

when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

If a complaint fails to establish a prima facie case or conform to the administrative regulation, 807 KAR 5:001E, Section 20(4)(a)(1) provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001E, Section 20(4)(a)(2) provides that if the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed.

DISCUSSION AND FINDINGS

In his complaint, Mr. Mansour alleged that Columbia Kentucky improperly billed him for gas that he did not use and that his meter may have been broken. However, he did not provide any bills to the Commission nor did he file any meter test results.

Based on a review of the complaint, the Commission is unable to determine, at this time, whether the complaint establishes a prima facie case because there are allegations but not documents regarding the basis for the bills. Because the allegations support further investigation into the merits of the complaint, the Commission finds that Mr. Mansour should file, within 20 days of service of this Order, the following information:

1. Copies of Mr. Mansour's Columbia Kentucky bills from January 2022 through the current bill.
2. Copies of any written requests to Columbia Kentucky for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.
3. Copies of a meter test results for the meter at issue.

IT IS THEREFORE ORDERED that:

1. Mr. Mansour shall file the following with the Commission within 20 days of service of this Order:

a. Copies of Mr. Mansour's Columbia Kentucky bills from January 2022 through the current bill.


b. Copies of any written requests to Columbia Kentucky for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.

c. Copies of a meter test on the meter at issue.

2. Mr. Mansour shall file the documents pursuant to ordering paragraph 1 by electronic mail to PSCED@ky.gov or by US Mail to P.O. Box 615, Frankfort KY 40602-0615.

3. A copy of this Order will be mailed to Mr. Mansour at 4524 Alverstone Place, Lexington, Kentucky 40515.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ENTERED
APR 17 2023 rcs
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Khalid Mansour
4524 Alverstone Place
Lexington, KENTUCKY 40515

*Judy M Cooper
Director, Regulatory Services
Columbia Gas of Kentucky, Inc.
2001 Mercer Road
P. O. Box 14241
Lexington, KY 40512-4241

*Columbia Gas of Kentucky, Inc.
290 W Nationwide Blvd
Columbus, OH 43215