

MAR 14 2025

PUBLIC SERVICE  
COMMISSION

3/14/25

To Whom It May Concern,

We received a copy of Kentucky Power Company's response to the Public Service Commission. This was in response to our complaint about stray voltage in and around our pool at 51 Woodland Way, Grayson, KY. In their response, Kentucky Power requested that our complaint be dismissed. Their grounds for dismissal stated that after thorough inspection, they determined that the issues in our complaint do not result from Kentucky Power's facilities, and therefore cannot be remedied by Kentucky Power. However, we respectfully disagree with this determination, and have found some of the responses written to be inaccurate. We would like a chance to respond to their statement. Also, **we would like to request that this complaint not be dismissed.**

To the best of our ability and with regard to accuracy, we have researched some of the dates and information from our experience. We have created a timeline as an attempt to better organize the history of events in this matter. Within this timeline, we have responded to Kentucky Power's statements, adding updated information into our timeline that may clear up some further inaccuracies ( such as the picture Kentucky Power included of our voltage meter, and their claim that we sent an old picture. (See Sept. 10, 2024). We hope this helps to shed more light on the unfolding events that pertain to our electrical problem.

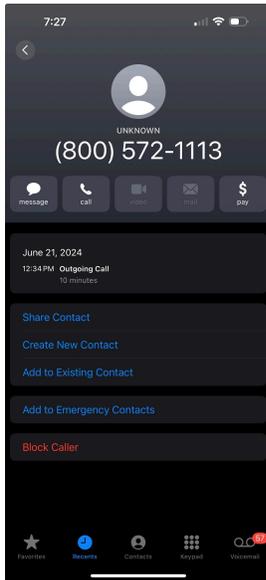
### **TIMELINE of events from the discovery of this problem to present:**

#### Prior to June 21st, 2024

History: We had, at that point, just recently moved into the home in Nov. of 2023, unaware of any problems with our pool. The first thing we did was immediately close the pool because the owners were supposed to close it, and they did not. It was too cold to swim, so we did not get into the pool before we covered it. The following spring on May 30, 2024, we had our pool opened. After feeling a stinging/tingling/shocking sensation in and around our pool for the first 2-3 weeks that we swam, we discovered that we were getting stray voltage in our pool, as mentioned in our original complaint. The shock was felt by all of our guests and our four grandchildren ages 3-6. Our 5 year old grandson asked us, "Why is your pool shocking me?" We began to research this online, which led us to discover that we had stray voltage going into our pool and the concrete deck area around our pool.

#### June 21, 2024

Called Kentucky Power (AEP).



Not knowing the cause of our stray voltage, we began by first contacting our power company, Kentucky Power (AEP). This was suggested by several sources while conducting our research.

Note: June 21st was the first visit from Kentucky Power and not September 3rd, as they stated in their response on page 1.

A technician named Derrick McKinney responded on that day, and told us that he was very familiar with our problem. He also lived in our neighborhood, and was familiar with the previous owners of our home. Mr. McKinney was polite, but told us that he was not able to help us. He said that when he got the call from our address, he dreaded coming because he knew what we were calling for. He explained to us: "It is not on our side (Kentucky Power)." He said this was already determined when the previous owners lived here, stating "I've already been through this mess with the previous owners."

We felt that Mr. McKinney seemed to feel bad for us, as he witnessed our first realization that we had been sold a house, by owners who did not disclose a serious electrical problem. Mr. McKinney said that our pool is not the only pool that has had this problem in this area. We are not sure how close in location to us he meant by this. Was he talking about other pools in our neighborhood? We found this very surprising since our research up to that point had indicated that stray voltage in a pool is very rare, even on a national level.

According to our memory of that day, Mr. McKinney told us that he had recommended to the previous owners, to not swim in the pool under those conditions. He was, however, aware that they continued swimming in it anyway. He stated that he was not aware of what had happened after they were told that it was not on Kentucky Power's side.

Before he left, he suggested that we call an electrician, recommending a local electrician named Roger Yates (606-923-2951). He stated that Mr. Yates would be more proficient at solving the problem.

#### June 21, 2024

After Kentucky Power left, that same day I contacted the referred electrician, Roger Yates. He also stated that he had worked on this problem for the previous owners. He said he would inspect equipment and see if he could help.

#### June 28, 2024

The electrician, Roger Yates, came to the residence and connected (grounded) the pump and salt chlorinator to a ground rod that he had previously installed. He inspected the GFCI breakers. The voltage around the pool was still in excess of 2V. There was no solution. He was unable to detect that any stray voltage was originating from our pool equipment. He was unable to help us.

