



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:

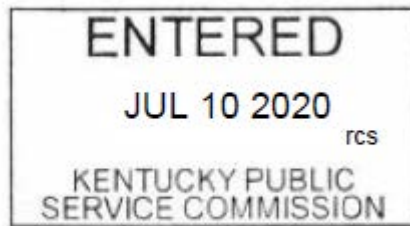
1. Within 20 days of the date of this Order, Ms. Handshoe shall file the with the Commission copies of bills issued to Ms. Handshoe by Duke Kentucky for the time for which Ms. Handshoe alleges she was overbilled.

2. Pursuant to the Commission's Order in Case No. 2020-00085,<sup>1</sup> any documents filed pursuant to ordering paragraph 1 shall be filed by electronic mail at [PSCED@ky.gov](mailto: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.

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<sup>1</sup> 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



ATTEST:

A handwritten signature in blue ink, consisting of stylized initials and a surname, written over a horizontal line.

Acting Executive Director

Case No. 2020-00161

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