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March 26, 2025

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

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PUBLIC SERVICE
COMMISSION

Dear Ms. Bridwell,

After reviewing Duke's March 19, 2025 response to the commission's request, I am further convinced that they are not acting in good faith. It appears that, at best, they are failing to put any effort into sharing complete and accurate data and, at worst, they are deliberately delaying matters in hopes that the issue will just go away. While the latter is more egregious than the former, either is unbecoming of an agency that has a veritable monopoly on serving the public. Therefore, I am requesting that interest and/or punitive damages be added to the payment Duke owes.

Adding interest and/or punitive damages will partially compensate the commission and myself for the extra time and effort we have expended on a matter that should have been straightforward at least at some point; it may also serve to remind Duke that the commission deserves more respect than for their lawyer to simply re-submit the same diatribe and purport it to be an adequate response to the request.

As I have already made the commission aware, there are two fundamental problems with omissions on Duke's part. First, in response to item 1, they are neglecting to provide any and all documentation related to my request to reclassify my address as a residence. Over the nearly two-year period since this began in 2023 I placed nearly a dozen calls to them. Almost every time I requested their phone representative make note of our discussion and submit it to the appropriate department or supervisor. (I have a written record of nine of those calls and have previously listed those dates for you.) At least twice and late in the process I was told that the call was being recorded. If this is the case, Duke should have archives of at least two phone calls plus records of various other communications. NONE of this was evident or even intimated in their now third rejoinder. I see this evidence that they are deliberately obfuscating the issue. Secondly and relatedly, Duke completely ignored the BPEM concern I addressed previously. Finally, and most significantly, Duke failed to include any and all charges related to the electric rate, ignored the gas rates or anything relative to them, and omitted the taxes for the second time.

I have already asserted in my previous letter, and continue to assert now, that I am convinced that Duke is deliberately being uncooperative in attempting to fairly and expediently resolve my complaint. This is wholly unacceptable to me and should also pique the commission's ire for lack of any sense of earnest effort to comply-for a third time. Therefore I respectfully request the commission assess additional penalties to Duke to cover wasting my valuable and that of the commission as well. Thank you.

Sincerely,


Sam Droganes