

BEFORE THE PUBLIC SERVICE COMMISSION

NOV 07 2019

PUBLIC SERVICE COMMISSION

In the matter of:

Glen Douglas Holbrook  
(Your Full Name)  
COMPLAINANT

VS.

Licking Valley Rural Electric CC  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of Glen Douglas Holbrook respectfully shows:  
(Your Full Name)

(a) Glen Douglas Holbrook  
(Your Full Name)

560 Hwy 1000 West Liberty Ky 41472  
(Your Address)

(b) Licking Valley Rural Electric CC  
(Name of Utility)

PO Box 605 West Liberty, Ky 41472  
(Address of Utility)

(c) That: see cover sheet  
(Describe here, attaching additional sheets if necessary,

and attached Hqs 12 low and CD of  
the specific act, fully and clearly, or facts that are the reason

A meeting with Coop  
and basis for the complaint.

Continued on Next Page

Formal Complaint

Glen Douglas Holbrook vs. Licking Valley RECC

Page 2 of 2

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Wherefore, complainant asks Deposit Returned, Replacement of  
(Specifically state the relief desired.)

the generator that ran dry of oil, and the gas used operating  
it also any time & expense I've been out

Thank's

Glen Holbrook

Dated at West Liberty, Kentucky, this 7 day  
(Your City)

of November, 2019  
(Month)

Glen Holbrook  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the Commission.



Matthew G. Bevin  
Governor

Charles G. Snavey  
Secretary  
Energy and Environment Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
Telephone: (502) 564-3940  
Fax: (502) 564-3460  
psc.ky.gov

Michael J. Schmitt  
Chairman

Robert Cicero  
Vice Chairman

Talina R. Mathews  
Commissioner

October 24, 2019

Mr. Glenn Holbrook  
500 Highway 1000  
West Liberty, KY 41472

Dear Mr. Holbrook:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint. Please complete the forms and return them to the above-listed address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

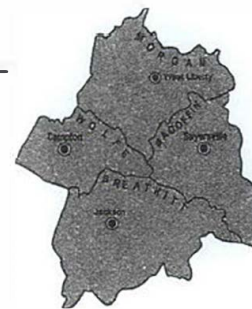
Rosemary Tutt, Manager  
Consumer Services Branch

Enclosure

Licking disconnected the Electric to my home before trying to contact me. I left the office after visiting the office on 4 occasions and being assured by Licking Valley that I would be notified before being disconnected. The letter from Licking Valley dated May 13, 2019 is not correct. The approval given by Brandon happened before being disconnected on Dec 13, 2018. Phone records will show the correct date + time of Brandon's call. Licking Valley told me they didn't have a record of it.



**LICKING VALLEY**  
RURAL ELECTRIC COOPERATIVE CORPORATION  
P. O. Box 605 • 271 Main Street  
West Liberty, KY 41472-0605  
(606) 743-3179



**KERRY K. HOWARD**  
General Manager/CEO

**COPY**

May 03, 2019

Mr. Glen Holbrook  
560 HWY 1000  
West Liberty, Kentucky 41472-8411

RE: Account Number [REDACTED]

Dear Mr. Holbrook:

This letter is in response to your request for an examination of the above referenced account number [REDACTED]. The account was taken out of your name on January 28, 2010 and name changed into Brandon Holbrook's name. The electric service to this account was disconnected on December 12, 2018 for nonpayment with the service reconnected on December 17, 2018. At this time your name was added back to the account address to be mailed in care of you per the approval and request of Brandon Holbrook on December 18, 2018.

All records regarding this account have been reviewed by the Licking Valley RECC Board of Directors and Management. It is in their professional opinion all policies and procedures were followed correctly and no corrective action should be taken.

If you have questions of if additional information is needed or required, please feel free to contact us.

Sincerely,

Kerry K. Howard  
General Manager/CEO

KKH:slv

LICKING VALLEY R.E.C.C.  
271 MAIN STREET  
P.O. BOX 605  
WEST LIBERTY, KY  
WEST LIBERTY, KY 41472  
(606) 743-3179

Journal: 44975      Date: Dec 18, 2018  
Set: 0              Time: 8:36:44

Acct: [REDACTED] HOLBROOK BRANDON  
ENERGY SVC  
Provider: COOP              717.66  
AR Balance: -64.93  
Acct: [REDACTED] AR Balance: -64.93