We spent the next 2 weeks further researching online, trying to better understand this type of problem and find a solution.

#### July 12, 2024

We again called Kentucky Power. We reported the problem again. I have a record of this on my phone, but do not remember for sure if they tried to help me, or what was said. During this time period we were also trying to find help through calling local electricians and pool specialists to see if anyone could help us, but no one seemed to know how to help with this problem.

#### August 3, 2024

After having read about coding and bonding pools, Etc., we contacted Mike Holt.

**Mike Holt** is an author, businessman, educator, speaker, publisher and National Electrical Code® expert. He has written hundreds of electrical training books and articles, founded three successful businesses, and has taught thousands of electrical code seminars across the US and internationally.

His company, Mike Holt Enterprises, has been serving the electrical industry for over 40 years, creating and publishing books, DVDs, online training and curriculum support for electrical trainers, students, organizations, and electrical professionals. (From Mike Holt Enterprises Website:

<https://www.mikeholt.com/about-mike-holt.php> )

Mike Holt told us (and has repeated throughout this process) that whatever we do, it is dangerous to get into this pool until the problem is solved and there is no voltage.

August 15, 2024

We contacted State Electric Supply, whom someone had recommended to us. They gave us a number for another electrician (NEC).

State Electric Supply

528 Greenup Ave, Ashland, KY 41101

**Phone:** (606) 324-8011

August 17, 2024

Contacted NEC Electric

1021 Norwood Ave, Ashland, KY 41102

**Phone:** (606) 324-2908

Also contacted Mike Holt

August 19, 2024

Contacted NEC

NEC came and looked around. They said that they could come back and help us on another day, but they never showed back up. They stopped answering our calls.

August 23, 2024

Contacted Mike Holt, discussing the problem again. He was very helpful, and concerned. He gave us advice to keep searching for the problem, and to not give up.

