GRANT, ROSE & PUMPHREY

ATTORNEYS-AT-LAW
51 SOUTH MAIN STREET
WINCHESTER, KENTUCKY 40391
PHONE (859) 744-6828
FAX (859) 744-6855

July 2, 2021

OF COUNSEL ROBERT L. ROSE

R. RUSSELL GRANT (1915-1977) WILLIAM R. PUMPHREY (1948-)

Linda C. Bridwell
Executive Director
Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, Kentucky 40602-0615

VIA E-MAIL DELIVERY PSCED@ky.gov

Re: PSC Case No. 2021-00254

Dear Ms. Bridwell:

BRIAN N. THOMAS
JOHN S. PUMPHREY

On behalf of Clark Energy Cooperative, Inc. ("Clark Energy") and in conformity with the Commission's Order entered on June 25, 2021, in the above-referenced Case, please find enclosed Clark Energy's response to the complainant's Complaint.

Very truly yours,

GRANT, ROSE & PUMPHREY

Enclosures

cc: Mr. Michael Bishop

128 Spring Meadows Drive

Jeffersonville, Kentucky 40337

RECEIVED

JUL 02 2021

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

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)	
)	CASE NO.
)	2021-00254
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COOPERATIVE'S ANSWER TO COMPLAINT

Comes Clark Energy Cooperative, Inc. ("Clark"), the defendant herein, by and through counsel, and, in response to the complainant's allegations outlined in his June 3, 2021, complaint and in compliance with the Commission's Order entered herein on June 25, 2021, to satisfy or answer the complaint, respectfully submits this response.

The complainant states in his complaint, "I HAD CALLED IN 2016 AND HAD THE LIGHT AT THE END OF THE CUL-DE-SAC TURNED OFF AS I WAS GETTING NO BENEFIT FROM IT AND AT THE TIME I WAS THE LAST HOUSEON THE ROAD. IT WAS TURNED OFF IN 2016." Clark has no record of a service order requesting a security light be disconnected at the complainant's service address. The only service order that was created in 2016 for the complainant was the service order to

transfer his current service location into his name. If a Clark serviceman had disconnected the complainant's light, Clark would have created a service order and maintained record of the service order that was issued. Please refer to Exhibit 1 which contains the complainant's service order history. As can be seen therefrom, there was no request for a security light to be disconnected during 2016. The security light was requested to be disconnected on April 6, 2021, when the complainant came into Clark's Winchester office.

The complainant states in his complaint, "THERE IS ANOTHER LIGHT BETWEEN MY HOUSE AND THE PRECEEDING HOUSE BUT ASHOW THE NEIGHBOR (NOW DECEASED) HAD CALLED CLARK RECC OUT LAST YEAR TO WORK ON THE LIGHT AND TURN IT TOWARDS HER DRIVEWAY I NATURALLY ASSUMED SHE HAD BEEN PAYING FOR IT." Please see Exhibit 2 which includes a mapping image of the complainant's service address along with the location of the security light for which he was paying. The mapping image also includes the light location of his neighbor, referred to in his complaint. Further, please refer to Exhibit 3 which shows billing statements of the complainant's neighbor from 2021, 2020, and 2019. It can be seen therefrom that this consumer was correctly billed for the light on her property.

Regarding the payment arrangement the complainant discusses in his complaint, on April 6, 2021, he came into Clark's Winchester office and—for approximately an hour and thirty minutes—demanded that Clark refund him for a security light that

had been billed to his account since 2016. All of this occurred while Clark had other consumers entering its office to conduct business. In an attempt to de-escalate the situation, the complainant was offered a payment arrangement in which he would pay \$200 that day to have his service restored and \$120/month in addition to his current bill for the succeeding four billing months. (Please refer to Exhibit 4 for the arrangement.) complainant paid the \$200, and his service was restored, but he refused the \$120 payment arrangement on the remaining past due The complainant stated he could afford only an extra payment of \$5/month on his past due balance. Clark informed the complainant that a monthly payment arrangement of \$5 could not be agreed to. Clark provided him with contact information to LIHEAP programs for assistance in paying off his past due balance. The complainant's behavior and unwillingness to work towards a reasonable arrangement made it impossible to assist him in reaching a mutually agreed payment arrangement.

