

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHARLES S. CARTER, JR.

COMPLAINANT

V.

KENTUCKY UTILITIES COMPANY

DEFENDANT

)
)
)
)
)
) CASE NO. 2010-00129
)
)
)
)

O R D E R

On June 15, 2010, Complainant, Charles S. Carter, Jr., filed a Response to the Answer and Motion to Dismiss filed by Defendant, Kentucky Utilities Company ("KU") on April 22, 2010. A copy of the June 15, 2010 response is attached hereto. In his response Complainant asserts, among other things, that KU has not adequately satisfied all of the issues raised in his March 9, 2010 Complaint.

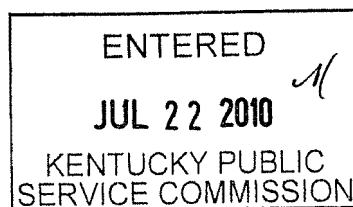
The Commission finds that KU should file a reply to Complainant's June 15, 2010 Response addressing all issues raised by Complainant and stating whether it has satisfied the remaining complaints listed therein.

Based upon the foregoing, IT IS HEREBY ORDERED that, within 10 days of the date of issuance of this Order, KU shall file a Reply to the Response filed by Complainant on June 15, 2010.

By the Commission

ATTEST:

for *Carol D. Greenwell*
Executive Director



RECEIVED
JUN 15 2010
PUBLIC SERVICE
COMMISSION

June 14, 2010

Reply to Public Service Commission concerning Case No. 2010-00129

Page No. 1 is the basic complaint I made against Kentucky Utilities.

Page No. 2 is the feedback e-mail I received from PSC after my complaint was filed.

Page No. 3 and 4 are copies of my comments on the KU reply to my complaint. I e-mailed this to PSC on April 30, 2010 and I was told it would be forwarded to the proper department.

Page No. 5 is the results of energy consumption test run on the heaters in question using a Kill A Watt meter model No. P4460. I e-mailed this to PSC on June 1, 2010 and I assumed this information would also be forwarded to the proper department.

I would be available to attend any hearing you deem necessary because every story deserves an interesting finish.

If you have any questions or comments you may contact me at [REDACTED] or e-mail me at [REDACTED]

Thank You, Charles S. Carter Jr.

June 14, 2010
Charles S. Carter Jr.
55 East Center St.
Corbin, KY 40701-6541
[REDACTED]

I am single 68 and live on a disability pension. About 4 years ago I bought my house and over the past 3 years I have spent approximately \$10,000 making my house energy efficient. I had energy efficient double pane replacement windows installed, 4 new storm doors, new energy efficient water heater, refrigerator, kitchen range, dish washer, washer & dryer. New energy efficient gas furnace and central air unit. I also had 1 foot of fiberglass insulation blown into the attic. I do laundry once a week with cold water and never use the automatic dish washer more than once a week. My home is a 3 bedroom 2 bath brick with a basement which I don't heat. My house is so energy efficient that my Delta natural gas bill averages \$73.00 per month. My complaint concerning Kentucky Utilities is that my electric bill in November 2009 was \$103.45 and December 2009 was \$111.13 but in January 2010 my electric bill doubled to \$224.69 for no known reason as nothing electrical has changed at my house. I talked to KU three times without any resolution. I would like a reasonable explanation why my January KU bill doubled and a adjustment on my January 2010 KU bill and any future overcharges.

Thank You,
Charles S. Carter Jr.



KY PSC Utility Inquiry

Tuesday, January 26, 2010 3:01 PM

From: "pscfillings@ky.gov" <pscfillings@ky.gov>

To: [REDACTED]

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, January 26, 2010 at 3:01 PM

Name: Charles S. Carter Jr.

Address: 55 East Center St.

City: Corbin

State: KY

Zip Code: 40701-6541

Phone number where you can be reached: [REDACTED]

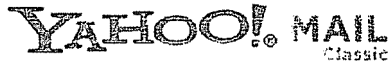
Home phone: [REDACTED]

Utility Name: Kentucky Utility

State the nature of your concern: I am single 68 and live on a disability pension. About 4 years ago I bought my house and over the past 3 years I have spent approximately \$12,000 making this house energy efficient. I had energy efficient double pane replacement windows installed, 4 new storm doors, new energy efficient water heater, refrigerator, range, dish washer, washer & dryer. New energy efficient furnace and central air unit, 1 foot of fiberglass blown into the attic I do laundry once a week with cold water. My home is a 3 bedroom brick with a basement and is so efficient that my Delta gas bill only averages \$73.00 per month. My complaint with Kentucky Utilities is that my electric bill in December was \$111.13 however in January it doubled to \$224.69 for no known reason. I recycle and do as much as possible to save energy. If you can correct this problem I would appreciate it.

