

RECEIVED

To: Kentucky Public Service Commission Filing Intake
From: Donald Thrasher
Re: Formal Complaint Filing

FEB 17 2017

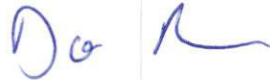
Public Service
Commission

Case No. 2017-00098

Please find enclosed hereto my formal complaint I am requesting be filed with your office. The original complaint and 4 copies of the complaint are included herein. I am enclosing a self addressed, stamped envelope for return of a conformed (stamped) copy. If there are any filing deficiencies please contact me at [REDACTED]

Thank you for your assistance in this filing.

Kind Regards,



Donald Thrasher

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

FEB 17 2017

Public Service
Commission

In The Matter Of:

DONALD E. THRASHER
P.O. Box 93
Mt. Washington, KY 40047

COMPLAINANT

CASE NO.

2017- 00098

SALT RIVER ELECTRIC COOPERATIVE
111 W. Breshear Ave.
Bardstown, KY 40004

DEFENDANT

COMPLAINT

Complainant Donald E. Thrasher as and for his complaint states as follows:

Complaint As To Rates or Service (KRS 278.260)

1. Complainant has a direct interest in the rates and service of Salt River Electric Cooperative (hereinafter "Salt River") because Complainant is a member/owner/customer.
2. Salt River requires its members to subscribe to Kentucky Living Magazine a non-regulated product produced by (Kentucky Association of Electrical Cooperatives) which Salt River is an affiliate of. Salt River members subsidize this non-regulated product for the most part unknowingly and unwittingly.

3. Salt River Electric Cooperative Bylaws 11:05 states:

"The cost of a subscription to Kentucky Living and or Salt River News is to be paid for as a part of the cost of electrical service."

4. Salt River's requirement to subscribe to a third party affiliated organization's non-regulated product in order to receive electric service is unjust, unfair and unreasonable. To illustrate the absurdity of the subscription requirement Complainant makes a relevant comparison question "could LG&E require customers to subsidize a subscription to the Louisville-Courier Journal (non-regulated product) as a condition of electric or gas service". The particularly egregious aspect here is

the fact that the Salt River subscription charge **never appears on any billing or any other member correspondence.**

5. Salt River members have paid over \$1.5 Million dollars for Kentucky Living over the past 10 years.

6. Amazingly, most of the Salt River members believe this magazine is “free”, I would hardly call \$1.5 million dollars free. A survey conducted by Complainant affiliated Salt River Electric Customer/Owner Union, a group of concerned Salt River Cooperative members revealed 0 out of 15 random members surveyed realized the subscription cost of Kentucky Living was a prerequisite to receive electric service. Additionally, only 1 out of 15 randomly surveyed members knew that Kentucky Living was not a free service.

7. Any purported benefits of a member receiving Kentucky Living Magazine are not directly related to Salt River members receiving electric service. Egregious lack of transparency by **never documenting the subscription cost on any billing** is deceptive, unjust, unfair and unreasonable.

8. The lack of billing transparency is indicative of the Salt River board of directors lack of care about the members they have a fiduciary duty to serve. Complainant has repeatedly pleaded with Salt River management and board of directors to change practices to its policies on Kentucky Living to no avail. Shockingly, Complainant as a member asked to speak to the Salt River Board of Directors to make a proposal. Tim Sharp, CEO of Salt River refused and stated “non-annual meetings are closed to member/owners”. Salt River member voices have now only this honorable Commission to plead for a public hearing and provide equitable justice on this matter.

PRAYER FOR RELIEF

9. That Salt River Electric Cooperative be ordered as follows: The Salt River member subsidized, non-regulated Kentucky Living Magazine be ordered to be removed from the member cost of electricity;

11. Or in the alternative Salt River Electric Cooperative should be ordered to provide a separate itemized line on the member/customer monthly billing detailing the cost for the unregulated product provided by a third party (Kentucky Living Magazine).

February 12, 2017

Respectfully Submitted,



Donald Thrasher, Complainant
P.O. Box 93
Mt. Washington, KY 40047