COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

.II.	JDY M. HANDSHOE)	
00	COMPLAINANT)	
V.)	CASE NO. 2020-00161

DEFENDANT

DUKE ENERGY KENTUCKY, INC.

In the Matter of:

ORDER

On May 7, 2020, Judy M. Handshoe (Ms. Handshoe) submitted a formal complaint (Complaint) against Duke Energy Kentucky, Inc. (Duke Kentucky) alleging that her account was overbilled due to a faulty meter. In her Complaint, Ms. Handshoe does not provide the specific timeframe or the specific amounts for which she alleges she was overbilled.

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 upon a review of the Complaint, the Commission is unable to determine at this time whether the Complaint establishes a prima facie case, but the allegations support our further investigation into the merits of the Complaint. The Commission finds that Ms. Handshoe should file, within 20 days of the date of this Order, copies of bills issued to Ms. Handshoe by Duke Kentucky for the time for which Ms. Handshoe alleges she was overbilled.

IT IS THEREFORE ORDERED that:

- 1. Within 20 days of the date of this Order, Ms. Handshoe shall file the with the Commission copies of bills issued to Ms. Handshoe by Duke Kentucky for the time for which Ms. Handshoe alleges she was overbilled.
- 2. Pursuant to the Commission's Order in Case No. 2020-00085,¹ any documents filed pursuant to ordering paragraph 1 shall be filed by electronic mail at PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.

¹ Case No.2020-00085, *Electronic Emergency Docket Related To The Novel Coronavirus Covid-* 19 (Ky. PSC Mar. 16, 2020) Order (establishing, among other things, electronic filing of documents and prohibiting filing of most paper documents during the public health state of emergency); Case No. 2020-00085 (Ky. PSC Mar. 24, 2020) Order (clarifying when paper documents should be filed after the state of emergency is lifted).

By the Commission

JUL 10 2020 rcs

KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

Acting Executive Director

Judy M. Handshoe 3046 Silverbell Way Independence, KENTUCKY 41051

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

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

*Rocco O D'Ascenzo Duke Energy Kentucky, Inc. 139 East Fourth Street Cincinnati, OH 45201