

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

|                               |   |            |
|-------------------------------|---|------------|
| NANCY AND DAVID KILBY         | ) |            |
|                               | ) |            |
| COMPLAINANT                   | ) |            |
|                               | ) |            |
| V.                            | ) | CASE NO.   |
|                               | ) | 2022-00082 |
| SOUTH KENTUCKY RURAL ELECTRIC | ) |            |
| COOPERATIVE CORPORATION       | ) |            |
|                               | ) |            |
| DEFENDANT                     | ) |            |

ORDER

On June 10, 2022, the Commission ordered South Kentucky Rural Electric Cooperative Corporation (South Kentucky RECC) to satisfy or answer a formal complaint filed on March 11, 2022 by Nancy and David Kilby, a copy of which is attached to this Order as an Appendix. The Order included a request for information that included requests for meter test results and correspondence. On June 14, 2022, South Kentucky RECC filed a response to the request for information but did not file a written answer responding to the allegations contained in the complaint.

Commission regulation 807 KAR 5:001, Section 20(4)(b) requires “complaint be answered in writing within ten (10) days from the date of service of the order.” Commission regulation 807 KAR 5:001, Section 20(6)(a) states “The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of any new matters constituting a defense.” South

Kentucky RECC did not file a written answer containing denials and defenses within ten days.

In addition, South Kentucky RECC's filing was not effectuated by an attorney as is required for a corporation. No person may engage in the practice of law in Kentucky without first obtaining a license to practice.

The practice of law is any service rendered involving legal knowledge or legal advice, whether of representation, counsel or advocacy in or out of court, rendered in respect to the rights, duties, obligations, liabilities, or business relations of one requiring the services.<sup>1</sup>

It includes, as Kentucky's highest court held in *Kentucky State Bar Association v. Henry Vogt Machine Co.*<sup>2</sup> the representation of a business before a state administrative agency.

[A]ny attorney who is not licensed to practice in the State of Kentucky and who seeks to represent a client or employer before this Commission, must engage a member of the Kentucky Bar Association. It logically follows that if an unlicensed attorney may not represent a client before this Commission, neither may a layman.<sup>3</sup>

Commission regulations incorporate these sentiments. Commission regulation 807 KAR 5:001, Section 4(4), states in part: "A person shall not file a paper on behalf of another person, or otherwise represent another person, unless the person is an attorney licensed to practice law in Kentucky or an attorney who has complied with SCR 3.030(2)."

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<sup>1</sup> Kentucky Supreme Court Rule 3.020.

<sup>2</sup> *Kentucky State Bar Association v. Henry Vogt Machine Co.*, 416 S.W.2d 727 (Ky. 1967).

<sup>3</sup> Administrative Case No. 249, *Practice Before the Commission by Attorneys Non-Licensed in the Commonwealth of Kentucky* (Ky. PSC June 15, 1981) at 2.

Pursuant to 807 KAR 5:001, Section 20, South Kentucky RECC is HEREBY ORDERED to satisfy the matters complained of or file, via licensed attorney, a written answer to the complaint within ten days from the date of entry of this Order.

The Commission directs South Kentucky RECC to the Commission's July 22, 2021 Order in Case No. 2020-00085<sup>4</sup> regarding filings with the Commission. In the Commission's March 16, 2020 Order in Case No. 2020-00085,<sup>5</sup> 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 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. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

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<sup>4</sup> 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).

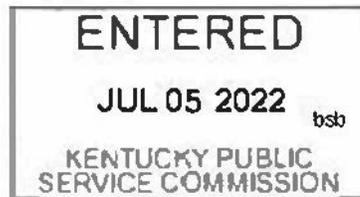
<sup>5</sup> Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6.

PUBLIC SERVICE COMMISSION

  
\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Vice Chairman

\_\_\_\_\_  
Commissioner



ATTEST:

  
\_\_\_\_\_  
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2022-00082 DATED JUL 05 2022

TEN PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAR 11 2022

PUBLIC SERVICE  
COMMISSION

In the matter of:

Nancy & David Kilby  
(Your Full Name)  
COMPLAINANT

VS.

