

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|----------------------------|---|------------|
| EWING LEE BROWN |) | |
| |) | |
| COMPLAINANT |) | |
| |) | CASE NO. |
| V. |) | 2009-00421 |
| |) | |
| 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 October 21, 2009, 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 of 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.

By the Commission

ATTEST:


Executive Director

ENTERED
NOV - 2 2009
KENTUCKY PUBLIC
SERVICE COMMISSION

RECEIVED
6 OCT 28 2009
GENERAL COUNSEL

RECEIVED
OCT 27 2009
LEGAL

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

EWING Lee BROWN

(Your Full Name)

COMPLAINANT

VS.

KU

(Name of Utility)

DEFENDANT

COMPLAINT

2009-00421

The complaint of EWING BROWN respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

824 SUNSET A lex, KY 40502

(Your Address)

(b) KU
(Name of Utility)

WATER STREET lex, KY

(Address of Utility)

(c) That: IT ALL STARTED WITH ME PAYING MY KU BILL IN FULL

(Describe here, attaching additional sheets if necessary)

ON 9/11/09 AND THEN ON THE 9/18/09 I GET A NOTICE OF MY POWER BEING TURNED OFF BY 9/16/09. AND THAT I OWE THEM 146.00 WITH LATE FEE ADDED IN. SO I CALL THEM AND THEY COULDN'T FIND A REASON SO THEN THEY SAID I OWE IT FOR THIS MONTH BILL AND KU DOESN'T READ MY METER

UNTILL 9/22/09 and basis for the complaint) I SHOULD PAY A HEAD ON MY BILL, THEN I CALL AGAIN AND ONE OF KU PEOPLE SAID I DIDN'T GIVEN A 30 DA NOTICES ON BUDGET, SO THEN I FILE WITH PSC AND I TELL THEM THAT THEY TURN OFF MY POWER, AND HE SAID SAID IT AGAINST THE LAW, SO FROM THE LAST CALL I GOT FROM KU WAS 9/15/09 UNTILL MY POWER WAS CUT OFF AT 2:00 PM FRIDAY, NO NOTICE GIVEN AT 10:00 BY PSC

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OR KU THAT THEY WILL CUT OFF MY POWER, THAT DAY. MY LITTLE GIRL
CAME HOME & CALL ME THE POWER WAS OFF. SO I WENT DOWN TO KLU AT
WATER STREET, LEX, KY TO FIND OUT WHY AND I WAITED FOR ^{AN} HOUR BEFORE
MIKE WICKLINE FINALLY EXPAND IT TO ME. MY POWER WAS OFF UNTIL 6:50 PM.

Formal Complaint NO NOTICE, THEY RUSH OUT AND TURN ME OFF. I WOULD
LIKE TO SEE HEAVY FINES AND PEOPLE JOB LOST FOR THIS ACTION.

_____ vs. _____
EWING BROWN KU

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Wherefore, complainant asks FINE Be pay
(Specifically state the relief desired.)

I had TO WALK AROUND TO KEEP ME FROM HAVING
A HEART ATTACK. CAME BACK IN 15 MIN NO ANSWER,
and again 30 MIN ^{LATER} NO ANSWER. THEY COULDN'T FIND
OUT

Dated at Lex, KY, Kentucky, this 20 day
(Your City)

of OCT, 2009, 19
(Month)



(Your Signature)

(Name and address of attorney, if any)

Lonnie E Bellar
Vice President - State Regulation and
Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

Ewing Brown
824 Sunset A
Lexington, KY 40502