

RECEIVED

JUN 14 2022

PUBLIC SERVICE
COMMISSION

South Kentucky Rural Electric
Case No. 2022-00082
Request for Information from Commission Staff
Dated June 10, 2022

Item No. 1

Witness: Michelle Herrman

1. A statement regarding whether complainants have requested a meter test and whether South Kentucky RECC performed a meter test.

Response:

The member did not specifically ask for a meter test. However, we voluntarily pulled the meter and performed a meter test without charge on June 22, 2021.

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Item No. 2

Witness: Michelle Herrman

2. Copy of any meter test results pertaining to any meters used at the property described in the complaint.

Response:

The meter test result was 99.86. Please see the attached.

Option: Meter:

Meter Number: Meter Status:

Demand: AMR Device ID:

Serial Number: Service Type:

Inventory: AMR Vendor:

Multiplier: Dials: Amps:
Reading: K Reg: Volts:
Form: D Reg: Wire Size:
Ratio:

Manufacturer: Codes 1:
Meter Type: 2:
Phase: 3:
Module Type: 4:
Seal Number:
Description:
Purchase Date:
Purchase Cost:
New Meter Code:

Tamper Code: ERT Tamper Codes 1: 2:
Test Requested: ERT Identification Nbr:
Test Frequency:
Service Tech: Junk Delete

History Test Information

	Before	After	Req By	Test Date
1:	99.86	99.86	JS	06/22/21
2:				09/16/10
3:				
4:				

Notes

T WED, APR 21, 2021, 02:56 PM Created by: MELODYR
PLEASE DO NOT DISCONNECT THIS HAS A WATER ON THIS PLEASE CALL N
DAVID 606-379-2899 WITH ANY PROBLEMS OR QUESTION ON THIS ACCOUNT

Navigation icons: Back, Add Faceplate, Retrieve, Save, Print, Export, First, Previous, Next, Last, View, Help

Electric Meters

Faceplate

CO-OP #	<input type="text" value="214081"/>	Form	<input type="text" value="2"/> <input type="text" value="S"/>	
Serial #	<input type="text" value="43528316"/>	Test Amps	<input type="text" value="30"/>	
MFR	<input type="text" value="3"/>	Test Volts	<input type="text" value="240"/>	Testboard/Station
Class	<input type="text" value="200"/>	Kh	<input type="text" value="10.0"/>	
Meter Type	<input type="text" value="I-210+"/>	Multiplier	<input type="text" value="1"/>	
Phase	<input type="text" value="1"/>	No. Dials	<input type="text" value="5"/>	Demand <input type="text"/>
Wres	<input type="text" value="3"/>			
Reg Ratio	<input type="text" value="ELEC"/>			
Test Freq	<input type="text" value="8"/>			
Purch Date	<input type="text" value="91510"/>	ERT ID	<input type="text" value="19172789"/>	Service Type <input type="text" value="E"/>
		Equipment	<input type="text" value="0"/>	Label 1
				Label 2

Electric Meters

Test Results [?]
 Test Dates: 06/23/2021 14:14:47.000 Legacy View Percent error
 Tester ID: JS Board No: 3445 Batch No: Process:

Common Result Data	Test Reason	Tester ID	Station ID	Testboard JSN	AF KWH Re...	AL KWH Re...	Max KW Read	AF DMD Re...	AL D...
	RT	JS	1	3445	47885	00000			

Step	Element	Test Type	AF	AL	Status	Pulses	Volts	Amps	Kh	Phase Angle	Reverse Power	Service	Optics	Energy Mode	Frequency	ISS Duration (Cycles)
1	S	FL	99.87	99.87	Pass	1	240	30	1.0	0	<input type="checkbox"/>	1 Phase	Middl..	Watt-Hrs	60.000	
2	S	PF	99.87	99.87	Pass	1	240	30	1.0	60	<input type="checkbox"/>	1 Phase	Middl..	Watt-Hrs	60.000	
3	S	LL	99.86	99.86	Pass	1	240	3	1.0	0	<input type="checkbox"/>	1 Phase	Middl..	Watt-Hrs	60.000	
4	S	WA	99.86	99.86	Pass	1					<input type="checkbox"/>	1 Phase	Middl..	Watt-Hrs	60.000	

Retrieve Complete

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Item No. 3

Witness: Michelle Herrman

3. Correspondence between South Kentucky RECC and complainants that pertains to the electric bills discussed in the complaint in this case.

