

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JUDY SUE HAMPTON

COMPLAINANT

v.

FARMERS RURAL ELECTRIC COOPERATIVE  
CORPORATION

DEFENDANT

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CASE NO. 95-576

O R D E R

On November 23, 1998, the Commission issued an Order requiring Judy Sue Hampton and Farmers Rural Electric Cooperative Corporation ( Farmers RECC ) to file reports reflecting the quality of service to Ms. Hampton s residence. If Ms. Hampton were to indicate continued dissatisfaction with her electrical service, the Order also provided a procedural schedule for addressing any problems. Farmers RECC filed its response on December 21, 1998. Ms. Hampton has not responded.

In its response, Farmers RECC indicated that the construction project affecting Ms. Hampton s service began in March of 1998 and was completed in September. The conversion to 25 KV of portions of Ms. Hampton s circuit was completed on November 12, 1998. These projects complete the major improvements planned for Ms. Hampton s circuit. Farmers RECC also provided a list of line maintenance items completed between December 1996 and November 1997.

Although Ms. Hampton did not respond to the Commission's Order, her previous response, dated November 8, 1997, indicated that her service had improved. She provided a list of problems which detailed dates and times of all outages and blinking or flickering lights that had occurred between October 29, 1996 and November 8, 1997. These correlated well with information provided by Farmers RECC and did show a pattern of diminishing frequency of occurrence. The most recent data provided by Farmers RECC indicates that this continues to be the case, barring some storm-related problems in June of 1998.

The completion of the construction projects and maintenance represents nearly all reasonable efforts that Farmers RECC can take to resolve Ms. Hampton's complaint. As Ms. Hampton's home is nearly 17 miles from the substation, it is unavoidable that her service will be affected by every problem that occurs between her home and the substation. Ms. Hampton's ultimate satisfaction may lie in the construction of a substation nearer her residence, as growth and demand in the area may dictate.

IT IS THEREFORE ORDERED that the Hampton complaint is dismissed.

Done at Frankfort, Kentucky, this 19<sup>th</sup> day of April, 1999.

By the Commission

ATTEST:

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Executive Director