

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOHN C. DE MOISEY)	
)	
COMPLAINANT)	CASE NO.
)	2018-00054
V.)	
)	
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	

ORDER

On January 26, 2018, John De Moisey tendered a formal complaint (“Complaint”) with the Commission against Kentucky Utilities Company (“KU”) in which he alleges that KU has provided him with a defective meter that is causing him to be overcharged and that KU does not want to pay to replace the meter. Mr. DeMoisey alleges that the meter reader that KU sent to address his complaint did not know how to read the meter properly. To remedy this situation, Mr. DeMoisey requests that KU be ordered to pay an independent company to read his meter and to check its accuracy. Additionally, Mr. De Moisey requests that KU be ordered to credit his account any time that it is discovered that he was overcharged on his past KU bills.

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a *prima facie* case. To establish a *prima facie* case under 807 KAR 5:001, Section 20(1)(c), the complaint must state:

Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure.

Based on a review of the Complaint, the Commission is unable to determine at this time whether the Complaint establishes a *prima facie* case. However, the allegations support our further investigation into the merits of the Complaint. The Commission finds that Mr. De Moisey should file, within 30 days of the date of entry of this Order, the following to support his claim against KU:

1. Copies of the electric bills issued to Mr. De Moisey by KU that Mr. De Moisey alleges reflect an inaccurate meter reading.
2. The amount that Mr. De Moisey alleges he has been overcharged by KU, broken out by date and amount of alleged overcharges.
3. Clarification of Mr. De Moisey's allegation that the meter is defective, explaining how the meter is defective.
4. Copies of all correspondence between KU and Mr. De Moisey regarding this matter. If correspondence is not available, then Mr. De Moisey should provide estimated dates for his correspondence with KU.

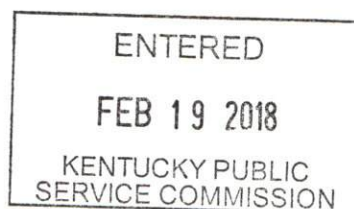
When filing a paper containing personal information, Mr. De Moisey should, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information, including an account number or Social Security number, cannot be read.

IT IS THEREFORE ORDERED that:

Within 30 days of the date of entry of this Order, Mr. De Moisey shall file:

1. Copies of the electric bills issued to Mr. De Moisey by KU that Mr. De Moisey alleges reflect an inaccurate meter reading.
2. The amount that Mr. De Moisey alleges he has been overcharged by KU, broken out by date and amount of alleged overcharges.
3. Clarification of Mr. De Moisey's allegation that the meter is defective, explaining how the meter is defective.
4. Copies of all correspondence between KU and Mr. De Moisey regarding this matter. If correspondence is not available, then Mr. De Moisey shall provide estimated dates for his correspondence with KU.

By the Commission



ATTEST:


Executive Director

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