

RECEIVED

AUG 24 2017

PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION OF KENTUCKY

IN THE MATTER OF: )  
 )  
WILLIAM C. SPAINHOWARD )  
COMPLAINANT )  
v. )  
 )  
KENERGY CORP. ) CASE NO. 2017-00273  
DEFENDANT )

ANSWER

Defendant **KENERGY CORP.** (“Kenergy”) for its Answer, states as follows:

1. Until March 2017, service at 6772 Hatchett Mill Road, Spottsville, Kentucky 42458 (“the location”) was in the name of William R. Brown. It was placed in the name of William C. Spainhoward on June 20, 2017.
2. Power at the location was disconnected for non-payment in March 2017. William R. Brown contacted Kenergy in March 2017, and on May 2, 2017, to find out what was needed to restore power. However, no action was taken to restore power.
3. William C. Spainhoward and his wife, Brenda Spainhoward, took title to the real property at the location by deed from William Robert Brown, unmarried,

dated June 9, 2017, of record in Deed Book 624, page 647, Henderson County Clerk's Office.

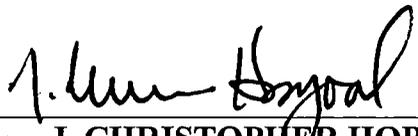
4. When power has been disconnected at a location, the automated meter remains in place but rubber boots are placed on the connectors preventing the flow of power. Because the meters are automated, Kenergy's system will register when power begins to flow. On June 10, 2017, at approximately 8:00 p.m. the meter at the location was tampered with to allow for unauthorized use and power began flowing to the location until 6:00 a.m. on June 11, 2017, when the meter was pulled and the boots re-installed ceasing the unauthorized use. Later that day, the meter was again tampered with allowing the unauthorized flow of power and power began flowing at the location between 1:00 and 2:00 p.m. on June 11, 2017. On June 12, 2017, the meter was tampered with, it was again pulled and the boots installed on June 12, 2017, at 6:45 a.m. once again ceasing the unauthorized flow of power. Due to this unauthorized tampering with the meter, the meter was disconnected and removed by Kenergy on June 12, 2017, at 9:21 a.m.
5. Complainant's son and daughter in law came to Kenergy on June 13, 2017, to place the service at the location in their name. At that time, and shortly thereafter, statements made by Complainant's son, Complainant and Complainant's brother indicated to Kenergy personnel that they knew how to remove a meter, remove the boots and start the flow of power and the amount of power used would not justify the fee for tampering. The Memorandum sent to William C. Spainhoward from Ken Stock of Kenergy on June 30, 2017, was

sent in error as it is the type of statement sent to electricians who disconnect meters for work on property without prior notice to Kenergy. Kenergy has no desire or intent to prosecute criminally Complainant or any member of his family for theft of service or tampering.

6. Based on the facts and circumstances above, Kenergy advised Complainant that as property owner he would be obligated for the tampering charges absent relief from the Kentucky Public Service Commission.
7. A copy of Complainant's deed, copies of the bills for 2017, correspondence with Complainant, supporting documents and the recorded phone conversation<sup>1</sup> between Pam Welden of Kenergy and Complainant for the location are provided herewith.

WHEREFORE, Kenergy Corp. demands that the Complaint be dismissed and for any and all other relief to which Kenergy Corp. is property entitled.

**DORSEY, GRAY, NORMENT & HOPGOOD**  
318 Second Street  
Henderson, Kentucky 42420  
(270) 826-3965 Telephone  
(270) 826-6672 Telefax  
Attorneys for Kenergy Corp.

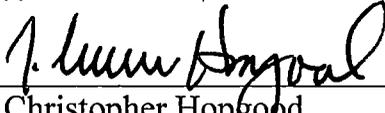
By   
\_\_\_\_\_  
**J. CHRISTOPHER HOPGOOD**  
[chopgood@dkgnlaw.com](mailto:chopgood@dkgnlaw.com)

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<sup>1</sup>This is the only recorded conversation. The initial phone conversation between Pam Welden and Complainant was on Complainant's son's cell phone.

### CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing Answer and the documents provided therewith were served by mail to Complainant, William C. Spainhoward at his address of 9282 Ridgewood Road, Henderson, Kentucky 42420, this the 23<sup>rd</sup> day of August, 2017.

  
\_\_\_\_\_  
J. Christopher Hopgood  
Counsel for Kenergy Corp.



2017006503

RE 624 647 - 649

THIS DEED, made and entered into this the 9<sup>th</sup> day of June, 2017,  
by and between **WILLIAM ROBERT BROWN**, unmarried, 6772 Hatchett Mill Rd. Spottsville,  
KY 42458, party of the first part, **GRANTOR**, and **WILLIAM C. SPAINHOWARD and  
BRENDA SPAINHOWARD**, husband and wife, 9282 Ridgewood Rd. Henderson, KY 42420,  
parties of the second part, **GRANTEES**.

WITNESSETH:

That for and in consideration of the sum of TWELVE THOUSAND DOLLARS  
(\$12,000.00) the receipt and sufficiency of which is hereby acknowledged, the Grantor does hereby  
grant and convey unto the Grantees, William C. Spainhoward and Brenda Spainhoward, husband and  
wife, jointly for and during their natural lives and upon the death of either, then to the survivor in fee  
simple, his or her heirs and assigns forever, the following described real property located in  
Henderson County, Kentucky, to wit:

Beginning at a stake in the middle of the Spottsville-Hatchett Mill  
Road, corner with Aaron Williams; thence at right angles and running  
in a southerly direction along the line of Aaron Williams and Bates  
Williams a distance of 210 feet to a stake in the middle of the  
Spottsville-Hatchett Mill Road; thence at right angles with the line of  
the said road a distance of 210 feet to the point of beginning,  
containing one (1) acre.

Being the same property conveyed to William Robert Brown,  
unmarried, by deed dated March 2, 2017 from William Robert  
Brown, unmarried, and Timothy Eugene Burton, unmarried, of record  
in Deed Book 624 page 17 in the Henderson County Clerk's Office.

Subject to legal highways, prior mineral reservations and  
conveyances, easements, rights-of-way and restrictions of record.

Draftsman assumes no responsibility for the description contained herein, nor is he the closing agent.

Send Tax Bills to: William C. Spainhoward and  
Brenda Spainhoward  
9282 Ridgewood Rd.  
Henderson, KY 42420

TO HAVE AND TO HOLD all of the above described real property, together with the improvements thereon and appurtenances thereunto belonging unto the Grantees, William C. Spainhoward and Brenda Spainhoward, husband and wife, jointly for and during their natural lives and upon the death of either, then to the survivor in fee simple, his or her heirs and assigns forever; free and clear of all liens and encumbrances, with covenant of general warranty of title.

The parties hereto state the consideration reflected in this deed is the full consideration paid for the property. The Grantees join in this deed for the sole purpose of certifying the consideration pursuant to KRS 382.

