



COVINGTON OFFICE

104 East Seventh Street
Covington, KY 41011
ph: 859-431-8200
fax: 859-431-3009

Olivia Davis Rzesutock
Attorney
859-957-0728
odavis@lablaw.org

March 24, 2025

Commonwealth of Kentucky
Public Service Commission
P.O. Box 615
Frankfort, KY 40602-0615

RECEIVED
APR 07 2025

PUBLIC SERVICE
COMMISSION

Re: Complaint Against Duke Energy

Dear Commissioners:

Please find under cover of this letter the complaint by my client, Ms. Stephanie Smith, against Duke Energy. If any more information is needed, please contact me at 859-957-0728 or odavis@lablaw.org.

Sincerely,


Olivia Davis Rzesutock, Esq.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Stephanie Monette Smith)
(Your Full Name))
COMPLAINANT)

VS.

Duke Energy)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Stephanie Monette Smith respectfully shows:
(Your Full Name)

(a) Stephanie Monette Smith
(Your Full Name)

3927 Lincoln Ave, Latonia, KY 41015
(Your Address)

(b) Duke Energy
(Name of Utility)

139 E 4th St, Cincinnati, OH 45202
(Address of Utility)

(c) That: ^{says they} Duke replaced my smart meter on Sept. 18, 2022, due to
(Describe here, attaching additional sheets if necessary,

medical reasons & they started charging me \$25/mo for a manual meter
the specific act, fully and clearly, or facts that are the reason

reading. However, in Dec. 2024, Duke informed me that my meter had
and basis for the complaint.)

been broken since Oct. 2022, & that I owed over \$3,000 in underbilled

Continued on Next Page

Smith

vs.

Duke

Page 2 of 2

electric. However, I had been paying my electric bill every month, in addition to the manual reading charge so I assumed they were coming out to read it. Duke told me the most they could do was to offer me^{me} a 12 mo payment plan of \$218/mo in addition to my monthly bill. However, this is not my fault. I paid my bill every month.

If the meter was broken, they should have noticed that back in Oct. 2022 since I was paying the fee for them to read the meter in person.

Wherefore, complainant asks that Duke forgive the amount they
(Specifically state the relief desired.)

Claim ~~was~~ I was under billed for because they should
have discovered the problem with the meter back in 2022.

At minimum, they should reimburse me the manual meter read fee
if they weren't coming out to read it. Also, since approximately August
2022, I have a new AC system so my summer electric usage should
be recalculated based on this new unit.

Dated at Covington, Kentucky, this 24th day
(Your City)

of March, 2025.
(Month)

Olivia Davis Rzesutack

Olivia Davis Rzesutack
104 E 2nd St
Covington, KY 41011

(Name and address of attorney, if any)

Stephanie Smith
(Your Signature)

3/24/25

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.