

October 20, 2004

Keith and Judy Robinson  
242 Pine Hill Brock Road  
London, KY. 40741

Re: Rate increase proposal

Case 2004-00436

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

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**OCT 29 2004**

**PUBLIC SERVICE  
COMMISSION**

Sir or Madam;

This letter is in response to the recent correspondence mailed from your office regarding a proposed rate increase. It is stated in the notice that K. Petroleum has filed a rate increase with the Public Service Commission that will double our gas bill. Isn't this excessive?

As a consumer, I find this outrageous. The service, to say the least, is not reliable in the winter- time. In the last few years, when the temperature dropped below freezing, the lines would freeze up and we would have no heat at all. From what I was told, water was allowed to accumulate in the lines causing the problem. Delta gas had to force gas into the line to restore our service. Maybe they should take over, at least they are reputable. I trust that this is no longer the situation.

As a former utility employee, at both a water company as well as an electric company, I understand that rate hikes are to be expected. However, these rate hikes usually come about to pay for improvements that have been made to the service. If the rate were 20% I might could understand the increase, but 100% is ridiculous. The national average is only 17%! As a customer of your company, I would like to know exactly what these improvements are and when and where they were made. This should also be a matter of public record.

Another substantial problem that your company has is that your company has no office to go to or call to. If there is an outage at night or the weekend, the only telephone numbers that we have to call are for service men at their homes. The messages left, if the men were not at home, sometimes are not even returned. Therefore, resulting in no service at all. Also, if you have complaints or questions you are told to call the owner in Columbus, Ohio. What kind of customer service is that? If I am expected to pay my bill on time then I think I deserve a more accessible way to contact a person if I have a problem.

Another point to be considered is that the bills are not mailed out every month. Sometimes we get one every two months which only adds an extra added expense to the

already strapped monthly budget. I feel sorry for the people in the billing office, I am sure they take a lot of heat for something that is entirely out of their hands.

The Public Service Commission will surely see that this is an outrage and will not grant this increase. They are in place to protect the customers that are being served by utility companies. We as consumers have rights and can only pray that someone else will look out for our best interest. I feel that once they know of your poor service that they will investigate further before allowing such a ridiculous request.

My neighbors and I are going to start a petition for all gas customers in our area. We all feel it is necessary to express our displeasure at your company's intentions. Your service has never been up to par and you are trying to take advantage of people by this absurd tactic.

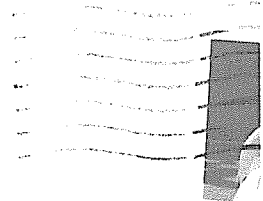
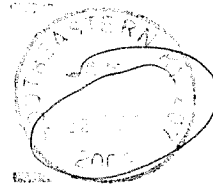
Keith and Judy Robinson

cc:

Charles M. Stivers  
420 Richmond Road  
London, KY. 40962

K. Petroleum  
2425 Deewood Drive  
Columbus, Ohio 43229

CHARLES M. STIVERS  
Certified Public Accountant  
420 Richmond Road  
Manchester Kentucky 40962



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October 1, 2004

NOTICE OF PROPOSED RATE CHANGE

K. Petroleum, Inc. has filed a request with the Public Service Commission to increase its rates. The rates contained in this notice are the rates proposed by K. Petroleum, Inc. However, the Public Service Commission may order rates to be charged that differ from the rates in this notice.

Any corporation, association, body politic, or person may file written comments or a written request for intervention within thirty (30) days of the date of this notice with the Public Service Commission, 211 Sower Boulevard, P.O. Box 615, Frankfort, Kentucky 40602.

Copies of the request for an increase in rates may be obtained by contacting the gas company at 2425 Deewood Drive, Columbus, Ohio 43229. A copy of the request for an increase in rates is available for public inspection at this address.

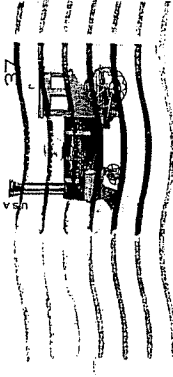
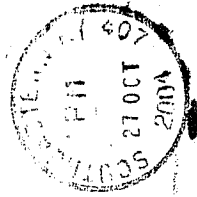
Present Rate: \$6.00/mcf	Proposed Rate: \$12.00/mcf	Estimated Monthly Increase: 100% Per Customer
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Bella D. Downell

I thought I would send the letter I received, as you can see  
was wrote on Oct. 1 sent Oct 12 that cut our response time  
to 20 days, just wanted to point this out

Thanks  
Herb Blanson

Keith + Judy Robinson  
242 Pine Hill Brook Rd  
Lawson Ky 40241



ES

Attn: Beth O. Donnell  
Public Service Commission  
211 Sewer Blvd.  
Frankfort Ky 40602

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