

On June 24, 2025, the Commission ordered Duke Kentucky to satisfy the matters complained of or file a written answer.⁴ On July 16, 2025, Duke Kentucky filed a written answer stating that it removed a total of \$850 from Complainant's balance to reflect the monthly Rider AMO charges between September 14, 2022, and March 20, 2024.⁵ A request for information was issued by Commission Staff on August 13, 2025, and Duke Kentucky filed a response on August 29, 2025.⁶ On October 20, 2025, the Complainant, through counsel, filed a request for information. To date, Duke Kentucky has not responded.

After reviewing the record, the Commission, on its own, finds that a procedural schedule should be established for the orderly processing of this case. The procedural is attached as an Appendix to this Order. Furthermore, the Commission finds that Duke Kentucky shall file a response to Complainant's initial data request by the date provided in the procedural schedule.

Any hearing in this matter shall be held on the designated day or days and continued until called from the bench by the presiding officer. Pursuant to 807 KAR 5:001, Section 2, if the hearing is not concluded on the designated day, the hearing may be continued upon verbal announcement by the presiding officer. A verbal announcement made by the presiding officer shall be proper notice of the continued hearing. Hearings are held in the Richard Raff Hearing Room at the offices of the Public Service Commission at 211 Sower Boulevard, Frankfort, Kentucky. Witnesses who sponsor schedules,

⁴ Order (Ky. PSC June 24, 2025).

⁵ Duke Kentucky's Answer to Complaint (filed July 16, 2025) at 2.

⁶ Duke Kentucky's Response to Commission Staff's First Request for Information (Staff's First Request) (filed Aug. 29, 2025).

testimony, or responses to requests for information are expected to participate in person at a hearing.

IT IS THEREFORE ORDERED that:

1. The procedural schedule set forth in Appendix A to this Order shall be followed.

2. Duke Kentucky shall respond to the requests for information filed by the Complainant on October 20, 2025, and from Commission Staff, attached as Appendix B, as set forth in the procedural schedule.

3. Duke Kentucky and the Complainant shall respond to any additional requests for information propounded by Commission Staff, whether identified on the procedural schedule or otherwise, as provided in those requests.

4. When filing a paper with the Commission, Duke Kentucky shall file an electronic copy in accordance with the electronic filing procedures set forth in 807 KAR 5:001, Section 8. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked. The Commission directs Duke Kentucky to the Commission's July 22, 2021, Order in Case No. 2020-00085⁷ regarding filings with the Commission.

5. As set forth in 807 KAR 5:001, Section 4(11)(a), a person requesting permissive intervention in a Commission proceeding is required to demonstrate either (1) a special interest in the proceeding that is not adequately represented in the case, or (2)

⁷ 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 the case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

that the person requesting permissive intervention is likely to present issues or develop facts that will assist the Commission in fully considering the matter without unduly complicating or disrupting the proceedings. Therefore, any person requesting to intervene in a Commission proceeding must state with specificity the person's special interest that is not adequately represented, or the issues and facts that the person will present that will assist the Commission in fully considering the matter.

6. Any motion to intervene filed after the date established in the procedural schedule shall also show good cause for being untimely. If the untimely motion is granted, the movant shall accept and abide by the existing procedural schedule.

7. Duke Kentucky shall give notice of any scheduled hearing in accordance with the provisions set forth in 807 KAR 5:001, Section 9(2). In addition, the notice of hearing shall include the following statements: "This hearing will be streamed live and may be viewed by connecting to the YouTube link posted on the PSC website, psc.ky.gov, on the day of the hearing" and "Public comments may be made at the beginning of the hearing. Those wishing to provide public comments may do so by arriving at 211 Sower Boulevard, Frankfort, Kentucky, before the start of the hearing." At the time the notice is mailed or publication is requested, Duke Kentucky shall forward a duplicate of the notice and request to the Commission.

8. At any public hearing in this matter, neither opening statements nor summarization of direct testimonies shall be permitted.

