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PUBLIC SERVICE  
COMMISSION

September 19, 2008

Kentucky Public Service Commission  
P.O. Box 615  
211 Sower Boulevard  
Frankfort, KY 40601

Dear Members:

I am writing this letter to you in response to Kenergy wanting a rate increase. Before you acquiesce to this increase, I think you should talk to a few of Kenergy's customers. In this time of financial turmoil, asking for an increase just so its employees can get a pay raise is just a very poor job of managing a company. The rest of us poor people have to get by on our regular income as we haven't seen an increase in our monthly income.

As a customer of Kenergy for approximately the last six years, I have a few concerns about this company. As a customer who loses power, on the average about six times per year, I am sorely disappointed in them. If I could buy electricity from another source, I would! They do not trim around their poles as they should. They do not replace poles as needed—they wait until they fall down. When you have a problem, they do the least amount possible to get the power back on knowing in about two months the power will be back off.

This is Friday, September 19, 2008, and I still don't have any power. It went off at 10:30 a.m. Sunday morning. We have called everyday and been told nothing.

Just now, a Kenergy truck drove around the loop, got to a pole, looked at it and drove on. My husband went running after them to ask if they knew what the problem was and they said they didn't know. He showed them where the pole was broken and it had been reported on Monday morning. They didn't know anything about it and they didn't do poles. Someone else would have to replace it. My husband then explained that our neighbors in front and back of us had power and he was tired of being in the dark. The employee then said, "Well, if you don't like being in the dark, just move." These people didn't go without power for a week, didn't lose a freezer full of food and they think they can be that obnoxious to customers. I don't want to give employees like that one penny for a raise.

I am disgusted with this company, these employees and this management. I wish you would consider this matter thoroughly before making customers pay more for this poor service.

Sincerely,

A handwritten signature in cursive script that reads "Frances Tichenor". The signature is written in black ink and is positioned below the word "Sincerely,".

Frances Tichenor  
255 Stinson Loop  
Hartford, KY 42347

P.S.—I finally got power about 9:30 p.m. Saturday.