

Duke Energy - Meter, Usage, Account and Notice Dispute

Kentucky Public Service Commission
Attn: Consumer Services
211 Sower Boulevard
Frankfort, Kentucky 40601
PSC.Consumer.Inquiry@ky.gov

RECEIVED

AUG 31 2026

PUBLIC SERVICE
COMMISSION

August 26, 2026

Complainant: Jason Kremer
Kremer Plumbing Services LLC**RE: Duke Energy natural-gas meter associated with 7857 Alexandria Pike, Alexandria, Kentucky**

Please treat this as an urgent follow-up to my prior complaint involving Duke Energy and the meter, account, and address assignments at 7855/7857 Alexandria Pike in Alexandria, Kentucky.

On August 26, 2026, a Duke Energy technician arrived unexpectedly at our property to inspect the natural-gas meter associated with 7857 Alexandria Pike. Before he arrived, we had received no notice, warning, telephone call, email, or other communication explaining the purpose of the visit.

We allowed the technician full access to the property and meter. He completed his inspection and verified that the gas meter was physically shut off and that the unit was not using natural gas. He then left without disconnecting or removing the meter. At the conclusion of his inspection, the technician explained that, based on his understanding, Duke was verifying that there was no gas usage and confirming that the meter was turned off.

Only after the technician completed his inspection and left the property did we receive Duke's written Notice of Disconnect, dated August 19, 2026. The notice alleged "Usage of Natural Gas Without Properly Established Service and Billing Account" and stated that we had five business days to contest Duke's findings. Because the notice did not arrive until after Duke's technician had already visited, we had no advance opportunity to understand Duke's concerns, contact Duke, or participate knowledgeably in the inspection.

After receiving the notice, I made extensive good-faith efforts to clarify and resolve the matter directly with Duke Energy. I placed seven separate telephone calls and spent a combined total of four hours and 43 minutes on the telephone. During those calls, I was repeatedly transferred among different customer-service representatives. Each call ultimately became disconnected before I could obtain a meaningful explanation, reach someone with authority to resolve the matter, or receive written confirmation that Duke's records had been corrected.

After seven unsuccessful calls and nearly five hours attempting to resolve the matter directly, I have exhausted any reasonable ability to obtain assistance through Duke's customer-service system. I am therefore bringing this matter to the Public Service Commission for investigation and resolution.

The technician provided or confirmed the following information during his visit:

1. The account had a zero balance.
2. Duke's system was displaying consistent alleged usage of approximately four cubic feet per month.
3. The gas meter and service were already physically shut off.
4. The unit has no operating gas appliances and is not using natural gas.
5. The purpose of his visit was to verify that there was no usage and that the meter was off.
6. After completing that verification, he left without disconnecting or removing the meter.

The shutoff condition has now been independently confirmed multiple times, including:

- By Ken Muth during his prior meeting concerning this property;

- By the first Duke Energy employees who inspected the property;
- By Duke's inspector; and
- By the Duke Energy technician who visited on August 26, 2026.

The meter has been shut off for more than one year. Nevertheless, Duke's electronic meter-reading system continues to report recurring monthly gas usage. This apparent usage is inconsistent with the physical condition of the meter, the absence of active gas appliances, and the repeated findings of Duke's own employees.

These circumstances raise serious questions regarding whether the apparent usage is being caused by a defective meter, an AMR/AMI transmitter or telemetry error, incorrect data processing or rounding, or an incorrect association between the meter, account, and service address.

Duke has also been on notice of address, meter, and account-assignment problems at this property since at least June 2025. In its prior correspondence, Duke acknowledged changing addresses in its system, stated that it had no record for 7857 Alexandria Pike, Suite A, identified different apartment designations under my name, and indicated that Field Routing would need to inspect the property and make corrections. Although portions of that earlier dispute involved electric service, the correspondence directly documents Duke's ongoing address and account-mapping problems at this same property.

Despite this history, Duke's August 19, 2026 notice accused the occupants of "Usage of Natural Gas Without Properly Established Service and Billing Account" and referred to service being "fraudulently obtained or maintained." Those are serious and potentially damaging allegations. The account has a zero balance, the meter was physically shut off, there are no operating gas appliances, and Duke's own technician has now completed an additional verification confirming that the meter was off and the unit was not using gas.

I respectfully request that the Public Service Commission:

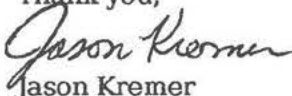
1. Immediately direct Duke Energy to place a hold on any disconnection, adverse account action, collection activity, or referral associated with this meter, address, my name, or Kremer Plumbing Services LLC while this dispute is investigated.
2. Require Duke Energy to provide written confirmation that there is no evidence that I, Kremer Plumbing Services LLC, the property owner, or any occupant engaged in illicit, unauthorized, fraudulent, or unbilled natural-gas usage or meter tampering.
3. Require Duke to remove or correct every internal or external notation, flag, code, comment, fraud indicator, theft designation, or other derogatory information associated with my name, my businesses, the property, or the affected service address.
4. Require written confirmation that these erroneous allegations will not interfere with our ability to establish or maintain Duke Energy service at this or any other property in the future.
5. Require Duke to provide a complete written explanation of:
 - The meter number and electronic transmitter or endpoint identification;
 - The precise address and account to which the meter was assigned;
 - Every monthly reading allegedly recorded while the meter was shut off;
 - Whether each reading was physical, estimated, AMR, AMI, or otherwise electronically generated;
 - The raw meter and telemetry data, including dates and timestamps;
 - How approximately four cubic feet of monthly usage was recorded on a shut-off meter;
 - Why Duke generated a Notice of Disconnect when the account had a zero balance;

- What evidence Duke relied upon when alleging unauthorized or fraudulent usage;
 - The findings from the technician's August 26, 2026 inspection; and
 - What corrective measures Duke will implement to prevent this from happening again.
6. Require Duke to test the physical meter, transmitter, and associated electronic-reading equipment. If the meter or electronic equipment is removed, it should be preserved in its existing condition pending completion of the PSC investigation and any independent or Commission-supervised testing.
 7. Investigate whether the same meter-reading, telemetry, software, or account-mapping problem affects other customers or meters within the same geographic area, meter-reading route, or communications network. If additional affected meters or customers are identified, Duke should be required to test, recalibrate, repair, or replace the affected equipment and refund or credit every customer who was incorrectly charged.
 8. Require Duke to preserve all relevant evidence, including raw meter readings, telemetry logs, account-mapping records, service orders, inspection records, field notes, photographs, internal communications, telephone recordings, call-routing and transfer records, billing records, fraud or tampering codes, and records concerning the creation, mailing, and delivery of the August 19, 2026 notice.
 9. Require Duke to designate a single knowledgeable representative with authority to address this matter so that I am not subjected to further hours of transfers and disconnected calls.
 10. Investigate Duke's compliance with 807 KAR 5:006, including the provisions governing usage investigations, billing disputes, meter accuracy, customer notification, and termination based upon alleged illegal use or theft.

Because Duke's Notice of Disconnect remains outstanding despite its technician's verification that the meter was off and no gas was being used, please contact Duke immediately and obtain confirmation that no disconnection or adverse action will occur.

Please confirm that this follow-up has been added to my existing complaint, provide the complaint or inquiry number, identify the assigned investigator, and advise what additional documentation the Commission requires.

Thank you,



Jason Kremer

Kremer Plumbing Services LLC
7855 Alexandria Pike, Suite A
Alexandria, Kentucky 41001
[REDACTED]

CERTIFIED MAIL RECORD

This page is maintained for mailing and delivery documentation and is not part of the complaint narrative.

Recipient	USPS Certified Mail Number
Duke Energy	9589071052704022336991
Kentucky Public Service Commission	9589071052704022337004

Retain the original USPS receipts and delivery confirmations with this record.



1000 E Main Street | Plainfield, IN 46168

000862 000000038



CURRENT RESIDENT
7857 ALEXANDRIA PIKE
ALEXANDRIA KY 41001-1045

Aug. 19, 2026

NOTICE OF DISCONNECT

Dear Current Resident,

Your natural gas service at 7857 ALEXANDRIA PIKE ALEXANDRIA KY 41001-1045 is subject to be disconnected as the result of an investigation by our Customer Services Department. This investigation indicates that the following has occurred:

- Usage of Natural Gas Without Properly Established Service and Billing Account

Please Note:

1. You may contest Duke Energy's findings by contacting a company representative at 800.544.6900.
2. Duke Energy may disconnect service if:
 - You do not contact a Duke Energy representative to contest the findings within 5 business days or
 - You do not provide a satisfactory explanation.
3. In the event of a returned payment, until the returned payment amount and associated charges/fees have been satisfied, you may not be eligible to use a medical certificate or participate in any payment plans/programs.
4. If your service is disconnected, Duke Energy is not required to reconnect your service until:
 - You pay or make satisfactory arrangements to pay the bill for service, which was fraudulently obtained or maintained, any defaulted amount, a security deposit, a reconnection charge, and any tarified investigation charges.
5. If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Duke Energy, or for general information, residential and business customers may contact the Kentucky Public Service Commission for assistance at 800.772.4636, from 8 a.m. to 5 p.m. weekdays, or at <https://psc.ky.gov>. Persons with hearing and speech impairments can contact the agency by using the Kentucky Relay Service, a toll-free telecommunication device for the deaf (TDD). For voice to TDD, call 800.648.6057. For TDD to voice, call 800.648.6056. KPSC's current address is located at 211 Sower Blvd., Frankfort, Ky. 40602-0615..