

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

STEVEN HORTON	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2022-00297
	)	
DUKE ENERGY KENTUCKY, INC	)	
	)	
DEFENDANT	)	

ORDER

Duke Energy Kentucky, Inc (Duke Energy) is hereby notified that it has been named as a Defendant in a formal complaint filed on July 27, 2022, a copy of which is attached to this Order.

Pursuant to 807 KAR 5:001, Section 20, Duke Energy is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order. Duke Energy is also ordered to file a copy of any applicable meter tests concurrently with its written answer.

The Commission directs Duke Energy to the Commission's July 22, 2021 Order in Case No. 2020-00085<sup>1</sup> regarding filings with the Commission. In the Commission's March 16, 2020 Order in Case No. 2020-00085,<sup>2</sup> the Commission provides instructions

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<sup>1</sup> Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

<sup>2</sup> Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6.

for filings in non-electronic cases, insofar that parties of non-electronic cases may file one original document with no copies, or send an electronic mail message with an electronic copy of the document to the Commission and to parties to the matter. Any electronic email filed in this manner should be sent to [PSCED@ky.gov](mailto:PSCED@ky.gov), 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. 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.

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PUBLIC SERVICE COMMISSION

  
\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Vice Chairman

  
\_\_\_\_\_  
Commissioner



ATTEST:

  
\_\_\_\_\_  
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2022-00297 DATED SEP 28 2022

SIX PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 27 2022

PUBLIC SERVICE  
COMMISSION

In the matter of:

Steven Horton )  
\_\_\_\_\_)  
(Your Full Name) )  
COMPLAINANT )

VS.

Duke Energy )  
\_\_\_\_\_)  
(Name of Utility) )  
DEFENDANT )

COMPLAINT

The complaint of Steven Horton respectfully shows:  
(Your Full Name)

(a) \_\_\_\_\_  
(Your Full Name)

\_\_\_\_\_  
(Your Address)

(b) Duke Energy  
\_\_\_\_\_  
(Name of Utility)

\_\_\_\_\_  
(Address of Utility)

(c) That: Duke replaced meter 3 days prior to  
(Describe here, attaching additional sheets if necessary,

ending date. They charged for 10cf of gas  
the specific act, fully and clearly, or facts that are the reason

with history of June readings for the prior  
and basis for the complaint.)

7 years of a total of 4cf. Duke cannot

Continued on Next Page

Formal Complaint

Steven Horton vs. Duke Energy

Page 2 of 2

provide the old meter as it has been recycled.  
Obvious that Duke has overcharged based  
on previous June readings (see attached as  
provided by Duke).

Wherefore, complainant asks A credit of at least  
(Specifically state the relief desired.)  
\$ cf as they cannot provide proof of  
the June readings.

Dated at Erlanger, Kentucky, this 24<sup>th</sup> day  
(Your City)

of July, 2022  
(Month)

Steven Horton  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

7/24/2022  
Date

\*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.

horton\_sj@msn.com

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**From:** Consumer Affairs MW <ConsumerAffairsMW@duke-energy.com>  
**Sent:** Friday, July 15, 2022 1:22 PM  
**To:** [REDACTED]  
**Subject:** RE: [EXTERNAL] Re: Gas Meter Confirmation  
**Attachments:** Horton Gas Usage History.xlsx

Good afternoon Mr. Horton,

I apologize for my delay in response.

I have received your voicemail to corporate expressing your additional concerns after your recent filing with KY PSC. Attached you will find the additional usage history that you requested. Our system would only allow us to go back as far as 6/18/2014. The meter was electronically scanned into the system from Gas Operations with a final meter read of 3187. As previously advised, a meter test was performed upon its arrival, and the meter test results were good. The results were within the 98-102% limits, with results of 99.23% open and 100.16% check. Unfortunately, we are unable to provide a photo of the physical meter, as it was sent for recycling after the data was pulled and submitted.

The only error that has occurred was with the system integration obtaining an incorrect meter read for the start of service with your new meter. That error has been fixed, and no other errors have been experienced for your account. I apologize for any inconveniences you've experienced.

You currently have a credit of \$12.25 on your account that will be applied towards future billing until it has been depleted. A new billing statement should be issued within 24-48 business hours for the next cycle.

Please let me know if you have any further questions.

