

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Sam Ollie Droganes)
 (Your Full Name))
 COMPLAINANT)
 VS.)
Duke Energy)
 (Name of Utility))
 DEFENDANT)

RECEIVED

APR 24 2024

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Sam Ollie Droganes respectfully shows:
(Your Full Name)

(a) Sam Ollie Droganes
(Your Full Name)

PO Box 703, 207 Pike St. Covington, Ky 41011
(Your Address)

(b) Duke Energy
(Name of Utility)

P.O. Box 1326, Charlotte, N.C. 28201
(Address of Utility)

(c) That: see additional sheet for narrative that
(Describe here, attaching additional sheets if necessary,

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

and basis for the complaint.)

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Formal Complaint

Sam Ollie Drozanes vs. Duke Energy

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Wherefore, complainant asks Duke needs to accept a more reasonable
(Specifically state the relief desired.)

definition of a residence versus business and accept that my
building is in fact ONLY a residence and therefore subject to
the lower rate for gas and electric. I would also
respectfully request the rate be applied in arrears beginning
September 2023 when I started this process and was denied,

Thank You.

Dated at Covington, Kentucky, this 22ND day
(Your City) April

of April, 2024.
(Month)

Sam Ollie Drozanes
(Your Signature*)

(Name and address of attorney, if any)

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.

Phone number where you can be reached: (859) 431-0606

Utility Name: Duke Energy

I purchased the building where I live in 2022, but it has been in my family since it was built in 1918. The city and state forced the closure of the business that had been on the first floor since 1932, in 2016. Since then there has been no commercial enterprise there, nor is there going to be, as long as I own the building, which will be until the day of my death. Despite this, Duke refuses to status the location as a residence, but to make more money wants to call it a business. They have greatly frustrated me and wasted dozens of hours of my time, as I started this procedure on 09/29/2023, followed their protocols, filling out a rate change form, only to be told weeks later that that does not apply in Kentucky. I got a BPEM number, only to be told months later that the case was and had been closed, but no one informed me of that. Now I am told that to be considered a residence Duke's requirements include having a bathroom, bedroom and kitchen on both floors of my structure. In short, not every house has a bedroom on each floor, some do not have a bathroom on both floors and I doubt most have a kitchen on both floors. There is not and will not be a business in my residence. There is no city, nor county occupational licenses, no Kentucky Secretary of State filing, no tax records and the property taxes are in my name. That should be more than enough to satisfy the fact that there is not a business here, nor is there going to be a business. Moreover, to open a business in this place is further complicated by the fact that this is an historic district, which brings all kinds of restrictions and added requirements, should a business wish to locate here. If they want to draw it up, I am even willing to sign an affidavit to the effect that I will not operate, allow or permit, in any way, a business to operate here. I should not be burdened with this in this way. Duke is being completely unreasonable. Please schedule a hearing where I can have my grievances honestly considered. Thank you.

Have you contacted the utility about the problem: Yes