COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JILL AND ROBERT WADE, JR.	)	
	)	
COMPLAINANTS	)	
VS.	)	CASE NO. 2005-00118
	)	
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Kentucky Utilities Company ("KU") is hereby notified that it has been named as defendant in a formal complaint filed on March 14, 2005, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KU is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 21st day of March, 2005.

By the Commission

ATTEST:

Executive Director

RECEIVED
MAR 14 2005
PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
MAR 14 2005
PSC Consumer Services

In the matter of:

Jill + Robert Wade, Jr
(Your Full Name)
COMPLAINANT

VS.

Kentucky Utilities
(Name of Utility)
DEFENDANT

CASE 2005-00118

COMPLAINT

The complaint of Jill M Wade + Robert C. Wade, Jr. respectfully shows:
(Your Full Name)

(a) Jill M Wade + Robert C. Wade, jr.
(Your Full Name)

1404 Horseshoe Bend Rd; Sonora, KY 42776
(Your Address)

(b) Kentucky Utilities
(Name of Utility)

(Address of Utility)

(c) That:
(Describe here, attaching additional sheets if necessary,

Please see the attached.
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

_____ vs. _____

Wherefore, complainant asks that my $75 be returned.
(Specifically state the relief desired.)

I also respectfully request that the Public Service Commission obtain information from KU about the number of times this charge has been levied in the last year in case other customers are owed a refund.

Dated at Somerset, Kentucky, this 6 day
(Your City)

of March, 2005
(Month)

Jill M Wade
(Your Signature)

_____
(Name and address of attorney, if any)

I was charged $75 because KU claims that I tampered with a meter. This is what I am ***supposed*** to have done according to KU. I called on a Monday to have the electricity reconnected and then tampered with the meter before they arrived. What am I missing? Why would anyone call their electric utility and request that they come to their meter as soon as possible and then tamper with it? It just doesn't make sense but KU apparently has the right to state that this happened and collect $75 from anyone depending on them for service.

This is what actually happened. My husband and I arrived at a rental house of ours that had been abandoned in order to assess repair needs. A contractor for KU was there disconnecting the electricity. We got the number from him to call and request the service be reinstated under our name. They assured us they would be out the next day. Our employee arrived on Tuesday morning, plugged in his radio and went to work. There was electricity in the house. It went off shortly afterward and he found a red notice on the door stating that the service was disconnected due to "unauthorized" use of service. He said there was a green tag on the meter at that time and he didn't notice anything unusual about the meter.

This is not the first time my husband and I have had electricity turned on at a rental house. We manage several rental houses and have been getting electricity turned on for well over 15 years at all of them without any problem. This is the meter .

I am sure you will notice the prominent warning stating ~~that~~ the dire consequences of tampering with a meter. The response to our original complaint from KU seemed to imply that because an employee was in the house at the time using electricity, we must have tampered with the meter. Again, I ask, "Why would someone who had just called to have service started in their own name tamper with a meter?" It doesn't make sense.

I believe KU would like some return on a losing account and saw a way to get $75. I want my $75 back and I believe the Public Service Commission should find out how many times KU has charged people in this manner.

I thank you for your consideration of this complaint.