Thank you,

*Amber*

Midwest Consumer Affairs Specialist



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**From:** Steve Horton [REDACTED]  
**Sent:** Wednesday, July 13, 2022 4:09:17 PM  
**To:** Consumer Affairs MW <ConsumerAffairsMW@duke-energy.com>  
**Subject:** [EXTERNAL] Re: Gas Meter Confirmation

**\*\*\* CAUTION! EXTERNAL SENDER \*\*\* STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

This is still not correct. How can I dispute this and where is the photo of the meter? Look at the June usage for 2020 & 2021. I would like June reading from 2014 - 2019. How can I trust what I am being told as you admitted to an error on the new meter.

Common sense needs to prevail here. How do I contact the CEO of Duke? I will take this as far as I can.

Steve Horton

Sent from my iPhone

On Jul 13, 2022, at 3:55 PM, Consumer Affairs MW <[ConsumerAffairsMW@duke-energy.com](mailto:ConsumerAffairsMW@duke-energy.com)> wrote:

Good afternoon Mr. Horton,

I apologize for my delayed response.

Our Gas Operations team was able to confirm the old meter that was installed at your property was 1100223, and was delivered back to the Duke Energy shop on 6/20/2022 with a final read of 3187. A meter test was performed upon its arrival, and the meter test results were good. The results were within the 98-102% limits, with results of 99.23% open and 100.16% check. The billing statement you received is correct. Attached, you will find the usage history for your services for the last two years.

Please let me know if you have any further questions. You can reply to this email, or contact Customer Service Monday through Friday 7 a.m. to 7 p.m. at 800-544-6900.

Best regards,

*Amber*

*Midwest Consumer Affairs Specialist*

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STEVEN J HORTON  
 933 HAWKSHEAD LN  
 ERLANGER, KY 41018