The complainant states in his complaint, "I HAD RECEIVED NO DISCONNECT NOTICE." Please refer to Exhibit 5 for the disconnect notice that was mailed to him on April 19, 2021. Additionally, had Clark disconnected the complainant according to regularly scheduled disconnects for his billing cycle, he would have been disconnected on May 4, 2021. However, due to the arrangement created for him on April 6, 2021, he was given until

May 19, 2021, before he was disconnected due to breaking the arrangement.

In his complaint, the complainant asks the Commission to investigate the reasoning for the pole change out between his service location and his neighbor's. Clark changed this pole following a third party's request. The third party is a pole attachment customer who requested and paid for the pole change out.

The complainant also asks that the Commission investigate why he has not received documents he requested of Clark. The complainant contacted Clark and requested that he be sent all his billing statements from 2016 to present. Clark promptly sent this to him via mail, as shown in Exhibit 6, and via the email Clark has on file.

wherefore, Clark Energy Cooperative, Inc. respectfully
requests the following:

- 1) That, insofar as this matter concerns questions the complainant had of the defendant concerning the pole change out and document request, the Commission not take further action as the defendant has satisfied the complaint; and
- 2) That, insofar as this matter concerns the complainant's desire to have his power restored without sufficient assurances of payment therefor, reimbursement or replacement of property by the defendant, or investigation of the defendant's

personnel, the Commission dismiss this matter or set it for further informal proceedings at the convenience of the Commission.

DATED: This 2nd day of July, 2021.

Respectfully submitted,

GRANT, ROSE & PUMPHREY
51 South Main Street
Winchester, Kentucky 40391
Telephone: (859) 744-6828

By: John S. Pumphrey

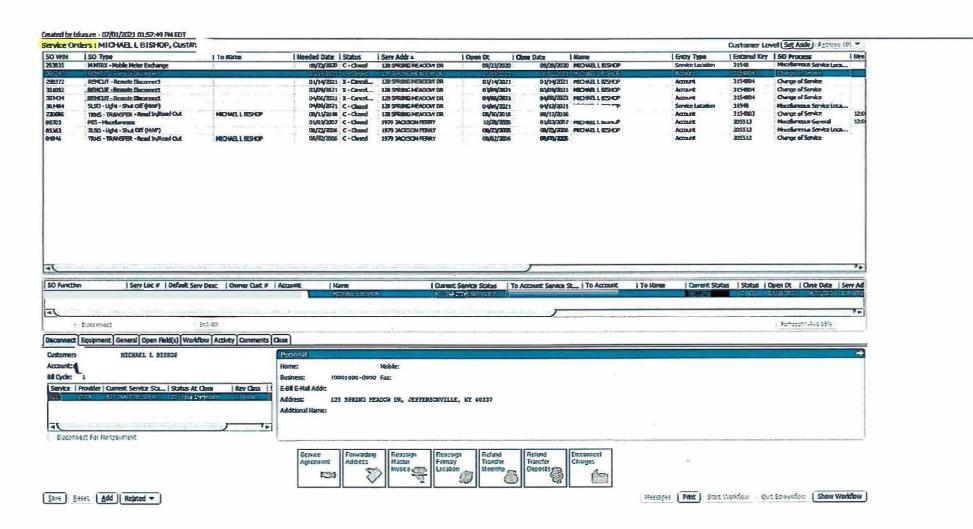
ATTORNEYS FOR CLARK ENERGY COOPERATIVE, INC.

