

September 23, 2022

**RECEIVED**

**SEP 23 2022**

**PUBLIC SERVICE  
COMMISSION**

Ms. Linda C. Bridwell, P.E.  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40602

Re: In the Matter of: Katrina Marie Trusty v. Clark Energy Cooperative, Inc. -  
Case No. 2022-00298

Dear Ms. Bridwell:

Enclosed, please find for filing, Clark Energy Cooperative, Inc.'s Answer pursuant to the Commission's September 13, 2022, Order in the above-styled case.

This is to certify that the Answer was emailed to the Commission's email address, PSCED@ky.gov, on September 23, 2022. A copy of the Answer was also mailed to the Commission and to the Complainant, Katrina Marie Trusty at the address listed on the Certification of Service by placing the same in the U.S. Mail, postage prepaid, on September 23, 2022.

Please do not hesitate to contact me with any questions or concerns.

Sincerely,



L. Allyson Honaker

Enclosure

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF:

KATRINA MARIE TRUSTY	COMPLAINANT	)	
		)	
V.		)	CASE NO.
		)	2022-00298
CLARK ENERGY		)	
COOPERATIVE, INC.	DEFENDANT	)	

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CLARK ENERGY COOPERATIVE, INC.'S ANSWER

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Comes now Clark Energy Cooperative, Inc. (Clark Energy or Company), by counsel, pursuant to the Commission's September 13, 2022, Satisfy or Answer Order entered herein, and does hereby tender its Answer to the Complaint filed by Ms. Katrina Marie Trusty on or about August 26, 2022, respectfully stating as follows:

I. INTRODUCTION

1. Ms. Katrina Marie Trusty has been a customer of Clark Energy since April 11, 2022. A copy of the new service set up is attached as Exhibit 1. Katrina Trusty's service began just six days after her mother Geneva Trusty's electric service was disconnected on April 5, 2022, for non-payment. A copy of the disconnect notices and other records are attached as Exhibit 2. One day prior to the final payment date from the disconnection notice, Geneva Trusty had set up a payment arrangement, but failed to keep the terms of that arrangement. A copy of the record showing the payment arrangement was created is attached as Exhibit 3. Geneva Trusty's deposit was applied to the unpaid balance, and the remainder of her account was written off on July 7,

2022. A copy of Clark Energy's record showing the deposit applied and this balance was written off on July 7, 2022 is attached as Exhibit 4.

2. Katrina Trusty had received assistance with her electric bill in June 2022. A copy of record showing this assistance is attached as Exhibit 5. On August 4, 2022, an assistance voucher was submitted to Clark Energy for Katrina Trusty's account. However, this assistance voucher was issued to Geneva Trusty for Katrina Trusty's service address.

3. When the voucher was presented to Clark Energy staff, Clark Energy found that Geneva Trusty had an unpaid balance for electric service. Since the assistance voucher was in the name of Geneva Trusty and proof had to be presented to Kentucky River Foothills office in order to obtain the LIHEAP assistance voucher regarding Geneva Trusty living in the household receiving the assistance, Clark Energy transferred the unpaid balance from Geneva Trusty's account to the address where Geneva Trusty was now receiving assistance for electric service. A copy of the LIHEAP Summer Cooling Crisis 22-23 Voucher issued on August 4, 2022 for Geneva Trusty is attached as Exhibit 6. A copy of the record showing the balance was transferred on August 5, 2022, is attached as Exhibit 7.

4. Clark Energy Staff explained why this balance transfer was occurring and attempted to work out a payment arrangement with Geneva Trusty. It was explained that Katrina Trusty's account would have to remain current while the past due amount was being repaid to Clark Energy.

5. On August 8, 2022, both Katrina Trusty and Geneva Trusty visited Clark Energy's Stanton office to work out payment arrangement. (A copy of the payment arrangement that was offered is attached as Exhibit 8). Details of the payment arrangement were discussed and later that

day, Geneva Trusty contacted Clark Energy and stated she would be willing to enter into the payment arrangement but did not want to affect her daughter's account with Clark Energy.

6. On August 9, 2022, Clark Energy received an email from the Public Service Commission's Consumer Services Division stating that a complaint had been received regarding the past due balance being transferred to Katrina Trusty's account.

7. On August 11, 2022, Both Katrina and Geneva Trusty informed Clark Energy that they had talked to Linda at the PSC and they would not be entering into a payment arrangement.

8. The notes from the communications Clark Energy Staff had with Katrina and Geneva Trusty are attached to this Answer as Exhibit 9.