Response:

Please see the attached correspondence.

From: [Michelle Herrman](#)
To: [REDACTED]
Subject: Bill
Date: Friday, April 8, 2022 4:09:00 PM
Attachments: [DOC040822-04082022160838.pdf](#)

Michelle D. Herrman, CPA, PHR
Vice President of Finance and Member Services
Phone: 606-451-4337

-----Original Message-----

From: Accounting Copier <toshibaaccounting@skrecc.com>
Sent: Friday, April 8, 2022 4:09 PM
To: Michelle Herrman <michelleh@skrecc.com>
Subject: Send data from MFP11991887 04/08/2022 16:08

Scanned from MFP11991887
Date:04/08/2022 16:08
Pages:1
Resolution:200x200 DPI



(800) 264-5112

Somerset
(606) 678-4121
7:30 A.M. - 4:30 P.M. EST

Monticello
(606) 348-6771
7:30 A.M. - 4:30 P.M. EST

Whitley City
(606) 376-5997
7:30 A.M. - 4:30 P.M. EST

Albany
(606) 387-6476
7:30 A.M. - 4:30 P.M. CST

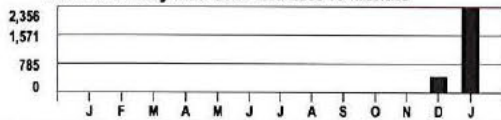
Jamestown
(270) 343-7500
7:30 A.M. - 4:30 P.M. CST

ACCOUNT NUMBER		ACCOUNT NAME			METER NUMBER					
[REDACTED]		KILBY NANCY			214081					
LOCATION		CYCLE NUMBER		RATE	BC	TELEPHONE		SERVICE ADDRESS		
123376001		929		1	4	[REDACTED]		EAST HIGHWAY 70 3810		
PREVIOUS	READING	PRESENT	READ CODE	FROM	SERVICE TO	MULTIPLIER	KWH	\$AMOUNT		
28684		31040	92	12/05/20	01/04/21	1	2356	204.48		
								-13.41		
								31.95		
							23	13.11		
								7.08		
								243.21		
								52.29		
								295.50		
(CURRENT BILL DUE DATE DOES NOT APPLY TO THE PREVIOUS BALANCE DUE)										

FINAL BILL

COMPARISONS		DAYS SERVICE	TOTAL KWH	AVG. KWH/DAY	AVG. TEMP/DAY	TOTAL DUE		\$ 295.50		
CURRENT BILLING PERIOD		30	2356	79	39.0	DUE DATE	01/24/21	BILL IS DELINQUENT AFTER DUE DATE		
PREVIOUS BILLING PERIOD		12	444	37		AFTER DUE DATE PAY		\$ 295.50		
SAME PERIOD LAST YEAR		0	0	0						

Your Electricity Use Over The Last 13 Months



Due Date is for current months bill only and does not apply to previous amounts
Conveniently pay your bill online at www.skrecc.com

SKRECC will resume disconnection for non-payment on Nov. 5.
We have several options available for members with balances.
Visit www.skrecc.com or Call (800) 264-5112.

Ask Us About These Services			Rate Codes			Meter Reading Codes		
Bank Drafting	24 Hour Dispatching	Outdoor Lighting	1=Residential	5=Optional Power	9=Large Power 1	20,22 = Net Mtr	0=Estimated Reading	
Levelized Billing	Ky Living Magazine	Elect. Code/Design Consultation	2=Small Comm.	6=Res. Mkting.	10=Large Power 2		1=Consumer Reading	
E-Billing/Pay Online	Energy Audits	Long Distance Phone Service	3=Public Building	7=Small Comm. Mkting.	13=Contracts Loan		2=Normal Reading	
			4=Large Power	8=Street Lighting	11, 12, 14-19=Special Contract LP		3=Manual Estimated	

