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Public Service
Commission

Kentucky Public Service Commission
P.O.Box 615
Frankfort, KY 40602

To Whom it may concern:

This is a request for intervention upon the proposed rate change by Nolin Rural Electric Cooperative. As both a residential user and an KY electrician, I routinely interact with Nolin RECC and other Co-ops.

My reasoning for this intervention are the following:

1. Their rates are already higher than the other local provider, Kentucky Utilities.
2. They are far harder to work with than KU
 - a) The office personnel do not communicate well the desires of customers with the crews that do the work
 - b) I have had to sign documents multiple times in a single month because office personnel have lost them
 - c) All of their field engineers that I work with have a bad attitude and tend to be difficult to work with
 - d) The linemen also have an attitude are not careful to respect landowners property

While I realize that their costs have risen and I do not oppose them seeking to cover their costs, I do wish they would strive to meet their customer's desires as best they can, respect the landowners and look out for their interests and generally carry a pleasant attitude.

They claim to be member owned, but, I've had them cut down trees (not on an easement) without permission, lie to me about co-op policies, refuse to set temporary poles even though a basement excavation had started.

I feel that this proposed rate change could be a time to encourage Nolin RECC to be more focused on treating their members/customers better!

Feel free to contact me regarding this.
Thank you for considering my concerns,



Jonathan Myers
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