

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|-------------------------------------|---|------------|
| MARY COOLEY |) | |
| |) | |
| COMPLAINANT |) | |
| |) | |
| V. |) | CASE NO. |
| |) | 2026-00107 |
| |) | |
| DIVERSIFIED GAS AND OIL CORPORATION |) | |
| |) | |
| DEFENDANT |) | |

ORDER

On April 23, 2026, Mary Cooley filed a complaint against Diversified Gas and Oil Corporation (Diversified) concerning a discrepancy between the actual meter usage recorded on her billing statement and the actual usage amount reflected on her meter.

Pursuant to Commission regulation in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a prima facie case. 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.¹ If a complaint fails to establish a *prima facie* case, it may be dismissed.²

¹ See Case No. 2024-00302, *Gary A. Smith v. Bluegrass Water Utility Operating Company, LLC* (Ky. PSC Oct. 23, 2024), Order at 3-4.

² See 807 KAR 5:001, Section 20 (4) (indicating that if a complaint fails establish a prima facie case that the complainant should be given the opportunity to amend and if they fail to do so that the complaint should be dismissed).

Based upon a review of the tendered complaint, the Commission is unable to determine at this time whether the complaint establishes a *prima facie* case, but the allegations support our further investigation into the merits of the complaint.

The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case, and that information is likely in the possession of Diversified. Therefore, the Commission finds that Diversified shall file its responses to Commission Staff's request for information, attached to this Order as Appendix A, on or before the date set forth by Commission Staff in the request. The Commission further finds that Diversified and the Complainant should respond to any additional requests for information issued by Commission Staff, as directed in those requests. A copy of Ms. Cooley's complaint is attached to this Order as Appendix B to inform Diversified of the subject of the complaint and to assist in identifying Ms. Cooley's complaint.

IT IS THEREFORE ORDERED that:


1. A copy of this Order shall be served on Diversified for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.
2. Diversified shall respond to Commission Staff's request for information as provided in Appendix A attached to this Order.
3. Diversified and the Complainant shall respond to any additional requests for information issued by Commission Staff as directed in those requests.
4. A copy of this Order shall be served on the Complainant Mary Cooley by U.S. Postal Service, First-Class mail, at 96 Cooley Branch, Eastern, Kentucky, 41622.

Entered on this 27th day of May, 2026.

PUBLIC SERVICE COMMISSION



Angie Hatton
Chair



Mary Pat Regan
Commissioner



Andrew W. Wood
Commissioner



Barry L. Mayfield
Commissioner

ATTEST:

Linda C. Bridwell, PE
Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2026-00107 DATED MAY 27 2026

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO DIVERSIFIED GAS AND OIL CORPORATION

Diversified Gas and Oil Corporation (Diversified) pursuant to 807 KAR 5:001, shall file with the Commission with an electronic version of the following information. The information requested is due on May 28, 2026. The Commission directs Diversified to the Commission's July 22, 2021 Order in Case No. 2020-00085³ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

³ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

Diversified shall make timely amendment to any prior response if Diversified obtains information that indicates the response was incorrect or incomplete when made or, though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which Diversified fails or refuses to furnish all or part of the requested information, Diversified shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When filing a paper containing personal information, Diversified shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide all customer usage and monthly billing statements for service at 96 Cooley Branch, Eastern, Kentucky, 41622 (service address), from January 1, 2023, to present.
2. State if the actual monthly usage at the service address is recorded starting with the leftmost digit on the meter.
3. State whether a rounding method is used when recording the actual monthly usage at the service address.
4. Provide any other information that Diversified deems relevant to the matters raised in Ms. Cooley's complaint.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2026-00107 DATED MAY 27 2026

NINE PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

APR 23 2026

PUBLIC SERVICE
COMMISSION

Mary ann Cooley

(Your Full Name)

COMPLAINANT

VS.