If your power is off, first check to see that all fuses and breakers are working properly. If this does not correct the problem, call your local Cooperative office at the number listed above. Please provide your Account Number, Name, and Address as it appears on your statement. Phone dispatch is available 24 hours a day, 7 days a week. Please call our office with any question or problem you may have. If your local office is a toll call then call our toll free number listed above.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

DO NOT ATTACH PAYMENT TO REMITTANCE SLIP

KY00540B

SK South Kentucky RECC
PO BOX 910
SOMERSET KY 42502-0910
ADDRESS SERVICE REQUESTED

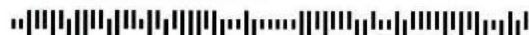


Scan Here at Payment Kiosk

ACCOUNT #	INVOICE #	AMOUNT DUE
[REDACTED]	0	295.50
CYCLE	BILLING DATE	AFTER DUE DATE PAY
929	01/08/21	295.50
This Due Date does not apply to previous past due amounts	DUE DATE	ENTER AMOUNT PAID
	01/24/21	

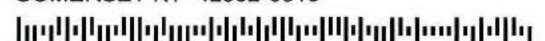
PLEASE INDICATE CHANGE OF ADDRESS OR PHONE NUMBER HERE

*****AUTO**5-DIGIT 42539



KILBY NANCY 3
3810 E HIGHWAY 70 723
EUBANK KY 42567-7523

SOUTH KENTUCKY RECC
PO BOX 910
SOMERSET KY 42502-0910



Member Separator Notes

Fri 4/8/2022 2:39 PM T MICHELLEH

Mr. Kilby Called today in reference to needing infomraiotn for his PSC Case 2022-00082. Related to the unpaid bill for Hwy 70 3810. He requested the December 2019 Bill. He also requested the last three electric bills for the property. Since the property is being rented, I advised him that I could not provide him the copies of the bills. He indicated that he would have the current renter call to give permission to release the bills.

Wed 3/30/2022 4:40 PM T MICHELLEH

Mr. and Mrs. Kilby have filed a formal complaint with the PSC. It is a case order # 2022-00082. If they call for any reason, please refer them to me. Thank you.

Mon 2/28/2022 3:18 PM T MICHELLEH

I spoke to Mr and Mrs Kilby at length. He was appreciative that his check had been received an applied to his account. We spoke at length regarding the December- January 2020 usage at the property for East Highway 70 3810. I explained that the PSC had closed the case in October and provided him with the case number 2021-01167. They insist that the property was vacant during that month and no usage should have occured other than the pump for the cows. We talked about the average usage at the residence being approximately 2, 000 kwh a month over the last year. We discussed that there is no baseline without a renter in the property and that perhaps a baseline usage would indicate where the usage is coming from. We discussed having an electrician or inspector to look at the property over and above what Alan and the meter shop have done related to testing. I offered to waive the \$44.91 in accrued penalties and to work an agreement on the remaining \$299.27 balance. We agreed to speak about the issue in a few weeks, to give them time to speak to the PSC if they choose. I have notified Director Tackett so he is aware of the situation.

Fri 2/25/2022 12:58 PM T LETICIAA

MEMBER FORGOT TO SIGN HIS CHECK HE IS DROPPING IT BACK IN THE MAIL SO HE DOSNT HAVE TO DRIVE 30 MILES TO THE OFFICE. WE SHOULD RECIEVE IT BY 3/1/22

Mon 2/21/2022 1:38 PM T NIKKIK

DAVID CALLED IN ABOUT BILL AMOUNT. TRIED TO EXPLAIN THE CHARGES, USAGE AND COLDER TEMPS THAT WE HAD FOR JAN BILL.

Tue 2/15/2022 12:45 PM T MICHELLEH

I reviewed the landlord agreement and other information shared by Alan. We correctly moved the account to the landlord's name. The \$299.27 should be paid. We can waive the late charges of \$44.91 (as of 2/15/22). If necessary we can spread the payment over three months and waive the accrual of any additional late fees.

Tue 2/15/2022 12:36 PM T MICHELLEH

I reached out to the PSC regarding their complaint 2021-01167. They indicated that they closed the complaint in October. Asked for a follow-up from Rosemary, have not yet received a call.