IN TESTIMONY WHEREOF, the parties hereto have hereunto set their hands on the date which is first above written.

GRANTOR:

William Robert Brown  
William Robert Brown

GRANTEES:

William C. Spainhoward  
William C. Spainhoward

Brenda Spainhoward  
Brenda Spainhoward

STATE OF KENTUCKY

COUNTY OF Henderson

The foregoing Deed and Consideration Certificate was acknowledged and sworn to before me by William Robert Brown, unmarried, Grantor, on this 9<sup>th</sup> day of June, 2017.

Notary Public [Signature]  
My commission expires: 01-08-2019

STATE OF KENTUCKY

COUNTY OF Henderson

The foregoing Consideration Certificate was acknowledged and sworn to before me by William C. Spainhoward and Brenda Spainhoward, husband and wife, Grantees, on this 9<sup>th</sup> day of June, 2017.

Notary Public [Signature]  
My commission expires: 01-08-2019

This instrument was prepared by:

[Signature]  
W. C. Wilson III  
NEEL WILSON & CLEM  
9 S. Main Street  
Henderson, Kentucky 42420



**2017006503**  
HENDERSON CO. KY FEE \$17.00  
STATE OF KY DEED TAX  
**\$12.00**  
PRESENTED - LODGED 06-09-2017 02 11:34 PM  
RECORDED: 06-09-2017  
RENE SA ABNER  
CLERK  
BY: TONYA WILSON  
DEPUTY CLERK  
**BK: RE 624**  
**PG: 647-649**

PICKED UP BY:

YYNN



6402 Old Corydon Rd. - P.O. Box 18  
Henderson, KY 42419-0018

Your Touchstone Energy Cooperative

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7:30-4:30 Mon-Fri  
1-800-844-4832

Or visit us at:  
[kenergycorp.com](http://kenergycorp.com)

50 1 SP 0.465  
WILLIAM R BROWN  
6775 HATCHETT MILL RD  
SPOTTSVILLE KY 42458

5 4511  
C-23 P-25

Account Number

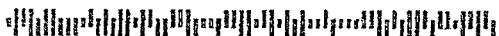
BILLING SUMMARY

Previous Balance	220.26
No Payments Received	0.00
Balance Forward	220.26
Current Charges	418.18

Amount Due	638.44
Due After 01/24/2017	658.74

Any balance forward amounts listed above in the "Billing Summary" may be subject to immediate disconnect.

Pay by phone: 1.844.255.3679



Messages

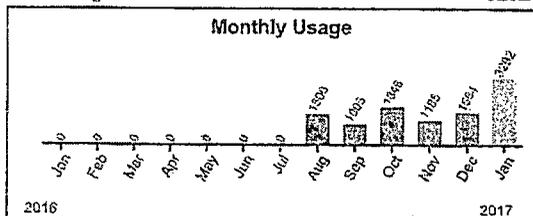
Two extra days of usage have been added to January bills, according to Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of extra days billed may vary slightly for some members, depending on meter-reading dates.

Account # 6772 HATCHETT MILL RD MOBILE HOME Rate 1-04 RESIDENTIAL-Cycle 4

Meter Reading Details	Meter	131387568
Current Reading	12/16/2016	20739
Previous Reading	11/15/2016	17447
Total Usage		3292

Detail of Charges

Balance Forward		220.26
Customer Charge		18.56
KWH Charge	3,292 KWH @ 0.102038	335.91
7000 Lumen-175w Mercury Vapor (2)	142 KWH	23.00
Fuel Adjustment Clause	3,434 KWH @ 0.0025816	8.86
Environmental Surcharge	3,434 KWH @ 0.0079559	27.31
Member Rate Stability Mechanism	3,434 KWH @ -0.0020021	-6.87
Rural Economic Reserve-R	3,434 KWH @ -0.00191505	-6.58
Non FAC PPA Rider	3,434 KWH @ 0.0016933	5.81
Total Power Supply Adjustments		28.53
Rate Increase for 3% School Tax		12.18
Total Taxes and Fees		12.18
Total Amount Due		638.44



	Days Srvd	KWh/Day	Cost/Day	Avg High	Avg Low
This Month	31	106	\$12.52	49	33
Last Month	31	50	\$5.93	72	48
Last Year	30	0	\$0.00	57	40

Check here for address/phone number change and complete back.

YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.

Operation RoundUp one time donation: \_\_\_\_\_

WILLIAM R BROWN  
6775 HATCHETT MILL ROAD  
SPOTTSVILLE KY 42458-0000

Account #:	Amount Due	01/24/2017	638.44
	Amount Due After	01/24/2017	658.74



6402 Old Corydon Rd. - P.O. Box 18  
Henderson, KY 42419-0018

Your Touchstone Energy Cooperative

Kenergy Corp.  
P.O. Box 1389  
Owensboro, KY 42302-1389



190654102509302000063844000065874011020176



6402 Old Corydon Rd. - P.O. Box 18  
Henderson, KY 42419-0018

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1-800-844-4832

Or visit us at:  
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52 1 SP 0.460  
WILLIAM R BROWN  
6775 HATCHETT MILL RD  
SPOTTSVILLE KY 42458

5 4513  
C-22 P-24

Account Number

**BILLING SUMMARY**

Previous Balance	638.44
Payments	66.00CR
Balance Forward	572.44
Current Charges	653.58

**Amount Due 1,126.02**  
**Due After 02/24/2017 1,140.25**

Any balance forward amounts listed above in the "Billing Summary" may be subject to immediate disconnect.

**Pay by phone: 1.844.255.3679**



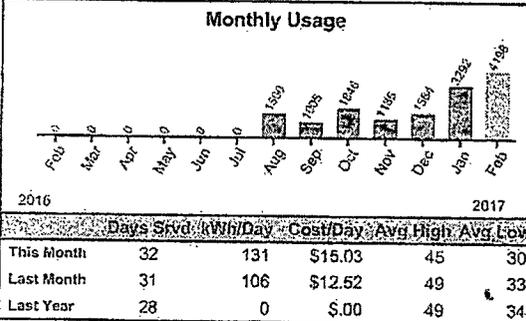
**Messages**

The usage period for most February bills will include two additional days, in accordance with Kenergy's 2017 Billing-GapRecovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates.

Account # 6772 HATCHETT MILL RD MOBILE HOME Rate 1-04 RESIDENTIAL Cycle 4

Meter Reading Details	Meter	131387588
Current Reading	01/17/2017	24937
Previous Reading	12/16/2016	20739
Total Usage		4198

<b>Detail of Charges</b>	
Balance Forward	572.44
Termination Charge	33.00
<b>Total Adjustments</b>	<b>33.00</b>
Customer Charge	19.16
KWH Charge	4,198 KWH @ 0.102038 428.36
7000 Lumen-175w Mercury Vapor (2)	148 KWH 23.74
Fuel Adjustment Clause	4,346 KWH @ -0.0010908 -4.74
Environmental Surcharge	4,346 KWH @ 0.0087399 37.99
Member Rate Stability Mechanism	4,346 KWH @ -0.0011303 -4.90
Rural Economic Reserve-R	4,346 KWH @ -0.00007375 -0.32
Non FAC PPA Rider	4,346 KWH @ 0.0014123 6.13
<b>Total Power Supply Adjustments</b>	<b>34.16</b>
Rate Increase for 3% School Tax	15.16
<b>Total Taxes and Fees</b>	<b>15.16</b>
<b>Total Amount Due</b>	<b>1,126.02</b>



Check here for address/phone number change and complete back.

YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.

Operation RoundUp one time donation: \_\_\_\_\_

WILLIAM R BROWN  
6775 HATCHETT MILL ROAD  
SPOTTSVILLE KY 42458-0000

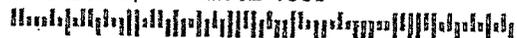
Account #:	Amount Due	02/24/2017	1,126.02
	Amount Due After	02/24/2017	1,140.25



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YYNN



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1-800-844-4832

Or visit us at:  
[Kenergycorp.com](http://Kenergycorp.com)

51 2 SP 0.670  
WILLIAM R BROWN  
6775 HATCHETT MILL RD  
SPOTTSVILLE KY 42458

5 4517  
C-25 P-28

Account Number [REDACTED]

BILLING SUMMARY

Previous Balance	1,131.29
No Payments Received	0.00
Balance Forward	1,131.29
Current Charges	445.05

Amount Due	1,576.34
Due After 03/24/2017	1,577.94

Any balance forward amounts listed above in the "Billing Summary" may be subject to immediate disconnect.

Page 1 of 2

Pay by phone: 1.844.255.3679

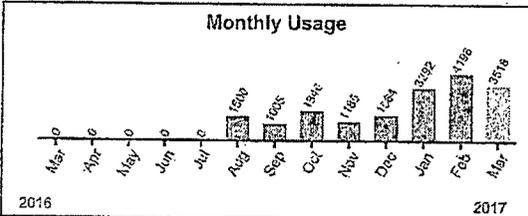


Messages

The usage period for most March bills will include two additional days, in accordance with Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates. For more information, and to find out more about your meter read dates, go to [www.kenergycorp.com/gaprecovery](http://www.kenergycorp.com/gaprecovery).

Account # [REDACTED] 6772 HATCHETT MILL ROAD MODULAR HOME Rate 1-04 RESIDENTIAL-Cycle 4

Meter Reading Details	Meter	131387588
Current Reading	02/19/2017	28455
Previous Reading	01/17/2017	24937
Total Usage		3518



Days Svd	kWh/Day	Cost/Day	Avg High	Avg Low	
This Month	33	107	\$12.25	52	35
Last Month	32	131	\$15.03	45	30
Last Year	30	0	\$0.00	42	26

Detail of Charges	
Balance Forward	1,131.29
Customer Charge	19.76
KWH Charge	3,518 KWH @ 0.102038 358.97
7000 Lumen-175w Mercury Vapor (2)	152 KWH 24.48
Fuel Adjustment Clause	3,670 KWH @ 0.000678 2.49
Environmental Surcharge	3,670 KWH @ 0.0063335 23.24
Member Rate Stability Mechanism	3,670 KWH @ -0.0007302 -2.69
Rural Economic Reserve-R	3,670 KWH @ 0.00065783 2.41
Non FAC PPA Rider	3,670 KWH @ 0.0009347 3.43
Total Power Supply Adjustments	28.88
Rate Increase for 3% School Tax	12.96
Total Taxes and Fees	12.96
Total Amount Due	1,576.34

- Check here for address/phone number change and complete back.
- YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.
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Account #:	Amount Due	03/24/2017	1,576.34
[REDACTED]	Amount Due After	03/24/2017	1,577.94

WILLIAM R BROWN  
6775 HATCHETT MILL ROAD  
SPOTTSVILLE KY 42458-0000

Kenergy Corp.  
P.O. Box 1389  
Owensboro, KY 42302-1389

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Henderson, KY 42419-0018

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190654102509302000157634000157794030920175

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Henderson, KY 42419-0018

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1-800-844-4832

Or visit us at:  
[kenergycorp.com](http://kenergycorp.com)

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WILLIAM R BROWN  
6775 HATCHETT MILL RD  
SPOTTSVILLE KY 42458

5 4512  
C-24 P-26

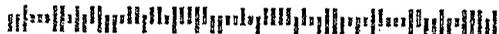
Account Number: [REDACTED]

BILLING SUMMARY	
Previous Balance	1,597.94
Payments	400.00CR
Balance Forward	1,197.94
Current Charges	7.87CR
<b>Amount Due</b>	<b>1,190.07</b>
<b>Due After 04/24/2017</b>	<b>1,190.07</b>

Any balance forward amounts listed above in the "Billing Summary" may be subject to immediate disconnect.

Page 1 of 2

Pay by phone: 1.844.255.3679

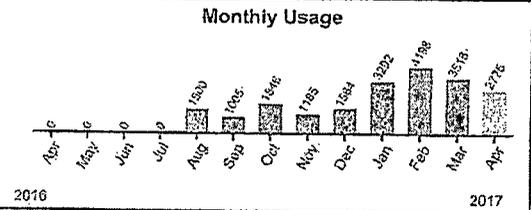


Messages

The usage period for most April bills will include two additional days, in accordance with Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates. For more information, and to find out more about your meter read dates, go to [www.kenergycorp.com/gaprecovery](http://www.kenergycorp.com/gaprecovery). (See page 2)

Account # [REDACTED] 6772 HATCHETT MILL ROAD MODULAR HOME Rate 1.04 RESIDENTIAL Cycle 4

Meter Reading Details	Meter	131387588
Current Reading	03/16/2017	31230
Previous Reading	02/19/2017	28455
Total Usage	(Final)	2775



	Days Srvd	kWh/Day	Cost/Day	Avg High	Avg Low
This Month	25	111	\$12.76	58	37
Last Month	33	107	\$12.25	52	35
Last Year	29	0	\$0.00	56	40

Detail of Charges	
Balance Forward	1,197.94
Membership	-5.00
Deposit Applied	-383.00
Deposit Interest	-1.23
Termination Charge	33.00
<b>Total Adjustments</b>	<b>-356.23</b>
Customer Charge	14.97
KWH Charge	283.16
5200 Lumens 60w Led Nema Head (1)	20 KWH 8.17
7000 Lumen-175w Mercury Vapor (2)	65 KWH 10.39
Fuel Adjustment Clause	4.00
Environmental Surcharge	18.86
Member Rate Stability Mechanism	-5.17
Non FAC PPA Rider	3.83
<b>Total Power Supply Adjustments</b>	<b>21.52</b>
Rate Increase for 3% School Tax	10.15
<b>Total Taxes and Fees</b>	<b>10.15</b>
<b>Total Amount Due</b>	<b>1,190.07</b>

FINAL BILL

Check here for address/phone number change and complete back.

YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.

Operation RoundUp one time donation: \_\_\_\_\_

WILLIAM R BROWN  
6775 HATCHETT MILL ROAD  
SPOTTSVILLE KY 42458-0000

Account #:	Amount Due	04/24/2017	1,190.07
[REDACTED]	Amount Due After	04/24/2017	1,190.07

Kenergy Corp.  
P.O. Box 1389  
Owensboro, KY 42302-1389



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Henderson, KY 42419-0018

Your Touchstone Energy Cooperative

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Henderson, KY 42419-0018

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51 1 SP 0.460  
WILLIAM R BROWN  
6775 HATCHETT MILL RD  
SPOTTSVILLE KY 42458

5 4506  
C-31 P-34

Account Number [REDACTED]

BILLING SUMMARY

Previous Balance	1,190.07
No Payments Received	0.00
Balance Forward	1,190.07
Current Charges	0.00

Amount Due	1,190.07
Due After 05/24/2017	1,190.07

Any balance forward amounts listed above in the "Billing Summary" may be subject to immediate disconnect.

Page 1 of 2

Pay by phone: 1.844.255.3679



Messages

The usage period for most May bills will include three additional days, in accordance with Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates. For more information, and to find out more about your meter read dates, go to [www.kenergycorp.com/gaprecovery](http://www.kenergycorp.com/gaprecovery). (See page 2) Our records indicate we have not received payment for the final bill. Please pay by the due date or call our office to make arrangements. If payment is not received by the due date, the past due amount will be reported to a collection agency.

Account # [REDACTED] 6772 HATCHETT MILL ROAD MODULAR HOME Rate

Meter Reading Details

Detail of Charges

Balance Forward 1,190.07

Total Amount Due 1,190.07

Check here for address/phone number change and complete back.

YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.

Operation RoundUp one time donation: \_\_\_\_\_

WILLIAM R BROWN  
6775 HATCHETT MILL ROAD  
SPOTTSVILLE KY 42458-0000

Account #:	Amount Due	05/24/2017	1,190.07
[REDACTED]	Amount Due After	05/24/2017	1,190.07

Kenergy Corp.  
P.O. Box 1389  
Owensboro, KY 42302-1389

4



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Henderson, KY 42419-0018

Your Touchstone Energy Cooperative



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Or visit us at:  
[kenergycorp.com](http://kenergycorp.com)

WILLIAM C SPAINHOWARD  
9282 RIDGEWOOD RD  
HENDERSON KY 42420-9156

Account Number [REDACTED]

BILLING SUMMARY	
Previous Balance	0.00
Payments	295.18CR
Balance Forward	295.18CR
Current Charges	411.84
<b>Amount Due</b>	<b>116.66</b>
<b>Due After 07/24/2017</b>	<b>120.72</b>

Page 1 of 2

Pay by phone: 1.844.255.3679



**Messages**

The usage period for most July bills will include two additional days, in accordance with Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates. For more information, and to find out more about your meter read dates, go to [www.kenergycorp.com/gaprecovery](http://www.kenergycorp.com/gaprecovery). (See page 2)

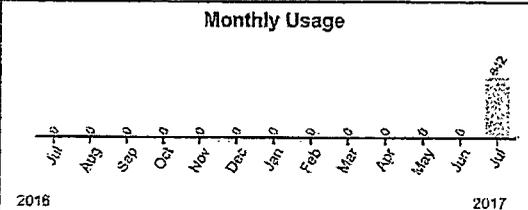
Account # [REDACTED] 6772 HATCHETT MILL ROAD MODULAR HOME Rate 1-04 RESIDENTIAL Cycle 4

Meter Reading Details		
Meter		131387588
Current Reading	06/12/2017	31287
Previous Reading	06/10/2017	31230
Total Usage		57

Meter Reading Details		
Meter		139106109
Current Reading	06/29/2017	585
Previous Reading	06/12/2017	0
Total Usage		585

Detail of Charges	
Balance Forward	-295.18
Termination Reconnect	33.00
Meter Tampering	295.18
<b>Total Adjustments</b>	<b>328.18</b>
Customer Charge	11.38
KWH Charge	642 KWH @ 0.102038 65.51
Fuel Adjustment Clause	642 KWH @ 0.0006526 0.42
Environmental Surcharge	642 KWH @ 0.0065301 4.19
Member Rate Stability Mechanism	642 KWH @ -0.0017128 -1.10
Non FAC PPA Rider	642 KWH @ 0.0012826 0.82
<b>Total Power Supply Adjustments</b>	<b>4.33</b>
Rate Increase for 3% School Tax	2.44
<b>Total Taxes and Fees</b>	<b>2.44</b>
<b>Total Amount Due</b>	<b>116.66</b>



	Days Srvd	kWh/Day	Cost/Day	Avg High	Avg Low
This Month	19	34	\$4.27	85	64
Last Month	29	0	\$0.00	77	57
Last Year	30	0	\$0.00	79	61

- Check here for address/phone number change and complete back.
- YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.
- Operation RoundUp one time donation: \_\_\_\_\_

Account #:	Amount Due	Due Date	Amount
[REDACTED]		07/24/2017	116.66
	Amount Due After	07/24/2017	120.72

WILLIAM C SPAINHOWARD  
9282 RIDGEWOOD RD  
HENDERSON KY 42420-9156

Kenergy Corp.  
P.O. Box 1389  
Owensboro, KY 42302-1389

4



6402 Old Corydon Rd. - P.O. Box 18  
Henderson, KY 42419-0018

Your Touchstone Energy Cooperative



190654102509303000011666000012072070820178

NNNN



6402 Old Corydon Rd. - P.O. Box 18  
Henderson, KY 42419-0018

Your Touchstone Energy Cooperative

Contact us:  
7:30-4:30 Mon-Fri  
1-800-844-4832

Or visit us at:  
[kenergycorp.com](http://kenergycorp.com)

WILLIAM C SPAINHOWARD  
9282 RIDGEWOOD RD  
HENDERSON KY 42420-9156

Account Number [REDACTED]

BILLING SUMMARY	
Previous Balance	116.66
Payments	116.66CR
Balance Forward	0.00
Current Charges	368.20
<b>Amount Due</b>	<b>368.20</b>
<b>Due After 08/24/2017</b>	<b>386.07</b>

Page 1 of 2

Pay by phone: 1.844.255.3679

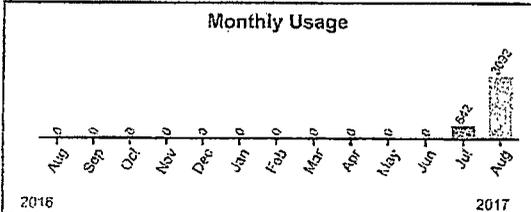


**Messages**  
 The usage period for most August bills will include two additional days, in accordance with Kenergy's 2017 Billing-Gap Recovery Plan. However, the number of days billed may vary for some members, depending on meter-reading dates. For more information, and to find out more about your meter read dates, go to [www.kenergycorp.com/gaprecovery](http://www.kenergycorp.com/gaprecovery). (See page 2)