Diversified Gas and oil Corp

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of

Mary ann Cooley

(Your Full Name)

respectfully shows:

(a)

MARY ANN COOLEY

(Your Full Name)

96 COOLEY BRANCH

(Your Address)

EASTERN KY 41622

(Your Email Address)

(b)

Diversified Gas and oil Corp

(Name of Utility)

4150 BELDEN VILLAGE ST NW, SUITE 401

(Address of Utility)

CANTON, OH 44718

(c) That

Diversified Gas and oil has been

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

overcharging me. I also forwarded and sent pictures

or facts that are the reason and basis for the complaint.)

to Ron Parritt - Ron.Parritt@ky.gov I paid

by check \$1,236.85 back in August 2025. Every bill I have received has been a high amount. Team Kentucky helped me about 2 years ago. After that

I still could not get caught up. My husband passed away in 2020 and I have struggled with bills but I never thought about

reading the meter myself. I am disabled on limited income. I just always assumed I was using that usage and would pay what I could. until I received the termination letter.

Mary Cooley (C)
VS
Diversified

I paid by check \$700.00 CK 1040 in January 2026.
I still had a balance of \$323.60. I had intended on paying that or paying down on it the following invoice.

But instead I got the termination letter. Stating I had til April 1st, 2026 to pay the full amount. I contacted owner relations through email on March 2, 2026 to discuss that I could not pay until April 3, 2026 due to not being paid until then. I was refused and was told my GAS would be shut off on April 1, 2026. I then went to find previous invoices to look at meter readings and realized the meter readings that stated was actual readings was not

correct. Every invoice stated actual meaning a person from Diversified personally came out and read my meter. On March 17, 2026, I personally went and got my meter reading. On the invoice that I paid \$700.00 the previous read was 683 or 768300.

Current read was 722 or 72200. My reading was 570 or 752000. How is 722 a actual reading? After the termination letter, I also received a new invoice with prior balance of \$323.60 and a current reading billing of \$332.67 with actual reading.

The invoice dated 12-10-2025 shows the reading at 768300 or 683. That reading is way more than the true reading I read on March 18, 2026 which was 752000 or 570. But I paid \$700.00 usage I hadn't used.

On March 26, 2026, two Gentlemen from Diversified came and read my meter. I immediately read my meter also. 761000 or 610. Both corporate

MARY Ann Cooley vs Diversified BWS and Co. /

Office and owner relations refuse to give me that reading. I feel I have been overcharged for a long time. Money I struggle to pay should not have been took from me and my kids.

Wherefore, complainant asks

that the Meter readings be Corrected
(Specifically state the relief desired.)

Even if it means going back 2-3 years ago. I feel I do not owe this amount of \$656.27 and I should not of paid the \$700.00 when the meter reading on March 26, 2026 was less than the reading on that Invoice. Taking money from a family with limited income that dont use the usage I am being charged for is very Cruel.

Dated at Eastern Kentucky, this 20th day of April, 2026

Mary Ann Cooley
(Your Signature*)

4-20-2026
Date

(Name and Address of Attorney, if any)

*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.

Details

Statement Description:

CHECK

Date:

8/8/2025

Type:

Debit - Check [REDACTED]

GREG COOLEY
MARY ANN COOLEY
98 COOLEY BRANCH
EASTERN, KY 41622

July 8, 2025 Date

Pay to the Order of Diversified Production, LLC \$ 1,236.⁸⁵/₁₀₀
one thousand two hundred thirty six⁸⁵/₁₀₀ Dollars

Peoples Bank
800 374.8123
peoplesbankcorp.com

Cust No: [REDACTED]

For [REDACTED]

Mary Ann Cooley

CHECK IMAGE
Photo Safe Deposit

JAN 22 2026

CHECK - [REDACTED]

- \$700.00

\$170.48



Details

Statement Description:

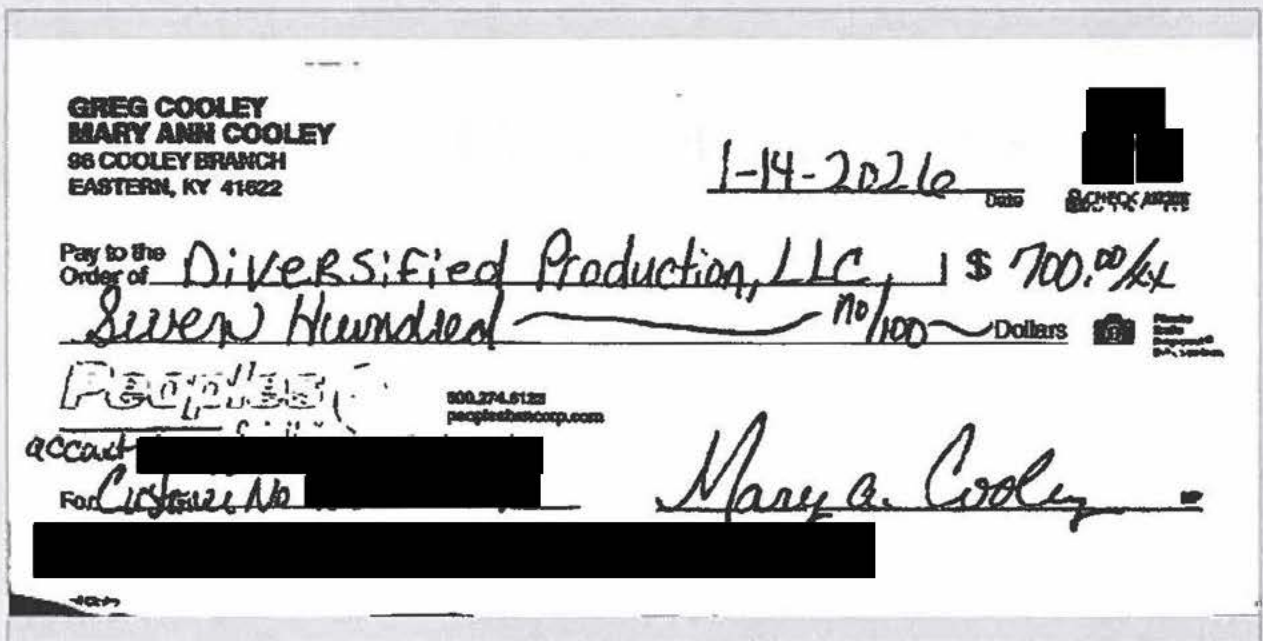
CHECK

Date:

1/22/2026

Type:

Debit - Check [REDACTED]



INVOICE

DIVERSIFIED ENERGY LLC - House
 PO Box # 74325
 Cleveland, OH 44194-0002
 Phone: 1-855-476-4930

Customer: MARY COOLEY
 96 COOLEY BRANCH ROAD
 EASTERN KY 41622

Then I get
 this Bill current
 read 7683 when the
 previous read was 7642. 768300
 is higher than my readings
 of 757000 on March 18 2024

Paid \$700.00

Customer No: [REDACTED]
 Invoice No: C2025121000935
 Invoice Date: 12/10/2025

I paid
 \$700.00

on this Bill
 Still oweing \$323.60

| | |
|---------------------------|----------------|
| Account # | [REDACTED] |
| Period 11/30/2025 | Rate: 8.530000 |
| Current Read | 683 |
| Previous Read | 659 |
| Pressure Correction Mult. | 1.000 |
| Usage | 24 |

| | |
|----------------------|------|
| Annual MCF Allotment | 0 |
| YTD MCF Usage | 179 |
| MCF Balance | -179 |

| | |
|--------------------|-----------------|
| Prior Balance | 818.88 |
| Current Billing | 204.72 |
| Adjustments | 0.00 |
| Actual or Estimate | ACTUAL |
| Tax | 0.00 |
| Current Balance | 1,023.60 |
| Promissory Amt | 0.00 |
| AMOUNT DUE | 1,023.60 |

Prior 818.88
 Current 204.72
 = 1023.60

energylink.com

Should at
 least even paid
 700.00

Detach and keep for your records



DIVERSIFIED
energy

February 26, 2026

MARY COOLEY
96 COOLEY BRANCH ROAD
EASTERN, KY 41622

Re: Notice of Termination of House-Gas Supply

Dear MARY COOLEY,

Please consider this letter as official notice from Diversified Production LLC ("Diversified") that *Diversified* will soon be forced to terminate the current supply of house-gas provided to you under the terms of that certain oil and gas contract between you, (MARY COOLEY) and Diversified is to be terminated due to non-payment.

Diversified asks that you take the action listed below on or before **April 1, 2026**, on which date Diversified plans to cease providing house-gas to you: secure another source of heat for the structure on your property which is currently receiving house-gas.

Any outstanding balance must be paid in full by **April 1, 2026**, to avoid disruption to your gas service. Please send payments to the following address: ATTN: CONSUMER GAS, 414 SUMMERS STREET, CHARLESTON, WV 25301. Your outstanding balance is \$323.60.

Should you have any questions you may contact Diversified at 1-855-476-4930 or email ownerrelations@dgo.com

Sincerely,

Consumer Gas Team

Diversified Gas & Oil Corporation
Diversified Production LLC | Diversified Midstream LLC
4150 Belden Village St NW, Suite 401 · Canton, OH 44718

419x
20
Then I
get this
letter
I contacted
them (owner/tenant)
on March 2, 2026
to try to make
arrangements to
be paid on
April 3, 2026

DIVERSIFIED ENERGY LLC - House
 PO Box # 74325
 Cleveland, OH 44194-0002
 Phone: 1-855-476-4930

I then receive this
 Bill in a actual reading
 of 772200 which is ~~the~~ INVOICE

~~the actual meter reading~~
~~on the bill for 4/14/2025 which~~
 is Higher than my reading on
 March 18, 2026. 261000. But yet

Customer: MARY COOLEY
 96 COOLEY BRANCH ROAD
 EASTERN KY 41622

Customer No: [REDACTED]
 Invoice No: C2026031000411
 Invoice Date: 03/11/2026

telling me I have to pay 323.67
 By April 1 and then charge
 me 332.67 for usage I've
 not used.

| | |
|---------------------------|--------------------------|
| Account # | [REDACTED] |
| Period | 1/31/2026 Rate: 8.530000 |
| Current Read | 722 |
| Previous Read | 683 |
| Pressure Correction Mult. | 1.000 |
| Usage | 39 |

| | |
|----------------------|----|
| Annual MCF Allotment | 61 |
| YTD MCF Usage | 39 |
| MCF Balance | 39 |

| | |
|--------------------|---------------|
| Prior Balance | 323.60 |
| Current Billing | 332.67 |
| Adjustments | 0.00 |
| Actual or Estimate | ACTUAL |
| Tax | 0.00 |
| Current Balance | 656.27 |
| Promissory Amt | 0.00 |
| AMOUNT DUE | 656.27 |

Detach and keep for your records

PAYMENT SLIP

Kindly detach this portion of the invoice to accompany payment.
 Checks are to be payable to "DIVERSIFIED PRODUCTION, LLC". No receipt will be issued.

DIVERSIFIED ENERGY LLC - House
 PO Box # 74325
 Cleveland, OH 44194-0002

| | |
|---------------|-------------|
| Cust Name: | MARY COOLEY |
| Cust No: | [REDACTED] |
| Due Date: | 03/31/2026 |
| Invoice No: | [REDACTED] |
| Total Amount: | 656.27 |

Check No.: _____

9:59

....  38



March 26

1:27 PM



Service List for 2026-00107

* Diversified Gas and Oil Corporation
100 Diversified Way
Pikeville, KY 41501

* Mary Cooley
96 Cooley Branch
Eastern, KY 41622