Wed 2/9/2022 1:25 PM T ALANC

I spoke with Mr. Kilby today and he is still waiting for the PSC to respond to his request over the \$299 charge at their rent house that has been transferred over to this account. He is wanting to know if we heard anything from them and doesn't like seeing late charges added to this because he feels he is not at fault. I will be sending this to Michelle H. to look at.

Mon 12/6/2021 7:42 AM T LETICIAA

MEMBER CALLED AND REPORTED OUTAGE AT LOCATION

Wed 1/22/2020 9:26 AM T TRISHM

No signatures on check. - Mailed Back

Wed 3/11/2015 4:22 PM T GAYB

MEMBER HAS STOPPED PAYMENT ON LOST CHECK. DO NOT CHARGE A 17.00 CHARGE IF RETURNED.

Tue 11/4/2014 1:18 PM T TERRIW

Removed from penalty exempt

Alan Coffey

From: Alan Coffey
Sent: Friday, July 9, 2021 8:44 AM
To: Rosemary.Tutt@ky.gov
Subject: Kilby 1 of 4
Attachments: Kilby billing history.pdf

Ms. Tutt,

I am attaching the information you requested and all of the notes from the visits I have already made to the Kilby's rent house.

On 4/27/2021 at approximately 10:45 Chuck Ball (Energy Advisor) and Alan Coffey (Energy Services & Member Engagement Manager) made a visit to the Kilby's rent house about a past bill for the dates from 11/23/2020 to 1/8/2021. The meter read 40166 when we arrived and after examining the meter base and checking the panel box we found that a breaker had 10.2 amps running 24/7 at 120 volts. Calculating the cost of this is around \$71.00 per month. I am also attaching pictures of the panel box and my amp meter showing what the breaker was pulling.

I also have made visits to the Kilby's on 6/17/2021 to discuss the daily and hourly usage that I pulled from our meter data management system (mdms). I went back and showed them everything from 11/23/2020 to the present. In the graphs I have attached you can see the usage from 11/23/2020 to 1/8/2021 and it appears that they have something else using electricity in the home. The use goes up as the temperature goes down and as it warms up outside the energy usage goes down.

Donnie Burdine (Meter Shop Manager) and Alan Coffey changed and tested the meter on 6/22/2021. The meter tested 99.86% and I did not charge them for the meter test. I wanted to make sure I had checked everything thoroughly. While we were there we checked to see if we still had that 10.2 amps on the 30 amp single pole breaker and it was still there.

I (Alan Coffey) spoke with the Kilby's this morning and explained that with the energy usage going through the meter that we had to charge them the \$295 for their energy used. I offered to let them have 6 months to pay back the \$295. The \$295 is from the bill for the period of 11/23/2020 to 1/8/2021. They were not happy and wanted to speak to my boss and said they were going to call the PSC.

I am attaching all of my notes that I have from the 1st visit we made and if you have any questions please feel free to give me a call.

Thanks,

Alan Coffey
Energy Services & Member Engagement Manager
606-451-4108



ServiceOrder Notes

Tue 4/27/2021 2:12 PM T ALANC

Made a visit to investigate to see what might be causing the bill to be higher than anticipated. We checked the amp draw and there was a constant 10.4 amps on. They had a fewderal pacific panel that had the cover off and we were able to trouble shoot down to a 30 amp single pole breaker that had the 10.4 amps on it. We never could find what it went to but we encouraged him to get his electrician to come out and take a look to see if he could find what it went to. We also encouraged him to replace the federal pacific panel. Mr. Kilby left the breaker turned off and I will check the meter reads the next few days to see if the usage has went down. They had evicted some renters and around March 11th the usage had dropped to aboutr 21 kwh per day. Meter read 40168 on 4/27/2021 at 11:15

Wed 4/21/2021 2:54 PM T MELODYR

MEMBER SAYS NOTHING IS ON BUT REFRIGERATOR ON THEY HAVE WOOD HEAT-DOES NOT UNDERSTAND WHY BILL IS COULD WE PLEASE LOOK-FROM DEC TO JAN THERE WAS NO REFRIGERATOR
NANCY 606-379-2899
3810 E HWY 70 -PULASKI-
- DIR--N-27 TO CAUTION LT
AT EUBANK T/RT ON 70 APPROX 3 1/2 MILES ON LEFT-WHITE ALUMINUM SIDING HOUSE.