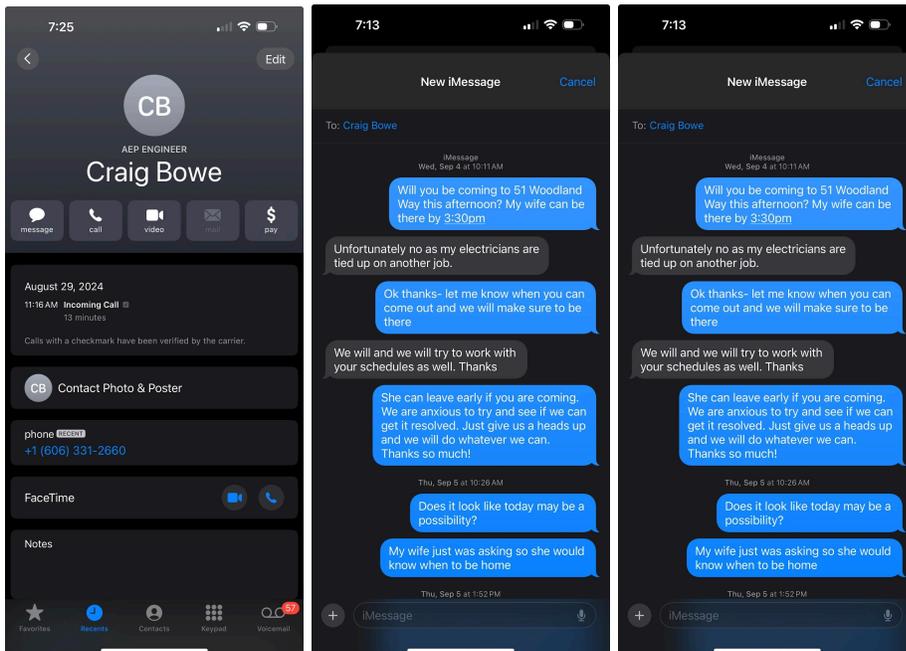
September 3, 2024

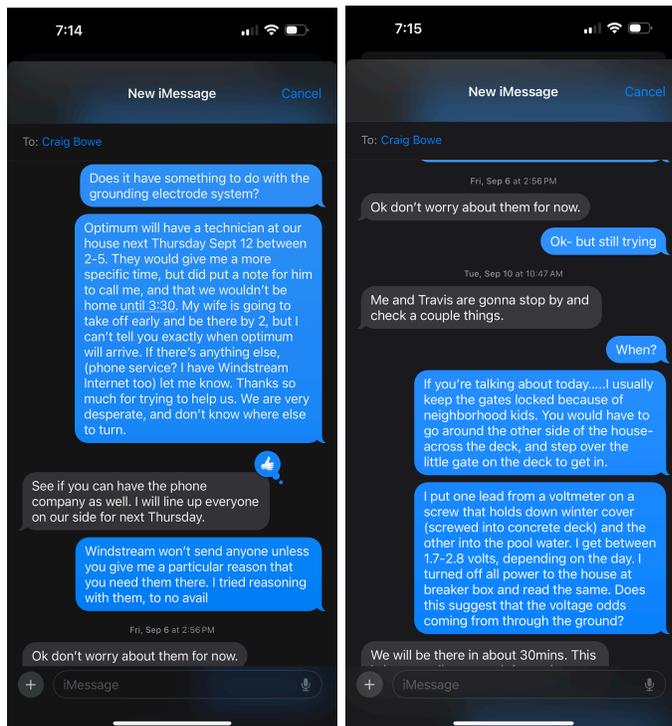
According to Kentucky Power Company's response before the Public Service Commission, they claim (on page 1) that they came to our residence and recorded many points of data and contemporaneously made the report (Exhibit 1) on September 3, 2024. They also stated that this was their first visit.

Respectfully, we find that AEP's first visit was not on September 3, 2024 as they stated in their response. We know this because June 24 is when we called Electrician Roger Yates, and we had been given that number from a Kentucky Power technician, Derrick McKinney on June 21st.

We also find in our records that aside from it not being their first visit, Kentucky Power was not even here on September 3rd, as they state they were. As you can see on the text thread from our communication with Craig Bowe from Kentucky Power, Sept. 10th is the day they unhooked our cable as Exhibit 1 describes. We don't see how they could have physically ("contemporaneously") completed the "after action report" on that day, if they were not here until Sept. 10th. This seems to be an area of confusion. Also, we were never given the report demonstrated in Exhibit 1.

Here are some photos of the text thread pertaining to the dates mentioned in this section:





### September 10, 2024 (Not 3rd)

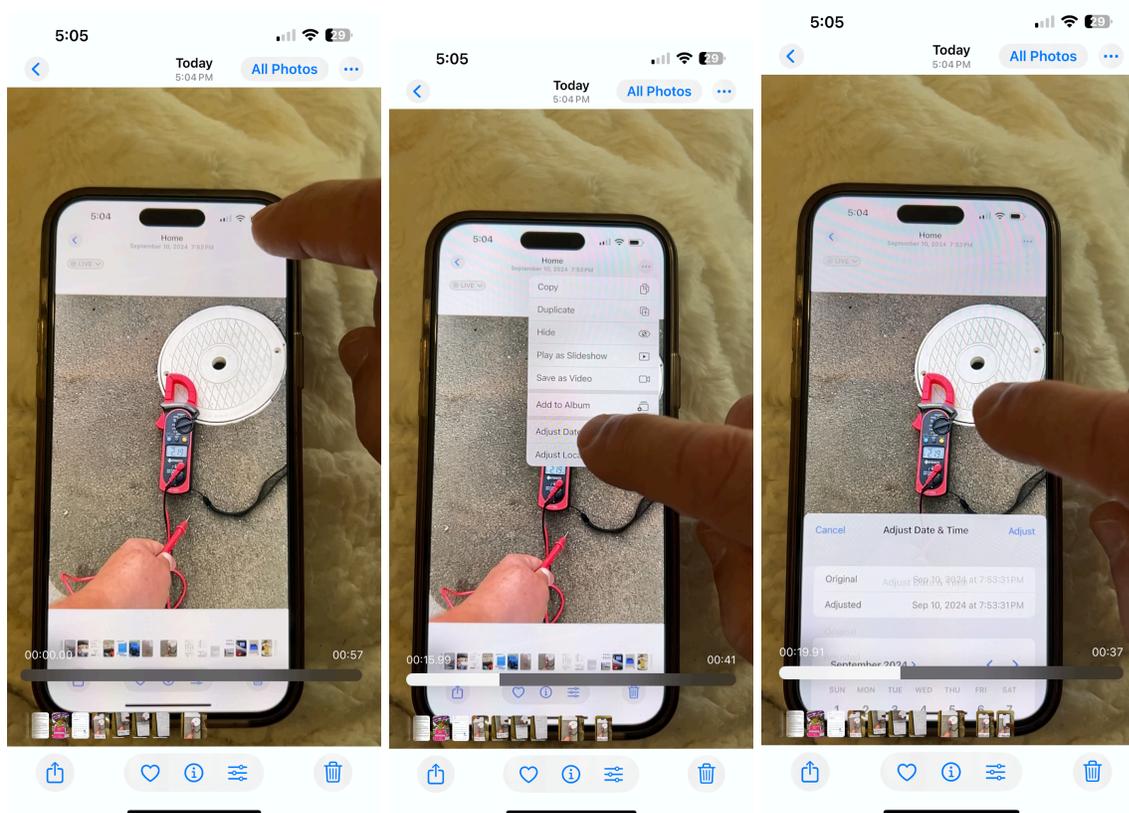
Kentucky Power came to our residence, and as I understand they performed many tests and experiments. They came when I was not home. They informed me, via text, that they had found the source of my voltage to be the cable from Optimum. I asked them to cut my cable service, and they agreed. To say we were thrilled by this news would be an understatement. We assumed that our problem was finally fixed. When I returned home, the Optimum cable, and Windstream Service were cut at the pole. I got into my pool, and to my dismay, I still felt the shock. I tested and read my voltage at 2.19 V and immediately sent a picture to Kentucky Power (7:58 PM).

