

JEFF GARRETT  
*President*



January 18, 2011

Commonwealth of Kentucky  
Public Service Commission  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, KY 40602-0615

RECEIVED

JAN 24 2011

PUBLIC SERVICE  
COMMISSION

Greetings:

Please find enclosed our original formal complaint with the Public Service Commission regarding Kentucky Utilities Company, along with ten extra copies.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to be "Jeff Garrett", written over a horizontal line.

Jeff Garrett  
Mid-American Rare Coin Galleries, Inc.

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED  
JAN 24 2011  
PUBLIC SERVICE  
COMMISSION

In the matter of:

Jeff C. Garrett )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
Kentucky Utilities Company )  
(Name of Utility) )  
DEFENDANT )

COMPLAINT

The complaint of Jeff C. Garrett respectfully shows:  
(Your Full Name)

- (a) Jeff C. Garrett  
(Your Full Name)  
c/o Mid American Rare Coin Galleries  
1707 Nicholasville Road, Lexington, KY 40503  
(Your Address)
- (b) Kentucky Utilities Company  
(Name of Utility)  
One Quality Street  
Lexington, KY 40507  
(Address of Utility)
- (c) That: see attached sheet  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

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Formal Complaint

Jeff C. Garrett vs. Kentucky Utilities Company

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Wherefore, complainant asks see attached sheet  
(Specifically state the relief desired.)

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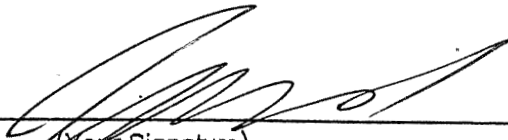
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Dated at Lexington, Kentucky, this 14 day  
(Your City)

of January, 2011.  
(Month)

  
\_\_\_\_\_  
(Your Signature)

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

Before the Public Service Commission

(Insert name of complainant) )  
Complainant )  
vs. ) No. \_\_\_\_\_  
(Insert name of each defendant) ) (To be inserted by  
Defendant ) the secretary

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at \_\_\_\_\_, Kentucky, this \_\_\_\_\_ day  
of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
(Name of each complainant)

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

That: Kentucky Utilities Company implemented a rate change effective August 1, 2010, that substantially increased our monthly utility charge. We were not made aware of the rate change until November 2010, and have not been given the opportunity of having the intervening months adjusted retroactively.

We first became aware of the change through a letter included with the November 2010 billing statement, and promptly called customer service. While on the phone, they switched our service from the PS rate to the GS rate for the current month, and said a revised statement would be sent. We asked about adjusting the preceding three months, and were told they were unable to adjust those charges.

As justification, we were told that the rate is our responsibility, that we had been given notice of the rate change earlier, and that the current letter is just a courtesy. A supervisor further stated that they were unable to do anything except adjust the current month due to an agreement with the PSC.

As stated above, we were not made aware of the earlier notification of a rate change. We only became aware of the rate change in November 2010, when we received a letter included with the monthly billing statement.

Wherefore, complainant asks that Kentucky Utilities Company be directed to issue a refund or credit for the intervening three months before we became aware of the rate change.