

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|----------------------------|---|------------|
| CHARLENE MARIE WYATT |) | |
| |) | |
| COMPLAINANT |) | |
| V. |) | CASE NO. |
| |) | 2015-00309 |
| DUKE ENERGY KENTUCKY, INC. |) | |
| |) | |
| DEFENDANT |) | |

ORDER TO SATISFY OR ANSWER

Duke Energy Kentucky, Inc. ("Duke Energy") is hereby notified that it has been named as defendant in a formal complaint deemed filed on September 4, 2015, a copy of which is attached as the Appendix 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.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ENTERED
SEP 17 2015
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2015-00309 DATED **SEP 17 2015**

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

95

In the matter of:

Charlene Marie Wyatt
(Your Full Name)

COMPLAINANT

VS.

Duke Energy
(Name of Utility)

DEFENDANT

RECEIVED

SEP 4 2015

PUBLIC SERVICE
COMMISSION

Case No. 2015-00309

COMPLAINT

The complaint of Charlene Marie Wyatt respectfully shows:
(Your Full Name)

(a) Charlene Marie Wyatt
(Your Full Name)

1804 Ashley Ct, unit 101 Florence, Ky. 41042
(Your Address)

(b) Duke Energy
(Name of Utility)

139 East Fourth Street Cincinnati, Ohio 45202
(Address of Utility)

(c) That: On March 30, 15, my electric was disconnected
(Describe here, attaching additional sheets if necessary,

- ed, while at work, I called, they had it back on
the specific act, fully and clearly, or facts that are the reason

shortly. In April, the bill came late, it was
and basis for the complaint.)

the monthly bill plus \$1910.80, I was very

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Formal Complaint

Charlene M. Wyatt vs. Duke Energy

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upset, I received it on April 25th a Saturday, so I could not find out anything until Monday. I was told I had some work done. No, I didn't. They would investigate it. They said, they had the wrong meter, then later, the meters had been switched, →

Wherefore, complainant asks all the bill be held,
(Specifically state the relief desired.)

until everything is settled,
with no disconnect or late charges
added, because I intend to do
whatever necessary to fight it,
because it's bad business,

Dated at Florence, Kentucky, this 2nd day
(Your City)

of September, 20 15
(Month)

Charlene Wyatt
(Your Signature*)

(Name and address of attorney, if any)

Sept. 2 2015
Date

pending

*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.

RECEIVED

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SEP 4 2015

PUBLIC SERVICE
COMMISSION

Charlene Wyatt vs. Duke Energy

then last, the wrong meter number was put in the computer, in the office I needed 302, the lady who rented it, moved out, instead of her electric meter was shut off. She lived there a short time, moved before her lease was up and left no forwarding address for the mailman. Her mail was going to the neighbor next door.

I do not wish to pay her bill, it has been a nightmare since she moved. I've had two appliances go bad, soon as the electric shut off. The air conditioner capacitor had to be replaced. The guy said it could be from a surge of electricity. When I asked "what caused it?" the garbage disposal burned up and had to be replaced.

I've had to go to the doctor for severe chest pain from all the stress. I work 10 or 11 hours a day 4 days a week, so time is not plentiful.

It is ridiculous for any one to have to go through this hell. I received a disconnect notice August 26, if the bill wasn't paid by Sept. 4, or payment made,

Charlene Wyatt vs. Duke Energy

I paid \$100.00 on August 27, by phone, just to keep my electric on. I did not want to (because I do not believe it is mine to pay, I am sending contradictions made by the Duke, to the B.B. Bureau, and 2 bills with the same heading date, but different due dates (for two different meters.) I paid one, Now the other is being added to my account.

If the wrong meter was read, it should not have happened for a year, because all the meters have a condo number by them.

Sincerely

Charlene Wyatt

P.S. All my regular monthly bills are paid, it is just the big bill, out of the blue plus late charges. The \$910.80 with \$49.24 late charges added on July and Aug bills, make it \$960.04. I paid \$100.00 on this, Thanks.

Charlene Wyatt
1804 Ashley Ct #101
Florence, KY 41042

Dear Charlene Wyatt :

This message is in regard to your concerns submitted on 5/24/2015 2:59:54 PM against Duke Energy. Your complaint was assigned ID 10638125. We received the business's response to your concerns, and you can find the contents of the message below or attached.

To assist us in bringing this matter to a close, we would like to know your view on the matter.

- * Has the company addressed the issues of this dispute?
- * If not, why?
- * Has the company met the agreement they outlined in their response?