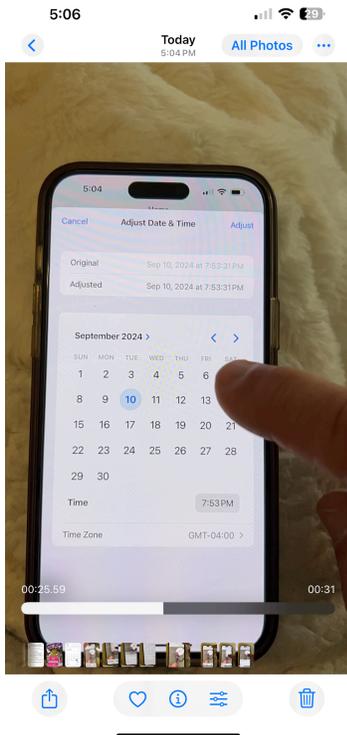
NOTE: Kentucky Power claims that the picture I sent them was taken in February. They state on the **Commonwealth of Kentucky Form Before the Public Service Commission** that the picture was dated from back in February, and included a picture of the picture sent by me (texted). They did not include a picture of a February timestamp. I have the original time stamp on my phone, which I will provide as clarification.

We are very peaceful, typically non-confrontational people. However, this was very upsetting to us. This claim of us sending an old picture is an accusation of deception, and the claim is not true. We will attempt to clarify this below by sending pictures and videos, as they did. This accusation is also just one more of the many “red flags” that has made us question whether we have been given “the runaround” (i.e. the deliberate avoidance of clear answers) about this problem.

**Our response** to the accusation of sending an old picture:

Here is a picture of the time stamp. In order to prove that it hasn't been changed, we also included pictures taken from another phone so that the picture can be viewed with the original time stamp, simultaneously. In order to show the original time stamp on an iPhone, you need to click on “adjust time and date,” and that is where you can see the original time stamp that indicates the date that the picture was taken. You have the ability to change the time stamp, but the original date cannot be changed. By taking pictures from the video, the original timestamp and the actual picture can be viewed at the same time, proving the date that the picture was taken. I can also show this to anyone at any time on my iPhone to prove it. Once I read this accusation, I actually sent my photo to the same person I originally sent it to (Craig Bowe) to clear up the matter. I showed that it was time stamped on September 10th, 2025 the day that my cable was disconnected. He has not responded.





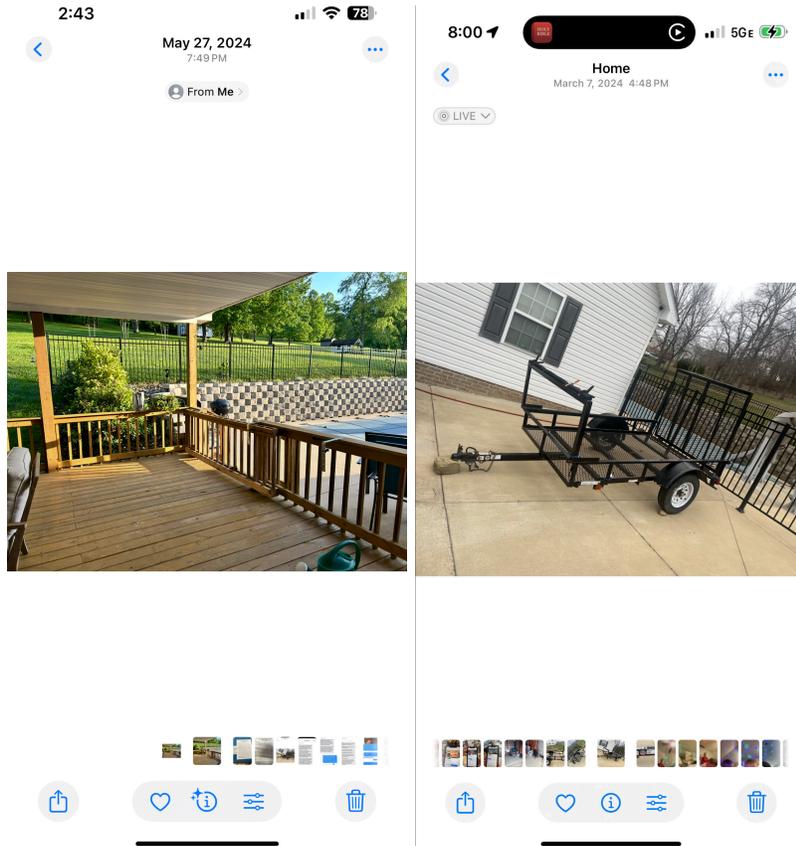
Below is also a link with the video uploaded to our YouTube account, if your digital format allows you to view:

<https://youtube.com/shorts/JD7xxM8XAs4?si=KvsO7dEQhM5KNvgp>

Furthermore, here are pictures of the receipts that show when we had our pool closed up (covered) for the winter season. We were also able to find a few pictures of our pool over the winter when it had the cover on. We have included dates on these photos as well. This further indicates that the photo (mentioned by Kentucky Power) was not taken in February as claimed, because our pool would have had the cover on, and it would have been shown partly covering the skimmer.



(Below) THESE ARE PHOTOS WE WERE ABLE TO FIND THAT SHOW THAT OUR POOL WAS STILL COVERED IN MARCH AND IN MAY 2024, AND WOULD MAKE NO SENSE TO HAVE SENT AEP AN OLDER PICTURE OF OUR POOL UNCOVERED IN FEBRUARY, AS THEY ACCUSED.



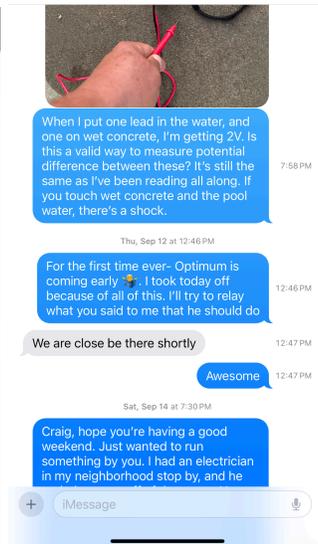
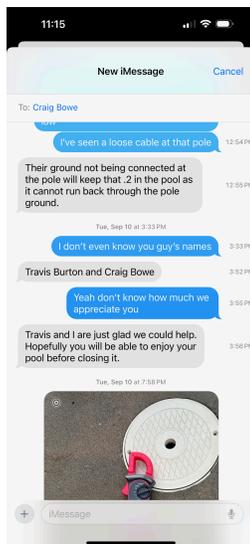
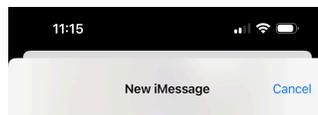
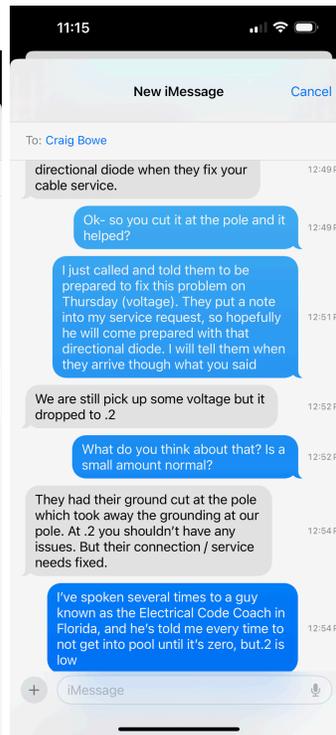
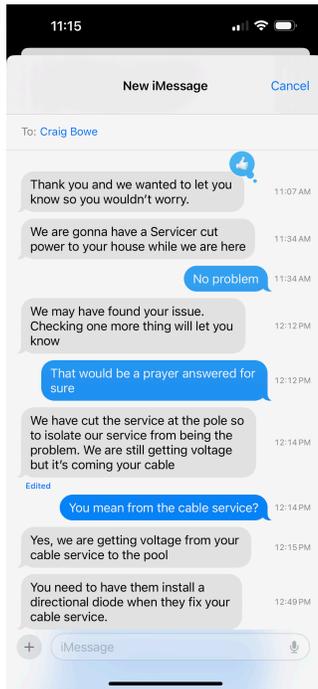
NOTE: Again, there was no timestamp shown on the picture shown in Kentucky Power's response, that we were able to find. We can show further proof on our iPhone of the original timestamp if requested.

