

RECEIVED

DEC 01 2025

PUBLIC SERVICE
COMMISSION

From: Jennifer Meffert [REDACTED]
Sent: Monday, December 1, 2025 1:47 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: 2025-00130 Jennifer Hawks Meffert VS SRE

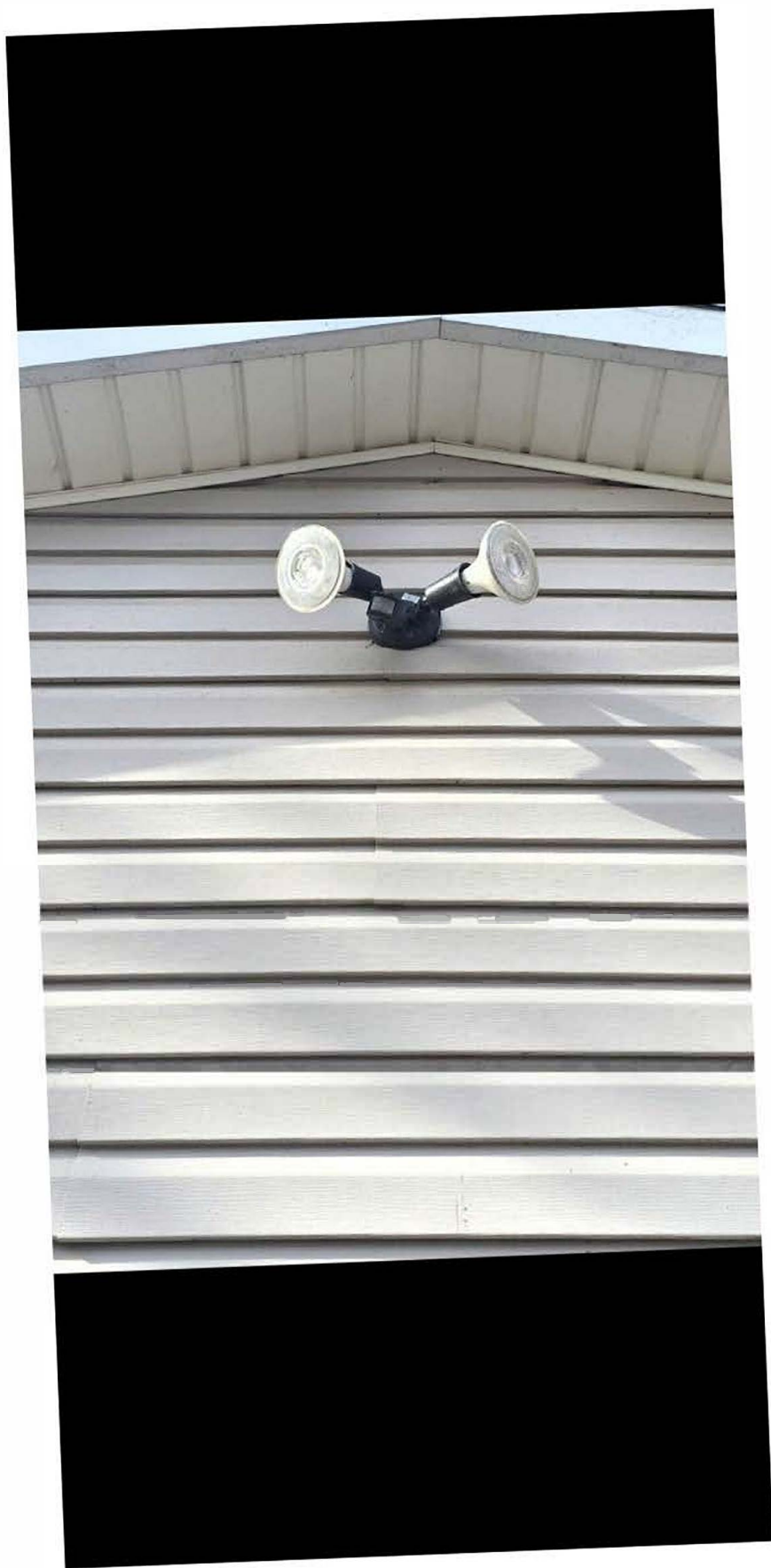
-4 Additional "evidence" photos per request below.