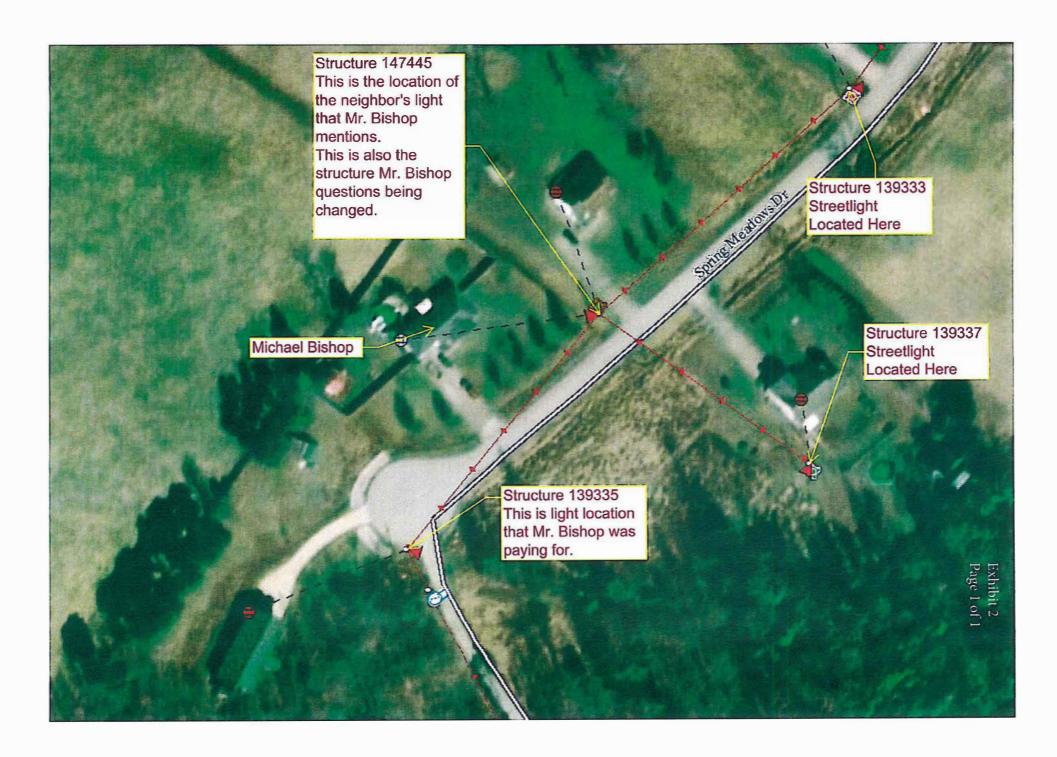
CERTIFICATE OF SERVICE

This is to certify that the foregoing Answer has been served upon the complainant by mailing a true copy of same to 128 Spring Meadows Drive, Jeffersonville, Kentucky 40337, and upon the Commission by electronic mail delivery to the Public Service Commission's e-mail, PSCED@ky.gov, on this 2nd day of July, 2021.

Of Counsel for Clark Energy Cooperative Inc.









PO Box 748 Winchester, KY 40392

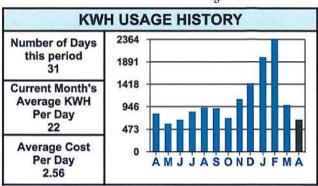
(859) 744-4251 or (800) 992-3269 www.clarkenergy.com

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124 SPRING MEADOWS DR JEFFERSONVILLE KY 40337-9103

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GO PAPERLESS! Ebilling is available at clarkenergy.com. Click on the "Pay Bill" link to access your account information. You can register to receive an email notification when your account bills and also have your mailed paper statement stopped.

Be prepared for the "ups and downs" of your electric bill. The sign up period for Levelized Billing is now open. Call our office for additional information.

