

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DAVID ETHINGTON	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2026-00028
JACKSON ENERGY COOPERATIVE	)	
CORPORATION	)	
	)	
DEFENDANT	)	

ORDER

On December 19, 2025, David Ethington filed a complaint against Jackson Energy Cooperative Corporation (Jackson Energy) in which he alleged that his utility bills for the last three months had doubled even though he had not been using as much electricity. He alleged that Jackson Energy said it had tested the meter but would not show him the results. He asked that his bills be adjusted and for the meter to be tested by a third party.

On February 26, 2026, Ethington filed a supplemental complaint disputing his last bill in the amount of \$955.28. He alleged that he was charged for electric service during a storm-related power outage in January and again when his power went off in February. He asked for his bill to be corrected and that he not be responsible for this additional amount until his complaint is ruled upon.

Two additional papers styled as supplemental complaints were filed by Cheryl Ethington, the first on April 15, 2026, and the second on May 6, 2026. Cheryl Ethington is not a party to the original complaint or identified in the filings, but she is presumed to

be the wife of the complainant. Each supplemental complaint contested the most recent electric bill as “extremely high.” Additionally, Cheryl Ethington alleged that a defective “transmitter” could have caused a surge to the meter, resulting in high readings.

On April 7, 2026, Jackson Purchase filed a letter stating that it removed Mr. Ethington’s meter (Meter #66978801) from service on November 6, 2025, for testing. Jackson Energy summarized the results of the test in the letter, which were within regulatory accuracy parameters. Jackson Energy stated that a new meter was installed after the original meter was removed for testing. Jackson Energy did not provide a copy of the test report or otherwise address the allegations in the complaint as amended.

On May 4, 2026, counsel for Jackson Energy filed a copy of a disconnection warning that Jackson Energy sent to the complainant notifying him that service would be disconnected on May 14, 2026, unless the amount of \$209.54 was paid on the account. Counsel stated in the letter that Mr. Ethington applied for service on August 26, 2025, and that his checks for the membership fee and deposit were returned as being written on a closed account. The letter states that a church then paid the membership fee and deposit on behalf of Ethington. According to the letter, after failing to pay his first bill, Ethington provided a voucher from the Community Action Agency for payment on the account. Counsel stated that Jackson Energy also received a payment on behalf of Ethington from the Department of Veteran Affairs but that Ethington “has personally made no payments of any kind on this account.” Counsel concluded that each time a new bill has been issued, the complainant has filed a supplemental complaint “in an abuse of the system that has resulted in a total current bill of \$1,847.08.”

On May 18, 2026, an email referencing the complaint that was sent to the email address of the Commission's Executive Director was filed into the record. The email requests to add the Ethington's last two bills in the amount of \$259.00 and \$198.00 to the complaint.

Copies of the original and supplemental complaints are attached to this Order as an Appendix.

### LEGAL STANDARD

The Commission has original jurisdiction over complaints as to rates or service of any utility pursuant to KRS 278.260. Pursuant to 807 KAR 5:001, Section 20(4), if the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to filing requirements, the Commission shall order the utility to satisfy or answer the complaint within ten days from the date of the order. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.<sup>1</sup>

KRS 278.160(1) requires each utility to "file with the commission, within such time and in such form as the commission designates, schedules showing all rates and conditions for service established by it." KRS 278.160(2) prohibits a utility from charging "greater or less compensation for any service rendered or to be rendered than that prescribed in its filed schedules."

Pursuant to 807 KAR 5:041, Section 9(1), all energy sold by a utility must be metered by commercially acceptable measuring devices owned and maintained by the utility except where it is impractical to meter loads or in cases of an emergency or when

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<sup>1</sup> Case No. 2022-00030, *Alfred Saylor v. Kentucky Utilities Company* (Ky. PSC July 1, 2022), Order.

authorized by the Commission pursuant to Section 8 of that regulation. Pursuant to 807 KAR 5:041, Section 15(3), metering equipment, including instrument transformers and demand meters, shall be tested for accuracy prior to being placed in service, periodically in accordance with the schedule set forth in the regulation, upon complaint, when suspected of being in error, or when removed from service for any cause.

