

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES HAZELETTE)	
COMPLAINANT)	
)	
VS.)	CASE NO. 10154
)	
BIG SANDY RURAL ELECTRIC)	
COOPERATIVE CORPORATION)	
DEFENDANT)	

O R D E R

IT IS ORDERED that Big Sandy Rural Electric Cooperative Corporation ("Big Sandy") shall file an original and 12 copies of the following information with the Commission with a copy to all parties of record no later than March 18, 1988. Big Sandy shall furnish with each response the name of the witness who will be available at the public hearing for responding to questions concerning each item of information requested.

1. A blank copy of an Application for Membership and/or Service, or both, which Big Sandy requires applicants to complete prior to acceptance and connection of service.
2. A copy of the contract for service between Big Sandy and Mike Ward, whose service was terminated on or about March 28, 1984.
3. Copies, if any, of applications for service by James Hazelette or Pam Ward which formed the basis for denial of service in November and December of 1987.

4. Any and all documents which would reflect or detail efforts by Big Sandy to collect on the \$609.32 delinquency of Mike and Pam Ward. If no documentation is available, a detailed statement of the collection efforts, along with any delinquency or collection notices sent, shall be submitted in affidavit form and signed by an officer of Big Sandy.

5. A copy of the delinquent bill or account of Mike Ward indicating:

- (a) The amount owed for actual usage, by month, while the account was delinquent;
- (b) The amount assessed as late payment charges;
- (c) The amount of charges added to the account for the collection of the delinquency; and
- (d) The amount of deposit paid by Mike Ward at the time service was connected at the residence where the delinquency applies.

6. A copy of any written "policies" in effect and enforced by Big Sandy, including internal office policies, which detail investigation and denial of service procedures.

7. If the procedures mentioned in item 6 have not been reduced to writing, then Big Sandy shall provide a statement outlining internal policies and procedures which relate to the investigation and denial of service practices in affidavit form and signed by an officer of Big Sandy.

8. A list of all witnesses Big Sandy expects to call at the hearing on this matter and a short statement of the subject matter of their testimony.

Done at Frankfort, Kentucky this 10th day of March, 1988.

PUBLIC SERVICE COMMISSION

Richard D. Hemant, Jr.
For The Commission

ATTEST:

Executive Director