

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DeWAYNE AND TERESA NELSON)	
)	
COMPLAINANTS)	
)	
v.)	CASE NO. 2006-00228
)	
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

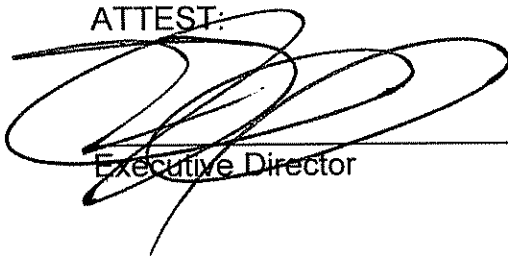
Kentucky Utilities Company ("KU") is hereby notified that it has been named as defendant in a formal complaint filed on May 30, 2006, a copy of which is attached hereto.

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 9th day of June, 2006.

ATTEST:



Executive Director

By the Commission

Case No. 2006-00228

FAX COVER SHEET

Teresa Nelson
1418 Stovall rd.
Glasgow, Kentucky 42141

RECEIVED

MAY 30 2006

PUBLIC SERVICE
COMMISSION

Send to: Public Service Commission	From: TERESA NELSON
Attention: SUSAN DUNN	Date: MAY 25, 06
Office location:	Office location:
Fax number: (502) 564-7397	Phone number: (270) 678-7217

☐ Urgent ☐ Reply ASAP ☐ Please comment ☒ Please review ☐ For your information

Total pages, including cover:

⑦

Comments:

PLEASE CALL AND LET ME KNOW YOU
RECEIVED THIS.

(270) 678-7217

THANKS



Kentucky Utilities Company
CUSTOMER SERVICE: 1-800-981-0600
24-hours a day, 7 days a week
www.kuenergy.com

95

DATE: 05/22/06
ACCT NO:
SERV ADDR: 200 GREEN ACRES DR LOT 4
CAVE CITY, KY 42127-8414

RECEIVED

MAY 30 2006

PUBLIC SERVICE
COMMISSION

RECENTLY, WE SENT YOU A FINAL STATEMENT FOR ELECTRIC SERVICE
AND REQUESTED PAYMENT IN FULL. AS OF THIS DATE, WE HAVE NOT
RECEIVED YOUR PAYMENT.

IF PAYMENT HAS ALREADY BEEN MADE, PLEASE DISREGARD THIS LETTER.

OTHERWISE, YOUR PAYMENT OF \$149.41 WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS CONCERNING THIS REMINDER, PLEASE
CONTACT OUR CUSTOMER SERVICE CENTER.

PLEASE REMIT PAYMENT TO: KENTUCKY UTILITIES CO.

PO BOX 14242

LEXINGTON, KY 40512-4242

Please Note,
This Notice was in today's mail.
Please remember, this is after
the electricity has been
disconnected even though
I am assured us it would
not. Thanks again for
your support Teresa

TERESA NELSON
1418 STOVALL RD
GLASGOW, KY 42141-9713

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Duwayne And Teresa Nelson
(Your Full Name)

COMPLAINANT

VS.

Kentucky Utilities
(Name of Utility)

DEFENDANT

RECEIVED

MAY 30 2006

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Teresa Nelson
(Your Full Name) respectfully shows:

(a)

Teresa Nelson
(Your Full Name)

1418 Stovall Rd
(Your Address)

(b)

Kentucky Utilities
(Name of Utility)

P.O. Box 14242
(Address of Utility) Lexington Ky 40512-4242

(c)

That: Again thank you for the time and effort devoted to
(Describe here, attaching additional sheets if necessary,
this matter. Enclosed is a copy of the letter I mailed to the
Commissioner of Public Service describing the chain of events
the specific act, fully and clearly, or facts that are the reason
In addition I would like to add since that letter Jan Coleman
a business office manager with Ky Utilities assured me she
and basis for the complaint)
would note this account was in dispute and would not all
the electricity to be disconnected until we could reach an
agreement. Once again, they failed to carry out their
promises As our electricity has been disconnected

Continued on Next Page

Formal Complaint

Nelson

vs.

