYMENT	CRPMT	0.00	-117.05	0.00	taylor
12/20/2017 17:11:00	DEPOSIT	INSERT		5.27	117.05	denkows
12/01/2017 21:14:20	BILLING	Cycle		112.67	112.67	
12/01/2017 21:13:31	DEPOSIT	MODIFY		0.00	-0.89	juttle
12/01/2017 21:13:31	DEPOSIT	MODIFY		0.00	-0.89	juttle
11/30/2017 08:35:31	PAYMENT	CRPMT	0.00	-45.00	-0.89	taylor
11/06/2017 17:10:08	DEPOSIT	INSERT		2.89	64.11	juttle
11/02/2017 21:12:36	BILLING	Cycle		61.22	61.22	

July 31, 2018
SESSION

9-4
26

Copy Given to me in OFFICE

Trish R Brown
700 E. Lincoln Trail Blvd, Apt. 1
Radcliff, KENTUCKY 40160

*Nolin R.E.C.C.
411 Ring Road
Elizabethtown, KY 42701-6767

*Nolin R.E.C.C.
Nolin R.E.C.C.
411 Ring Road
Elizabethtown, KY 42701-6767