## II. ANSWER

9. With respect to sections a and b of the Complaint, Clark Energy generally admits that Katrina Trusty's service address is as stated and that Clark Energy's Stanton Office is located at the address listed.

10. With respect to section c of the Complaint, Clark Energy admits that it did transfer the balance of Geneva Trusty's (Katrina Trusty's mother) past-due account to the account of Katrina Trusty. Clark Energy also admits that Geneva Trusty's service address was as stated.

11. With respect to section c of the Complaint, Clark Energy denies that any office staff of Clark Energy was rude to Katrina or Geneva Trusty, that no threats were made by Clark Energy staff.

12. With respect to section c of the Complaint, Clark Energy states that it did try to help Geneva Trusty straighten out her electric bill. Both prior to service being disconnected and after.

13. With respect to the “sticky note” attachment to the Complaint, Clark Energy is unsure of what the “sticky note” is alleging and therefore Clark Energy is without sufficient information to confirm or deny the accuracy of the averment, which is therefore denied.

14. With respect to the notebook paper attachment to the Complaint, Clark Energy denies the following:

a. that Katrina Trusty was told her electric service would be disconnected that day;

b. that Katrina Trusty was told she could not apply for assistance at Kentucky River Foothills ever again;

c. that Geneva Trusty was denied a payment plan or that Clark Energy refused to accept a payment. Clark Energy extended the payment plan out longer than normal by allowing six months for repayment;

d. that the voucher presented was for Katrina Trusty;

e. that Clark Energy staff told Katrina Trusty to go to a neighbor’s house or to the ER for her breathing treatments. However, if Katrina Trusty asked Clark Energy staff what to do for breathing treatments, Clark Energy staff may have provided information on alternate electric sources she could use.

15. With respect to the notebook paper attachment to the Complaint, Clark Energy states that it is without information sufficient to confirm or deny the accuracy of the following averments, which are therefor denied at this time:

a. that Katrina Trusty has asthma;

b. that Katrina Trusty has to have breathing treatments three times a day;

c. that Katrina Trusty has panic attacks;

d. that Katrina Trusty has been stressed about the situation.

16. Any other information contained in the Complaint that is not specifically admitted to above, is denied by Clark Energy.

### III. AFFIRMATIVE DEFENSES

17. Ms. Trusty has not set forth a sufficient factual basis to support the relief which she seeks.

18. Clark Energy has acted in good faith by transferring the unpaid balance of Geneva Trusty's bill to the account where she is living and receiving LIHEAP vouchers for.

19. Ms. Trusty has generally failed to sustain her burden of proof under KRS 278.260 and other applicable law.

20. It appears that Katrina Trusty's account for electric service was only created after her mother, Geneva Trusty's electric service was disconnected.

WHEREFORE, on the basis of the foregoing, Clark Energy respectfully requests the Commission to dismiss the Complaint.

This 23<sup>rd</sup> day of September 2022.

Respectfully submitted,



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L. Allyson Honaker  
HONAKER LAW OFFICE PLLC  
1795 Alysheba Way, Suite 6202  
Lexington, KY 40509  
(859) 368-8803  
allyson@hloky.com

*Counsel for Clark Energy Cooperative, Inc.*

## CERTIFICATE OF SERVICE

This is to certify that the foregoing filing is a true and accurate copy of the document being filed; that the filing was transmitted to the Commission (PSCED@ky.gov) and mailed to the Complainant on September 23, 2022, pursuant to the Commission's September 13, 2022 Order, addressed as follows:

Ms. Katrina Trusty  
5803 Furnace Road  
Stanton, KY 40380

  
\_\_\_\_\_  
*Counsel for Clark Energy Cooperative, Inc.*

## EXHIBIT 1



Created by csmlth - 09/22/2022 10:03:11 AM EDT

Service Agreements : KATRINA TRUSTY, Cust#:

Provider Level [Set Aside] Retrieve (0) ▾

[illegible]

Agreements	Taxes	Minimums/YTD	EDI
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Agreement Status: 1 - Active S/S 8 inactive

Rate Schedule:	R - RESIDENTIAL
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Revenue Class: 1 - Residential

Connect Date: 04/11/2022 12:00 AM PM

Disconnect Date:  :  AM  PM

Final Bill Date:  :  AM  PM

New Account: 0 - Normal Status      TVA: 0

Prebill Comments:

Misc Group: ☐ Prebill Exempt ☒ Service Point

SIC Code: -

### Service Priorities

Medical Necessity:

Medical Necessity Expire Dt:   ☐ Has Generator

Outage Priority:

### Group Net Metering

Net Meter Group:  ▼

Net Meter Group Number: 0

Net Meter Group Rank: 0

## Nonpayment

☐ Disconnect For Nonpayment

DNP Date:  :  AM  PM

☐ Prepaid DNPPrepaid DNP Date:  :  AM  PM

## Service Location

Location Description: 2673017	Location Retired
-------------------------------	------------------

Service Description: TRAILER

### Immediate Service Restore

Reading Route: 73 - ▾


Own Or Rent: 0 - Owner

Disconnect Options: D - Ignore

Disconnect Collar Option: Reconnect Collar Option: 

### Combined Metering Set

Participant Type:	0 - None
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Combined Usage Group:  

Save Reset Delete Related ▾

## EXHIBIT 2

Created by csmith - 09/22/2022 09:51:03 AM EDT

Service Agreements : GENEVA TRUSTY, Cust#: [REDACTED]

Provider Level [Set Aside] [Retrieve (0)]

Acco...	Agmt Status	Serv Ma...	Serv Addr	Service Description	Name	Address 1	Rate Sc...	Serv L...	DNP	Rdg Ro...	Emer Addr	Patron...	Usage
3058400	42 - INACTI...	2673024	5823 FURNACE RD	TRAILER	GENEVA TRUSTY	5823 FURNACE RD	R	30584	<input checked="" type="checkbox"/>	111		1,799.59	15332
												1,799.59	15332

Agreements Taxes Minimums/YTD EDI

Agreement Status: 42 - INACTIVE SERVICE POINT ☐ S/S 8 Inactive

Rate Schedule: R - RESIDENTIAL

Revenue Class: 1 - Residential

Connect Date: 01/10/2012 12:00 AM PM

Disconnect Date: 04/05/2022 12:00 AM PM

Final Bill Date: 04/20/2022 7:08 AM PM

New Account: 0 - Normal Status TVA: 0

Prebill Comments:

Misc Group: ☐ Prebill Exempt ☒ Service Point

SIC Code: -

**Service Priorities**  
Medical Necessity: -  
Medical Necessity Expire Dt:  ☐ Has Generator  
Outage Priority:   
**Group Net Metering**  
Net Meter Group:   
Net Meter Group Number: 0  
Net Meter Group Rank: 0

**Nonpayment**  
☒ Disconnect For Nonpayment  
DNP Date: 04/05/2022 9:33 AM PM  
☐ Prepaid DNP  
Prepaid DNP Date:  : AM PM

**Service Location**  
Location Description: 2673024 ☐ Location Retired  
Service Description: TRAILER  
Immediate Service Restore  
Reading Route: 111 -  
Own Or Rent: - Unknown  
Disconnect Options: ☐ - Ignore  
Disconnect Collar Option:   
Reconnect Collar Option:

**Combined Metering Set**  
Participant Type: 0 - None  
Combined Usage Group: 0

Save Reset Delete Related

**CLARK  
ENERGY**  
A Touchstone Energy CooperativePO Box 748  
Winchester, KY 40392**NOTICE OF OVERDUE ACCOUNT**(859) 744-4251 or (800) 992-3269  
[www.clarkenergy.com](http://www.clarkenergy.com)705 1 AV 0.426  
GENEVA TRUSTY  
5823 FURNACE RD  
STANTON KY 40380-96075 705  
C-2

Account Number	
Service Address	5823 FURNACE RD
Billing Date	02/18/2022
Notice Date	03/07/2022
Final Payment Date	03/18/2022
AMOUNT DUE:	\$756.25

**\*\*\*\*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](http://www.clarkenergy.com) or by phone, (877) 562-5469.

Please detach and return bottom portion with payment

**CLARK  
ENERGY**  
A Touchstone Energy CooperativePO Box 748  
Winchester, KY 40392**DISCONNECT NOTICE**

Account Number	Member Number	Date of Notice	Final Payment Date	Amount Due
		03/07/2022	03/18/2022	\$756.25

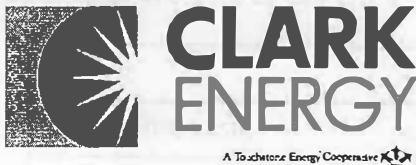
GENEVA TRUSTY  
5823 FURNACE RD  
STANTON KY 40380-9607

Send Payment To:

CLARK ENERGY  
PO BOX 748  
WINCHESTER KY 40392-0748

03





## OFFICE INFORMATION

**Winchester - Headquarters**  
2640 Iron Works Road  
(859) 744-4251 or (800) 992-3269  
Hours: 8:00 a.m. - 4:30 p.m. M-F

**Stanton Branch**  
170 Halls Lane  
(606) 663-4330  
8:00 a.m. - 4:30 p.m. M-F  
CLOSED 12:00 - 1:00 for lunch

**Frenchburg Branch**  
28 Bible Camp Road  
(606) 768-2383  
8:00 a.m. - 4:30 p.m. M-F  
CLOSED 12:00 - 1:00 for lunch

### Additional Information:

You have the right to protest the discontinuance of your service by contacting the cooperative at the address and/or phone number(s) listed above, during business hours, 8:00 a.m. until 4:30 p.m., Monday through Friday.

Your termination date will not be affected by the receipt of any subsequent bill.

If you are unable to pay this bill by the final payment date you may be able to receive aid under local, state or federal programs. You may contact the Department for Social Insurance of the Cabinet for Health and Family Services, Department of Human Resources, Ombudsman, toll free, 1-800-372-2973 or the local agency that serves your county:

County	Agency	Phone
Clark	KY River Foothills	(859) 744-3235
Estill	KY River Foothills	(606) 723-4492
Madison	KY River Foothills	(859) 623-6514
Powell	KY River Foothills	(606) 663-2659
Bath, Menifee, Montgomery, Morgan, and Rowan	Gateway Community Services	(606) 743-3133
Bourbon	Community Action Council	(859) 987-5277
Fayette	Community Action Council	(859) 233-4600

### Payment Information:

Payments can be made at the Clark Energy offices listed above; night deposit boxes are located at each office.

Payments can be made online at [www.clarkenergy.com](http://www.clarkenergy.com); all major debit and credit cards are accepted.

## **PAYMENTS MUST BE MADE ON OR BEFORE THE FINAL PAYMENT DATE.**

**If your service is disconnected for non-payment you will have to pay your account balance in addition to a reconnect fee. You may also be required to increase your security deposit, or if you do not have a deposit, you may be required to pay one.**

## EXHIBIT 3

Created by csmith - 09/22/2022 10:01:53 AM EDT

Transaction

Update Date: 03/17/2022 16:00:53 Transaction: PMTARG

Operator: CR4 Activity: ADD

Original Process: Payment Arrangements [Customer Management]

ID

Name: GENEVA TRUSTY Account: 3058400 Provider: COOP

Customer: Service: ELEC Service Location: 30584

Location Description: 2673024

Element Name	After Value
Expire Date	04/04/2022
Create Date	03/17/2022
Number Of Pay Installments	1
Payment Method	
Total Arrangement Amount	555.00
Subtract From Bill	N
Add Future Bill	N
Pay Current First	N
Update Credit History	Y
Reverse Credit History	N

Due Dt	Arrgt Amt	Pymt Amount	Bill Amt
04/04/2022	555.00	0.00	0.00

Comments

## EXHIBIT 4



Created by csmith - 09/22/2022 10:02:26 AM EDT

Transaction History : GENEVA TRUSTY, Cust#: [REDACTED]

Provider Level [Set Aside](#) [Retrieve \(0\)](#)

Account	Service Status	Serv L...	Service Address ▲	Service Description	Serv Map ...	Emer Addr	Rate Sche...
3058400	42 INACTIVE ...	30584	5823 FURNACE RD	TRAILER	2573024		R - RESIDE...

[AR View](#) [File Maintenance View](#) [Budget View](#) [Annual View](#) [Capital Credits](#) [Checks](#)

Transaction History Control Panel

☒ Include File Maintenance ☐ Filter By Service Location

Update Dt *	Transaction	Activity	UA Adjust	AR Adjust	AR Balance	Operator
07/07/2022 10:55:04	COLLECT	Letter 3	0.00			csmith
07/07/2022 10:51:17	UNCACT	ADD	888.74			csmith
07/07/2022 10:51:17	WRTOFF	ADD		-888.74	0.00	csmith
06/22/2022 10:46:22	DVCINS	MODIFY	0.00			csmith
06/20/2022 19:08:11	BILLING	Inactive		0.00	888.74	
06/16/2022 08:02:19	READING	AMR	0.00			csmith
05/18/2022 19:08:34	BILLING	Inactive		0.00	888.74	
05/16/2022 08:46:27	READING	AMR	0.00			bstewart
04/20/2022 19:08:54	BILLING	FBI		204.73	888.74	
04/19/2022 07:37:33	DQSCHD	Cutoff Notice	0.00			csmith
04/14/2022 15:29:53	PMTARG	DELETE	0.00			csmith
04/14/2022 09:21:33	SRVORD	MODIFY	0.00			sbashfor
04/14/2022 09:21:33	SSCHNG	MODIFY	0.00			sbashfor
04/14/2022 09:21:30	DEPOST	REFUND		-300.09	684.01	sbashfor
04/14/2022 09:21:23	MTRINSREM	MODIFY	0.00			sbashfor
04/14/2022 09:21:23	MTRRDG	MODIFY	0.00			sbashfor
04/13/2022 14:13:19	NOTES	ADD	0.00			csmith
04/07/2022 22:30:55	DQSCHD	DQ1 Delinquent	0.00			bstewart
04/07/2022 22:30:55	PENDQ	ADD		18.53	984.10	bstewart
04/05/2022 09:47:05	MCCHRG	ADD		40.00	965.57	dboyd
04/05/2022 09:47:05	CREDHIST	ADD	0.00			dboyd
04/05/2022 09:33:29	CREDHIST	ADD	0.00			csmith
04/05/2022 09:33:29	SRVAGR	MODIFY	0.00			csmith
04/05/2022 09:33:29	SRVORD	MODIFY	0.00			csmith
04/05/2022 09:33:29	SRVORD	ADD	0.00			csmith
04/05/2022 09:33:29	SSCHNG	MODIFY	0.00			csmith
04/05/2022 07:35:10	DQSCHD	Cutoff Notice	0.00			csmith
03/18/2022 19:09:16	BILLING	Cyde		370.57	925.57	
03/18/2022 19:09:07	DEPOST	MODIFY		0.00	555.00	sgons
03/17/2022 16:08:53	CREDHIST	ADD	0.00			CR4

[Related](#)

Created by csmith - 09/22/2022 10:02:53 AM EDT

Uncollectable Accounts : GENEVA TRUSTY, Cust#:

Provider Level [Set Aside](#) [Retrieve \(0\)](#)

Account	Name	Write-Off Dt	Disconn Dt	Uncoll + Int Due	UA Balance	Unpaid Int	Write-Off Amt
1058400	GENEVA TRUSTY	07/07/2022	07/05/2022	1.00	1.00	0.00	888.74
				0.00	0.00	0.00	888.74

Write-Off Amount: 888.74

☐ Interest Exempt

Write-Off Date: 07/07/2022

CIS Journal: 2879

Credit Rating At Write-Off: 24 - OTHER

#### Uncollectable Balances

Balance Due

Current Balance: 0.00

Unpaid Interest: 0.00

Uncoll Total Due: 0.00

Interest

Current Int: 0.00

YTD Interest: 0.00

LTD Interest: 0.00

#### Service Information

Disconnect Date: 04/05/2022

Connect Date: 01/10/2012

#### Collection Information

☐ Collection Agency

☒ Collection Letters

☐ Bankruptcy

#### Capital Credit Balances

Unretired: 2,382.41

Donated Amt: 0.00

Undaimed Amt: 0.00

#### Uncollectable Transfer

From Account: 0

From System: 0A

To Account: 1978311

To System: AR

#### Payment History

Last Payment:

Last Payment Date:

Batch:

#### Address

5823 FURNACE RD

STANTON KY 40380-9607-23

#### Balances And AR Info

AR Balance:

Deposit & Int Balance: 0.00

Aid To Constr Pay Off: 0.00

Loan Pay Off: 0.00

Chg Or Credit Pay Off: 0.00

Credit Hstory Level: AP - Account/Provider

Credit Rating: 24 - OTHER

#### Open Field(s)

MISC 1:

[Save](#) [Reset](#) [Add](#) [Delete](#) [Related](#)

## EXHIBIT 5

## Fax Transmittal

Vendor Payment To:  
Clark Energy Cooperative, Inc.  
2640 Ironworks Road  
Winchester, KY 40391

Return To:  
Foothills  
309 Spangler Drive  
Richmond, KY 40475  
Phone: (859) 624-2046  
Fax:

Foothills  
Foothills Powell County Outreach Office  
Date: 6/6/2022  
Batch #: 448523

Funding Source: LIHEAP Spring Subsidy 2022

County: Powell

LIHEAP Spring Subsidy 2022

Date	Amount	Applicant	Address	Account No Account Name	Voucher No Pledge Number
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6/6/2022	\$200.00	Trusty, Katrina M	5803 Furnace Rd Stanton , KY 40380	Katrina Trusty	
----------	----------	-------------------	---------------------------------------	----------------	--

# of Applications: 5	SubTotal:
----------------------	-----------

# of Applications: 5	Total Amount on this Transmittal:
----------------------	-----------------------------------

I understand that payment will not be made unless a completed copy of this transmittal and required documentation are presented to the issuing agency for payment within 60 days from the transmittal date or 30 days after the official end date of the program, whichever comes first.

AGENCY REPRESENTATIVE SIGNATURE

DATE

VENDOR SIGNATURE

DATE

## EXHIBIT 6



# LIHEAP Summer Cooling Crisis 22-23 Voucher

## Foothills

### Issuing Office:

Foothills Powell County Outreach Office  
176 12th Street  
Clay City, KY 40312  
County: Powell  
Phone: (606) 663-2659  
Fax: (606) 663-4272

Voucher Number: [REDACTED]

Issue Date: 8/4/2022

Voucher Amount: \$193.36

App Processed By: Ashley Flanary

Community Action Kentucky 1-800-456-3452

CHFS Ombudsman 1-800-372-2973

I ACCEPT THIS VOUCHER FOR THE ABOVE ASSISTANCE AND DO HEREBY VERIFY THAT I WILL USE THIS VOUCHER WITHIN THE NEXT 7 DAYS

To: Clark Energy Cooperative, Inc.  
2640 Ironworks Road  
Winchester, KY 40391  
Phone:  
Fax:

For: Geneva Trusty  
5803 FURNACE ROAD  
STANTON, KY 40308  
Cell: 606-481-9376

The Agency Foothills agrees to pay vendor no more than: **\$193.36**

On Account Number: [REDACTED]

In the Name of: Katrina Trusty

I UNDERSTAND THAT BY MY SIGNATURE BELOW, I AM ACCEPTING THE FUEL PROVIDED AND THAT THE FUEL IS THE CORRECT QUANTITY AND QUALITY

I also agree to pay the above Vendor **\$0.00**

I \_\_\_\_\_ CERTIFY THAT ON \_\_\_\_\_ DATE \_\_\_\_\_ TIME I DELIVERED  
VENDOR

\_\_\_\_\_ OF \_\_\_\_\_ FUEL TYPE \_\_\_\_\_ FOR THE AMOUNT OF \_\_\_\_\_ TO ABOVE CONSUMER  
FUEL AMOUNT

THIS VOUCHER MUST BE PRESENTED FOR PAYMENT TO THE ISSUING AGENCY WITHIN 60 DAYS OR 30 DAYS AFTER THE OFFICIAL  
END DATE OF THE PROGRAM, WHICHEVER COMES FIRST.

I UNDERSTAND THAT BY MY SIGNATURE BELOW, I  
AM ACCEPTING THE FUEL PROVIDED AND THAT  
THE FUEL IS THE CORRECT QUANTITY AND  
QUALITY.

I UNDERSTAND THAT PAYMENT WILL NOT BE  
MADE FOR THIS FUEL UNLESS THE CONSUMER  
HAS SIGNED THIS FORM, ACCEPTING DELIVERY

CONSUMER SIGNATURE

VENDOR NAME

A. Flanary

AGENCY REPRESENTATIVE

VENDOR SIGNATURE

DO NOT WRITE BELOW THIS LINE  
FOR OFFICE USE ONLY

DATE PAID \_\_\_\_\_

CHECK NUMBER \_\_\_\_\_

PAID BY \_\_\_\_\_

## EXHIBIT 7

Created by csmith - 09/22/2022 10:04:12 AM EDT

Transaction History : KATRINA TRUSTY, Cust#:

Provider Level [Set Aside](#) [Retrieve \(0\)](#)

Account	Service Status	Serv L...	Service Address	Service Description	Serv Map ...	Emer Addr	Rate Sche...
1978311	1 - Active	19783	5803 FURNACE RD	TRAILER	2673017	5008720813	R - RESIDE...

[AR View](#) [File Maintenance View](#) [Budget View](#) [Annual View](#) [Capital Credits](#) [Checks](#)

Transaction History Control Panel

☒ Include File Maintenance ☐ Filter By Service Location

Update Dt #	Transaction	Activity	UA Adjust	AR Adjust	AR Balance	Operator
09/13/2022 19:08:31	BILLING	Cycle		158.55	1,017.29	
09/13/2022 19:08:21	DEPOST	MODIFY		0.00	888.74	sgoins
09/09/2022 08:41:14	READING	AMR	0.00			sgoins
09/02/2022 15:01:44	PAYMENT	CRPMT	0.00	-166.45	888.74	CR4
08/29/2022 22:30:33	DQSCHD	DQ1 Delinquent	0.00			bstewart
08/22/2022 15:06:09	PAYMENT	PMT ASSIST-ASSIST-1	0.00	-193.36	1,055.19	sbashfor
08/11/2022 19:08:49	BILLING	Cycle		166.45	1,248.55	
08/11/2022 19:08:39	DEPOST	MODIFY		0.00	1,082.10	bstewart
08/11/2022 09:35:40	NOTES	MODIFY	0.00			cvatson
08/09/2022 08:23:49	READING	AMR	0.00			bstewart
08/08/2022 15:43:49	NOTES	MODIFY	0.00			csmith
08/08/2022 15:41:20	NOTES	MODIFY	0.00			csmith
08/08/2022 14:50:36	NOTES	MODIFY	0.00			cvatson
08/08/2022 14:37:08	CREDHIST	ADD	0.00			cvatson
08/08/2022 14:37:08	PMTARG	ADD	0.00			cvatson
08/08/2022 09:04:19	NOTES	MODIFY	0.00			csmith
08/08/2022 09:02:00	NOTES	MODIFY	0.00			csmith
08/05/2022 09:48:11	NOTES	MODIFY	0.00			sbashfor
08/05/2022 09:22:48	NOTES	ADD	0.00			sbashfor
08/05/2022 09:21:27	BALTRF	ADD		888.74	1,082.10	sbashfor
08/05/2022 09:18:36	ASSIST	MODIFY	0.00			sbashfor
08/05/2022 09:18:18	ASSIST	ADD	0.00			sbashfor
07/28/2022 22:31:13	DQSCHD	DQ1 Delinquent	0.00			bstewart
07/28/2022 22:31:13	PENDQ	ADD		9.21	193.36	bstewart
07/13/2022 19:08:35	BILLING	Cycle		184.15	184.15	
07/13/2022 19:08:23	DEPOST	MODIFY		0.00	0.00	sgoins
07/13/2022 15:22:23	PAYMENT	EAP-PMT-ASSIST-1	0.00	-200.00	0.00	cvatson
07/12/2022 07:32:27	DQSCHD	Cutoff Notice	0.00			csmith
07/11/2022 08:33:03	READING	AMR	0.00			sgoins
07/06/2022 11:34:48	PAYMENT	CRPMT	0.00	-107.28	200.00	CR8
06/28/2022 22:30:41	DQSCHD	DQ1 Delinquent	0.00			bstewart
06/28/2022 22:30:41	PENDQ	ADD		7.69	307.28	bstewart

[Related](#)



## EXHIBIT 8

August 30, 2022

KATRINA TRUSTY  
5823 FURNACE RD  
STANTON, KY 40380

RE: Account Number [REDACTED]  
Provider: COOP  
Total Amt Owed: 1,055.19  
Delinquent Amt: 888.74

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:

<u>Payment Due Date</u>	<u>Payment Amount</u>
08/27/2022	0.00 Voucher payment
09/03/2022	121.22
10/03/2022	148.13
11/03/2022	148.13
11/05/2022	193.36
12/03/2022	148.13
01/03/2023	148.13
02/03/2023	148.09

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: \_\_\_\_\_

## EXHIBIT 9

Created by csmith - 09/22/2022 10:05:00 AM EDT

Notes : KATRINA TRUSTY, Cust#: [REDACTED]

Provider Level [Set Aside](#) [Retrieve \(0\)](#)

Note Level	Note Type	Create Dt	Expire Dt	Customer	Account	Serv Loc #	Severity
Account	IMPORTANT A/C INFO	08/05/2022		276846	1978311		Expiration Date Check

Note Type: [11 - IMPORTANT A/C INFO](#)

Create Date: 08/05/2022

☒ Never Expire

Expire Date:

Severity: Expiration Date Check

KRF SENT VOUCHER FOR GENEVA TRUSTY FOR THIS ACCOUNT. SHE HAS A UA A/C 3058400 \$888.74. THE UA HAS BEEN TRANSFERRED TO THIS ACCOUNT.

TRIED TO CONTACT KATRINA. THE PHONE NUMBER ON HER ACCOUNT IS NOT REACHABLE. NO EMAIL.