Account #: [REDACTED] 6772 HATCHETT MILL ROAD MODULAR HOME Rate 1-04 RESIDENTIAL-Cycle 4

Meter Reading Details	Meter	139106109
Current Reading	07/31/2017	3677
Previous Reading	06/29/2017	585
Total Usage		3092

Detail of Charges	
Customer Charge	19.16
KWH Charge	3,092 KWH @ 0.102038 315.50
Fuel Adjustment Clause	3,092 KWH @ 0.0002087 0.65
Environmental Surcharge	3,092 KWH @ 0.0072446 22.40
Member Rate Stability Mechanism	3,092 KWH @ -0.0010883 -3.37
Non FAC PPA Rider	3,092 KWH @ 0.0010152 3.14
<b>Total Power Supply Adjustments</b>	<b>22.82</b>
Rate Increase for 3% School Tax	10.72
<b>Total Taxes and Fees</b>	<b>10.72</b>
<b>Total Amount Due</b>	<b>368.20</b>



	Days Srvd	kWh/Day	Cost/Day	Avg High	Avg Low
This Month	32	97	\$11.17	89	70
Last Month	19	34	\$4.27	85	64
Last Year	30	0	\$0.00	88	70

- Check here for address/phone number change and complete back.
- YES! Please enroll my account in Operation RoundUp. Visit: [www.kenergycorp.com](http://www.kenergycorp.com) for details.
- Operation RoundUp one time donation: \_\_\_\_\_

Account #:	Amount Due	Due Date	Amount
[REDACTED]		08/24/2017	368.20
[REDACTED]	Amount Due After	08/24/2017	386.07

WILLIAM C SPAINHOWARD  
9282 RIDGEWOOD RD  
HENDERSON KY 42420-9156

Kenergy Corp.  
P.O. Box 1389  
Owensboro, KY 42302-1389

4



6402 Old Corydon Rd. - P.O. Box 18  
Henderson, KY 42419-0018

Your Touchstone Energy Cooperative

190654102509303000036820000038607080920173



P.O. Box 1389 • 3111 Fairview Drive  
Owensboro, Kentucky 42302-1389  
1.800.844.4832

*Kenergy is an equal opportunity provider and employer.*

June 13, 2017

William C Spainhoward  
9282 Ridgewood Rd  
Henderson, Ky 42420-9156

Re: Account [REDACTED]

Dear Mr. Spainhoward,

During a check of electric facilities on June 12, 2017, we found that the meter at your location had been tampered with. Kenergy Rules and Regulations, as approved by the Kentucky Public Service Commission, state that the consumer shall protect the equipment of the Corporation on his premises and shall not interfere with, alter, or permit interference with or alteration of meters. You have the right to challenge the termination by filing a formal complaint with the commission. If the meter or other property belonging to the Corporation are tampered or interfered with, the consumer, being supplied through such equipment shall pay the amount which the Cooperative may estimate is due for service rendered but not registered on the Cooperative's meter, and for such replacements and repairs as necessary, as well as for costs of inspection, investigation and protective installations.

This letter is notice that the following charges are due and payable upon receipt: pending KWH charges of approximately \$20.00, tampering charges \$295.18, \$33.00 service charge, and \$512.00 2/12 deposit.

We hope that you understand the seriousness of unauthorized electric service restoration. To avoid legal prosecution of theft of service, please visit our office and make payment of \$860.18.

Sincerely,

A handwritten signature in cursive script that reads "Jayne Johnson".

Jayne Johnson  
Member Service Representative



Spanhoward  
June 2017

TO: SUSAN JEFFRIES  
FROM: METER DEPARTMENT  
RE: CURRENT DIVERSION ACCOUNT NUMBER [REDACTED]

REPORT COMPLETED BY Tommy Payne DATE/TIME 6/12/17 @ 9:00 Am  
REASON ON PROPERTY:

YEARLY PSC READ 3 MTH ESTIMATE METER CHANGE DISCONNECT  
RECONNECT JOB ORDER TRANSFER LINE INSPECTION CUTOFF  
MAINTENANCE OTHER Meter use tv

METER INFORMATION:

SERIAL NUMBER [REDACTED] READING \_\_\_\_\_  
METER SEALED  YES  NO SOCKET SEALED  YES  NO  
TAMPER PROOF DEVICE  YES  NO

METER CONDITION:

METER BLADES WORN COVER BROKEN COVER DRILLED  
DISC DAMAGED REGISTER DAMAGED SOCKET DAMAGED  
UPSIDE DOWN REMARKS: Socket Sealed Damaged

NOTE: TEST INFORMATION ON ATTACHED TEST CARD

LABOR:

EMPLOYEE NAME	REGULAR HRS	OVERTIME HRS	TOTAL
<u>Tommy Payne</u>	<u>3 hrs</u>		
<u>Travis Byrdette</u>	<u>2 hrs</u>		
<u>J Johnson</u>	<u>1 hr</u>		

VEHICLE:

NUMBERS	MILEAGE	MATERIALS	COST
<u>564</u>	<u>40</u>		

TOTAL COST:

LABOR	<u>263.98</u>
MILEAGE	<u>21.20</u>
MATERIALS	<u>1000</u>
TOTAL	<u>295.18</u>

FCC ID: R7PEG1R1S2

Landis  
Gyr

GRIDSTREAM RF

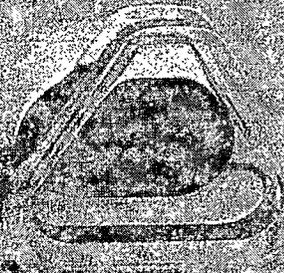
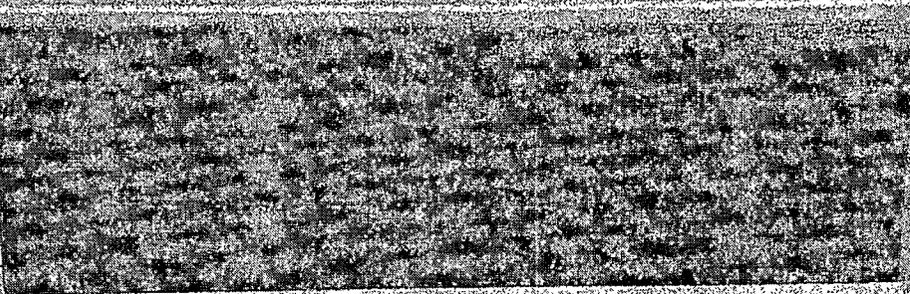


