

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JUDY M. HANDSHOE)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2020-00161
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

On May 7, 2020, Judy M. Handshoe (Ms. Handshoe) tendered a formal complaint with the Commission against Duke Energy Kentucky Inc. (Duke Kentucky) stating that her account was overbilled due to a faulty meter. Ms. Handshoe claims that the next day after the meter was changed that her bills “went back to the norm [sic].” Ms. Handshoe asserts that in order to remedy this situation, Duke Kentucky should be required to reimburse her for the alleged overcharged consumption.

The Commission issued an Order on July 10, 2020, requiring Ms. Handshoe to file copies of all electric bills issued to her by Duke Kentucky that support the allegations made in her complaint. On July 28, 2020, Ms. Handshoe filed copies of her bills into the record. The Commission then issued an Order on October 16, 2020, notifying Duke Kentucky that it had been named as a Defendant in a formal complaint, attached a copy of said complaint, and stated that Duke Kentucky was to satisfy the matters complained of or file a written answer to the Complaint within ten days from the date of the Order.

Duke Kentucky filed an answer and motion to dismiss on October 27, 2020, and asserts that the meter in place at Ms. Handshoe's premises during the billing period in question had been tested and met all applicable accuracy requirements.¹ Duke Kentucky provided a copy of the meter test results indicating the same.² Duke Kentucky further contends that because Ms. Handshoe's meter was tested and was accurately capturing usage that the usage Ms. Handshoe was billed for was accurate and billed correctly.³

At the request of Ms. Handshoe the Commission had the meters in question tested by Luthan Electric Meter Testing on July 7, 2020. Both meters passed all accuracy requirements (see attached Appendix).

Having reviewed the evidentiary record and being otherwise sufficiently advised, the Commission finds that because Ms. Handshoe is alleging that Duke Kentucky overcharged her for electric service and because the only evidence in the record indicates that Ms. Handshoe's old meters have tested accurately, Ms. Handshoe should have an additional 20 days from the date of this Order to submit additional evidence in support of her complaint.

The Commission directs Ms. Handshoe to the Commission's July 22, 2021 Order in Case No. 2020-00085⁴ regarding the filing of physical documents with the Commission.

¹ Duke Kentucky Answer and Motion to Dismiss at 1.

² *Id.*

³ *Id.* at 3.

⁴ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

In the Commission's March 16, 2020 Order in Case No. 2020-00085,⁵ the Commission provides instructions for filings in non-electronic cases, insofar that parties of non-electronic cases may file one original document with no copies or send an electronic mail message with an electronic copy of the document to the Commission and to parties to the matter. Any electronic email filed in this manner should be sent to this email: PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents. If electronic mail is used, please limit the size of the documents to 5 MB.

IT IS HEREBY ORDERED that within 20 days of the date of this Order, Ms. Handshoe may file additional information into the record in support of her complaint.

⁵ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6.

By the Commission

ENTERED
AUG 05 2021 ^{rCS}
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


_____ for
Executive Director

Case No. 2020-00161

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2020-00161 DATED AUG 05 2021

FIVE PAGES TO FOLLOW

Kentucky Public Service Commission (KPSC) Meter Standards Laboratory Meter Test Results (Electric)

Testing Facility Information

ATTACHMENT D

Page 1 of 2

Testing Agency:	LUTHAN ELECTRIC METER TESTING	Address:	625 BIRKHEAD AVENUE	Manager:	TERRY COOK
Phone Number:	270-683-2474	Email:	SAREDENIUS@TDS.NET	Fax Number:	270-683-2262
Received By:	SARA REDENIUS	Date Received:	7/7/2020	Test Date:	7/7/2020

Meter Information Kentucky Public Service Commission (KPSC) Meter Standards Laboratory Meter Test Results (Electric)

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Meter Information

Manufacture:	CENTRON	Form:	2	Multiplier:	1
Meter Number:	320284213	Type:	C2M	Kh:	1
Serial Number:	320284213	Voltage:	240	Meter Cover Sealed:	YES
Test Amps (TA):	30	Register Type:	DIGITAL	Meter Condition:	GOOD
Class:	200	Register Ratio:		Mechanical/Solid State	SOLID STATE

Test Equipment Used

Master Std. Type:	RADIAN RM 10-06	Working Std. Type:	RADIAN	Test Bench Used:	RADIAN WECO 4150
Master Std. SN:	508811	Working Std. SN:	301534	Test Bench SN:	7628
Meter Tester Name:	SARA REDENIUS	KPSC ID:	E0929		

Test Bench Information Required

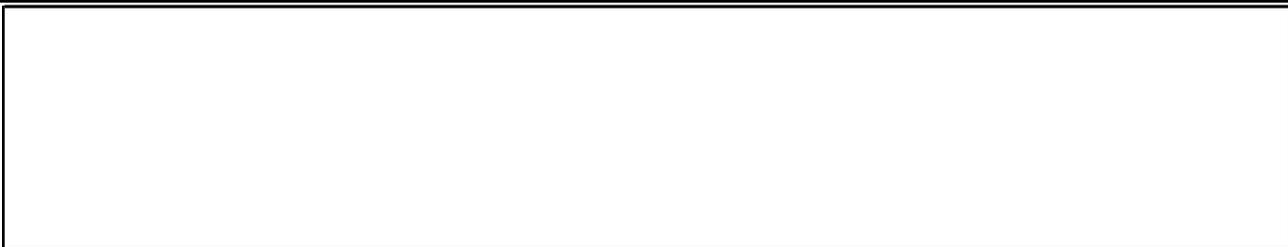
1. Attach copy of the latest certification on master watt-hour standard.
2. Attach copy of the latest comparison test between the working watt-hour standard and master watt-hour standard.