Ky Utilities

Page 2 of 2

(KJ)
 They suggested to the Utilities Commission some one may have stolen the electricity through an outside plug. However if the employees of Ky Utilities had kept their appointments with us ~~to~~ to meet us out there as they were suppose to on two occasions without showing up they would have seen this way not possible. The breaker is turned off and always has been in order to switch the breaker an individual would have to force their way in. There is not nor was there any evidence of forced entry further more if someone had come inside they would have stolen the sheets of expensive ply wood or miscellaneous hand tools that are still in the house. I'm at a total loss forward in my efforts to describe the performance, competence, customer service and department of this company. Fortunately I have never experienced such continuity of unreliability and disrespect. Absolutely no regard for others as I mentioned earlier my husband had a total knee replacement. Wherefore, complainant asks

(Specifically state the relief desired.)

Adjustment of the charges
 In the future to pay a reasonable amount one would expect to pay for the use of two porch lights as we have due for two years - until we do actually use more electricity. Also at this point an apology ~~about~~ would be appreciated. ~~to us and to you~~ for the use of your time + efforts.

Dated at Colossus, Kentucky, this 20 day
 (Your City)

of May, 2006
 (Month)

Dunwayne Nelson

(Your Signature)

(Name and address of attorney, if any)

(continued) - This was a very painful experience. The authority of treating customers this way is inconceivable. In addition to the treatment they cannot support a just one reason for the increase in the amount of electricity used. Please, assure me this bureaucracy has to be subject to at least some accountability.

Kentucky Public Service Commission
P.O. Box 615, 211 Sower Blvd.
Frankfort, KY 40602-061

May 1, 2006

Dear Commissioner:

Please allow me to begin by saying thank you for taking the time to read this letter. I hope you will be able assist us in this matter. My husband and I are honest individuals. I have been working on the same job for twenty-five years. We have eight rental homes and our own personal home. We are established and sincere people who are in the habit of paying our bills without trying to cheat anyone.

We bought a rental home in Cave City in 2003. It was rented at the time of the purchase and remained rented until April 2004 at which time the people moved. During the time of their occupancy they were responsible for paying all the utilities. Shortly before they moved they allowed several animals in the home (against the lease agreement) which basically destroyed it. The smell of urine and animal odors were buried so deep in the carpet the floors had to be completely removed. As with almost everything, it seems one thing leads to another. Once the carpet was removed we noticed some areas of the floor had water damage from previous leaks that obviously were not repaired in a timely manner. We had to have someone go in and rip up over half the flooring in the home. The water heater was completely removed, no heat, no air, there is nothing running to pull any amount of electricity other than two porch lights that are left on for security. All other breakers are turned off. Although it was almost a year from the time of their move until we had someone to work on it, the home has remained empty, as it is not in livable condition.

Until this work began, we were paying an average of ten dollars a month, or less, for electricity to this home. This is a mobile home in a mobile home park. Once we had someone go in and start to work we obviously incurred larger electric bills for those months with the people running saws and tools etc. Those charges would be reflected in the March 2005 statements. Those we paid in full with no questions asked as we were aware of the increased usage of electricity.

Unfortunately, in the middle of our plans to have the repairs made my husband's health continued to worsen. Even though we were hiring the work done, he was not able to oversee or organize any of the repairs. We just stopped having anything done at the time. As expected, once the work stopped, the electric bill returned to normal... May \$12.93 and June \$9.47.

My husband delayed his surgery until December 2005. We did not have any other work done to this home throughout this period of time. The electric bills remained relatively the same month after month with no discrepancy.

In November the electric bill was a reasonable and usual \$9.53. In December, for some strange reason the bill was \$54.53. Please remember this home has no heat nor air, no water heater nor anything that would cause the bill to increase. No outside plugs are accessible. If an increase were due to the outside temperature, the August bill would have also been more due to trying to cool the home. As you would anticipate we immediately contacted Ky Utilities. Obviously to no avail.