Total To-Be-Paid: 717.66  
CASH: 720.00

Change Due: -2.34

3 183 csteale 1 6



# Service Office Supply & Printing, Inc.

1011 Powell Lane • Flatwoods, KY 41139  
606-836-0488 • Fax: 836-0483 • Toll Free: 1-800-926-5869

*NOV 30, 2018*

*NOV 22, 23 COPY*

*- Thu - 6:00*

*Thu - 12-12-18*

*Feb 10<sup>th</sup> B. Draft*

*340<sup>00</sup> dep  
48<sup>00</sup> disc +  
reconnect*

1. Disconnect
2. Night light Poles, wire Hot  
connected  
To House
3. Transformer Pump House  
service Pole
4. Service Entrance  
Log Truck
5. Meter Replaced without order  
From office



**Licking Valley Rural Electric Cooperative Corp**  
 A Touchstone Energy Cooperative  
 PO Box 605  
 West Liberty KY 41472-0605

Customer Service Monday - Friday 7:00 a.m. - 5:00 p.m.  
 Local: 743-3179  
 Toll Free: 1-800-596-6530  
 To Pay Bill by Phone: 1-844-846-2688  
 www.lvrecc.com

Emergencies or Outages (Seven days a week - 24 hours a day)  
 Local: 743-7500  
 Toll Free: 1-800-709-6700

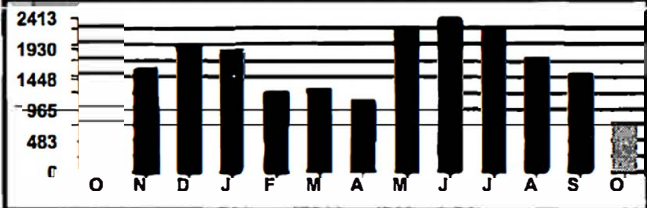
BRANDON HOLBROOK  
 538 HIGHWAY 1000  
 WEST LIBERTY KY 41472-8407



**IMPORTANT INFORMATION**

- Failure to receive a bill does not exclude you from monthly payment.
- Outside depository is available after hours for your convenience.
- Register any question about this bill prior to the due date.
- If payment does not reach this office by the 10th of the month, a 5% penalty will be assessed.
- Visit our web site at [www.lvrecc.com](http://www.lvrecc.com)
- Bank Draft Services Available.

NOTICE: Licking Valley RECC will not be responsible for payments applied to the wrong account when payment stub or account number is not included with payment.



ACCOUNT NUMBER	RATE	REFERENCE	BILL TYPE	METER NUMBER	SERVICE ADDRESS		
[REDACTED]	12	HOME 100 AMP	REGULAR	42567	538 HIGHWAY 1000		
This statement is for kWh usage through 11/12/2018	READING		MULTIPLIER	KWH USAGE	FUEL ADJUSTMENT RATE	ENVIRONMENTAL SURCHARGE RATE	BILLING DATE
	PREVIOUS	PRESENT					
	33247	34004	1.0000	757	-0.0061000	0.0876000	11/21/2018
Activity Since Last Bill		\$ Amount		Current Bill Information		\$ Amount	
PREVIOUS BALANCE		358.60		ELECTRIC SERVICE		83.65	
PAYMENT		-195.01		FUEL COST ADJUSTMENT		-4.62	
LATE PAYMENT PENALTY		8.18		SCHOOL TAX		2.58	
OTHER ADJUSTMENTS		0.00		ENVIRONMENTAL SURCHARGE		6.92	
BALANCE PRIOR TO THIS BILLING		171.77		CURRENT MONTHS CHARGES		88.53	
				***BALANCE FORWARD		171.77	
***If there is a balance forward, your account is subject to be disconnected, if not paid before 12/10/2018							
Account Number: 1602801901							
Comparisons	Days Service	kWh Used	Cost/day	CURRENT NET DUE BY 12/10/2018 <b>260.30</b> Gross Amount Due After 12/10/2018 <b>264.73</b>			
Current Month	31	757	2.86				
Last Month	30	1542	5.45				
One Year Ago	31	1179	4.11				

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

64.93

- If change of Address/Phone #, check here and indicate change on back of stub.
- Donation for Winter Care Fund \$ \_\_\_\_\_

Account Number:	[REDACTED]
Amount Due:	260.30
Due Date:	12/10/2018
Amount After Due Date:	264.73

BRANDON HOLBROOK  
 538 HIGHWAY 1000  
 WEST LIBERTY KY 41472-8407

LICKING VALLEY RURAL  
 ELECTRIC COOPERATIVE CORP  
 PO BOX 605  
 WEST LIBERTY KY 41472-0605



Print D/Tm:  
01/28/2010 9:52:32 AM

# LICKING VALLEY R.E.C.C.

## Transfer Work Flow

### SERVICE MAP LOCATION: [REDACTED]

Account: [REDACTED] SO Nbr: 9912055783 Service: Electric Service W/O#: [REDACTED]  
Customer Nbr: [REDACTED] Srv Loc Nbr: [REDACTED] Provider: COOP Provided Electric Service Cycle: 1