GENEVA TRUSTY CALLED ABOUT HER BILL BEING TRANSFERRED TO HER DAUGHTER'S ACCOUNT AND SAID SHE DOES STAY WITH HER. I TOLD GENEVA WE WILL WORK OUT AN ARRANGEMENT WITH THEM BUT THEY WILL HAVE TO COME IN AND SIGN THE ARRANGEMENT. GENEVA SAID HER DAUGHTER WILL GET MAD AND MAKE HER MOVE OUT.

GENEVA AND KATRINA CAME IN TO WORK OUT AN ARRANGEMENT TO GET THE TRANSFERRED BALANCE PAID. WORKED UP THE ARRANGMENT, THEY BOTH REFUSED TO SIGN WITHOUT A 24 HR THOUGHT BEHIND OF IT. GENEVA SAID SHE HAD BEEN LIVING THERE SINCE HER SERVICES WERE DISCONNECTED SINCE SHE HAS 2 YOUNGER KIDS THAT SHE WAS RESPONSIBLE FOR.

GENEVA CALLED BACK AND SAID THAT SHE WILL GO TO THE STANTON OFFICE TOMORROW TO SIGN THE ARRANGEMENT AND RE-DO IT. SHE WANTS TO PAY \$800 ON 09/01/2022 AND WILL LET CHERYL KNOW WHEN SHE CAN PAY THE OTHER \$88.74. SHE HATES FOR HER DAUGHTER TO HAVE THIS ON HER BILL WHEN SHE LET THEM MOVE IN AFTER THEIR ELECTRIC WAS TURNED OFF.

CAME IN SAYING THAT THEY WANTED TO DISPUTE THE USAGE ON

User ID

User Name

Update Date

801	sbashford	08/05/2022
801	sbashford	08/05/2022
801	sbashford	08/05/2022
801	sbashford	08/05/2022
801	sbashford	08/05/2022
801	sbashford	08/05/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
1161	cwatson	08/08/2022
1161	cwatson	08/08/2022
1161	cwatson	08/08/2022
1161	cwatson	08/08/2022
1161	cwatson	08/08/2022
1161	cwatson	08/08/2022
1161	cwatson	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
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102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
1161	cwatson	08/11/2022
1161	cwatson	08/11/2022

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[Copy](#) [Notes Tran History](#)

Created by csmith - 09/22/2022 10:05:10 AM EDT

Notes : KATRINA TRUSTY, Cust#: [REDACTED]

Provider Level Set Aside Retrieve (0)

Note Level	Note Type	Create Dt	Expire Dt	Customer	Account	Serv Loc #	Severity
Account	IMPORTANT A/C INFO	08/05/2022		276846	1978311		Expiration Date Check

Note Type: 11 - IMPORTANT A/C INFO

Create Date: 08/05/2022

☒ Never Expire

Expire Date:

Severity: Expiration Date Check

THIS ACCOUNT.

-

TRIED TO CONTACT KATRINA. THE PHONE NUMBER ON HER ACCOUNT IS NOT REACHABLE. NO EMAIL.

-

GENEVA TRUSTY CALLED ABOUT HER BILL BEING TRANSFERRED TO HER DAUGHTER'S ACCOUNT AND SAID SHE DOES STAY WITH HER. I TOLD GENEVA WE WILL WORK OUT AN ARRANGEMENT WITH THEM BUT THEY WILL HAVE TO COME IN AND SIGN THE ARRANGEMENT. GENEVA SAID HER DAUGHTER WILL GET MAD AND MAKE HER MOVE OUT.

-

GENEVA AND KATRINA CAME IN TO WORK OUT AN ARRANGEMENT TO GET THE TRANSFERRED BALANCE PAID. WORKED UP THE ARRANGMENT, THEY BOTH REFUSED TO SIGN WITHOUT A 24 HR THOUGHT BEHIND OF IT. GENEVA SAID SHE HAD BEEN LIVING THERE SINCE HER SERVICES WERE DISCONNECTED SINCE SHE HAS 2 YOUNGER KIDS THAT SHE WAS RESPONSIBLE FOR.

-

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-

CAME IN SAYING THAT THEY WANTED TO DISPUTE THE USAGE ON THEIR ACCOUNT AS WRONGFUL, SAID THEY TALKED TO LINDA WITH PSC AND THAT THEY WOULD NOT BE SIGNING THE AGREEMENT.

User ID

User Name

Update Date

801	sbashford	08/05/2022
801	sbashford	08/05/2022
801	sbashford	08/05/2022
801	sbashford	08/05/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
102	csmith	08/08/2022
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1161	cwatson	08/11/2022
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1161	cwatson	08/11/2022
1161	cwatson	08/11/2022

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