Have you contacted the utility about the problem: Yes

This is a Copy of the email sent to KY Public Service Commission Consumer Services Division. This email is automatically generated please do not reply to this email address.



Fw: Comments On Case No. 2010-00129 (Revision 1)

Saturday, May 1, 2010 1:50 PM

From: "Charles Carter Jr" [REDACTED]

To: virginial.smith@ky.gov

--- On Fri, 4/30/10, Charles Carter Jr [REDACTED] wrote:

From: Charles Carter Jr [REDACTED]

Subject: Comments On Case No. 2010-00129

To: virginial.smith@ky.gov

Date: Friday, April 30, 2010, 3:22 PM

Attention: Mrs. Virginia Smith (Ginny)

The following comments are in response to a report I received from Kentucky Utilities concerning my complaint.

1. KU changed the electric meter after I complained about my bill doubling from 1510 KWH in December to 3135 KWH in January. I also reported that the meter was giving irregular readings. I at no time requested that the meter be changed or checked. I was also informed that there would be no charge on my part for this service. KU reported in the report that the meter tested within normal limits and they were going to charge me for the test. If this is true why did my bill for April return to a normal reading of 1597 KWH after the meter was changed?

2. And energy audit was performed on my home April 8, 2010. A blower door test was performed and in the KU report it was recommended that I seal the fireplace and whole house fan however the fireplace damper is closed and the whole house fan located in the hallway ceiling has louvers that only open when the fan is running which is less than eight hours a year. In the KU report it states that I should limit use of electric space heaters. I have three electric space heaters. The medium heater was used by my father for twenty years without any noticeable increase in billing before he passed away four years ago. I also have two very small heaters that I have used for the past eight years with out any noticeable increase in billing. The heaters were only used at night for a few hours on low settings and were turned of when I went to bed. KU also recommended that I install a programmable thermostat. My electric bill normally reflects normal usage other than the three months it doubled before the meter was changed.

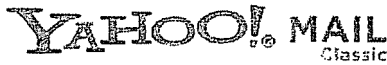
3. In the past I was able to view all of my billing history at the KU web sit. After I filed a complaint with PSC when I tried to view my billing history I was only able to view the past twelve months. As instructed I e-mail and ask for the past thirty-six months of billing history. KU e-mailed me back and stated they could only send we the past twelve months that it had been in my name at account number [REDACTED]. I e-mailed KU explaining that the account number they referred to is not my account number and that my account number is [REDACTED] and that our family has had service at this resident for over thirty years. I have serious doubts that the billing in question is mine.

4. I am very energy conscience which is reflected by the \$10,000 I spent the past three years making this house as green as possible. I also have a rain barrel that I use to collect rain water

from the roof which I use to water my garden plants and I practice composting. I also recycle through the recycle center in Corbin, Ky. If anything KU could benefit from using me as and example of how to live green.

If there is anyone else I should send these comments to please advise me.

"Thank You" Charles S. Carter Jr.



Case No.2010-00129

Tuesday, June 1, 2010 12:42 AM

From: "Charles Carter Jr" [REDACTED] >
To: virginia.smith@ky.gov

Attention Mrs. Virginia Smith (Ginny); Kentucky Utilities alleges the use of three small electric heaters caused my electric consumption to double. Using a Kill A Watt meter model No. P4460 I measured the approximate electrical consumption of each heater. As Kentucky Utilities charges \$0.06424 per KWH that number was rounded off and \$0.065 was entered into the meter.

No.1 Feature Comforts brand heater consumed .05 cents per hour.

No.2 Holmes brand heater consumed .06 cents per hour.

No.3 Heat Stream brand heater consumed .07 cents per hour.

The three heaters were used on low settings approximately six hours a day when used depending on the weather. Two of the heaters did not heat all of the time as they are thermostatically controlled and cycled on and off.

Even if all three heaters were used six hours a day in a thirty day month the total cost would not exceed \$32.40. You may share this information with anyone you feel would be interested. If you have any suggestions or questions please call or e-mail [REDACTED]

Thank You, Charles S. Carter Jr.

Lonnie E Bellar
VP - State Regulation
Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

Charles S Carter
55 East Center Street
Corbin, KY 40701