COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GLEN DOUGL)		
	COMPLAINANT)	
V.)	CASE NO. 2020-00224
	LEY RURAL ELECTRIC (E CORPORATION)	
	DEFENDANT)	

ORDER

By Order issued on October 13, 2020, the Commission found that Mr. Glen Douglas Holbrook's (Mr. Holbrook) complaint failed to establish a prima facie case. The Commission rejected his complaint and afforded him 30 days from the date of entry of the Order to file an amended complaint conforming to the requirements of 807 KAR 5:001, Section 20(1), and stating a prima facie case.

On November 12, 2020, Mr. Holbrook filed an amended complaint with the Commission containing the affidavit of Brandon Holbrook in which Brandon Holbrook asserts he called Licking Valley Rural Electric Cooperative Corporation (Licking Valley RECC) on November 30, 2018, at 9:01 a.m. and requested Mr. Glen Holbrook be added to his account. A copy of Mr. Holbrook's amended complaint is attached to this Order.

Pursuant to 807 KAR 5:001, Section 20, Licking Valley RECC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the amended complaint within ten days from the date of entry of this Order. Pursuant to the

Commission's Orders in Case No. 2020-00085,¹ issued March 16, 2020, and March 24, 2020, Licking Valley RECC SHALL NOT FILE the original paper copy of all requested information at this time, but rather shall file original paper copies <u>within 30 days of the lifting of the current state of emergency.²</u>

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. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5—6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 24, 2020), Order at 1—3.

² Any electronic email filed in this matter should be sent to <u>PSCED@ky.gov</u>, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.

By the Commission



ATTEST:

Bidwell

Executive Director

Case No. 2020-00224

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2020-00224 DATED JAN 11 2021

[FOUR PAGES TO FOLLOW]

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PUBLIC SERVICE COMMISSION

GIEN HOLDrock AMENDED COMPLaINT

ComphainaNT

V. LV RECC

Case No. 2020-00224

DEFENDENT

RECC (KERRY Howard) Told me RECC had NO RECORD of ME IN the office ON 11/30/2018. ATTAched is Phone Record Call 11/30/2018 from My SON Brandon Holdrook to RELL at 9:01AM. FOLLOWING STACY'S SIRECTIONS IN order For Me (Glen Holbrook) to obtain information about the account I Reducated intermation OA 11/30/2018, My Reduest Was Not ON 12/18/2018 25 RELL Stated in Letter subatted. I'm attaching an AFFIDAUIT and A LOPY of Phone BILL. STACY also told Me I Was added 11/30/2018. Thanks Commission

AFFIDAVIT

I BRANDON HOLBROOK MADE A PHONE LALL FROM ON MY CELL PHONE ON 11/30/2018 AT 9:01 AM TO LURECC AT (616) 743-3179 AND TALKED TO STACY TO PUT MY DAD GLEN HOLBROOK ON MY ELECTREE ACCOUNT 11-04-2020 BRADON HOLZROOK 4 GRASSY HILL Rd WEST LIBERTY 41412 Subscribed and sworn before me this the day of November 2020. My Commission Expires 30, May 2024 hilen e-AT- large