F0BE796A

MODEL: 40-1003  
SERIES D



ZigBee  
Certified product



WFOCUS AXR

FORM 25 CI 200 240V 3W 60Hz TA=30 KIL 7.2



FORM 25

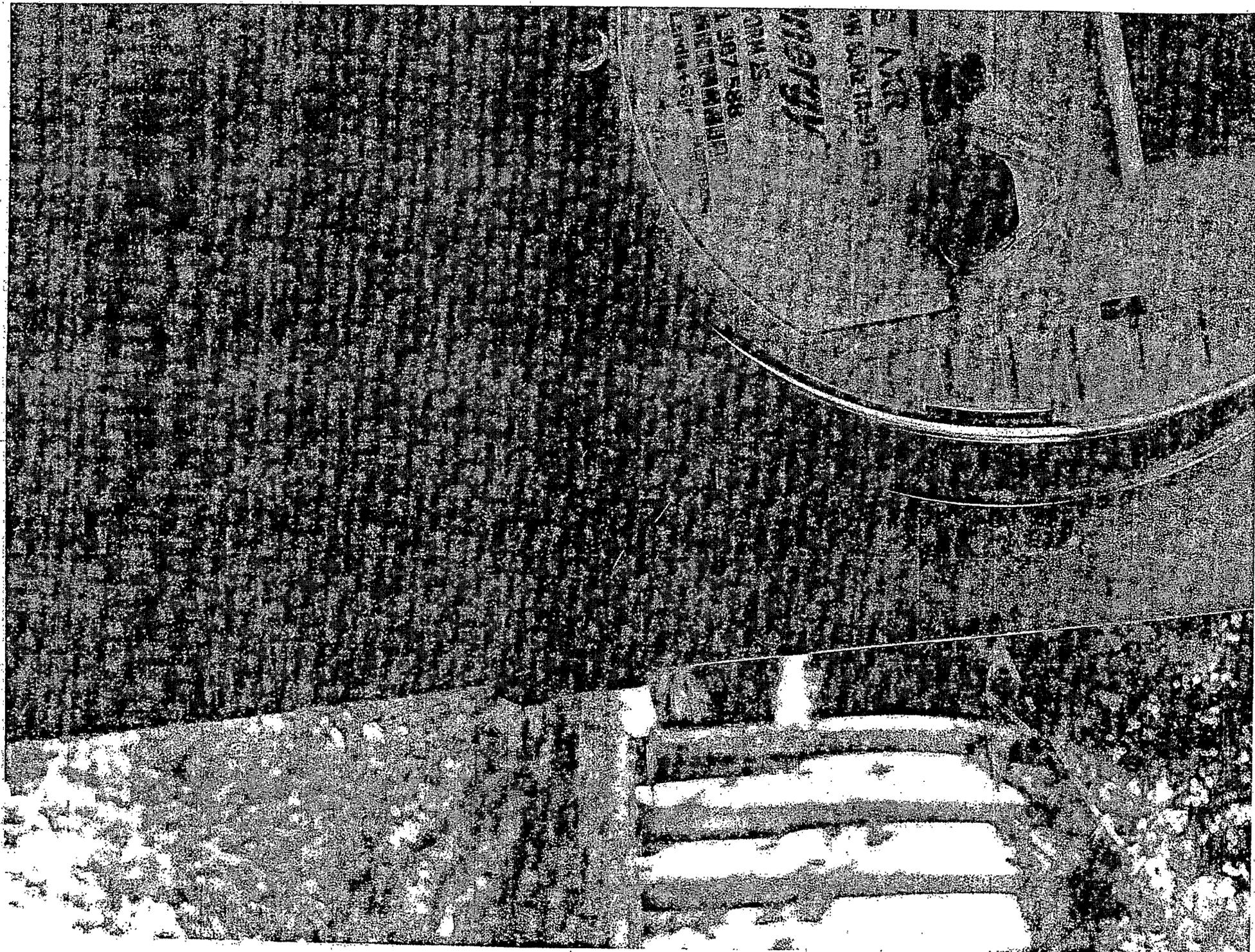
131 987 583



1813  
0316

Landis+Gyr

PATENT PENDING



Serial No. [REDACTED]

Kenergy Corporation  
**METER TEST CARD**

Mfg. Code	Type	Amp	Voltage	Wires	Multiplier	Phase	Demand
L <input checked="" type="checkbox"/>	C <input type="checkbox"/>	2.5 <input type="checkbox"/>	120 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input checked="" type="checkbox"/>	1 <input checked="" type="checkbox"/>	None <input checked="" type="checkbox"/>
G <input type="checkbox"/>	E <input checked="" type="checkbox"/>	15 <input type="checkbox"/>	240 <input checked="" type="checkbox"/>	3 <input checked="" type="checkbox"/>	10 <input type="checkbox"/>	3 <input type="checkbox"/>	Thermal <input type="checkbox"/>
S <input type="checkbox"/>	D <input type="checkbox"/>	30 <input checked="" type="checkbox"/>	277 <input type="checkbox"/>	4 <input type="checkbox"/>	Other _____		Mech. <input type="checkbox"/>
A <input type="checkbox"/>		50 <input type="checkbox"/>	480 <input type="checkbox"/>		Mfg. Type <u>AVR</u>		Electronic <input type="checkbox"/>

Wait Hour K 7.2 Gear Ratio \_\_\_\_\_ Reg Ratio \_\_\_\_\_

Reading As Found 31287 As Left 31287 Purchased Date \_\_\_\_\_

Reason Tested: Consumer \_\_\_\_\_ Acct. # \_\_\_\_\_  
Address \_\_\_\_\_

N   
S   
P   
R   
C   
T

Present For Test: Yes  No   
Replaced Cover  Replaced Register

AS FOUND			AS LEFT		
LOAD	REV. METER	REV. STAND	PERCENT AC-CURACY	REV. STAND	PERCENT AC-CURACY
LL	1		100.0		100.0
FL	1		100.0		100.0
AVERAGE %			100.0		100.0
50% P.F./F.L.	1		100.0		

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tested By T.P. Date 6/12/17  
Standard No. 1 Test Location  Shop  Premises

**Kathy Gebhard**

---

**From:** Pam Welden  
**Sent:** Thursday, June 15, 2017 12:53 PM  
**To:** oe1@henderson.net  
**Subject:** FW: Document Vault: [REDACTED] SPAINHOWARD.pdf  
**Attachments:** [REDACTED] SPAINHOWARD.pdf

Mr. Spainhoward,

Attached is the report showing the events when the meter was pulled and boots removed and reinstalled after the time you purchased the property.

If you need additional information please let me know.

