

Hinton, Daniel E (PSC)

From: Bates and Skidmore Law Firm <batesandskidmore@gmail.com>
Sent: Friday, August 31, 2012 2:57 PM
To: PSC - Regulations
Subject: 807 KAR 5:006 Section 14(2)--Partial payment plans

On behalf of Community Action Council for Lexington-Fayette, Bourbon, Harrison, and Nicholas Counties, I am submitting this comment on 807 KAR 5:006 Section 14(2) regarding partial payment plans, based on the discussions in the stakeholder's meeting on August 31, 2012:

It is critical that a partial payment plan extending beyond 30 days be in writing and include a confirmation of the agreement by an authorized representative of the utility. If the agreement is made in a recorded telephone conversation, a writing documenting the recorded agreement should be sent immediately to the customer, with an opportunity to contact the utility if the writing does not accurately reflect the agreement. It is unreasonable that the utility may terminate service without additional notice if the customer fails to meet the obligations of the plan. Some reasonable time, such as 3 days notice, should be given before termination. The customer may have substantially complied with the partial payment agreement to that point, and there may be a valid reason why a payment was not timely. It is not an unreasonable burden on the utility to give notice of failure to meet the obligations of the plan so that the customer has an opportunity to correct any noncompliance before a termination. This window to cure the noncompliance with the agreement could be short, but it is reasonable to provide this window.

Thank you,
Iris Skidmore

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