South Ky R.E.C.C.  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of Nancy & David Kilby  
(Your Full Name) respectfully shows:

(a) Nancy A. Kilby & Harold David Kilby  
(Your Full Name)

3950 E. Hwy 70 Eubank, Ky. 42567  
(Your Address)

(b) South Kentucky R.E.C.C.  
(Name of Utility)

200 Electric Ave, Somerset, Ky 42501  
(Address of Utility)

(c) That: The bill in disagreement is for a time when the  
(Describe here, attaching additional sheets if necessary,

house was vacant, water turned off, no electrical  
the specific act, fully and clearly, or facts that are the reason

appliances in the house. The only thing using any  
and basis for the complaint.)

electric was a pump for the cattle water tank, and

Continued on Next Page

Formal Complaint

Nancy & David Kilby vs. So. Ky RECC

Page 2 of 2

we had less than 10 head drinking. Previously it had never exceeded the minimum bill amount. The house was winterized to prevent water line damage and NO heat was in the house. The only heat available is by wood and propane. The house was completely empty of any and all appliances. RECC cannot tell us where the electric went other than ->

Wherefore, complainant asks the excess amount of the bill removed. Leaving the minimum amount owed that we admitt we used.  
(Specifically state the relief desired.)

Dated at Eubank, Kentucky, this 7 day  
(Your City)

of March, 2022.  
(Month)

David Kilby  
(Your Signature\*)

(none at this time)  
(Name and address of attorney, if any)

3/7/2022  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

# Kilby vs RECC

cont

it went through our meter. The representative of RECC commented "it went into the ground" If so, there should be a spot in the ground of dead grass. All lines are over head and none buried. That explanation we find absurd.

The electric in the house has been inspected by a licensed electrician with findings all being in compliance with no problems.

We feel since they can provide no logical explanation as to where the electricity went, other than through our meter and we had no way of using said electricity that their bill should reflect what we could have used. Are they trying to recoup from paying customers for their defective? Makes one wonder.

The RECC representative stated prior to even entering the rental house that "they were Never in the wrong, their equipment never failed". So it sounded as though the decision was going to be in their favor regardless of findings.

We aren't denying that we used electricity but it would have been a minimal amount for 10 cows to drink. Not the enormous amount they are billing for.

RECEIVED

APR 15 2022

PUBLIC SERVICE  
COMMISSION

TO Whom it May CONCERN

SENDING Following

1. Copy of Bill IN QUESTION
2. Copies of last THREE Bills FOR HOUSE AT 3950 E. Hwy 70. WE DON'T HAVE ANY FOR 3810 THE HOUSE IN QUESTION THIS IS RENTAL AND they pay ELECTRIC Bill.
3. SKRECC will NOT provide me with copy of RESULTS of METER TEST.

Thank You.  
David Killey

# SK South Kentucky RECC

(800) 264-5112

Somerset  
(606) 678-4121  
7:30 A.M. - 4:30 P.M. EST

Monticello  
(606) 348-6771  
7:30 A.M. - 4:30 P.M. EST

Whitley City  
(606) 376-5997  
7:30 A.M. - 4:30 P.M. EST

Albany  
(606) 387-8476  
7:30 A.M. - 4:30 P.M. CST

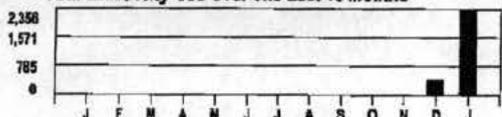
Jamestown  
(270) 343-7500  
7:30 A.M. - 4:30 P.M. CST

