COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SHAWN AND KATHERINE GILLEN	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2005-00062
	)	
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Kentucky Utilities Company ("KU") is hereby notified that it has been named as defendant in a formal complaint filed on February 2, 2005, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KU is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 10th day of February, 2005.

By the Commission

ATTEST:

Executive Director

GS
RECEIVED
FEB 02 2005
PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Shawn and Katherine (Katie) Gillen
(Your Full Name)
COMPLAINANT

VS.

Kentucky Utilities
(Name of Utility)
DEFENDANT

Case 2005-00062

COMPLAINT

The complaint of Shawn and Katherine Gillen respectfully shows:
(Your Full Name)

(a) Shawn and Katherine Gillen
(Your Full Name)
1701 Knoxville Ct. Lexington, KY 40505
(Your Address)

(b) Kentucky Utilities
(Name of Utility)
P.O. 14242 Lexington, KY 40512-4242
(Address of Utility)

(c) That: see attached sheets please
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Shawn and Katherine Gillen vs. Kentucky Utilities

see attached sheets

Wherefore, complainant asks $606.86 be paid by
(Specifically state the relief desired.)
Kentucky Utilities

Dated at Lexington, Kentucky, this 1st day
(Your city)
of February, 2005.
(Month)

(Your Signature)

(Name and address of attorney, if any)

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see **Section 15(1)** of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. 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.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) **Procedure on filing of complaint.**

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good

cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see **Section 15(2)** of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

(a) Formal complaint.

(b) Answer.

(c) Application.

(d) Notice of adjustment of rates.

(2) Forms of formal complaint.
(3) Form of answer to formal complaint.
(4) Form of application.
(5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant) Complainant	)	
	)	No. _____
vs.	)	(To be inserted by the secretary)
(Insert name of each defendant) Defendant	)	

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at Lexington, Kentucky, this 1st day of February, 2006.

(Name of each complainant)

(Name and address of attorney, if any)

In early January of 2005 we were sent a bill from Kentucky Utilities for our electricity usage and it was over $900 total. This included back pay for over $600 and the amount for our usage for the last of December 2004 through early January 2005 for over $300.00. This was quite confusing and alarming to us as we are used to have a very low electric bill usually well under $100 per month. We are living on a very low budget because Shawn is a graduate student/research assistant and Katie is a full-time mother of a four year old and 18 month old as well as working part-time during evenings and weekends, and we take many preventative measures to keep our electricity usage as low as possible including using shrink-wrap plastic on our windows, caulking around windows, doors, and baseboards, using expandable spray-foam insulation inside and around outlets and other openings or cracks, and weather-proofing doors.

After receiving the $900+ bill from Kentucky Utilities, we spoke with two different customer service representatives, and we were told that starting in February of 2004, the billing department had been adjusting our usage numbers from the meter readings because they thought the numbers were outrageously high. We were never contacted about the high meter readings and a meter reader was not sent to double check the usage. The billing department continued adjusting the numbers approximately every three months without sending a meter reader to our home to recheck the meter for the rest of the 2004 until on December 14th without informing us of a reason, Kentucky Utilities changed the meter. A workman came to our home and without telling us why he was changing the meter; he put a new one on the house. We thought that perhaps they were updating their meters digitally. A few weeks later, KU decided that the high readings must be correct and we really were using that much electricity, hence the bill.

We were also informed by the customer service department that the original back pay of over $1200 had been cut in half by the office manager, Mr. Tim Melton, because he realized they should never have adjusted those numbers in the first place, let alone for almost a whole year. We appreciate this but still feel that the full amount is the responsibility of KU because it was their irresponsibility to let it build up so much. We had no idea that our home's electrical usage was so out of control and it was their job to let us know earlier.

If we had known that there was a problem, we would have done a number of things to fix it last February. If we had known that our bills were supposed to be high, we would have installed more insulation, had an energy audit done, and checked our electrical appliances for problems before the back pay built up to what it is today.

Immediately after we received the high bill, we had a repairman come look at our electrical appliances and he found that our washing machine had an electrical problem. We also had our heating/cooling company check our system and they found that it was only working at about 2/3 its full capacity because part of the system was disconnected. Finally, we had an energy audit done and were told that we need more insulation in the attic and a vapor-lock and insulation in the crawl space. We definitely would have had all of this done when we first moved into the house had we known that there was a problem. In the last 2 ½ weeks since we received the $900+ electric bill from Kentucky Utilities, we installed up to 12 inches of insulation in our attic, we had an energy audit done, we had our washing machine repaired, and our heating system was fixed as well. We have been responsible home owners and have always been in good standing with Kentucky Utilities. Unfortunately, this company failed to do its job, but we should not

have to pay for their neglect. We would much rather use what little money we have improving our home instead of paying for their inefficient mistake. Therefore, we request that the back-pay portion of our bill which, as far as we know, is $606.86 become the responsibility of Kentucky Utilities and removed from our account.