

complaint to determine whether the complaint establishes a prima facie case and conforms to the administrative regulation. A complaint establishes a prima facie case 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

The Commission notes that, because a determination has not yet been made whether the complaint establishes a prima facie case, the complaint has not yet been accepted for filing and Columbia Kentucky is not a party to the case at this time. However, the allegations made by Mr. Mansour support further investigation into the merits of the complaint.

The Commission concludes that Columbia Kentucky is in the best position to provide copies of Mr. Mansour's bills and meter test results. For that reason, the Commission finds that Columbia Kentucky should file, within 20 days of date of service of this Order, the following information:

1. Copies of Mr. Mansour's Columbia Kentucky bills from November 2021 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 the meter test results for the meter at issue.

The Commission directs Columbia Kentucky to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

IT IS THEREFORE ORDERED that:

1. Columbia Kentucky shall file the following with the Commission within 20 days of date of service of this Order:

a. Copies of Mr. Mansour's Columbia Kentucky bills from November 2021 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 the meter test results for the meter at issue.

2. A copy of this Order will be served by U.S. Mail, first class, to Mr. Mansour at 4524 Alverstone Place, Lexington, Kentucky 40515.

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated electronic filing, with exception to *pro se* formal complaints filed against utilities). *Pro se* parties in formal complaint cases may submit responses by U.S. Mail addressed to the Public Service Commission at 211 Sower Boulevard, P.O. Box 615, Frankfort, Kentucky 40602-0615, or by electronic email sent to PSCED@ky.gov. Responses filed using electronic email 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.

3. Columbia Kentucky shall serve a copy of its response on Mr. Mansour at 4524 Alverstone Place, Lexington, Kentucky 40515.

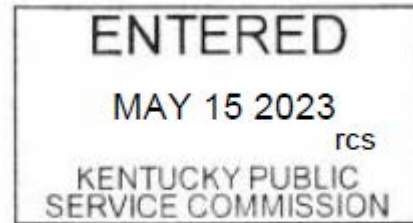
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PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



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