Date	Days	Read	CCF Usage	CCF/Day	Net Charge	Billing Notes	Local Tax	Cost Per Day	
6/13/2022	32	0	0	-	\$ -	ACTUAL BILL DATE	\$ -	\$ -	billed together
6/11/2022	-	0	0	-	-	Meter Change	-	-	
6/10/2022	29	3186	10	0.34	\$ 32.23		\$ 1.96	\$ 1.01	
5/12/2022	29	3176	10	0.34	\$ 29.23		\$ 1.78	\$ 1.01	
4/13/2022	30	3166	34	1.13	\$ 56.02		\$ 3.41	\$ 1.87	
3/15/2022	29	3132	52	1.8	\$ 79.68		\$ 4.85	\$ 2.75	
2/14/2022	31	3080	98	3.2	\$ 147.18		\$ 8.97	\$ 4.75	
1/14/2022	31	2982	62	2	\$ 100.17		\$ 6.10	\$ 3.23	
12/14/2021	34	2920	60	1.8	\$ 93.24		\$ 5.68	\$ 2.74	
11/10/2021	28	2860	20	0.7	\$ 37.59		\$ 2.29	\$ 1.34	
10/13/2021	29	2840	0	0	\$ 16.80		\$ 1.02	\$ 0.58	
9/14/2021	32	2840	0	0	\$ 16.80		\$ 1.02	\$ 0.53	
8/13/2021	29	2840	0	0	\$ 16.80		\$ 1.02	\$ 0.58	
7/15/2021	30	2840	0	0	\$ 16.80		\$ 1.02	\$ 0.56	
6/15/2021	32	2840	2	0.1	\$ 18.69		\$ 1.14	\$ 0.58	
5/14/2021	29	2838	17	0.6	\$ 31.60		\$ 1.93	\$ 1.09	
4/15/2021	30	2821	22	0.7	\$ 38.20		\$ 2.33	\$ 1.27	
3/16/2021	29	2799	60	2.1	\$ 67.83		\$ 4.13	\$ 2.34	
2/15/2021	31	2739	94	3	\$ 97.93		\$ 5.97	\$ 3.16	
1/15/2021	32	2645	86	2.7	\$ 94.39		\$ 5.75	\$ 2.95	
2/14/2020	34	2559	54	1.6	\$ 69.09		\$ 4.20	\$ 2.03	
1/10/2020	29	2505	18	0.6	\$ 31.74		\$ 1.93	\$ 1.09	
0/12/2020	31	2487	3	0.1	\$ 19.14		\$ 1.16	\$ 0.62	
3/11/2020	30	2484	0	0	\$ 16.80		\$ 1.02	\$ 0.56	
3/12/2020	29	2484	0	0	\$ 16.80		\$ 1.02	\$ 0.58	
7/14/2020	32	2484	0	0	\$ 16.80		\$ 1.02	\$ 0.53	
6/12/2020	30	2484	2	0.1	\$ 18.07		\$ 1.10	\$ 0.60	
5/13/2020	29	2460	22	0.76	\$ 32.40		\$ 1.97	\$ 1.12	
4/14/2020	32	2439	21	0.66	\$ 32.50		\$ 1.98	\$ 1.02	
3/13/2020	29	2377	62	2.14	\$ 60.36		\$ 3.68	\$ 2.08	
2/13/2020	29	2304	73	2.52	\$ 78.93		\$ 4.81	\$ 2.72	
1/15/2020	34	2242	62	1.82	\$ 76.72		\$ 4.65	\$ 2.26	
12/12/2019	30	2185	57	1.9	\$ 59.21		\$ 3.61	\$ 1.97	
11/12/2019	32	2160	25	0.78	\$ 33.56		\$ 2.05	\$ 1.05	
10/11/2019	29	2160	0	0	\$ 16.60		\$ 1.01	\$ 0.57	
9/12/2019	30	2160	0	0	\$ 16.60		\$ 1.01	\$ 0.55	
8/13/2019	29	2160	0	0	\$ 16.60		\$ 1.01	\$ 0.57	
7/15/2019	32	2160	0	0	\$ 16.60		\$ 1.01	\$ 0.52	
6/13/2019	30	2160	0	0	\$ 16.60		\$ 1.01	\$ 0.55	
5/14/2019	32	2149	11	0.34	\$ 25.76		\$ 1.57	\$ 0.81	
4/12/2019	29	2113	36	1.24	\$ 45.69		\$ 2.78	\$ 1.58	
3/14/2019	29	2034	79	2.72	\$ 74.04		\$ 4.51	\$ 2.55	
2/13/2019	29	1938	96	3.31	\$ 87.07		\$ 5.30	\$ 3.00	
1/15/2019	34	1857	81	2.38	\$ 89.64		\$ 5.46	\$ 2.64	
12/12/2018	33	1774	83	2.52	\$ 83.20		\$ 5.07	\$ 2.52	
11/9/2018	29	1745	29	1	\$ 39.42		\$ 2.40	\$ 1.36	
10/11/2018	29	1745	0	0	\$ 17.90		\$ 1.09	\$ 0.62	
9/12/2018	30	1744	1	0.03	\$ 18.64		\$ 1.14	\$ 0.62	
8/13/2018	31	1744	0	0	\$ 17.90		\$ 1.09	\$ 0.58	
7/13/2018	30	1744	0	0	\$ 17.90		\$ 1.09	\$ 0.60	
6/13/2018	30	1744	0	0	\$ 17.90		\$ 1.09	\$ 0.60	
5/14/2018	31	1725	19	0.61	\$ 31.51		\$ 1.92	\$ 1.02	
4/13/2018	30	1666	59	1.97	\$ 60.56		\$ 3.69	\$ 2.02	
3/14/2018	29	1608	58	2	\$ 60.24		\$ 3.67	\$ 2.08	
2/13/2018	29	1513	95	3.28	\$ 90.19		\$ 5.50	\$ 3.11	
1/15/2018	33	1405	108	3.27	\$ 100.21		\$ 6.11	\$ 3.04	
12/13/2017	33	1336	69	2.09	\$ 70.93		\$ 4.32	\$ 2.15	

