

RECEIVED

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

DEC 27 2022

PUBLIC SERVICE  
COMMISSION

In the matter of:

Jeane Cole  
(Your Full Name)  
COMPLAINANT

VS.

Duke Energy  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of Jeane Cole respectfully shows:  
(Your Full Name)

(a) Jeane Cole  
(Your Full Name)

319 Ervin Terrace, Dayton, Ky 41074  
(Your Address)

(b) Duke Energy  
(Name of Utility)

P.O. 1094, Charlotte, N.C. 28201-1094  
(Address of Utility)

(c) That: Please see attachment  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

vs.

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Wherefore, complainant asks Send a bill with appropriate amounts.  
(Specifically state the relief desired.)

I would like Duke Energy to  
with draw the so called "Reverse  
Bill" as it appears to have been  
made up... since they could not read  
what they said was a broken meter. And  
to my knowledge they have not repaired or

*replaced  
the meter?*

Dated at Dayton, Kentucky, this 12-20-22 day  
(Your City)

of December, 2022  
(Month)

Jesse Cole  
(Your Signature\*)

N/A  
(Name and address of attorney, if any)

Dec. 20, 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.

Ky. Public Utilities  
CS.# [REDACTED] for Jeanne Cole  
12/20/22

In August, 2022, I received a bill from Duke Energy for \$704.<sup>59</sup> It stated it was for service Mar. 15 - Aug. 12. I had already paid for March, April, May, June and July. When I called Duke, I was told that my gas meter wasn't working during those months, so they didn't get a reading. However, the bill they sent showed specific readings for each of those months. They could not explain how or when they got those readings. Other people in my neighborhood had also received strange bills, so I contacted Ky. Public Utilities Commission who began to look into it. I emailed copies of several bills on Sept. 14<sup>th</sup> to Roseneroy Tuth @ the Commission... none of which added up or made sense.

Beginning in August I have been adding together the current amount of electric + gas use and paying that amount each month. over please →

To Duke

and explaining that the Ky Public Utilities is looking into the problem. Since then, Duke has threatened to cut off my electricity & gas. They then sent a notice that if I didn't pay up by 12-11-22, my services would be disconnected. Mr. T. H. intervened and stopped them. (Public Utilities)

Then just today, I received the form to file a complaint. I appreciate your help in getting this matter resolved. I always pay my bills on time and realize that because my meter was allegedly broken they could not get a reading. However, they did nothing to address that for five months and certainly did not inform me.

Respectfully  
Jeanne Cole  
319 Erwin Terrace  
Dayton, KY 41074