Taken By: sstacy Date Taken: 01/28/2010 Needed Before: 1/28/10 12:00 am

#### OUT CUSTOMER

Home Phone: [REDACTED]  
Work Phone: NONE LISTED  
Mobile Phone: NONE LISTED  
Account Number: [REDACTED]  
Customer Number: [REDACTED]  
**BRANDON HOLBROOK**  
Billing Address:  
998 HIGHWAY 1000  
WEST LIBERTY, KY 41472

**SERVICE LOCATION**  
998 HIGHWAY 1000  
WEST LIBERTY, KY 41472

#### \*\*SECURITY LIGHT\*\*

**NUMBER OF SECURITY LIGHTS**  
Type Serial Nbr Status

#### IN CUSTOMER

Home Phone: [REDACTED]  
Work Phone: [REDACTED]  
Mobile Phone: NONE LISTED  
Account Number: [REDACTED]  
Customer Number: [REDACTED]  
**GLEN D HOLBROOK**  
RHEBA HOLBROOK  
Billing Address:  
998 HIGHWAY 1000  
WEST LIBERTY, KY 41472

Dep Type Deposit Amt Deposit Date Installments Due

Membership # Amount Code Date

#### \*\*EQUIPMENT TO BE SERVICED\*\*

Equipment Type	Activity	Equipment Nbr	Position Nbr	Service Map Location
Kwh Meter	Transfer	22775	1	[REDACTED]

#### \*\*METER READ\*\*

Meter #	Reading	LV Reading	LVR Date	Demand	Connect Date	Phase/Wires	Dials	Rate
22775	71202	70840	01/10/2010		1/28/10	1/3	5	18

**General Comments:**  
PLEASE TRANSFER THE SERVICE  
REQUESTED BY GLEN HOLBROOK  
THANKS, STACEY

**Service Comments:**

**Handheld Notes:**

**# of Prints:**

*\*waived s/c per k.t.t.\**



Thru 2/21/19  
7:30 PM

Print D/Tm:  
01/28/2010 9:44:27 AM

LICKING VALLEY R.E.C.C.  
Transfer Work Flow

SERVICE MAP LOCATION: [REDACTED]

Account: [REDACTED] SO Nbr: 9912055782 Service: Electric Service W/O#: [REDACTED]  
Customer Nbr: 74264 Srv Loc Nbr: [REDACTED] Provider: COOP Provided Electric Service Cycle: 1

Taken By: sstacy Date Taken: 01/28/2010 Needed Before: 1/28/10 12:00 am

OUT CUSTOMER

IN CUSTOMER

GS

Home Phone: [REDACTED]  
Work Phone: [REDACTED]  
Mobile Phone: NONE LISTED  
Account Number: [REDACTED]  
Customer Number: [REDACTED]  
**GLEN D HOLBROOK**  
RHEBA HOLBROOK  
Billing Address:  
998 HIGHWAY 1000  
WEST LIBERTY, KY 41472

Home Phone: [REDACTED]  
Work Phone: NONE LISTED  
Mobile Phone: NONE LISTED  
Account Number: [REDACTED]  
Customer Number: [REDACTED]  
**BRANDON HOLBROOK**  
Billing Address:  
998 HIGHWAY 1000  
WEST LIBERTY, KY 41472

SERVICE LOCATION  
998 HIGHWAY 1000  
WEST LIBERTY, KY 41472

Dep Type Deposit Amt Deposit Date Installments Due

\*\*SECURITY LIGHT\*\*

Membership # Amount Code Date

NUMBER OF SECURITY LIGHTS

Type Serial Nbr Status

\*\*EQUIPMENT TO BE SERVICED\*\*

Equipment Type	Activity	Equipment Nbr	Position Nbr	Service Map Location
Kwh/Kw Meter	Transfer	30191	1	[REDACTED]

\*\*METER READ\*\*

Meter #	Reading	LV Reading	LVR Date	Demand	Connect Date	Phase/Wires	Dials	Rate
30191	7390	5728	01/10/2010		1/28/10	1/3	5	12

General Comments:  
PLEASE TRANSFER THE SERVICE  
REQUESTED BY BRANDON HOLBROOK  
THANKS, STACEY

\* waived s/c per K.H.\*

Service Comments:

Handheld Notes:

# of Prints: