

RECEIVED

JUL 28 2026

**PUBLIC SERVICE
COMMISSION**

From: S Martin [REDACTED]
Sent: Tuesday, July 28, 2026 10:15 AM
To: PSC Executive Director <PSCED@ky.gov>
Subject: 2026-00117

I am writing to file an urgent update and formal complaint against Salt River Electric regarding a severe violation of billing practices and the misapplication of my funds. I am a recipient of Supplemental Security Income (SSI), and my budget is extremely limited. I have consistently paid all current utility obligations for my residence. However, Salt River Electric has aggressively attempted to hold me personally responsible for a 10-year-old utility debt from a completely different address. This old debt belongs solely to my estranged wife. I previously filed a complaint regarding their threats to shut off my electricity over this disputed third-party debt. Rather than waiting for a proper resolution or respecting my standalone account status, Salt River Electric has now escalated the situation. Recently, I made a dedicated payment to cover my garbage bill. Salt River Electric took the money I explicitly paid toward my garbage service and, without my authorization, applied it directly to the old, disputed debt instead. This unauthorized diversion of funds has now put my current account in jeopardy and constitutes an unfair, deceptive billing practice. A utility provider should not be permitted to seize payments intended for active, vital municipal services to forcefully satisfy a separate, disputed 10-year-old debt that does not belong to the account holder. I request that the Public Service Commission intervene immediately to order Salt River Electric to: Reapply my payment to my current garbage bill as it was originally intended. Completely remove the 10-year-old third-party debt from my active account. Cease any and all disconnection actions against my service while this matter is investigated. Thank you for your prompt assistance in resolving this matter.

Sincerely, Shawn Martin