

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KRISTYN STASEL)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2025-00164
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	

ORDER

This issue arises from a complaint filed on May 23, 2025, by Ms. Kristyn Stasel against Kentucky Utilities Company (KU) alleging the attachment of additional charges and disconnection of services without written notification for service at 620 Stewart Court, Apt. A, Elizabethtown, Kentucky 42701. Ms. Stasel stopped service at this address on August 4, 2025.¹

On September 18, 2025, the Commission issued an Order stating that it was unable to determine whether Ms. Stasel established a *prima facie* case because information concerning any additional charge and disconnection of service was an indispensable element that only KU could provide.² The Order required KU to provide information on Ms. Stasel's account, copies of bills and late notices, and all

¹ KU's Response to Commission Staff's First Request for Information (Staff's First Request) (filed Oct. 3, 2025) at 33.

² Order (Ky. PSC Sept. 18, 2025).

communications regarding electric service between Ms. Stasel and KU.³ On October 3, 2025, KU filed a response to Commission Staff's First Request for Information.⁴

In its November 4, 2025 Order, the Commission found the complaint filed by Ms. Stasel did not state fully, clearly and with reasonable certainty an act or omission by KU of which failure to comply is alleged. Nor did Ms. Stasel assert a violation of a regulation, Commission Order, tariff or statute by KU.⁵

The Commission further found that Ms. Stasel should be afforded the opportunity to amend her complaint within 20 days of the date of service of the Order in accordance with 807 KAR 5:001, Section 20(4)(a)(1), and file with the Commission by U.S. Postal Service mail or by email.⁶

An attempt to serve Ms. Stasel by U.S. Postal Service, Certified Mail at 600 Bellwood Court, Apt. C4, Elizabethtown, Kentucky 42701 was returned to the Commission, attached as Appendix A to this Order.⁷ To date, the 20 days has tolled and no correspondence has been received from Ms. Stasel. Accordingly, the complaint should be dismissed without prejudice, and the case closed.

IT IS THEREFORE ORDERED that:

1. Ms. Stasel's formal complaint is dismissed without prejudice.
2. This case is closed and removed from the Commission's docket.

³ Order (Ky. PSC Sept. 18, 2025), Exhibit A.

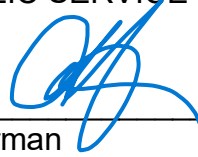
⁴ KU's Response to Staff's First Request.

⁵ Order (Ky. PSC Nov. 4, 2025) at 3.

⁶ Order (Ky. PSC Nov. 4, 2025) at 3.

⁷ The information attached was received from the General Administration Division Filings Branch.

PUBLIC SERVICE COMMISSION



Chairman



Commissioner



Commissioner

ATTEST:



Executive Director



APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00164 DATED DEC 11 2025

ONE PAGE TO FOLLOW

TEAM
KENTUCKY.

Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

KL3



9214 8901 9403 8333 8786 37

09/18/2022
US POST



Kristyn Stasel
600 Bellwood Court
Apt. C4



-R-T-S- 406015324-1N

11/20/25

RETURN TO SENDER
UNCLAIMED
UNABLE TO FORWARD
RETURN TO SENDER



KL/CB
9-22-25
9-27
10-

Return to

*Kristyn Stasel
620 Stewart Court
Apt. A
Elizabethtown, KY 42701

*Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010