|  |         |              |           |          |              |                      |      |          |
|--|---------|--------------|-----------|----------|--------------|----------------------|------|----------|
| ACCOUNT NUMBER   |         | ACCOUNT NAME |           |          | METER NUMBER |                      |      |          |
| [REDACTED]   |         | KILBY NANCY  |           |          | 214081       |                      |      |          |
| LOCATION   |         | CYCLE NUMBER | RATE      | BC       | TELEPHONE    | SERVICE ADDRESS      |      |          |
| 123376001  |         | 929          | 1         | 4        | [REDACTED]   | EAST HIGHWAY 70 3810 |      |          |
| PREVIOUS   | READING | PRESENT      | READ CODE | FROM     | SERVICE TO   | MULTIPLIER           | KWH  | \$AMOUNT |
| 28684  |         | 31040        | 92        | 12/05/20 | 01/04/21     | 1                    | 2356 | 204.48   |
|  |         |              |           |          |              |                      |      | -13.41   |
|  |         |              |           |          |              |                      |      | 31.95    |
|  |         |              |           |          |              |                      | 23   | 13.11    |
|  |         |              |           |          |              |                      |      | 7.08     |
|  |         |              |           |          |              |                      |      | 243.21   |
|  |         |              |           |          |              |                      |      | 52.29    |
|  |         |              |           |          |              |                      |      | 295.50   |
| (CURRENT BILL DUE DATE DOES NOT APPLY TO THE PREVIOUS BALANCE DUE) |         |              |           |          |              |                      |      |          |

**FINAL BILL**

|                         |              |           |              |               |                           |          |                                   |        |
|-------------------------|--------------|-----------|--------------|---------------|---------------------------|----------|-----------------------------------|--------|
| COMPARISONS             | DAYS SERVICE | TOTAL KWH | AVG. KWH/DAY | AVG. TEMP/DAY | TOTAL DUE                 |          | \$                                | 295.50 |
| CURRENT BILLING PERIOD  | 30           | 2356      | 79           | 39.0          | DUE DATE                  | 01/24/21 | BILL IS DELINQUENT AFTER DUE DATE |        |
| PREVIOUS BILLING PERIOD | 12           | 444       | 37           |               | <b>AFTER DUE DATE PAY</b> |          | \$                                | 295.50 |
| SAME PERIOD LAST YEAR   | 0            | 0         | 0            |               |                           |          |                                   |        |

Your Electricity Use Over The Last 13 Months



Due Date is for current months bill only and does not apply to previous amounts  
Conveniently pay your bill online at [www.skrecc.com](http://www.skrecc.com)

SKRECC will resume disconnection for non-payment on Nov. 5.  
We have several options available for members with balances.  
Visit [www.skrecc.com](http://www.skrecc.com) or Call (800) 264-5112.

Ask Us About These Services

- Bank Drafting
- Levelized Billing
- E-Billing/Pay Online
- 24 Hour Dispatching
- Ky Living Magazine
- Energy Audits
- Outdoor Lighting
- Elect. Code/Design Consultation
- Long Distance Phone Service

Rate Codes

- 1-Residential
- 2-Small Comm.
- 3-Public Building
- 4-Large Power
- 5-Optional Power
- 6-Res. Mktg.
- 7-Smal Comm. Mktg.
- 8-Street Lighting
- 9-Large Power 1
- 10-Large Power 2
- 13-Contracts Loan
- 11, 12, 14-19=Special Contract LP

Meter Reading Codes

- 20,22 = Net Mtr
- 0=Estimated Reading
- 1=Consumer Reading
- 2=Normal Reading
- 3=Manual Estimated

If your power is off, first check to see that all fuses and breakers are working properly. If this does not correct the problem, call your local Cooperative office at the number listed above. Please provide your Account Number, Name, and Address as it appears on your statement. Phone dispatch is available 24 hours a day, 7 days a week. Please call our office with any question or problem you may have. If your local office is a toll call then call our toll free number listed above.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

DO NOT ATTACH PAYMENT TO REMITTANCE SLIP

KY005409

**SK** South Kentucky RECC  
PO BOX 910  
SOMERSET KY 42502-0910  
ADDRESS SERVICE REQUESTED

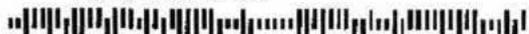


Scan Here at Payment Kiosk

|   |              |                    |
|---|--------------|--------------------|
| ACCOUNT #   | INVOICE #    | AMOUNT DUE         |
| [REDACTED]  | 0            | 295.50             |
| CYCLE   | BILLING DATE | AFTER DUE DATE PAY |
| 929   | 01/08/21     | 295.50             |
| This Due Date does not apply to previous past due amounts | DUE DATE     | ENTER AMOUNT PAID  |
|   | 01/24/21     |                    |

