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## PUBLIC COMMENT FORM

Mail your comments to:  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602.  
Or fax to: (502) 564-9625

Name: Lorene Farmer (KU acc. in Lynn Farmer)  
Address: 569 Ready mix Rd Harlan, Ky. 40831-2529

Case: KU rate increase in Harlan, Ky.

COMMENTS: We ask that you - Do Not give KU a rate increase. We have struggled trying to get our bill paid and we are still behind. We keep paying, paying, and paying and it seems like the bill gets bigger instead of smaller. We are on a very fixed income. My husband and I both get SS#. We do not get the full benefits because married couples aren't allowed to. (Seems crazy to me) I had to quit the last four jobs I had (Ala. orled) because I have several bone diseases along with other health problems that interfere with work. I would love to work. We have a \$400.00 house payment every month, phone (we need it for emergencies (my husband is in the last stage of Parkinsons and he has severe heart problems) car insurance, house insurance, property taxes, water, garbage, doctor (Co-pay), medicine (Co-pay which went way up for my husband because he had to get on medicine, and the rates are a lot higher) food, gas, car maintenance, (only have one old car), Ball Heating and air (I had to have the best fixed) plus other bills. How ~~far~~ <sup>much</sup> does KU think a person can pay monthly with only a thousand dollars. We don't have cable can't get the money to split it. Yes we get food stamps just over a hundred dollars a month for 2 people. How much food do you think that will buy for a whole month? Hasn't anyone noticed the prices of food? And they keep going up. It is outrageous.

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P.S. Make them pay some money back to their customers. They have robbed us enough already. Make them pay some of it back. They can't use coal pits as an excuse. It isn't next up.

Why is a company owned by foreigners allowed to charge late fees in just 3 (three) days from the date of the bill when U.S.A. companies by law has to wait 30 days? 3 days from the date of notice is NOT enough time to get any money. That's what's wrong with the U.S.A. too many foreigners, especially illegal ones are getting everything handed to them on a silver platter. They have nothing to worry about. My daughter married a Pakistani ~~and he's~~

~~He's~~ He's about too sorry to breathe. Lives off her. He gets his parents here (kids automatically get citizenship when my daughter married their son) soon after my daughter marries him (He was here on a college visa, kept felling) Both his parents had FREE medical and FREE medicine only 3 days after they get to the U.S. His dad had a good paying job only 1 1/2 weeks after arriving in the U.S.A. His dad has no schooling, no training, no nothing here or in Pakistan.

Why don't K4 give their customers a copy of the true bill? I saw 4 late fees on my bill when it was brought up on the computer at the K4 office. (2 for \$5.43 & 2 for \$11 something) I asked the lady who worked there why. She just said, 'ah they never charged that.' Then the CP4 is charged to a <sup>page</sup> page.

I ask for a printout but it is nothing like I see on my account on the computer. The printout they give you don't have hardly anything on it. Usually just the amount of the bill and what you paid and the balance. I want to know all the activity in my account. NO nothing like that is on the actual bill they send either. Every time you ask anyone a question in the K-U. office they say, "I don't know. The only thing we have to go by is what's on the computer. The Germans sent a new <sup>CP4</sup> program I believe it was back in the fall.

Just like someone mentioned at the meeting. Why don't K4 save within their Co. themselves? Why should we have to pay for their wasting? Example: A tree falls on a line. Here comes 15-20 workers in a truck by themselves (15-20 trucks) when it would only take a couple of workers to do the job, and they could ride together. Or why don't K4 keep the trees cut like they did before the Germans took it over. That would save them a whole lot of money. I ask that you don't give them ANY ~~amount~~ amount of a raise.  
Thank you  
Lorene Farmer