Respectfully, I feel that Kentucky Power (one of the workers named Craig Bowe) must have known at the time that I sent him the photo, that my cable was disconnected during this photo. I did not have Internet that day when I got home or for 2 days after that. He told me before I got home that the problem had been fixed, but to my disappointment, when I returned home, the

voltage was still there. That is why I sent the included photo of my voltage reading , in order to prove to him what I was still seeing with the Optimum and Windstream Cables cut.

I would also like to note that it had often been difficult to get Kentucky Power to come when we were home. Maybe this is typical, we had no history of this to judge it by. Therefore, often they came when I was not there, so I was not privy to their findings. Sometimes I would take off work to make sure I was there because often they came at different times than my appointment...and I wanted to make sure I was there. Then they would not show that day. I was not present on Sept. 10th, so I do not know their reasons why they reported to me that they had fixed the problem.

Here are some snapshots of the conversation we had with Craig Bowe from Kentucky Power, on 9/10/24 (Note the time at top of screen indicates when we screenshot these texts for this document, the time inside the text thread (and date) indicates the day they were sent).



Sept. 12, 2024

AEP returned and spent several hours at my house. They walked around for a long period of time, and tried to find another reason for the voltage going to my pool. From my memory, I believe they were here for 3 to 4 hours. I was present the whole time that they were at my property, and although friendly, they did not demonstrate that they inspected anything on the service side (AEP). Several times I mentioned to them rare situations I had read online where voltage could be coming from another source (i.e. off my property). They would not consider that as a possibility. With respect, I sensed (as anyone would) they were trying to find something else to the voltage besides AEP. We, at this point, were beginning to feel helpless.

After several hours, they said that they gave up and could find nothing. They suggested that I drive additional ground rods and tie them into my breaker box. I did not understand why they asked this if they had continually stated that the problem was coming from Optimum cable.

Optimum arrived while Kentucky power was present, and checked all of their equipment. They (Optimum) ran a completely new drop from the pole just to try and satisfy Kentucky Power's accusation on them. Optimum stated to me and to the Kentucky Power workers, however, that electrical shock from their equipment is impossible. Importantly, the voltage remained the same before and after Optimum reconnected their cable.

As they left, Travis Burton of Kentucky Power suggested another electrician named Ollie Adkins to try to help, by driving ground rods.

**Note: Kentucky Power repeatedly stated (on their response), that they have not found any sources of voltage near the 2.19 volts as Mr. Peterman (I) reported. However, they have claimed to have found stray voltage in and around my pool, which would be unacceptable without reference to anything else. I can only report what voltage I have seen, felt, and measured myself. Multiple sources, including experts, will indicate that any electricity in water is potentially dangerous and possibly deadly. However, in this case, it is particularly true because the source of the stray voltage is unknown and the voltage tends to fluctuate.**

September 13, 2024

Called Ollie Adkins. He recommended someone at Barbi-Lin Pools, in Ashland, Ky. We called them, which ended up resulting in a dead end (which was a common occurrence for us with electricians and pool installers alike).

September 14, 2024

We contacted yet another electrician who lives in our neighborhood (Matthew Porter). He had offered to help when he heard about our problem. From what we understand, he is a Master Electrician (Senior Electrical Projects Manager at a local facility) with years of experience. He was very willing to help us find answers. He arrived and inspected all electrical components. He was very thorough, and refreshingly helpful, showing me and explaining to me everything he was doing. He then informed me that his findings indicate that **the neutral ground wire is insufficient from the electric pole.**

(See Mr. Porter's details below in the Nov. 6 section).

#### September 19, 2024

I contacted Kentucky Power. I explained (to a lady named Paula) what was discovered and requested Kentucky Power to replace the ground wire. I offered to pay for it myself. She stated that if there were a problem, they would not charge us. However, she said that there is not a problem. I asked her if I could pay as if I were building a new home, and have a new ground wire installed. She said that they would not do that.

Also spoke again with Mike Holt, (Electrical Code Expert) explaining Matthew Porter's findings. Mike Holt stated that he felt like Mr. Porter had inspected properly, and was on the right course. He stated that he was in agreement with the actions Mr. Porter had taken in diagnosing the problem, as well as his conclusion that this was a problem with Kentucky Power.

