

SECTION V – CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to the Kentucky Revised Statutes and the provisions of the Kentucky Administrative Regulations:

1. You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
2. You have the right to inspect and review the utility’s rates and tariff operating procedures during the utility’s normal office hours. (8:00 AM to 5:00 PM, Monday through Friday).
3. You have the right to be present at any routine utility inspection of your service conditions.
4. You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received. For *Sample Disconnection Notice*, see Appendix F. (T)
5. You have the right to dispute the reasons for any announced termination of your service.
6. You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment. If the outstanding arrears are less than \$150.00, you may apply for a payment plan not to exceed 30 days from the original cut-off date. If your arrears are over \$150.00, a payment plan for longer than 30 days can be arranged, but not to exceed 180 days in length. In both cases, the customer must apply for the payment agreement prior to termination, and 1/3 of the bill must be paid at the time arrangements are made.
7. You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
8. You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
9. You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility. CALL TOLL FREE 1-800-772-4636.



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