Miscellaneous Service Order 1280778

File View Help

SO Number: [REDACTED]

ENERGY AUDIT

Requested By: NANCY/ADDR/PH

Job Number:

Date Desired: 04/21/21

Mbr Sep: 962598-001

Closed; MEMB: ALANC; 04/27/21; 02:12 PM [details](#)

Customer | Mobile Service | Yard Light

Name: KILBY NANCY

Business:

Fax:

C/O: *OC*

Home: [REDACTED]

Pager:

Address: 3950 E HWY 70

Mobile:

Other:

E-mail 1:

EUBANK

E-mail 2:

Zip: 42567

Owner: Unknown

Location: 123376001

Read Seq: 1101

Svc Addr: EAST HIGHV

Pole Nbr:

District: 11

Meter: 214081

Demand: Not Demand

Inventory: Idle not in field

Fees/Deposits

Member Fee:

Misc Charge:

Consumer Dep:

Other Charge:

Other Deposit:

Member Separator Notes

Wed 7/7/2021 11:33 AM T ALANC

I called and spoke with the Kilby's (David & Nancy) were on the phone and I explained that I had talked with Michelle Herrman and that after reviewing all the information that they would be responsible for the bill from 11/23/2020 to 1/8/2021 of \$295. I explained that that the meter showed usage and since we had not made a visit between those dates we just had what the mdms showed for the electricity that went through the meter and we were governed by the PSC to bill them for the usage. I have a folder with all the data and information that I have discussed with the Kilby's. They did request to speak to whoever was above Michelle.

Fri 6/25/2021 11:09 AM T ALANC

I met with the Kilby's on 6/17/21 to explain all of the data that I have collected from their first call to SKRECC about the energy usage concern that dated back to 11-23-2020 to 1-4-2021. I printed off their energy usage both daily and hourly and explained everything that SKRECC shows going through the meter. The Kilby's say they did not have a renter in the house from 11-23-2020 to 1-4-2021. They did say the renter moved in on 1-1-2021 but did not get the electric switched to the renters name until 1-4-2021. As the usage shows that their usage went up when the temperature went down and when the temperature got warmer then their usage went down.

The current usage in the rent house is about 20 kwh per day and it is noted in the usage reports. I told them I would test the meter and see what the current usage in the house is using and Mr. Kilby said the water pump could not be using that much per month. I told him I would be back to change the meter.

On 6-22-2021 Donnie Burdine and I went back to the Kilbys to check and change the meter so it could be tested. Meter # 214081 read 40985 and they had used 119 kwh in 7 days, averaging 17 kwh per day. We changed the meter and while we were doing that I put my meter on each leg going into the panel box one leg showing 1.9 amps and the other leg showing 10.4 amps on it. The 10.4 amps went to the water pump and this is pulling this 24 hours per day. I have attached pictures of the the 10.4 amps on the meter and pictures of the federal pacific panel in the house. I again explained to Mr. Kilby that all I had to go by for the dates between 11-23-2020 to 1-4-2021 was the energy usage reports showing hourly and daily usage. Because we were not notified when all this happened during those dates we could just go on the information we had. I asked him what else I could do and he said decrease the bill and I said I would talk with Michelle and if he wanted to speak to her he could. The meter #214081 tested 99.86%.

Wed 6/16/2021 8:48 AM T MELODYR
quoted deposit of \$400.00

Wed 6/2/2021 11:18 AM T ALANC

Wed 6/2/2021 11:16 AM T ALANC

Working with Mr. Kilby to resolve issue with bill. I have an appointment with him on June 3, 2021 at 11:00 to discuss usage and past bill. Please do not disconnect this account.

Wed 4/21/2021 3:26 PM T HEATHERI

Nancy Kilby called and spoke to Melody, was upset 001 went to collections, Melody updated billing address and Nancy wanted balance transferred to this acct, done per email from Mel

Member Separator Notes

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