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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

ELIZABETH A. HURST + FLOYD C. HURST)
(Your Full Name))
COMPLAINANT)
VS.)
KL)
(Name of Utility))
DEFENDANT)

RECEIVED
MAR 2 2012
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of ELIZABETH A. HURST + FLOYD C. HURST respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

3105 DUNHILL CT. LEX. KY 40509
(Your Address)

(b) KL
(Name of Utility)

(Address of Utility)

(c) That: KL CALCULATED UTILITY BILLS WITH
(Describe here, attaching additional sheets if necessary,

INCORRECT RATE FOR EIGHT YEARS
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Formal Complaint

ELIZABETH D. HURST & FLOYD C. HURST vs. KL

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SEE ATTACHED LETTER

Wherefore, complainant asks REFUND OF OVERPAYMENT
(Specifically state the relief desired.)

Dated at LEXINGTON, Kentucky, this 28 day
(Your City)

of FEBRUARY, 2012.
(Month)

E. Hurst Floyd Hurst
(Your Signature)

(Name and address of attorney, if any)

KENTUCKY PUBLIC SERVICE COMMISSION
PO BOX 615
FRANKFORT, KY 40602-0615

RE: KENTUCKY UTILITIES BILLING DISCREPANCY/MISREPRESENTATION ([REDACTED])

TO WHOM IT MAY CONCERN:

I AM WRITING TO YOU REGARDING MY RESIDENTIAL UTILITY BILL WITH KENTUCKY UTILITIES. MY NAME IS ELIZABETH HURST, AND I RESIDE AT 3105 DUNHILL COURT IN LEXINGTON, KENTUCKY SINCE THE LATTER PART OF 2002. I HAVE KENTUCKY UTILITIES AS MY ELECTRIC SERVICE PROVIDER AND HAVE ALWAYS PAID MY BILLS ON TIME, NEVER LATE. IN DECEMBER OF 2011, MY HUSBAND AND I DECIDED TO TRANSFER THE SERVICE INTO HIS NAME ONLY, FLOYD C. HURST. UPON VISITING THE OFFICE TO DO SO, IT WAS DISCOVERED THAT THE ENTIRE TIME WE HAVE HAD THIS ACCOUNT, IT WAS CALCULATED ON A COMMERCIAL RATE AND NOT RESIDENTIAL. THE RATE TYPE ON THE BILL STATED: GENERAL SERVICES, WHICH I NEVER THOUGH TO BE ANYTHING OTHER THAN MY RESIDENTIAL BILL. IT'S APPARENT THAT I HAVE BEEN OVERCHARGED FOR APPROXIMATELY 9 YEARS, AND UPON MY CONVERSATION WITH VARIOUS ACCOUNT REPRESENTATIVES, HAVE BEEN TOLD THAT THE PROBLEM IS CORRECTED AND THAT THERE IS NOTHING CAN BE DONE BECAUSE WE OPENED UP A COMMERCIAL ACCOUNT. THIS IS APPARENTLY AN ERROR ON THE UTILITY COMPANY BECAUSE WHY WOULD I OPEN A COMMERCIAL ACCOUNT FOR MY RESIDENCE? AND WHY DOESN'T THE MONTHLY STATEMENT SAY RATE TYPE: COMMERCIAL INSTEAD OF GENERAL, WHICH COULD BE MISLEADING TO MANY OF THEIR CUSTOMERS?

AN ESTIMATION OF THE AMOUNT OF MONEY I HAVE PAID TO KENTUCKY UTILITIES FOR THE ENTIRE TIME OF SERVICE AT THIS ADDRESS IS APPROXIMATELY \$10,033.67 WHICH IS BASED UPON THE CURRENT COMMERCIAL RATE OF .0771 PER KWH UNIT. HAD IT BEEN CALCULATED ON CURRENT RESIDENTIAL RATE OF .06719, THE AMOUNT SHOULD HAVE BEEN \$8744.00 WHICH IS AN OVERCHARGE OF APPROXIMATELY \$1289.67. ALSO, THE BASIC SERVICE CHARGE PER MONTH DIFFERENCE IN RESIDENTIAL AND COMMERCIAL FOR THE ENTIRE 9 YEARS IS AT OR ABOUT \$972.00, FOR A TOTAL OF \$2261.67. THIS AMOUNT MAY DIFFER IN THE DIFFERENCES IN MONTHLY VARIANCES IN KWH UNIT CHARGES.

I ASK THAT YOU HELP ME TO FURTHER INVESTIGATE THIS MATTER, AND TRY TO OBTAIN THE FAIR AMOUNT THAT IS DUE THAT I HAVE BEEN OVERCHARGED. I FEEL I MAY NOT BE THE ONLY CUSTOMER THAT THIS HAS HAPPENED TO AND I BELIEVE THEIR MONTHLY STATEMENTS NEED TO REFLECT RESIDENTIAL OR COMMERCIAL IN THE RATE TYPE DESCRIPTION INSTEAD OF A TERM THAT IS MISLEADING TO MANY.

THANK YOU FOR YOUR HELP IN THIS MATTER. I WILL EAGERLY AWAIT YOUR RESPONSE.
SINCERELY,

FLOYD C. HURST OR ELIZABETH HURST
[REDACTED]