PLEASE INDICATE CHANGE OF ADDRESS OR PHONE NUMBER HERE

\*\*\*\*\*AUTO\*\*5-DIGIT 42539



KILBY NANCY 3  
3810 E HIGHWAY 70 723  
EUBANK KY 42567-7523

SOUTH KENTUCKY RECC  
PO BOX 910  
SOMERSET KY 42502-0910





(800) 264-5112

**Somerset**  
(606) 678-4121  
7:30 A.M. - 4:30 P.M. EST

**Monticello**  
(606) 348-6771  
7:30 A.M. - 4:30 P.M. EST

**Whitley City**  
(606) 376-5997  
7:30 A.M. - 4:30 P.M. EST

**Albany**  
(606) 387-6476  
7:30 A.M. - 4:30 P.M. CST

**Jamestown**  
(270) 343-7500  
7:30 A.M. - 4:30 P.M. CST

|                |                  |              |    |                      |
|----------------|------------------|--------------|----|----------------------|
| ACCOUNT NUMBER | ACCOUNT NAME     | METER NUMBER |    |                      |
| [REDACTED]     | KILBY NANCY HART | 214083       |    |                      |
| LOCATION       | CYCLE NUMBER     | RATE         | BC | TELEPHONE            |
| 123376023      | 105              | 1            | 0  | [REDACTED]           |
|                |                  |              |    | SERVICE ADDRESS      |
|                |                  |              |    | EAST HIGHWAY 70 3950 |

| PREVIOUS | READING | PRESENT | READ CODE | FROM     | SERVICE TO | MULTIPLIER | KWH  | SAMOUNT                               |
|----------|---------|---------|-----------|----------|------------|------------|------|---------------------------------------|
| 87669    |         | 91487   | 2         | 01/05/22 | 02/05/22   | 1          | 3818 | 335.26                                |
|          |         |         |           |          |            |            |      | FUEL ADJUSTMENT [0.018700 x 3818 kWh] |
|          |         |         |           |          |            |            |      | 71.40                                 |
|          |         |         |           |          |            |            |      | ENVIRONMENTAL SURCHARGE [10.05%]      |
|          |         |         |           |          |            |            |      | 40.87                                 |
|          |         |         |           |          |            |            |      | SCHOOL TAX 3%                         |
|          |         |         |           |          |            |            |      | 13.43                                 |
|          |         |         |           |          |            |            |      | TOTAL CURRENT BILL DUE 02/24/22       |
|          |         |         |           |          |            |            |      | 460.96                                |
|          |         |         |           |          |            |            |      | PREVIOUS AMOUNT DUE                   |
|          |         |         |           |          |            |            |      | 686.71                                |
|          |         |         |           |          |            |            |      | THANK YOU FOR YOUR PAYMENT 01/25/22   |
|          |         |         |           |          |            |            |      | -342.53                               |
|          |         |         |           |          |            |            |      | PREVIOUS UNPAID BALANCE               |
|          |         |         |           |          |            |            |      | 344.18                                |
|          |         |         |           |          |            |            |      | TOTAL AMOUNT DUE                      |
|          |         |         |           |          |            |            |      | 805.14                                |

(CURRENT BILL DUE DATE DOES NOT APPLY TO THE PREVIOUS BALANCE DUE)

| COMPARISONS             | DAYS SERVICE | TOTAL KWH | AVG. KWH/DAY | AVG. TEMP/DAY | TOTAL DUE                         | \$        |
|-------------------------|--------------|-----------|--------------|---------------|-----------------------------------|-----------|
| CURRENT BILLING PERIOD  | 31           | 3818      | 123          | 31.7          |                                   | 805.14    |
| PREVIOUS BILLING PERIOD | 31           | 2866      | 92           |               | DUE DATE                          | 02/24/22  |
| SAME PERIOD LAST YEAR   | 31           | 3235      | 104          |               | BILL IS DELINQUENT AFTER DUE DATE |           |
|                         |              |           |              |               | AFTER DUE DATE PAY                | \$ 827.51 |

Your Electricity Use Over The Last 13 Months



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Conveniently pay your bill online at [www.skrecc.com](http://www.skrecc.com)

With longer USPS mailing times, pay your bill with Auto Pay,  
by phone, on our website, by smart phone app, or with  
CheckOut - see [skrecc.com](http://skrecc.com) for more info.