Sincerely,  
Pam Welden | Section Leader - Henderson  
(o) 800.844.4832 | (d) 270.831.4631  
P O Box 18 6402 Old Corydon Road  
Henderson KY 42419-0018

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# USAGE

Published	6/8/2017 9:00:00 PM	0.0000	249.1556	60 Minute	60	OK	-300
Published	6/8/2017 10:00:00 PM	0.0000	249.9724	60 Minute	60	OK	-300
Published	6/8/2017 11:00:00 PM	0.0000	250.1669	60 Minute	60	OK	-300
Published	6/9/2017 1:00:00 AM	0.0000	249.1877	60 Minute	60	OK	-300
Published	6/9/2017 1:00:00 AM	0.0000	249.6711	60 Minute	60	OK	-300
Published	6/9/2017 2:00:00 AM	0.0000	249.7278	60 Minute	60	OK	-300
Published	6/9/2017 3:00:00 AM	0.0000	249.7423	60 Minute	60	OK	-300
Published	6/9/2017 4:00:00 AM	0.0000	249.8885	60 Minute	60	OK	-300
Published	6/9/2017 5:00:00 AM	0.0000	249.7067	60 Minute	60	OK	-300
Published	6/9/2017 6:00:00 AM	0.0000	249.0687	60 Minute	60	OK	-300
Published	6/9/2017 7:00:00 AM	0.0000	248.4978	60 Minute	60	OK	-300
Published	6/9/2017 8:00:00 AM	0.0000	249.3867	60 Minute	60	OK	-300
Published	6/9/2017 9:00:00 AM	0.0000	249.0311	60 Minute	60	OK	-300
Published	6/9/2017 10:00:00 AM	0.0000	248.5389	60 Minute	60	OK	-300
Published	6/9/2017 11:00:00 AM	0.0000	248.1067	60 Minute	60	OK	-300
Published	6/9/2017 12:00:00 PM	0.0000	248.0358	60 Minute	60	OK	-300
Published	6/9/2017 1:00:00 PM	0.0000	247.3245	60 Minute	60	OK	-300
Published	6/9/2017 2:00:00 PM	0.0000	248.4689	60 Minute	60	OK	-300
Published	6/9/2017 3:00:00 PM	0.0000	246.6667	60 Minute	60	OK	-300
Published	6/9/2017 4:00:00 PM	0.0000	248.1166	60 Minute	60	OK	-300
Published	6/9/2017 5:00:00 PM	0.0000	246.2045	60 Minute	60	OK	-300
Published	6/9/2017 6:00:00 PM	0.0000	247.4311	60 Minute	60	OK	-300
Published	6/9/2017 7:00:00 PM	0.0000	248.9245	60 Minute	60	OK	-300
Published	6/9/2017 8:00:00 PM	0.0000	249.3156	60 Minute	60	OK	-300
Published	6/9/2017 9:00:00 PM	0.0000	249.2445	60 Minute	60	OK	-300
Published	6/9/2017 10:00:00 PM	0.0000	249.6734	60 Minute	60	OK	-300
Published	6/9/2017 11:00:00 PM	0.0000	250.6667	60 Minute	60	OK	-300
Published	6/10/2017 12:00:00 AM	0.0000	249.6600	60 Minute	60	OK	-300
Published	6/10/2017 1:00:00 AM	0.0000	249.8734	60 Minute	60	OK	-300
Published	6/10/2017 2:00:00 AM	0.0000	250.7376	60 Minute	60	OK	-300
Published	6/10/2017 3:00:00 AM	0.0000	250.3823	60 Minute	60	OK	-300
Published	6/10/2017 4:00:00 AM	0.0000	250.5656	60 Minute	60	OK	-300
Published	6/10/2017 5:00:00 AM	0.0000	251.2000	60 Minute	60	OK	-300
Published	6/10/2017 6:00:00 AM	0.0000	250.4276	60 Minute	60	OK	-300
Published	6/10/2017 7:00:00 AM	0.0000	249.2978	60 Minute	60	OK	-300
Published	6/10/2017 8:00:00 AM	0.0000	249.5407	60 Minute	60	OK	-300
Published	6/10/2017 9:00:00 AM	0.0000	249.1734	60 Minute	60	OK	-300
Published	6/10/2017 10:00:00 AM	0.0000	248.8511	60 Minute	60	OK	-300
Published	6/10/2017 11:00:00 AM	0.0000	248.1778	60 Minute	60	OK	-300
Published	6/10/2017 12:00:00 PM	0.0000	247.9823	60 Minute	60	OK	-300
Published	6/10/2017 1:00:00 PM	0.0000	247.0223	60 Minute	60	OK	-300
Published	6/10/2017 2:00:00 PM	0.0000	248.4167	60 Minute	60	OK	-300
Published	6/10/2017 3:00:00 PM	0.0000	246.1334	60 Minute	60	OK	-300
Published	6/10/2017 4:00:00 PM	0.0000	245.7600	60 Minute	60	OK	-300
Published	6/10/2017 5:00:00 PM	0.0000	245.5467	60 Minute	60	OK	-300
Published	6/10/2017 6:00:00 PM	0.0000	246.7123	60 Minute	60	OK	-300
Published	6/10/2017 7:00:00 PM	0.0000	248.2845	60 Minute	60	OK	-300
Published	6/10/2017 8:00:00 PM	3.8558	247.1423	60 Minute	60	Partial	-300
Published	6/10/2017 9:00:00 PM	3.8558	246.9867	60 Minute	60	OK	-300
Published	6/10/2017 10:00:00 PM	2.8974	247.6878	60 Minute	60	OK	-300
Published	6/10/2017 11:00:00 PM	0.3708	249.5823	60 Minute	60	OK	-300
Published	6/11/2017 12:00:00 AM	0.0057	250.0267	60 Minute	60	OK	-300

meter pulled  
Boots removed  
↓ usage from  
this point

Published	6/11/2017 1:00:00 AM						
Published	6/11/2017 2:00:00 AM	0.3714	249.5289	60 Minute	60 OK	-300	
Published	6/11/2017 3:00:00 AM	0.3720	249.0845	60 Minute	60 OK	-300	
Published	6/11/2017 4:00:00 AM	1.9350	248.8889	60 Minute	60 OK	-300	
Published	6/11/2017 5:00:00 AM	2.2174	248.0667	60 Minute	60 OK	-300	
Published	6/11/2017 6:00:00 AM	0.0168	250.1511	60 Minute	60 OK	-300	
Published	6/11/2017 7:00:00 AM	0.0000	248.7245	60 Minute	60 OK	-300	
Published	6/11/2017 8:00:00 AM	0.0000	248.2823	60 Minute	60 OK	-300	
Published	6/11/2017 9:00:00 AM	0.0000	249.2823	60 Minute	60 OK	-300	
Published	6/11/2017 10:00:00 AM	0.0000	247.6800	60 Minute	60 OK	-300	
Published	6/11/2017 11:00:00 AM	0.0000	247.2356	60 Minute	60 OK	-300	
Published	6/11/2017 12:00:00 PM	0.0000	246.9156	60 Minute	60 OK	-300	
Published	6/11/2017 1:00:00 PM	0.0000	246.4889	60 Minute	60 OK	-300	
Published	6/11/2017 2:00:00 PM	0.0000	245.1911	60 Minute	60 OK	-300	
Published	6/11/2017 3:00:00 PM	4.0434	244.3600	60 Minute	60 OK	-300	
Published	6/11/2017 4:00:00 PM	4.7250	243.3956	60 Minute	60 OK	-300	
Published	6/11/2017 5:00:00 PM	3.8424	243.0400	60 Minute	60 OK	-300	
Published	6/11/2017 6:00:00 PM	4.3338	243.3956	60 Minute	60 OK	-300	
Published	6/11/2017 7:00:00 PM	3.3474	243.8756	60 Minute	60 OK	-300	
Published	6/11/2017 8:00:00 PM	5.7906	244.1956	60 Minute	60 OK	-300	
Published	6/11/2017 9:00:00 PM	4.6000	246.1200	60 Minute	60 OK	-300	
Published	6/11/2017 10:00:00 PM	3.4968	246.1511	60 Minute	60 OK	-300	
Published	6/11/2017 11:00:00 PM	2.9616	246.1600	60 Minute	60 OK	-300	
Published	6/12/2017 12:00:00 AM	2.7444	247.3823	60 Minute	60 OK	-300	
Published	6/12/2017 1:00:00 AM	0.0000	249.4400	60 Minute	60 OK	-300	
Published	6/12/2017 2:00:00 AM	0.0000	249.8134	60 Minute	60 OK	-300	
Published	6/12/2017 3:00:00 AM	0.0000	250.4356	60 Minute	60 OK	-300	
Published	6/12/2017 4:00:00 AM	0.0000	250.5245	60 Minute	60 OK	-300	
Published	6/12/2017 5:00:00 AM	0.0000	250.6311	60 Minute	60 OK	-300	
Published	6/12/2017 6:00:00 AM	0.0000	250.4889	60 Minute	60 OK	-300	