ACCOUNT N	JMBER		NAME	BILL DAT	E TELEP	HONE	PLEASE	VERIFY TELEP	HON	E NUMBER AND
()			04/27/20	21 (MAKE	ANY CHANGES	ON E	BACK OF STUB
SERV	ICE DESCRIPTION		SERVICE LO	CATION	MAP NI	JMBER	Fl	JEL FACTOR		BILL TYPE
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	The second second		ach Clark Energy o		Or Afte	05/1	3/2021	BANK DRA	FT	DO NOT PAY

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

124 SPRING MEADOWS DR JEFFERSONVILLE KY 40337-9103

ARE YOU STILL MAILING IN YOUR PAYMENT? USE OUR AUTOMATED SYSTEM TO PAY YOUR BILL; IT IS FAST, SECURE AND FREEI (877) 562-5469 OPTION 2

- ☐ CHECK HERE TO INDICATE ADDRESS &/OR PHONE NUMBER CHANGE ON BACK
- CHECK HERE FOR AUTOMATIC BANK DRAFT SERVICE COMPLETE APPLICATION ON THE BACK OF THIS STUB. VOIDED CHECK MUST BE PROVIDED
- CHECK HERE FOR NEIGHBOR TO NEIGHBOR CONTRIBUTION AND ADD TO THE TOTAL DUE

PLEASE INDICATE AMOUNT BEING DONATED.

Member Number:	4
Account Number:	()
Amount Due On Or Before 05/13/2021:	\$91.47
BANK DRAFT	DO NOT PAY

CLARK ENERGY PO BOX 748 WINCHESTER KY 40392-0748





PO Box 748 Winchester, KY 40392

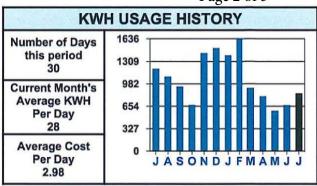
(859) 744-4251 or (800) 992-3269 www.clarkenergy.com

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124 SPRING MEADOWS DR JEFFERSONVILLE KY 40337-9103

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All Clark Energy lobbies are closed until the state of emergency is withdrawn. For service requests please call our office at 1-800-992-3269. Our drive-thru windows are open from 8:00 a.m. - 4:30 p.m. Payments can be made using our free Smart Hub app; online at www.clarkenergy.com or by calling 1-877-562-5469.

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	HOUSE		124 SPRING ME	ADO	WS DR	2494	006		0.0114690	R	EGULAR BILL
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			ded after due date.			Drafted C	n		Amt Du	e	\$101.75
Night depos	itories are avail	able at e	ach Clark Energy o	office.		Or After	08	/13/2020	BANK DR	AFT	DO NOT PAY

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

124 SPRING MEADOWS DR JEFFERSONVILLE KY 40337-9103

ARE YOU STILL MAILING IN YOUR PAYMENT? USE OUR AUTOMATED SYSTEM TO PAY YOUR BILL; IT IS FAST, SECURE AND FREEI (877) 562-5469 OPTION 2

- ☐ CHECK HERE TO INDICATE ADDRESS &/OR PHONE NUMBER CHANGE ON BACK
- ☐ CHECK HERE FOR AUTOMATIC BANK DRAFT SERVICE COMPLETE APPLICATION ON THE BACK OF THIS STUB. VOIDED CHECK MUST BE PROVIDED
- CHECK HERE FOR NEIGHBOR TO NEIGHBOR CONTRIBUTION AND ADD TO THE TOTAL DUE

PLEASE INDICATE AMOUNT BEING DONATED.

Member Number:	
Account Number:	
Amount Due On Or Before 08/13/2020:	\$101.75
BANK DRAFT	DO NOT PAY

CLARK ENERGY PO BOX 748 WINCHESTER KY 40392-0748





PO Box 748 Winchester, KY 40392

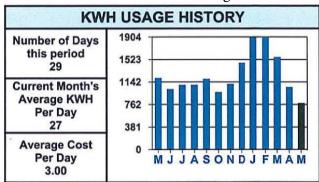
(859) 744-4251 or (800) 992-3269 www.clarkenergy.com

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124 SPKING MEADOWS DR JEFFERSONVILLE KY 40337-9103

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MARK YOUR CALENDARS: Clark Energy Cooperative's annual meeting will be held Friday, June 21st at the Stanton City Park. Registration starts at 11:30 a.m. and the business meeting begins at 2:00 p.m.