Ask Us About These Services

- Bank Drafting
- Levelized Billing
- E-Billing/Pay Online
- 24 Hour Dispatching
- Ky Living Magazine
- Energy Audits
- Outdoor Lighting
- Elect. Code/Design Consultation
- Long Distance Phone Service

Rate Codes

- 1=Residential
- 2=Small Comm.
- 3=Public Building
- 4=Large Power
- 5=Optional Power
- 6=Res. Mking.
- 7=Small Comm. Mking.
- 8=Street Lighting
- 9=Large Power 1
- 10=Large Power 2
- 13=Contract Loan
- 11, 12, 14-19=Special Contract LP
- 20,22 = Net Mtr

Meter Reading Codes

- 0=Estimated Reading
- 1=Consumer Reading
- 2=Normal Reading
- 3=Manual Estimated

If your power is off, first check to see that all fuses and breakers are working properly. If this does not correct the problem, call your local Cooperative office at the number listed above. Please provide your Account Number, Name, and Address as it appears on your statement. Phone dispatch is available 24 hours a day, 7 days a week. Please call our office with any question or problem you may have. If your local office is a toll call then call our toll free number listed above.

(800) 264-5112

**Somerset**  
(606) 678-4121  
7:30 A.M. - 4:30 P.M. EST

**Monticello**  
(606) 348-6771  
7:30 A.M. - 4:30 P.M. EST

**Whitley City**  
(606) 376-5997  
7:30 A.M. - 4:30 P.M. EST

**Albany**  
(606) 387-6470  
7:30 A.M. - 4:30 P.M. CST

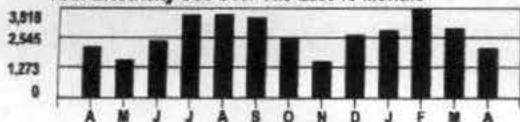
**Jamestown**  
(270) 343-7500  
7:30 A.M. - 4:30 P.M. CST

| ACCOUNT NUMBER   | ACCOUNT NAME     | METER NUMBER |              |            |                      |      |          |
|------------------|------------------|--------------|--------------|------------|----------------------|------|----------|
| [REDACTED]       | KILBY NANCY HART | 214083       |              |            |                      |      |          |
| LOCATION         | CYCLE NUMBER     | RATE         | BC           | TELEPHONE  | SERVICE ADDRESS      |      |          |
| 123376023        | 105              | 1            | 0            | [REDACTED] | EAST HIGHWAY 70 3950 |      |          |
| PREVIOUS READING | PRESENT READING  | READ CODE    | FROM SERVICE | TO SERVICE | MULTIPLIER           | KWH  | \$AMOUNT |
| 94453            | 96585            | 2            | 03/05/22     | 04/05/22   | 1                    | 2132 | 193.08   |
|                  |                  |              |              |            |                      |      | 7.78     |
|                  |                  |              |              |            |                      |      | 15.79    |
|                  |                  |              |              |            |                      |      | 6.50     |
|                  |                  |              |              |            |                      |      | 223.15   |
|                  |                  |              |              |            |                      |      | 699.90   |
|                  |                  |              |              |            |                      |      | -323.49  |
|                  |                  |              |              |            |                      |      | 376.41   |
|                  |                  |              |              |            |                      |      | 599.56   |

**(CURRENT BILL DUE DATE DOES NOT APPLY TO THE PREVIOUS BALANCE DUE)**

| COMPARISONS             | DAYS SERVICE | TOTAL KWH | AVG. KWH/DAY | AVG. TEMP/DAY | TOTAL DUE                 | \$               |
|-------------------------|--------------|-----------|--------------|---------------|---------------------------|------------------|
| CURRENT BILLING PERIOD  | 31           | 2132      | 69           | 48.6          |                           | 599.56           |
| PREVIOUS BILLING PERIOD | 28           | 2966      | 106          |               |                           |                  |
| SAME PERIOD LAST YEAR   | 31           | 2140      | 69           |               |                           |                  |
|                         |              |           |              |               | <b>AFTER DUE DATE PAY</b> | <b>\$ 610.39</b> |

