

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

HAWKINS PLUMBING, INC.)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2023-00358
)	
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	

ORDER

Kentucky Utilities Company (KU) is hereby notified that it has been named as a Defendant in a formal complaint filed on November 3, 2023, a copy of which is attached as an Appendix to this Order and incorporated herein.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, KU should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. The Commission directs KU to the Commission’s July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. In the event KU answers the complaint, the Commission directs KU to retain counsel for such purpose.

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 the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

IT IS THEREFORE ORDERED that:

1. KU shall satisfy the matters complained of or file a written answer, with the assistance of counsel, to the complaint within ten days from the date of service of this Order.
2. A copy of this Order shall be served on Hawkins Plumbing, Inc., by U.S. certified mail, return receipt requested, at 901 US-42, Carrollton, Kentucky 41008.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00358 DATED NOV 16 2023

ONE PAGE TO FOLLOW

NOV 03 2023

PUBLIC SERVICE
COMMISSION

From: Kathy McBurney [REDACTED]
Sent: Friday, November 3, 2023 10:25 AM
To: PSC Executive Director <PSCED@ky.gov>
Cc: Norris-Canfield, Jessica D (PSC) <jnorriscanfield@ky.gov>
Subject: 811 Locate Requests

This Message Originated from Outside the Organization

[Report Suspicious](#)

This Message Is From an External Sender.

Good morning.

My complaint is when we (a contractor) contact 811 they do not put in a locate request to KU for electric locates. I was told several years ago that KU is not contracted with 811 in Carroll County. When we have a locate here in Carroll County I have to contact KU myself and since the local office has closed it takes forever on the phone to reach someone then I get transferred to someone else, then sometimes someone else. It is a huge hassle to have to spend the time and go through several people before I can get the request made. I feel if this is the law then 811 should contact all utility companies not just certain ones or in certain areas. I don't understand why KU is not contracted in all counties especially since they have closed all customer service offices and the only option is to call the 800 number. This has been an ongoing problem since the beginning and with the offices being closed it is very frustrating for the excavator to spend the time (sometimes an hour or more) on hold only to have to get to two or three different people before you find the correct person.

Maybe if KU had a specific contact number for locate requests only it wouldn't be so bad. I am just frustrated with the entire process.

I would appreciate you looking into this.

Thank you!

Kathy McBurney
Hawkins Plumbing, Inc.
[REDACTED]

*Kathy McBurney
Hawkins Plumbing, Inc.
901 US-42
Carrollton, KENTUCKY 41008

*Rick LoveKamp
Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

*Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010