

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARY COOLEY	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2026-00107
	)	
DIVERSIFIED GAS AND OIL CORPORATION	)	
	)	
DEFENDANT	)	

ORDER

On April 23, 2026, Mary Cooley (Complainant or Ms. Cooley) filed a complaint against a Diversified Gas and Oil Corporation (Diversified) concerning a discrepancy between the actual meter usage recorded on her billing statement and the actual usage amount reflected on her meter. Commission Staff's First Request for Information (Staff's First Request) was issued on May 27, 2026, and Diversified filed a motion on May 28, 2026, requesting an extension of time to submit its responses. On June 8, 2026, the Commission granted Diversified's request for an extension of time until June 16, 2026. On June 16, 2026 Diversified filed a joint motion to approve stipulation and settlement (Joint Motion), as well as a joint stipulation, settlement agreement (Joint Agreement) and requested that the Commission determine that the responses to Staff's First Request are moot or grant Diversified an extension to respond until after an Order is issued on the Joint Motion to Approve the Settlement Agreement. The Joint Agreement is included as an Appendix to this Order.

BACKGROUND

On June 16, 2026, the parties submitted a Joint Agreement for Commission approval. The agreement provides in relevant part that:

1. The parties agree that Ms. Cooley should be credited an amount of \$656.27, which will bring the disputed account balance to \$0;
2. The parties agree that Diversified will change out the meter at Ms. Cooley's address with a new meter and will monitor the usage and actual meter readings for this meter to determine accuracy;
3. The parties agree that Ms. Cooley will not be billed for usage until such time as the new meter is set; and
4. The parties agree that the settlement agreement, viewed in its entirety, constitutes a reasonable resolution of all issues raised in Ms. Cooley's complaint.

DISCUSSION

Following review of the administrative record, including the Joint Agreement, and being otherwise sufficiently advised, the Commission finds that the Joint Motion should be granted and the Joint Agreement should be accepted and approved.

A copy of this Order shall be served on Mary Cooley by U.S. Postal Service First Class mail, at 96 Cooley Branch, Eastern, Kentucky 41622.

IT IS THEREFORE ORDERED that:

1. Diversified and Ms. Cooley's Joint Motion to Approve Stipulation and Settlement Agreement is granted.
2. The Joint Stipulation and Settlement Agreement is accepted and approved.

3. The Commission finds that Diversified Responses to Staff's First Request for Information are moot.

4. A copy of this Order shall be served on Mary Cooley by U.S. Postal Service First Class mail, at 96 Cooley Branch, Eastern, Kentucky 41622.

5. This case is closed and is removed from the Commission's docket.

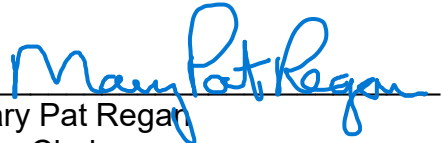
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Entered on this 3rd day of August, 2026.

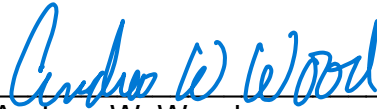
PUBLIC SERVICE COMMISSION



Angie Hatton
Chair



Mary Pat Regan
Vice Chair



Andrew W. Wood
Commissioner



Barry L. Mayfield
Commissioner

ATTEST:


Justin McNeil
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