Be prepared for the "ups and downs" of your electric bill. The sign up period for Levelized Billing is now open. Call our office for additional information.

ACCOUNT NUM	BER	N. N	NAME	Visit I	BILL DAT	E TELE	PHONE	PLEASE	VERIFY TELE	PHON	E NUMBER AND
4					05/28/201	9		MAKE	ANY CHANGE	SON	BACK OF STUB
SERVIC	E DESCRIPTION		SERVICE LO	DCATI	ON	MAP	NUMBER	FI	JEL FACTOR		BILL TYPE
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Night deposit	ories are avai	lable at ea	ach Clark Energy	office	э.	Or Afte	er of	5/13/2019	BANK DR	AFT	DO NOT PAY

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

124 SPKING MEADOWS DR JEFFERSONVILLE KY 40337-9103

ARE YOU STILL MAILING IN YOUR PAYMENT? USE OUR AUTOMATED SYSTEM TO PAY YOUR BILL; IT IS FAST, SECURE AND FREE! (877) 562-5469 OPTION 2

- ☐ CHECK HERE TO INDICATE ADDRESS &/OR PHONE NUMBER CHANGE ON BACK
- CHECK HERE FOR AUTOMATIC BANK DRAFT SERVICE COMPLETE APPLICATION ON THE BACK OF THIS STUB. VOIDED CHECK MUST BE PROVIDED
- CHECK HERE FOR NEIGHBOR TO NEIGHBOR CONTRIBUTION AND ADD TO THE TOTAL DUE

PLEASE INDICATE AMOUNT BEING DONATED.

Member Number:	
Account Number:	
Amount Due On Or Before 06/13/2019:	\$99.38
BANK DRAFT	DO NOT PAY

CLARK ENERGY PO BOX 748 WINCHESTER KY 40392-0748



Payment arrangement given to Mr. Bishop

April 6, 2021

MICHABL L BISHOP 128 SPRING MEADOW DR JEFFERSONVILLE, KY 40337

RE: Account Number

Provider: COOP

Total Amt Owed: 681.89 Delinquent Amt: 404,36

Dear Customer,

Thank you for your willingness to work with us on paying your delinquent balance. As per our agreement, we have suspended further action of our normal collection procedures based upon the following arrangement:

Payment Due Date	Payment Amount			
04/06/2021	200.00		_	L.
05/17/2021	120.00	Plus		19th
06/17/2021	120.00	bill	by	عادارا
07/17/2021	120.00	of	each	menth
08/17/2021	121.89		Ç	

Please be advised that failure to keep the above payment schedule as agreed will cancel this special arrangement and result in the normal collection process being reinstated. Please keep in mind that any current bill is due in addition to this arrangement. To verify this agreement, please sign below and promptly return a copy to our office.

Sincerely,

CLARK ENERGY COOPERATIVE INC (859)744-4251

Customer Signature: he mulesed to sign & tald Clark
he would any pay \$5.00 a month

NNNN 0003154804



NOTICE OF OVERDUE ACCOUNT

Account Number Service Address 128 SPRING MEADOW DR **Billing Dato** 04/01/2021 Notice Date 04/19/2021 Final Payment Date 04/30/2021 AMOUNT DUE: \$481.89

(859) 744-4251 or (800) 992-3269 www.clarkenergy.com

HAEL L BISBOP SPRING MEADOWS DR TERSONVILLE XY 40337-9103 5 229 C-1

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****DISCONNECT NOTICE****

According to our records, your electric account has an unpaid balance. The amount due includes a 5% late fee that is assessed to all delinquent accounts.

The balance due must be received in our office on or before the final payment date to avoid disconnection of your service. If your service is disconnected you will be charged a service charge. Clark Energy does not reconnect service that has been turned off for non-payment after business hours. Please see the back of this form for additional information.

If you feel you have received this notice in error, or if you have any questions, please call our office and speak with a customer service representative.

