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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

2009-00165

Linda Lou Woods
(Your Full Name)

COMPLAINANT

vs. AEP / Ky Power

(Name of Utility)

DEFENDANT

RECEIVED

APR 20 2009

PSC Consumer Services

COMPLAINT

The complaint of Linda Lou Woods respectfully shows:
(Your Full Name)

(a) Linda Lou Woods
(Your Full Name)

16932 State Route 207 Argyleite
(Your Address) Ky 41121-8783

(b) AEP / Ky Power
(Name of Utility)

PO Box 24401 Canton Ohio 44701-4401
(Address of Utility)

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

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks

\$505.71 plus \$300.00

(Specifically state the relief desired.)

(food loss) = \$805.71 to be
attached (credited) to future bills

Dated at Argillite, Kentucky, this 12 day
(Your City)

of April, 2009
(Month)

Linda Lou Woods

(Your Signature)

Paul Craft 606 473 7303
(Name and address of attorney, if any)

McGinnis McBrayer + Kuttland
attn. at law Main St
Greenup Ky 41144

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see **Section 15(1)** of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see **Section 15(2)** of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))
Complainant)
vs.) No. _____
(Insert name of each defendant)) (To be inserted by
Defendant) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 19_____.

2009

(Name of each complainant)

(Name and address of attorney,
if any)

Linda L. Woods
16932 State Route 207
Argillite, Ky. 41121-8783
(606) 473-2368
skeeter195848@yahoo.com

April 10, 2009

Ky. Public Service Commission
211 Tower Blvd.
P.O. Box 615
Frankfort, Ky. 40602-0615

To Whom it may concern:

*On November 26,2008 my husband and I filed Chapter 7 bankruptcy.
Discharged on March 23,2009.*

We turned in All of the bills we could think of at the time, However we had to have electricity and a new account was set up. When the bill was received I contacted my attorney with the charges and an admemdment was placed at that time. My attorney advised me that another account ould be set up and at that time I would be given the notice of deposit with the account number. I was waiteing to be notified, when on Monday, April 6,2009 my electric services was turned off, without notice. I called the attorney to straighten this matter up. Did not hear anything so I personally called the power company and was told that I had before monday April 13, to pay the bill or the account would go to old accounts. And on Monday the 13 a extra \$178.00 deposit would be required plus the balance of the bill to reestablish power. I borrowed the money from my family and paid the \$505.71 required.However I was advised that an admemdment could be filed up to one(1) year after discharged.The attorney could not understand when notified, why the power company did not dispute the potition and actions taken. Instead I was not notified . my power was termanated and over \$300.00 in food went to waste. Electric is a necessity not a luxery and they had us. pay it or no electric, no heat, no way to cook ect. I feel I deserved to

be notified and now reinversed for the loss of food.

Sincerely,

Linda L Woods