Please submit your thoughts via online system, fax or mail within 7 days.

The text of your complaint may be publicly posted on BBB's web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifiable information when you tell us about your problem or in your desired outcome. By submitting your complaint, you are representing that it is a truthful account of your experience with the business. BBB may edit your complaint to protect privacy rights and to remove inappropriate language.

Your complaint will be made part of the company's BBB Business Review. If we don't hear from you, your complaint will be reflected as "answered." Should you have any questions or further concerns, please do not hesitate to contact us. We would be glad to assist you.

Regards,

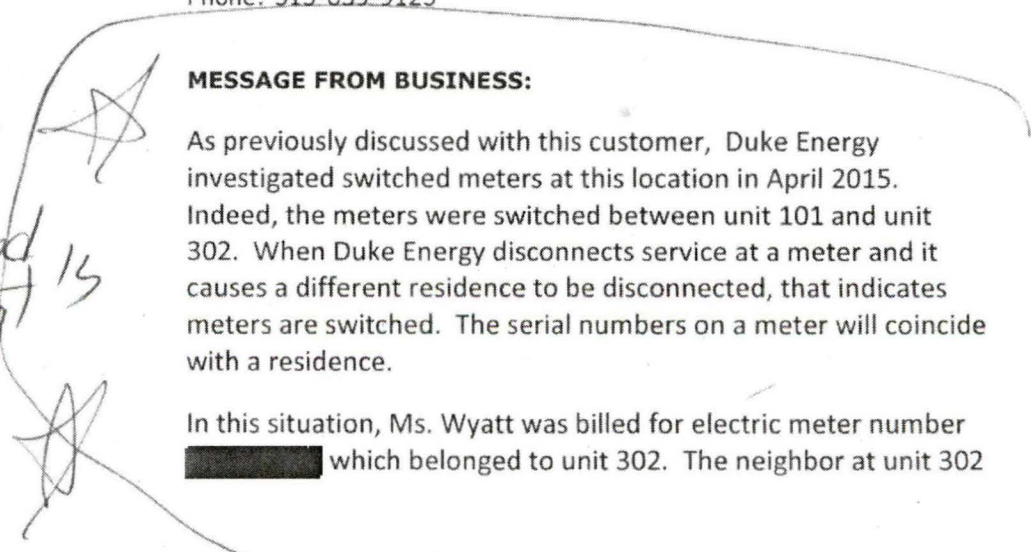
Tamara Hasselbeck
Marketplace Resource Consultant
thasselbeck@cincinnati.bbb.org
Phone: 513-639-9123

MESSAGE FROM BUSINESS:

As previously discussed with this customer, Duke Energy investigated switched meters at this location in April 2015. Indeed, the meters were switched between unit 101 and unit 302. When Duke Energy disconnects service at a meter and it causes a different residence to be disconnected, that indicates meters are switched. The serial numbers on a meter will coincide with a residence.

In this situation, Ms. Wyatt was billed for electric meter number [REDACTED] which belonged to unit 302. The neighbor at unit 302

*Says 8
belonged to
302 and
the 9 belonged
to 101. That is
me!*





was billed for electric meter number [REDACTED] which actually belongs to that unit 101, or Ms. Wyatt's residence.

Duke Energy does not know how long or how the meters were switched. It could be possible that they were switched for several years, but the answer to that will probably never be known. Once the investigation was completed, the usage for both units (accounts) had to be corrected. Ms. Wyatt received the bill showing corrections back to April 2014. For the state of Kentucky, Duke Energy can correct bill charges up to one year (12 months). When Ms. Wyatt received the bill with the corrected charges, it does not mean that the meters were switched in April 2014, but this was the timeframe for billing that Duke Energy was allowed to correct.

I was told the wrong meter was used from April 14 thru April 15. That was one of 4 stories

Attached are copies of the bills Ms. Wyatt requested from February 2014 through May 2015. These bills have been mailed to her in the past, it's unclear why she would not have received those. Payment arrangements had been offered to the customer in May 2015, which she declined. That offer still applies if the customer wants to take advantage of it. Duke Energy would not be removing the corrected charges from the account.

*Rocco D'Ascenzo
Senior Counsel
Duke Energy Kentucky, Inc.
139 East Fourth Street
P. O. Box 960
Cincinnati, OH 45201

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

Charlene M Wyatt
1804 Ashley Ct., Unit 101
Florence, KENTUCKY 41042