If this bill is not paid or you have not contacted the Cooperative on or before the final payment date Indicated, your electric service will be disconnected without further notice.

Clark Energy does not collect payments in the field. Payments can be made at www.clarkenergy.com or by phone, (877) 562-5469.

Please detach and return bottom portion with payment



Windhoster, KY 40392

DISCONNECT NOTICE

Account Number	Member Number	Date of Notice	Final Payment Date	Amount Due
0404004		04/19/2021	04/30/2021	\$481.89

MICHAEL L BISHOP 128 SPRING MEADOW DR JEFFERSONVILLE KY 40337-0000

Send Payment To: **CLARK ENERGY** 01 PO BOX 748 WINCHESTER KY 40392-0748 [«[եց]ըը] Ինկ Ալայրըը հետոսանում կլիային կենք դերեր հետև կար հրան



UNITED STATES POSTAL SERVICE.

WINCHESTER 120 N MAIN ST WINCHESTER, KY 40391-9998 (800)275-8777

275-8	777		03:51	PM
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Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also and Data rates may apply. You may also visit www.usps.com USPS Tracking or call 1-800-222-1811.

Preview your Mail
Track your Packages
Sign up for FREE @
https://informeddalivery.usps.com

All sales final on stamps and postage.
Refunds for guaranteed services only.
Thank you for your business.

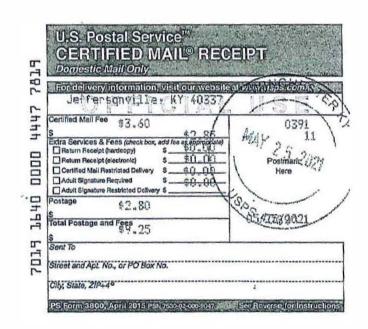
Go to: https://postalexperience.com/Pos or scan this code with your mobile device.



or call 1-800-410-7420.

UFN: 208428-0391 Receipt #: 840-54000149-3-4877063-2

Clerk: 11



USPS Tracking®

FAQs >

Track Another Package +

Tracking Number: 70191640000044477819

Remove X

Your item was delivered at 3:07 pm on June 30, 2021 in JEFFERSONVILLE, KY 40337.

Oblivered

June 30, 2021 at 3:07 pm JEFFERSONVILLE, KY 40337 Feedback

Text	2	Fm	ail	H	nd	at	AS
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Select what types of updates you'd like to receive and how. Send me a notification for:

Text	Email
	All Below Updates
	Expected Delivery Updates (*)
	Day of Delivery Updates (1)
	Package Delivered ①

Available for Pickup (1)

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Delivery Exception Updates ①
Package In-Transit Updates 3

Tracking History

June 30, 2021, 3:07 pm

Delivered

JEFFERSONVILLE, KY 40337

Your item was delivered at 3:07 pm on June 30, 2021 In JEFFERSONVILLE, KY 40337.

June 27, 2021, 2:34 pm Available for Pickup JEFFERSONVILLE, KY 40337

Reminder to Schedule Redelivery of your item

May 26, 2021, 2:09 pm Notice Left (No Authorized Recipient Available) JEFFERSONVILLE, KY 40337

May 26, 2021, 7:40 am Out for Delivery JEFFERSONVILLE, KY 40337

May 26, 2021, 7:35 am Arrived at Post Office JEFFERSONVILLE, KY 40337

May 26, 2021, 12:02 am
Departed USPS Regional Facility
LEXINGTON KY DISTRIBUTION CENTER

May 25, 2021, 10:30 pm Arrived at USPS Regional Facility

LEXINGTON KY DISTRIBUTION CENTER

May 25, 2021, 5:23 pm Departed Post Office WINCHESTER, KY 40391

May 25, 2021, 3:50 pm USPS in possession of item WINCHESTER, KY 40391

Product Information



See Less ^

Feedback

Can't find what you're looking for?

Go to our FAQs section to find answers to your tracking questions.

FAQs