

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GLEN DOUGLAS HOLBROOK)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2020-00224
LICKING VALLEY RURAL ELECTRIC)	
COOPERATIVE CORPORATION)	
)	
DEFENDANT)	

ORDER

On November 7, 2019, Mr. Glen Douglas Holbrook (Mr. Holbrook) filed a formal complaint (Complaint) with the Commission against Licking Valley Rural Electric Cooperative Corporation (Licking Valley RECC) alleging that his electric service was disconnected on December 12, 2018, without prior notice. Mr. Holbrook is seeking the return of a deposit of an unspecified amount, the replacement of a generator, and the expense of operating the generator. Mr. Holbrook attached to his complaint a bill for electric service at 538 Highway 1000, West Liberty, Kentucky, dated November 21, 2018. The bill references the service as "Home 100 AMP" and is addressed to "Brandon Holbrook". Also, attached to Mr. Holbrook's Complaint were two forms entitled "Licking Valley R.E.C.C. Transfer Work Flow." Both forms are dated January 28, 2010. One form lists Brandon Holbrook as the "Out Customer" and Glen D. Holbrook as the "In Customer." On the other form Brandon Holbrook is the "In Customer" and Glen D. Holbrook is listed as the "Out Customer." On both forms the service location is 998 Highway 1000, West

Liberty, Kentucky. A letter dated May 3, 2019, from Licking Valley RECC addressed to Mr. Glen Holbrook at 560 Highway 1000, West Liberty, Kentucky, is also attached to Mr. Holbrook's Complaint. The letter references a disconnection of service on December 12, 2018, on an account in Brandon Holbrook's name, but provides no service address. Mr. Holbrook also provided the Commission with a number of other unredacted documents related to several accounts he has had with Licking Valley RECC over the years.

Commission regulation 807 KAR 5:001, Section 20(1)(c), requires that a formal 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.

Further, 807 KAR 5:001, Section 20(4)(a), requires the Commission to determine whether a complaint establishes a prima facie case. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontroverted by other evidence, would entitle the complainant to the relief requested. The party filing a complaint has the burden of proving his claim. If a complaint fails to establish a prima facie case, it may be dismissed.

Based upon a review of the tendered Complaint, the Commission is unable to determine at this time whether the Complaint established a prima facie case, but the allegations support our further investigation into the merits of the Complaint. For example, from the Complaint and the attachments, it is unclear in whose name the Home 100 AMP electric service was in for service address 538 Highway 1000, West Liberty, Kentucky. It is also unclear how the Transfer Work Flow forms naming both Mr. Glen

Holbrook and Mr. Brandon Holbrook in relation to a service address at 998 Highway 1000, West Liberty, Kentucky, relate to Home 100 AMP electric service at 538 Highway 1000, West Liberty, Kentucky.

The Commission finds that documentation is needed to establish whose name the Home 100 AMP electric service at 538 Highway 1000, West Liberty, Kentucky, was in on December 12, 2018, to assist the Commission in making a determination whether the Complaint establishes a prima facie case. The Commission further finds it needs copies of all bills, disconnect notices, and other notices issued in connection with the Home 100 AMP service at 538 Highway 1000, West Liberty, Kentucky, from November 1, 2018, through December 31, 2018. Because the necessary bills, notices, service contracts, etc. are in possession of Licking Valley RECC, we find that a copy of this Order should be served upon Licking Valley RECC for the sole purpose of requesting documents. A copy of Mr. Holbrook's Complaint is attached to this Order so that Licking Valley RECC can identify his account and the subject of his Complaint. Pursuant to the Commission's Orders in Case No. 2020-00085,¹ issued March 16, 2020, and March 24, 2020, Licking Valley RECC SHALL NOT FILE the original paper copy of all requested information at this time, but rather shall file original paper copies within 30 days of the lifting of the current state of emergency.²

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 24, 2020), Order at 1–3.

² Any electronic email filed in this matter should be sent to 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.

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on Licking Valley RECC for the sole purpose of requesting necessary documents to assist the Commission in determining whether the Complaint established a prima facie case.

2. Within ten days of the date of this Order, Licking Valley RECC shall file with the Commission by emailing electronic documents to PSCED@ky.gov, all documents and records in its possession, including, but not limited to, transfer of service orders and documentation of telephonic or online requests for service concerning in whose name the Home 100 AMP electric service at 538 Highway 1000, West Liberty, Kentucky, was in as of November 21, 2018, and copies of all bills, disconnect notices, and any other notices issued in connection with service address 538 Highway 1000, West Liberty, Kentucky, from November 1, 2018, through February 10, 2019, for Home 100 AMP service.

3. A copy of this Order shall be mailed to Mr. Holbrook at his residence via U.S. mail.

By the Commission



ATTEST:



Acting Executive Director

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2020-00224 DATED JUL 28 2020

[NINE PAGES TO FOLLOW]

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 Hignia 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 REC

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. Snively
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,

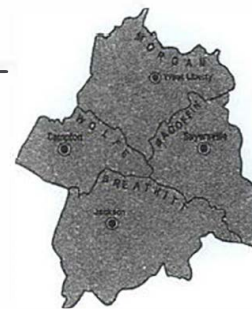
Rosemary Tutt, Manager
Consumer Services Branch

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 SVCS
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 c Steele 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 10th B. Draft

*340⁰⁰ dep
48⁰⁰ 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

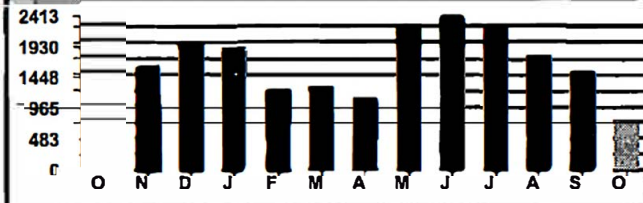
BRANDON HOLBROOK
 538 HIGHWAY 1000
 WEST LIBERTY KY 41472-8407



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
- 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 260.30 Gross Amount Due After 12/10/2018 264.73			
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

IN 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

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

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 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

waved s/c per k.t.t.

Service Comments:

Handheld Notes:

of Prints:

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:

Glen Holbrook
373 Highway 1000
West Liberty, KENTUCKY 41472

*Kerry K Howard
President & CEO
Licking Valley R.E.C.C.
P. O. Box 605
271 Main Street
West Liberty, KY 41472

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P. O. Box 605
271 Main Street
West Liberty, KY 41472