Section 11(6) of 807 KAR 5:006 provides that in the event of a dispute regarding the accuracy of a customer's meter readings, the customer's account shall be considered current if the customer: (a) continues to make payments for the disputed period in accordance with historic usage, or if that data is not available, the average usage of similar customer loads; and (b) stays current on subsequent bills.

#### DISCUSSION

Based on the foregoing, the Commission finds that Mr. Ethington's complaint, as supplemented, complies with procedural requirements and states a prima facie case, because it makes allegations, which if uncontradicted by other evidence, would entitle the Complainant to at least a portion of the relief requested. Thus, the Commission finds that pursuant to 807 KAR 5:001, Section 20, Jackson Energy should satisfy the matters complained of or file a written answer to the complaint, as supplemented, within ten days from the date of service of this Order.

The Commission also finds that Jackson Energy should file with its response a copy of all records of tests of the meter removed from service from Mr. Ethington's residence and make the meter available to Commission Staff for testing. The Commission further finds that Jackson Energy should file a copy of all records of tests of the replacement meter before it was placed in service, including, if the meter was new

when placed in service, any manufacturer certification of compliance with applicable standards for electricity metering.

The Commission notes that making a finding that the complaint establishes a prima facie case is not making a finding on the merits of complaint, but rather it is simply finding that the case may proceed from a procedural perspective. The Commission further notes that neither the filing of a complaint nor the Commission's finding that a complaint establishes a prima facie case eliminates or suspends a complainant's responsibility to, at a minimum, remit payment as contemplated by Section 11(6) of 807 KAR 5:006 for service rendered during the pendency of the case.<sup>2</sup>

IT IS THEREFORE ORDERED that:

1. Jackson Energy shall satisfy the matters complained of or file a written answer to the complaint, as supplemented, within ten days from the date of service of this Order.
2. Jackson Energy shall file with its response to the complaint a copy of all meter test records of the meter removed from service from Mr. Ethington's premises.
3. Jackson Energy shall make the meter removed from service from Mr. Ethington's premises available to Commission Staff for testing.
4. Jackson Energy shall file with its response to the complaint a copy of all meter test records of the replacement meter installed at Mr. Ethington's premises, including any tests or certifications of the meter before it was placed in service.

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<sup>2</sup> See e.g. 807 KAR 5:006, Section 11(6).


5. A copy of this Order shall be served by the Executive Director or their designee via First Class, U.S. mail on David Ethington at 636 Rush Road W., London, Kentucky 40244.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

Entered on this 28th day of May, 2026.

PUBLIC SERVICE COMMISSION

  
\_\_\_\_\_  
Angie Hatton  
Chair

  
\_\_\_\_\_  
Mary Pat Regan  
Commissioner

  
\_\_\_\_\_  
Andrew W. Wood  
Commissioner

  
\_\_\_\_\_  
Barry L. Mayfield  
Commissioner

ATTEST:

  
\_\_\_\_\_  
Linda C. Bridwell, PE  
Executive Director

Case No. 2026-00028

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2026-00028 DATED MAY 28 2026

SIX PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

David Ethington  
(Your Full Name)

COMPLAINANT

VS.

Jackson Energy  
(Name of Utility)

DEFENDANT

RECEIVED

DEC 19 2025

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of David Ethington  
(Your Full Name) respectfully shows:

(a) David Ethington  
(Your Full Name)

636 Rush Rd. W. London KY 40244  
(Your Address)

(b) Jackson Energy  
(Name of Utility)

177 Barboursville Rd London KY 40244  
(Address of Utility)

(c) That: Our last 3 months including current  
(Describe here, attaching additional sheets if necessary,

month our utility Bill has doubled. We  
the specific act, fully and clearly, or facts that are the reason

have also not been using as much electric.  
and basis for the complaint.)

We requested our meter be tested and

Continued on Next Page

Formal Complaint

David Ethington vs. Jackson Energy

Page 2 of 2

total dispuing \$ 674.30  
replaced. It was tested and they say  
but we were not permitted to see  
testing and the meter was not replaced  
we are requesting the be be  
ammended and the meter changed  
out. we feel the meter is not correct.

Wherefore, complainant asks

that the be be  
(Specifically state the relief desired.)

ammended and the meter be replaced  
with a new one and the old meter  
be tested by a third party not  
Jackson Energy also they are also  
trying to say to do budget they go by last  
years billing using a whole year

Dated at London, Kentucky, this 5 day  
(Your City)

of December, 2025  
(Month)

David Ethington  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

12-5-25  
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.

\* Case # 2026-00028

RECEIVED

FEB 26 2026

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE  
COMMISSION

In the matter of:

David Ethington  
(Your Full Name) COMPLAINANT

VS.

Jackson Energy  
(Name of Utility) DEFENDANT

**COMPLAINT**

The complaint of David Ethington respectfully shows:  
(Your Full Name)

(a) David Ethington  
(Your Full Name)  
636 Rush Rd, W London KY 40244  
(Your Email Address)

(b) Jackson Energy  
(Name of Utility)  
177 Bourbonville Rd London KY 40244  
(Address of Utility)

(c) That: I am disputing the last couple of bills in the  
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,  
full amount of asking an amount \$ 955.28  
or facts that are the reason and basis for the complaint.)

during the storm in January our power went out we were still charged even though there was a power outage not to mention we were at a motel for 5 days and

had shut all lights heaters and anything  
 power off. Also in Feb our power went out  
 a few times for power outages and we were  
 charged and being over charged

Wherefore, complainant asks

that the bill be corrected

(Specifically state the relief desired.)

and that Jackson Energy be investigated  
 for charging when there was a power outage  
 and we not be responsible for the new  
 amount of \$1,935.28 as well as the amount  
 in our 1st complaint until our complaints  
 are ruled on and investigated

Dated at \_\_\_\_\_ Kentucky, this \_\_\_\_\_ day of  
(Your City)

\_\_\_\_\_, 20\_\_\_\_  
(Month)



(Your Signature\*)

\_\_\_\_\_  
(Name and Address of Attorney, if any)

23-Feb-2026  
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

4-15-26

Case # 2026-000 28

I would like to add a supplemental complaint against Jackson Energy in the amount of \$484.41. Once again our utility bill was extremely high. I spoke to an electrician and he said if we have a bad transformer or it's going bad it could cause surges to meter and make bill high. I'd like them to replace transformer.

Chief Elington  
Dana Dean

RECEIVED

APR 15 2026

PUBLIC SERVICE  
COMMISSION

Kentucky Service Commission Legal Department

I am hereby adding to my former  
complaint in the amount of  
\$1 484.41. Once again our bill  
is extremely high we are having  
flickering lights. I spoke to a  
licensed electrician and he said  
bill would be high as well as  
flickering lights if our transformer  
was bad or gone bad. I asked  
Johnson Energy to replace transformer  
and they blew me off and called  
me a liar, this was on the 9<sup>th</sup>  
of April.

Thank you

Cheryl Ethington  
Cheryl Ethington

David Ethington  
David Ethington

address

636 Bush Rd W  
London KY 40744

RECEIVED

MAY 06 2026

PUBLIC SERVICE  
COMMISSION

## Service List for 2026-00028

- \* Clayton O Oswald  
Taylor, Keller & Oswald, PLLC  
1306 West Fifth Street, Suite 100  
Post Office Box 3440  
London, KY 40743-3440
  
- \* David Ethington  
636 Rush Road W.  
London, KY 40244
  
- \* Jackson Energy Cooperative Corporation  
115 Jackson Energy Lane  
McKee, KY 40447