Test Measurements

(complete tests for each of the load conditions specified in the series before repeating additional test series)

DISC REVS (min)	1	1	1	1	1	3	3	3	3	5	5	5	5		
TEST AMPS (TA)	0.25	0.50	1	1.5	2.5	3 (LL)	5	10	15	25	30 (FL)	50	30 (0.5 PF)		
SERIES	As Found													As Left	
1	52519	99.78	99.89	99.90	99.95	99.92	99.89	99.90	99.91	99.93	99.94	100.11	99.84	99.93	52519
2	52519	99.95	99.91	99.94	99.98	99.93	99.91	99.92	99.93	99.94	99.92	99.91	99.92	99.91	52519
3	52519	100.02	99.94	99.95	99.97	99.94	99.91	99.92	99.92	99.94	99.93	100.11	99.91	99.93	52519

4														
5														
6														
Average		99.92	99.91	99.93	99.97	99.93	99.90	99.91	99.92	99.94	99.93	100.04	99.89	99.92



Average Meter Error

	Average	+/- 1%	+/- 2%
FL at 0.5 PF	99.92	PASS	PASS
(FL + LL) / 2	99.97	PASS	PASS
(4FL + LL) / 5	100.02	PASS	PASS

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Average		99.92	99.91	99.93	99.97	99.93	99.90	99.91	99.92	99.94	99.93	100.04	99.89	99.92	

Average Meter Error

	Average	+/- 1%	+/- 2%
FL at 0.5 PF	99.92	PASS	PASS
(FL + LL) / 2	99.97	PASS	PASS
(4FL + LL) / 5	100.02	PASS	PASS

Important Notes:

807 KAR 5:041, Section 17, Test Procedures and Accuracy Requirements.
Pursuant to 807 KAR 5:041, Section 17(1) - AC Watthour meters and associated devices shall be tested at the loads prescribed below and **shall not exceed +/- 1% allowable tolerance:**

LL - "Light Load" tests are performed at **10% of rated test current (TA) at unity (1.0) Power Factor (PF)**
FL - "Full Load" tests are performed at **100% of rated test current (TA) at unity (1.0) Power Factor (PF)**
PF - "Power Factor" tests are performed at **100% of rated test current (TA) at 50% (.5) Power Factor (PF)**

Pursuant to 807 KAR 5:041, Section 17(1)(b) - When a meter is tested on complaint or request, additional test runs shall be made and care exercised to insure that any trouble with the meter will be detected. **(A minimum of 3 series of tests at various load conditions should be performed. If the meter accuracy for any test condition is greater than +/- 1% additional test series shall be performed to verify the accuracy of the meter.)**

Pursuant to 807 KAR 5:041, Section 17(1)(c) - For refund and back billing purposes, accuracy of the meter shall be determined by adding the average registration at LL (10% of test current) and the average registration at full load (100 % of test current) and dividing by 2.

Pursuant to 807 KAR 5:006, Section 11(2)(a) - **If test results on a customer's meter show an average meter error greater than 2% fast or slow**, or if a customer has been incorrectly billed for another reason, except if a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility shall:

1. Immediately determine the period during which the error has existed;
2. Recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer; and
3. Readjust the account based upon the period during which the error is known to have existed.

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Test Amps (TA):	30	Register Type:	DIGITAL	Meter Condition:	GOOD
Class:	200	Register Ratio:		Mechanical/Solid State	SOLID STATE

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SERIES	As Found													As Left	
1	0	100.03	99.96	99.93	99.99	99.91	99.93	99.93	99.94	100.20	99.95	99.94	99.93	99.96	0
2	0	100.11	99.98	99.96	100.00	99.97	99.93	99.94	99.94	99.96	99.96	99.94	99.95	99.96	0
3	0	100.09	99.97	99.97	100.02	99.98	99.93	99.94	99.94	99.95	99.96	99.94	99.92	99.95	
4															
5															
6															
Average		100.08	99.97	99.95	100.00	99.95	99.93	99.94	99.94	100.04	99.96	99.94	99.93	99.96	

Average Meter Error

	Average	+/- 1%	+/- 2%
FL at 0.5 PF	99.96	PASS	PASS
(FL + LL) / 2	99.94	PASS	PASS
(4FL + LL) / 5	99.94	PASS	PASS

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