We made call after call to these people for over two months. I have never seen such an excuse for professionals. We (at their request) made two additional trips to the home to read the meter. They were supposed to call us back for the numbers we read. They did not return either of these calls as they had said they would before sending us out there. We spoke with supervisors who promised to return calls and never did. We scheduled two appointments that someone was supposed to meet us out there. We went but no one from the company ever showed.

They eventually did pull the meter to see if there might be a problem with it. We have names and dates documented of the individuals we spoke with. One of them even told us to go ahead and pay the bill so our electricity would not be turned off, and since they could not at the time substantiate any reason for the increase they would reimburse us once they were able to find a solution.

Following their instruction we paid the December bill of \$54.53 on February 3rd. However, after all these months of frustration and attempts to get the problem solved we seem to be no closer than the day we started. We have not received any reimbursement and we continue to receive bills that reflect an increased use of electricity. In addition to no solution, the broken promises of not returning the phone calls, and having us make trips out there to meet them (especially with my husband being right out of surgery with a total knee replacement and in an extreme amount of pain) their not even showing or calling us to cancel the appointment is at best, very disrespectful and disappointing from a company of this size.

We did continue in our quest for answers. Fortunately we were able to contact an individual by the name of Jan Coleman whom I must say is at least courteous and respectful. Once again, we started from the beginning. Jan asked that they reevaluate the old meter. She said they were not able to find a problem with it. I ask about the possibility of it being tampered with. She said even though nothing was impossible, she did not believe that had happened. I then asked if there was any documentation made by the person who removed the meter stating its condition or that it was intact prior to the removal. She said no documentation had been made in regard to the condition of the meter or the seal at all. This does not confirm nor deny the intactness of the meter. However, it does not prove the integrity. I don't know about electricity and I explained that to her. I did ask if there was a way there could be a problem with the electricity from the pole to the meter. She said she didn't know the answer to that either. Jan did agree to come out and physically look at the place. AND SHE DID SHOW. YEA! She went with us through the home saw the unlivable condition. The floors were removed just as we had left them, no water heater,

no heat nor air, nothing to use electricity other than two porch lights. She agreed there is no logical explanation for the increase in electricity. She also witnessed there were no active outside outlets for anyone to illegally access.

She instructed us to wait until she had an opportunity to further investigate the problem. She said she could obviously understand, and did not see any way there could have been an increase in the amount of electricity used. She said she would feel no different if she were in our situation.

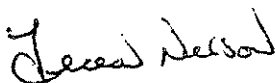
After the visit, she did get back with us in a reasonable amount of time. She said she spoke with her supervisor and although she could see absolutely no way there could have been any increase in the use of electricity, and that everything in the home was exactly as we described she could not do anything to adjust the bill. She did say if I chose to write the Commission and they were to ask her opinion of the situation that she would be an advocate for us. She said she absolutely could not find any reason on their end for an increase and could understand why we would ask for an adjustment.

As I stated in the beginning, I don't mind paying my bills when they are legitimate. But this company cannot provide a single reason for an exorbitant increase, they did not confirm nor document there was no tampering with the meter prior to removing it, they were not even courteous enough to return phone calls, or show up for appointments they had scheduled when we took our time, effort and expense to go when my husband was in extreme pain from his surgery. This is all in addition to the times they requested for us to go read the meter for comparison and did not return those calls as well.

I have never taken an action like this before, nor have I ever been given a reason. Would you please help me in this situation to either require them to justify a reason for the increase (and not just say we checked the meter and we don't understand what's going on either) or request they adjust the bill? I cannot imagine that any organization could have the autonomy to just say, these are your charges and that's the way it is with no accountability for change. I would also appreciate, until we do use more electricity, if they would continue billing at a reasonable amount one would expect to pay for the use of two porch lights as they have been doing for almost two years.

Thank you very much. I know your time is valuable, and I appreciate any assistance you may be able to provide.

Sincerely,



Teresa Nelson