

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DENNIS RAISOR)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2011-00207
)	
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 June 6, 2011, a copy of which is attached hereto.

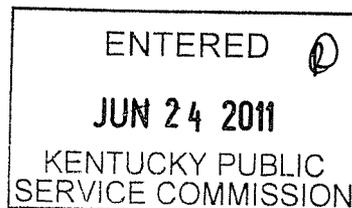
Pursuant to 807 KAR 5:001, Section 12, KU is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

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



JS

RECEIVED

JUN 6 2011

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

<u>Dennis Raiser</u>)
(Your Full Name))
COMPLAINANT)
VS.)
<u>Kentucky Utilities</u>)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Dennis Raiser respectfully shows:
(Your Full Name)

(a) Dennis Raiser
(Your Full Name)

PO Box 354; 515 Highland Ave; Carrollton, KY 41008
(Your Address)

(b) Kentucky Utilities
(Name of Utility)

One Quality Street; Lexington, KY 40507-1461
(Address of Utility)

(c) That: Sheet Attached
(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

Dennis Raiser vs. Kentucky Utilities

Page 2 of 2

Wherefore, complainant asks I am asking Public Service
(Specifically state the relief desired.)

Commission to allow Kentucky Utilities to recompute the
previous bills I have paid since this rate change in
August, 2010, and apply/and/or refund the differential to
my account.

Dated at Carrollton, Kentucky, this 2nd day
(Your City)

of June, 2010
(Month)

Dennis S. Raiser
(Your Signature)

NA
(Name and address of attorney, if any)

Dennis Raisor vs. Kentucky Utilities

In August, 2010, Kentucky Utilities had a rate increase and a change in the base demand minimum billing. KU said that I was notified by letter that this was happening and that the letter stated I could stay with my old rate or change to the new billing rates. I **do not** remember receiving this notification. I have also reviewed my files and have no record of these documents.

I had an electrician check out the wiring in the building, thinking that I had a problem with that, but that was not the case. I finally contacted KU in May, 2011, to see if they had someone that would come and check our meter to see if that was the problem. At that point, a customer service person checked my billing and said that the increase in my bill was because of the base demand minimum billing. She said I could elect to change the basic service charge and the energy charge rate and eliminate the base demand minimum beginning with the current bill and KU could only adjust the current bill. KU told me that the Public Service Commission regulated them and that Public Service would not allow them to go back and make any adjustment on any previous bills.

Lonnie E Bellar
VP - State Regulation
Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010

Dennis Raisor
P.O. Box 354
515 Highland Avenue
Carrollton, KENTUCKY 441008