#### September 27, 2024

In response to my phone call, Kentucky Power installed a monitor ( a monitor had been placed at some point a little while before this one, but they said it failed and needed to do another recording). They left the monitor there for several days to a week. Once the monitor was retrieved, they later reported that there were no issues recorded by the monitor. No report of any kind was offered to substantiate these findings, and we were not told the significance of the monitor reading at that time.

#### October 28, 2024

Matthew Porter (Electrician) agreed to install the extra ground rods at Kentucky Power's recommendation. He stated that this would not help, but at our request we hired him to install the rods so that we could prove that this was not the problem. As he had suspected, the ground rods did not solve the problem. Unfortunately, we now have two big rods sticking out of the ground in our driveway with wires going through our garage wall that we did not need. But more importantly, we still had stray voltage.

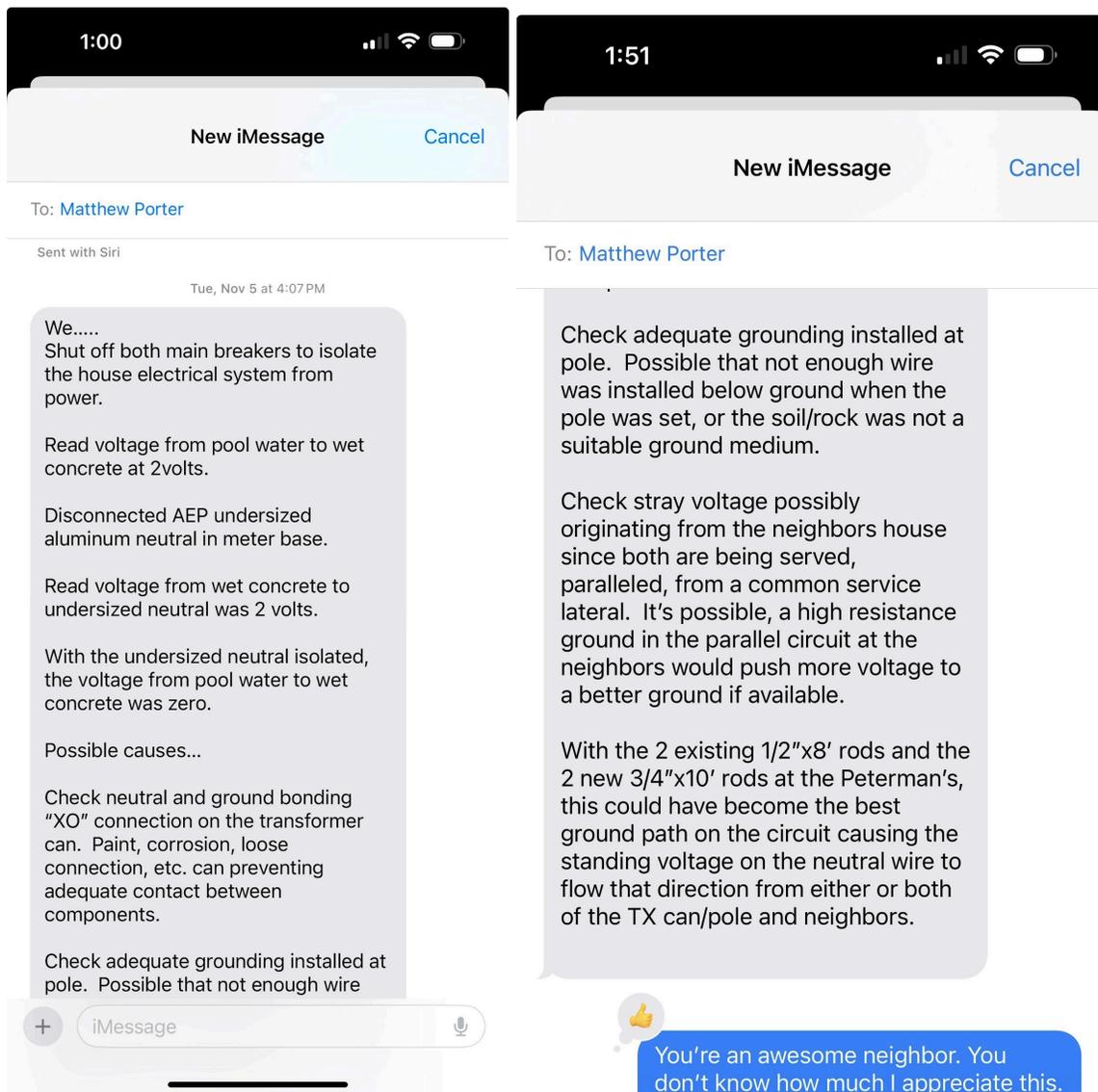
While here, Matthew Porter pointed out that our service neutral wire was not doing its job in taking stray voltage away from our property. He said it was undersized, and aluminum. Our neutral wires in our breaker box are copper, and a heavier gauge wire.