9. Any hearing scheduled in this matter shall be held on the designated day or days and continued until called from the bench by the presiding officer. Pursuant to 807 KAR 5:001, Section 2, if the hearing is not concluded on the designated day, the hearing

shall be continued upon verbal announcement by the presiding officer. A verbal announcement made by the presiding officer shall be proper notice of the continued hearing.

10. Witnesses who sponsor schedules, testimony, or responses to requests for information shall participate in person at any hearing scheduled in this matter.

11. Duke Kentucky and the Complainant shall file a witness list at least seven days prior to any hearing date.

12. Pursuant to KRS 278.360 and 807 KAR 5:001, Section 9(9), a digital video recording shall be made of the hearing.

13. The Commission does not look favorably upon motions for continuance. Accordingly, motions for extensions of time with respect to the schedule herein shall be made in writing and will be granted only upon a showing of good cause.

14. The Commission does not look favorably upon motions to substitute witnesses or excuse witnesses from testifying at Commission hearings. Accordingly, motions to substitute witnesses or excuse a witness from testifying at a Commission hearing or from testifying in person at a Commission hearing shall be made in writing at least 14 days prior to the hearing and will be granted only upon a showing of good cause.

PUBLIC SERVICE COMMISSION



Chairman



Commissioner



Commissioner

ATTEST:



Executive Director

ENTERED
FEB 23 2026^{AB}
KENTUCKY PUBLIC
SERVICE COMMISSION

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00118 DATED FEB 23 2026

Duke Kentucky shall file responses to requests for
information no later than..... 03/17/2026

All supplemental requests for information to Duke Kentucky
shall be filed no later than 03/31/2026

Duke Kentucky shall file responses to supplemental requests
for information no later than 04/14/2026

Last day for parties to request a Public Hearing or submit a
request for the matter to be decided based upon the written record 04/21/2026

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2025-00118 DATED FEB 23 2026

Duke Energy Kentucky, Inc. (Duke Kentucky), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on March 17, 2026. The Commission directs Duke Kentucky to the Commission's July 22, 2021, Order in Case No. 2020-00085⁸ 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.

Duke Kentucky shall make timely amendment to any prior response if Duke Kentucky obtains information that indicates the response was incorrect or incomplete

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

when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Duke Kentucky fails or refuses to furnish all or part of the requested information, Duke Kentucky shall provide a written explanation of the specific grounds for its 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 separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Duke Kentucky shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Duke Kentucky's Answer to Complainant's Response (Duke Kentucky's Answer), paragraph 8. Explain how Duke Kentucky calculated the estimated customer usage from November 16, 2022, to April 16, 2024. Also explain how the malfunction time was calculated through April 2024, but the meter was replaced in March 2024.

2. Refer to Duke Kentucky's Answer, paragraph 9. Explain how Duke Kentucky determined the credit to Complainant's account should be \$850 if she paid \$25 monthly for the AMO Rider charges between the months of September 14, 2022, and March 20, 2024.

3. Refer to Duke Kentucky's Answer, paragraphs 13 and 14. Explain how Duke Kentucky determined Complainant's monthly payment plan should consist of \$218, noting that the total Duke Kentucky claimed she was underbilled for the 18-month period was \$2,869.93. In the response provide what section of Duke Kentucky's tariff it is relying on to calculate the repayment section.

4. Refer to Duke Kentucky's Answer, paragraph 6. State whether Duke Kentucky tested the meter after discovering the malfunction and removing it. If so, provide the results of the test.

5. State when Duke Kentucky performed its periodic assessments of the meter from September 2022 to April 2024 and provide any relevant records. If Duke Kentucky was unable to read the meter, provide the required records indicating such pursuant to 807 KAR 5:006, Section (5)(d).

6. Provide what procedures Duke Kentucky has to highlight malfunctioning meters such as the one in this scenario and identify which of those procedures were implemented here, when they were performed, and any procedures that were not implemented at the service address relevant to this Complaint.

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