PAGE 18

Call Detail Voice Only		L	-		
Billing Cycles 10/15/201	.8 to 1/14/20	<u>19</u>			
Brandon Holbrook					
Prepared by DF	\sim				
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Date and Time	Other Party	Phone Number	Minutes	Direction	Type for Invoice
10/15/18 9:27 AM	+8			IN	Mobile Incoming
10/15/18 9:28 AM	16			OUT	Mobile Outgoing
10/15/18 9:43 AM	-8			Ουτ	Mobile Outgoing
10/15/18 9:47 AM	-61			IN	Mobile Incoming
10/15/18 9:50 AM				IN .	Mobile Incoming
10/15/18 9:53 AM	19			Ουτ	Mobile Outgoing
10/15/18 9:55 AM	12			OUT	Mobile Outgoing
= 10/15/18 5:07 PM				IN	Mobile Incoming
10/15/18 5:07 PM				IN	Mobile Incoming
10/15/18 6:27 PM				IN	Mobile Incoming
10/15/18 6:38 PM				IN	Mobile Incoming
10/15/18 6:59 PM			1	IN	Mobile Incoming
10/15/18 9:36 PM			1	OUT	Mobile Outgoing
10/15/18 9:40 PM			1	IN	Mobile Incoming
10/15/18 10:18 PM			1	OUT	Mobile Outgoing
10/15/18 10:31 PM			1	OUT	Mobile Outgoing
10/15/18 10:33 PM			4	IN	Mobile Incoming
10/15/18 11:25 PM			5	IN	Mobile Incoming
10/16/18 7:55 AM			1	OUT	Mobile Outgoing
10/16/18 12:07 PM			1	IN	Mobile Incoming
10/16/18 3:01 PM			4	OUT	Mobile Outgoing
10/16/18 5:42 PM			1	OUT	Mobile Outgoing
10/16/18 5:54 PM			8	IN	Mobile Incoming
10/16/18 6:27 PM			1	OUT	Mobile Outgoing
10/16/18 6:28 PM			1	OUT	Mobile Outgoing
10/16/18 6:44 PM			1	OUT	Mobile Outgoing
10/16/18 10:26 PM			1	OUT	Mobile Outgoing
10/16/18 10:46 PM	-8		1	IN	Mobile Incoming

	11/27/18 6:53 PM	3 OUT	Mobile Outgoing
	11/27/18 7:00 PM	2 OUT	Mobile Outgoing
	11/28/18 5:56 AM	8 IN	Mobile Incoming
	11/28/18 1:58 PM	2 OUT	Mobile Outgoing
	11/28/18 5:09 PM	3 OUT	Mobile Outgoing
	11/28/18 5:55 PM	2 IN	Mobile Incoming
	11/28/18 8:51 PM	3 IN	Mobile Incoming
-	11/29/18 5:29 PM	2 IN	Mobile Incoming
	11/29/18 5:36 PM	1 OUT	Mobile Outgoing
	11/29/18 5:39 PM	3 IN	Mobile Incoming
	11/29/18 7:20 PM	2 IN	Mobile Incoming
	11/29/18 7:22 PM	1 IN	Mobile Incoming
	11/29/18 7:46 PM	2 IN	Mobile Incoming
	11/29/18 8:05 PM	1 OUT	Mobile Outgoing
	11/29/18 8:07 PM	1 OUT	Mobile Outgoing
	11/30/18 9:00 AM	1 OUT	Mobile Outgoing
F	11/30/18 9:01 AM	3 OUT	Mobile Outgoing
	11/30/18 1:27 PM	2 OUT	Mobile Outgoing
	11/30/18 6:25 PM	5 IN	Mobile Incoming
	11/30/18 6:57 PM	8 OUT	Mobile Outgoing
	11/30/18 11:11 PM	4 IN	Mobile Incoming
	12/1/18 10:48 AM	2 IN	Mobile Incoming
	12/1/18 11:43 AM	1 OUT	Mobile Outgoing
-	12/1/18 11:53 AM	1 OUT	· Mobile Outgoing
×	12/1/18 11:55 AM	2 OUT	Mobile Outgoing
	12/1/18 11:57 AM	3 OUT	Mobile Outgoing
•	12/1/18 12:02 PM	1 IN	Mobile Incoming
	12/1/18 12:06 PM	4 IN	Mobile Incoming
	12/1/18 7:10 PM	8 IN	Mobile Incoming
	12/1/18 9:27 PM	4 IN	Mobile Incoming
	12/2/18 12:44 PM	1 OUT -	Mobile Outgoing
	12/2/18 3:51 PM	9 IN	Mobile Incoming
	12/2/18 4:13 PM	3 IN	Mobile Incoming
	12/2/18 4:36 PM	14 IN	Mobile Incoming

*Glen Holbrook 373 Highway 1000 West Liberty, KENTUCKY 41472

*Kerry K Howard President & CEO Licking Valley R.E.C.C. P. O. Box 605 271 Main Street West Liberty, KY 41472

*Licking Valley R.E.C.C. P. O. Box 605 271 Main Street West Liberty, KY 41472