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- 7=Small Comm. Mktg.
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PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

DO NOT ATTACH PAYMENT TO REMITTANCE SLIP

KY00540B

SK South Kentucky RECC  
PO BOX 910  
SOMERSET KY 42502-0910  
ADDRESS SERVICE REQUESTED



Scan Here at Payment Kiosk

| ACCOUNT #   | INVOICE #    | AMOUNT DUE         |
|---|--------------|--------------------|
| [REDACTED]  | 0            | 599.56             |
| CYCLE   | BILLING DATE | AFTER DUE DATE PAY |
| 105   | 04/08/22     | 610.39             |
| This Due Date does not apply to previous past due amounts |              | ENTER AMOUNT PAID  |
| 04/24/22  |              |                    |

PLEASE INDICATE CHANGE OF ADDRESS OR PHONE NUMBER HERE

\*\*\*\*\*AUTO\*\*5-DIGIT 42539



KILBY NANCY HART 4  
3950 E HIGHWAY 70 943  
EUBANK KY 42567-8508

SOUTH KENTUCKY RECC  
PO BOX 910  
SOMERSET KY 42502-0910



**Somerset**  
(606) 678-4121  
7:30 A.M. - 4:30 P.M. EST

**Monticello**  
(606) 348-6771  
7:30 A.M. - 4:30 P.M. EST

**Whitley City**  
(606) 376-5997  
7:30 A.M. - 4:30 P.M. EST

**Albany**  
(606) 387-6476  
7:30 A.M. - 4:30 P.M. CST

**Jamestown**  
(270) 343-7500  
7:30 A.M. - 4:30 P.M. CST

|                |                  |              |    |                      |
|----------------|------------------|--------------|----|----------------------|
| ACCOUNT NUMBER | ACCOUNT NAME     | METER NUMBER |    |                      |
| ██████████     | KILBY NANCY HART | 214083       |    |                      |
| LOCATION       | CYCLE NUMBER     | RATE         | BC | TELEPHONE            |
| 123376023      | 105              | 1            | 0  | ██████████           |
|                |                  |              |    | SERVICE ADDRESS      |
|                |                  |              |    | EAST HIGHWAY 70 3950 |

| PREVIOUS | READING | PRESENT | READ CODE | FROM     | SERVICE TO | MULTIPLIER | KWH  | \$AMOUNT |
|----------|---------|---------|-----------|----------|------------|------------|------|----------|
| 91487    |         | 94453   | 2         | 02/05/22 | 03/05/22   | 1          | 2966 | 263.41   |
|          |         |         |           |          |            |            |      | 21.56    |
|          |         |         |           |          |            |            |      | 29.10    |
|          |         |         |           |          |            |            |      | 9.42     |
|          |         |         |           |          |            |            |      | 323.49   |
|          |         |         |           |          |            |            |      | 821.67   |
|          |         |         |           |          |            |            |      | -460.96  |
|          |         |         |           |          |            |            |      | 360.71   |
|          |         |         |           |          |            |            |      | 684.20   |

FUEL ADJUSTMENT [0.007270 x 2966 kWh]  
 ENVIRONMENTAL SURCHARGE [10.21%]  
 SCHOOL TAX 3%  
 TOTAL CURRENT BILL DUE 03/24/22  
 PREVIOUS AMOUNT DUE  
 THANK YOU FOR YOUR PAYMENT 02/28/22  
 PREVIOUS UNPAID BALANCE  
 TOTAL AMOUNT DUE

**(CURRENT BILL DUE DATE DOES NOT APPLY TO THE PREVIOUS BALANCE DUE)**

|                         |              |           |              |               |                           |          |                                   |
|-------------------------|--------------|-----------|--------------|---------------|---------------------------|----------|-----------------------------------|
| COMPARISONS             | DAYS SERVICE | TOTAL KWH | AVG. KWH/DAY | AVG. TEMP/DAY | TOTAL DUE                 | \$       | 684.20                            |
| CURRENT BILLING PERIOD  | 28           | 2966      | 106          | 44.6          | DUE DATE                  | 03/24/22 | BILL IS DELINQUENT AFTER DUE DATE |
| PREVIOUS BILLING PERIOD | 31           | 3818      | 123          |               | <b>AFTER DUE DATE PAY</b> |          | \$ 699.90                         |
| SAME PERIOD LAST YEAR   | 28           | 3049      | 109          |               |                           |          |                                   |