**Also important:**

**While here, Matthew Porter measured the voltage in our pool at 2 volts. He then turned off the power in our main breaker boxes. Next, he isolated the neutral wire in the service box, by disconnecting it. He measured the voltage on this neutral wire. Interestingly, the measurement of voltage on the neutral wire was equal to the measurement of 2 volts he had gotten from the pool water, before he had disconnected the wire. Once disconnected, SIMULTANEOUSLY, THE POOL VOLTAGE WENT TO ZERO. This was the first time since we had moved here that I had witnessed a voltage of zero.**

November 6, 2024

Kentucky Power returned with a team of workers. They said they could not be here when Matthew Porter could be here. Therefore, Mr. Porter (the electrician) left a detailed text as a report of his diagnosis/list of possible fixes. The purpose was so that I would not get confused when explaining his findings to Kentucky Power, since he could not be here. Here is the text he sent to us, to discuss with AEP:



While the Kentucky Power employees were here, I read and tried to show them the diagnosis and the list of recommended fixes, but they would not do anything that he suggested. I, myself, had witnessed Mr. Porter doing the things on this list, and witnessed a zero voltage in my pool. Kentucky Power claimed (page 5 of their response) that such a disconnection could not cause a total voltage drop. The very reason I had them come to my house was to replicate this test. They refused to perform the test. When I was actually reading his statements to them, they would just stand and look at the ground. I read it to at least 2 of them, but maybe 3. I do remember reading it to the two engineers and the others were standing nearby and could hear me read. For some reason, they just did not respond to me. I wondered why they were behaving this way. Respectfully, It became very confusing, and uncomfortable. Kentucky

Power also claims (on pg. 5) that I agreed with their representatives that the voltage was not originating from Kentucky Power Facilities. Admittedly, I have often been very confused about this problem along the way and my knowledge is not that of an electrician by any means. However, in actuality, I had realized at that point that they were not there to help me and were not going to be open minded in finding the solution. I was defeated. I had no further grounds for argument because they would not hear me, listen to me, or respond to my requests. With all due respect, I felt very strongly that they were just here to appease me, and had already reached their conclusion. The only action they performed that day was to disconnect my power and show me a small voltage on a cable splitter from Optimum, I do not remember what this voltage was on the cable splitter. I think I remember that there may have been a low voltage there. However, I think I was confused in trying to understand its relevance. I also remember their claim that their 2nd monitor reading proved that my stray voltage could not be coming from Kentucky Power, which made no sense to me why Matthew Porter got a reading of zero when he disconnected the neutral wire. One of these findings, it seems, has to be incorrect. I witnessed one of them with my own eyes. I told them, when the cable is unhooked, the voltage around and in our pool is still there. When Kentucky Power is unhooked, the voltage is zero. Then, as before, I informed them before they left that there were other people across the street who have since told us they have the same problem (their kids feeling shock in their pool). Kentucky Power technicians expressed no interest or engagement in the conversation.

**In short**, there is a potentially dangerous electrical problem at our property, and possibly in our neighborhood, that could result in injury or death. We have had one other neighbor tell us that they have the same problem. Although this raises a red flag that this might be a broader problem than just our property, we do not have proof or data other than from our own property.

Respectfully, Kentucky Power has not helped us to remedy this problem, although there are serious indicators that it is coming from their side. They also have stopped trying to help us, demonstrating what we believe is a disregard for consumer safety. We are left with serious questions. For example, if the origination of the voltage and the cause is unknown, how could there be a guarantee that this often fluctuating voltage could not increase to dangerous levels in water, at any random time? Our stray voltage fluctuates frequently. Another big question we have is: If cutting the power from Kentucky Power takes the stray voltage down to zero, how could this voltage not be coming from Kentucky Power?

**In closing, the only time our pool voltage has been zero, is when the AEP service neutral wire was disconnected. I have never witnessed it at any other time.** I am very regretful that I did not take a picture that day, but I was dealing with discussions with the electrician we had hired, and unfortunately did not think to take a picture. I also was not imagining at that time that it would be disputed by Kentucky Power, because it seemed very clear that the answer had been found and I believed Kentucky Power could easily see the same thing if they performed the same test.

We are hopeful that someone can help us solve this very serious, complicated, and potentially dangerous predicament. We very much appreciate the time that was taken to read our detailed statement, and consider our safety needs.

Sincerely,

Larry and Debra Peterman  
51 Woodland Way  
Grayson, KY