↓ Meter pulled  
 Boots install  
 ↓ NO usage

meter pulled  
 Boots removed  
 ↓ usage

meter pulled  
 Boots install

Meter # [REDACTED] Endpoint s/n [REDACTED]  
Command: Get Event Log

Number of events = 17

Event Time = 12/31/1969 6:00:01 PM  
Event Type = Radio Event Mask Update  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
RadioAddress = 00-00-00-00-00-00-10-10-10  
Update Command = 0

EVENTS

Event Time = 6/10/2017 8:19:11 PM  
Event Type = Radio Lost Power  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/11/2017 1:19:11 AM GMT  
Sustained Outage Count = 4  
Momentary Outage Count = 28  
EPF Count = 41  
EPF Status = 4

← meter pulled  
Boots Removed

meter now showing  
usage

Event Time = 6/10/2017 8:20:16 PM  
Event Type = Radio Detected Sustained Outage  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/11/2017 1:19:11 AM GMT  
Restored Power Time = 6/11/2017 1:19:44 AM GMT  
Sustained Outage Count = 5  
Momentary Outage Count = 28  
EPF Status = 4

Event Time = 6/10/2017 8:19:13 PM  
Event Type = Primary Power Down  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Meter event Primary Power Down  
Time event occurred on meter = 6/10/2017 8:19:13 PM  
Sequence number = 119  
User id = 0  
Event argument = 00-00

meter set

Event Time = 6/10/2017 8:19:47 PM  
Event Type = Primary Power Up  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Meter event Primary Power Up  
Time event occurred on meter = 6/10/2017 8:19:47 PM  
Sequence number = 120  
User id = 0  
Event argument = 00-00

meter was pulled  
& Boots installed on  
6/11 Between 5:46am  
meter was pulled &  
Boots removed on  
6/11 Between 1:42pm

Event Time = 6/12/2017 6:48:17 AM  
Event Type = Radio Lost Power  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/12/2017 11:48:17 AM GMT  
Sustained Outage Count = 5  
Momentary Outage Count = 28  
EPF Count = 42  
EPF Status = 4

← meter pulled  
Boots installed

The EVENT LOG  
won't show all  
EVENTS

Event Time = 6/12/2017 6:49:53 AM  
Event Type = Radio Detected Sustained Outage  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/12/2017 11:48:17 AM GMT  
Restored Power Time = 6/12/2017 11:49:21 AM GMT  
Sustained Outage Count = 6  
Momentary Outage Count = 28  
EPF Status = 4

Event Time = 6/12/2017 6:48:22 AM  
Event Type = Primary Power Down  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Meter event Primary Power Down  
Time event occurred on meter = 6/12/2017 6:48:22 AM  
Sequence number = 121  
User id = 0  
Event argument = 00-00

Event Time = 6/12/2017 6:49:27 AM  
Event Type = Primary Power Up  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Meter event Primary Power Up  
Time event occurred on meter = 6/12/2017 6:49:27 AM  
Sequence number = 122  
User id = 0  
Event argument = 00-00

Event Time = 6/12/2017 9:21:57 AM  
Event Type = Radio Lost Power  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/12/2017 2:21:57 PM GMT  
Sustained Outage Count = 6  
Momentary Outage Count = 28  
EPF Count = 43  
EPF Status = 4

Event Time = 6/12/2017 10:26:33 AM  
Event Type = Radio First Acquired Time  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
LAN ID of Radio Giving Time = F0AB1138  
Radio Age When Acquired Time = 32s

Event Time = 6/12/2017 10:26:35 AM  
Event Type = Radio System Status Updated  
Event Report Type = Advisory  
Event Error Flag = False  
Event Parameters:

Radio has at least one RF routing neighbor  
Radio can not be used for routing  
Radio is operating on Wide channel  
Radio does not have battery backup  
Radio is not co-located  
Radio is operating on mobile mode

Event Time = 6/12/2017 10:26:38 AM  
Event Type = Radio Detected Sustained Outage  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/12/2017 2:21:57 PM GMT

*meter set*

*no usage ↓*

*Tommy pulled meter  
due to Tampering*

Restored Power Time = 6/12/2017 3:26:06 PM GMT  
Sustained Outage Count = 7  
Momentary Outage Count = 28  
EPF Status = 4

Event Time = 6/12/2017 10:27:40 AM  
Event Type = Radio Lost Power  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/12/2017 3:27:40 PM GMT  
Sustained Outage Count = 7  
Momentary Outage Count = 28  
EPF Count = 44  
EPF Status = 4

Event Time = 6/13/2017 3:02:39 PM  
Event Type = Radio First Acquired Time  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
LAN ID of Radio Giving Time = FOAB10EA  
Radio Age When Acquired Time = 36s

Event Time = 6/13/2017 3:02:41 PM  
Event Type = Radio System Status Updated  
Event Report Type = Advisory  
Event Error Flag = False  
Event Parameters:  
Radio has at least one RF routing neighbor  
Radio can not be used for routing  
Radio is operating on Wide channel  
Radio does not have battery backup  
Radio is not co-located  
Radio is operating on mobile mode

Event Time = 6/13/2017 3:02:42 PM  
Event Type = Radio Detected Sustained Outage  
Event Report Type = Log Only  
Event Error Flag = False  
Event Parameters:  
Lost Power Time = 6/12/2017 3:27:40 PM GMT  
Restored Power Time = 6/13/2017 8:02:04 PM GMT  
Sustained Outage Count = 8  
Momentary Outage Count = 28  
EPF Status = 4