Your Electricity Use Over The Last 13 Months



Due Date is for current months bill only and does not apply to previous amounts  
 Conveniently pay your bill online at [www.skrecc.com](http://www.skrecc.com)

With longer USPS mailing times, pay your bill with Auto Pay,  
 by phone, on our website, by smart phone app, or with  
 CheckOut - see [skrecc.com](http://skrecc.com) for more info.

|                             |                     |                                 |                   |                     |                                   |                 |                     |  |
|-----------------------------|---------------------|---------------------------------|-------------------|---------------------|-----------------------------------|-----------------|---------------------|--|
| Ask Us About These Services |                     |                                 | Rate Codes        |                     |                                   |                 | Meter Reading Codes |  |
| Bank Drafting               | 24 Hour Dispatching | Outdoor Lighting                | 1=Residential     | 5=Optional Power    | 9=Large Power 1                   | 20.22 = Net Mtr | 0=Estimated Reading |  |
| Levelized Billing           | Ky Living Magazine  | Elect. Code/Design Consultation | 2=Smal Comm.      | 6=Res. Mking.       | 10=Large Power 2                  |                 | 1=Consumer Reading  |  |
| E-Billing/Pay Online        | Energy Audits       | Long Distance Phone Service     | 3=Public Building | 7=Smal Comm. Mking. | 13=Contracts Loan                 |                 | 2=Normal Reading    |  |
|                             |                     |                                 | 4=Large Power     | 8=Street Lighting   | 11, 12, 14-19=Special Contract LP |                 | 3=Manual Estimated  |  |

If your power is off, first check to see that all fuses and breakers are working properly. If this does not correct the problem, call your local Cooperative office at the number listed above. Please provide your Account Number, Name, and Address as it appears on your statement. Phone dispatch is available 24 hours a day, 7 days a week. Please call our office with any question or problem you may have. If your local office is a toll call then call our toll free number listed above.

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

|                               |   |            |
|-------------------------------|---|------------|
| NANCY AND DAVID KILBY         | ) |            |
|                               | ) |            |
| COMPLAINANT                   | ) |            |
|                               | ) |            |
| V.                            | ) | CASE NO.   |
|                               | ) | 2022-00082 |
|                               | ) |            |
| SOUTH KENTUCKY RURAL ELECTRIC | ) |            |
| COOPERATIVE CORPORATION       | ) |            |
|                               | ) |            |
| DEFENDANT                     | ) |            |

ORDER

On March 11, 2022, Nancy and David Kilby tendered a formal complaint with the Commission alleging that they were overbilled by South Kentucky Rural Electric Cooperative Corporation (South Kentucky RECC) for electric usage.

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a *prima facie* case. To establish a *prima facie* case under 807 KAR 5:001, Section 20(1)(c), the complaint must state:

Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure.

Based on a review of the Complaint, the Commission is unable to determine at this time whether the Complaint establishes a *prima facie* case, but the allegations support further investigation into the merits of the complaint.

IT IS THEREFORE ORDERED that Mr. and Mrs. Kilby shall file, within 20 days of the date of this Order, the following to support their claim against South Kentucky RECC:

1. A copy of the electric bill or bills in question.
2. Copies of their last three electric bills.
3. A statement whether they requested that South Kentucky RECC test their electric meter, and, if the meter was tested, a copy of the test if it is in their possession.
4. The requested information with the Commission by U.S. mail to P.O. Box 615, Frankfort, Kentucky 40602-0615 or by email to [PSCED@ky.gov](mailto:PSCED@ky.gov). They shall include the Case No. 2022-00082 in all filings with the Commission.

Nancy Kilby  
3950 E. Highway 70  
Eubank, KENTUCKY 42567

David Kilby  
3950 E. Highway 70  
Eubank, KENTUCKY 42567

\*South Kentucky R.E.C.C.  
200 Electric Avenue  
Somerset, KY 42501