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Michael J. Schmitt
Chairman

Robert Cicero
Vice Chairman

June 27, 2017

PARTIES OF RECORD

Re: Case No. 2017-00174
Diane L. Deaton v. Duke Energy Kentucky, Inc.

Attached is a copy of an electronic mail correspondence from Diane L. Deaton to PSC.Info@ky.gov, to be filed into the record of the above-referenced case. If you have any comments you would like to make regarding the contents, please do so within five days of receipt of this letter.

If you have any questions, please contact Brittany H. Koenig, Staff Attorney, at 502-782-2591.

Sincerely,

A handwritten signature in cursive script that reads "Talina R. Mathews".

Talina R. Mathews
Executive Director

BHK/ph

Attachment

From: Diane Deaton [mailto:dldeaton12@yahoo.com]
Sent: Friday, June 09, 2017 12:42 AM
To: PSC - Public Information Officer <PSC.Info@ky.gov>
Subject: Case # 2017-00174

I have a few comments regarding this case:

The first bill that I received for this account came stating that my bill was \$500. Knowing that I could not afford this much every month, being on a disability, I called and the lady told me how to read the meter to her. When I did, she told me it was wrong that the amount was \$64.73, which is shown on the first bill where the canceled charges were \$511.52. Since she told me this, I don't think it is right to go back and charge me more for that month. If I was told that the \$500 charge was correct, I would have looked into the problem but I was told it wasn't correct.

Also, when I received the next bill, if the charges were still in the \$500 dollar range why did I receive bills for \$75.24 and \$91.63 instead of the \$500 bill I received first?

Then in July they came and replaced the meter. When I asked the man if there was a problem, why didn't he tell me there could be instead of telling me the other meter was just hard to read.

Duke also needs to provide better service to the consumer. I wanted to go and talk to someone about my bill but was told Duke doesn't have an office in this area and that I had to talk to them on the phone. This is uncalled for as big of a company as Duke is and by them being the only energy company, they can do whatever they please and the consumer can't fight them.

Then when I tried to make arrangements to pay this bill I was told that there was only one option, that was to pay \$198 on the bill that was behind as well as paying my current electric bill. That was over \$300 which is 1/4 of what I receive on a disability. They need to have other options for people who are low income, not all people can afford payments like this.

Also, when Duke sees a bill that is this high, why do they not send someone to find out what the problem is instead of waiting 3-4 months? I am sure the consumer would rather pay a fee for them to check it out then to receive a bill like mine.

Also, if there is a problem with a bill like this why can't Duke just meet the consumer half way and cut the bill in two, especially for low income people?

Also, why is Duke the only energy provider, why can't the consumer choose who they deal with? Owen Electric is in our area, why can't I choose which one I want to deal with?

*Diane L Deaton
707 Terrace Ct
Alexandria, KENTUCKY 41001

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139 East Fourth Street
Cincinnati, OH 45202

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