11/10/2017	29	1323	13	0.45	\$ 26.67		\$ 1.62	\$ 0.92	
10/12/2017	16	1323	0	0	\$ 16.88		\$ 1.03	\$ 1.06	billed together
9/26/2017	8	1323	0	0	-	Module Change			
9/18/2017	32	1321	2	0.0625	\$ 18.38		\$ 1.12	\$ 0.57	
8/17/2017	29	1321	0	0	\$ 16.88		\$ 1.03	\$ 0.58	
7/19/2017	30	1321	0	0	\$ 16.88		\$ 1.03	\$ 0.56	
6/19/2017	33	1321	0	0	\$ 16.88		\$ 1.03	\$ 0.51	
5/17/2017	28	1312	9	0.32	\$ 24.54		\$ 1.50	\$ 0.88	
4/19/2017	30	1308	4	0.13	\$ 20.06		\$ 1.22	\$ 0.67	
3/20/2017	31	1249	59	1.9	\$ 69.29		\$ 4.22	\$ 2.24	
2/17/2017	29	1186	63	2.17	\$ 71.15		\$ 4.33	\$ 2.45	
1/19/2017	35	1088	98	2.8	\$ 106.92		\$ 6.51	\$ 3.05	
12/15/2016	30	1024	64	2.13	\$ 70.05		\$ 4.26	\$ 2.34	
11/15/2016	29	1012	12	0.41	\$ 26.77		\$ 1.63	\$ 0.92	
10/17/2016	31	1012	0	0	\$ 16.45		\$ 1.00	\$ 0.53	
9/16/2016	30	1012	0	0	\$ 16.46		\$ 1.00	\$ 0.55	
8/17/2016	29	1012	0	0	\$ 16.45		\$ 1.00	\$ 0.57	
7/19/2016	32	1012	0	0	\$ 16.45		\$ 1.00	\$ 0.51	
6/17/2016	30	1012	0	0	\$ 16.45		\$ 1.00	\$ 0.55	
5/18/2016	29	1009	3	0.1	\$ 18.68		\$ 1.14	\$ 0.64	
4/19/2016	32	981	28	0.88	\$ 36.51		\$ 2.23	\$ 1.14	
3/18/2016	30	947	34	1.13	\$ 43.43		\$ 2.64	\$ 1.45	
2/17/2016	28	857	90	3.21	\$ 91.05		\$ 5.54	\$ 3.25	
1/20/2016	34	786	71	2.09	\$ 73.20		\$ 4.46	\$ 2.15	
12/17/2015	31	747	39	1.26	\$ 48.14		\$ 2.93	\$ 1.55	
11/16/2015	31	731	16	0.52	\$ 30.41		\$ 1.85	\$ 0.98	
10/16/2015	29	729	2	0.07	\$ 17.78		\$ 1.08	\$ 0.61	
9/17/2015	30	729	0	0	\$ 16.10		\$ 0.98	\$ 0.54	
8/18/2015	29	729	0	0	\$ 16.10		\$ 0.98	\$ 0.56	
7/20/2015	32	729	0	0	\$ 16.10		\$ 0.98	\$ 0.50	
6/18/2015	30	729	0	0	\$ 16.10		\$ 0.98	\$ 0.54	
5/19/2015	29	724	5	0.17	\$ 20.38		\$ 1.24	\$ 0.70	
4/20/2015	32	704	20	0.63	\$ 32.93		\$ 2.01	\$ 1.03	
3/19/2015	29	624	80	2.76	\$ 87.17		\$ 5.31	\$ 3.01	
2/18/2015	29	542	82	2.83	\$ 89.07		\$ 5.42	\$ 3.07	
1/20/2015	34	453	89	2.62	\$ 100.54		\$ 6.13	\$ 2.96	
12/17/2014	33	387	66	2	\$ 80.88		\$ 4.93	\$ 2.45	
11/14/2014	29	364	23	0.79	\$ 38.24		\$ 2.33	\$ 1.32	
10/16/2014	29	362	2	0.07	\$ 17.96		\$ 1.10	\$ 0.62	
9/17/2014	30	362	0	0	\$ 16.10		\$ 0.98	\$ 0.54	
8/18/2014	32	362	0	0	\$ 16.10		\$ 0.98	\$ 0.50	
7/17/2014	29	362	1	0.03	\$ 17.13		\$ 1.04	\$ 0.59	
6/18/2014		361				Last obtainable read			

Steven Horton  
933 Hawkshead Lane  
Erlanger, KENTUCKY 40108

\*Duke Energy Kentucky, Inc.  
139 East Fourth Street  
Cincinnati, OH 45202

\*Rocco O D'Ascenzo  
Duke Energy Kentucky, Inc.  
139 East Fourth Street  
Cincinnati, OH 45201