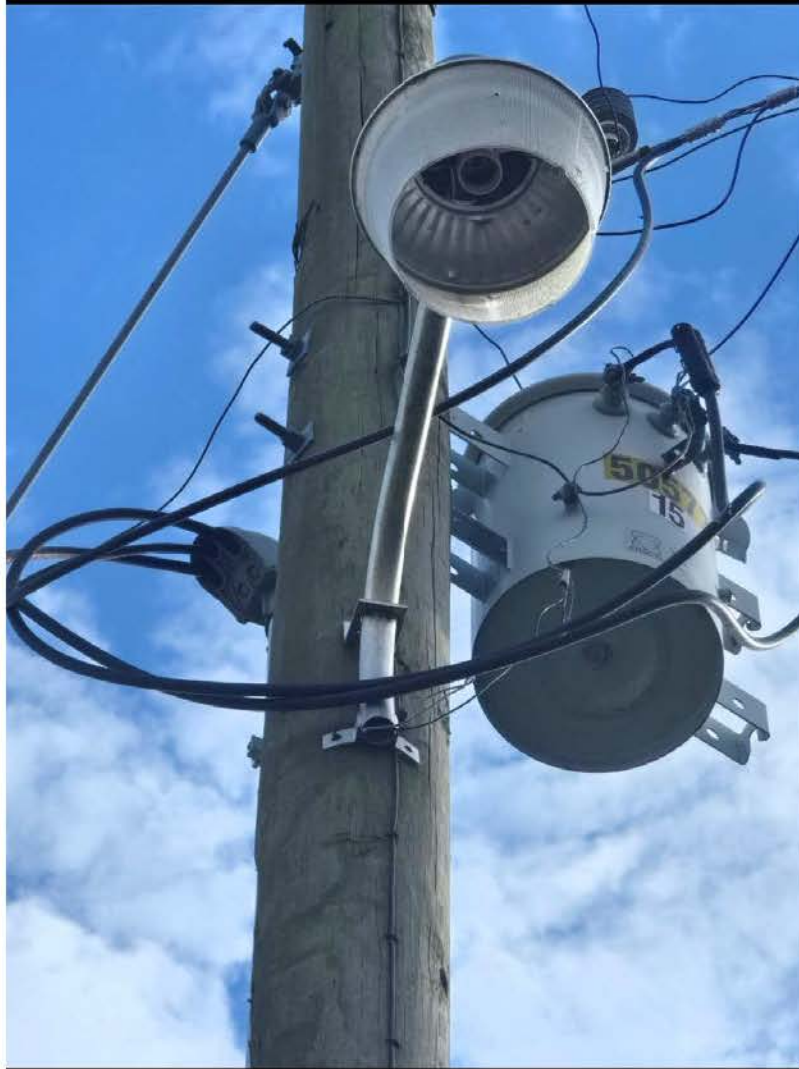
These pictures confirm the light pole is not on my property nor near my barn and not in working order. The black barn is not my property. It belongs to my neighbor whom I assumed the light belonged to. The pole is far from our home hidden behind a very large tree, which would make this of no use to us. We have 2 floodlights on the back side of our home (picture attached), that provides us with excellent light at night. Ive also attached a picture of the pole and light fixture itself. No bulb and the metal light was not removed as SRE stated they would.

Jennifer Hawks Meffert
[REDACTED]











From: Jennifer Meffert [REDACTED]
To: PSC Executive Director <PSCED@ky.gov>

Subject: 2025-00130 Jennifer Meffert VS SRE

Sent: Monday, December 1, 2025 1:57 PM

Additional photo. This is what they stated was true. They have given false information and statements that are only assumed to relieve themselves of any responsibility.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

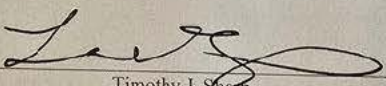
JENNIFER LEE HAWKS MEFFERT)	
COMPLAINANT)	CASE NO. 2025-00130
V)	
SALT RIVER ELECTRIC COOPERATIVE)	
CORPORATION)	
DEFENDANT)	

CERTIFICATE OF PREPARATION

STATE OF KENTUCKY
COUNTY OF NELSON

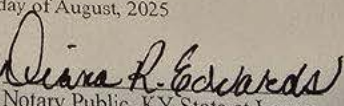
Timothy J. Sharp, being duly sworn, states that he supervised the preparation of responses to The Public Service Commission's Request for response to complaint dated August 12, 2025, in the above-named case, and that the matters and items set forth therein are true and accurate to the best of his knowledge, information and belief, formed after reasonable inquiry.

SALT RIVER ELECTRIC COOPERATIVE CORP.


Timothy J. Sharp
President and Chief Operating Officer

STATE OF KENTUCKY
COUNTY OF NELSON

Subscribed and sworn before me on this 19th day of August, 2025


Diana R. Edwards
Notary Public, KY State at Large
My commission expires: July 05, 2027
Commission No. KYNP74336

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

APR 21 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

Jennifer Lee Hawks Meffert
(Your Full Name)

COMPLAINANT

VS.

Salt River Electric
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Jennifer Hawks Meffert respectfully shows:
(Your Full Name)

(a) Jennifer Hawks Meffert
(Your Full Name)

7182 Bloomfield Rd. Springfield Ky. 40069
(Your Address)

(b) Salt River Electric Company
(Name of Utility)

805 Bardstown Rd. Springfield, Ky 40069 #4
(Address of Utility)

(c) That: SRE has unlawfully charged me
(Describe here, attaching additional sheets if necessary.)

for an outdoor light that is not on my
the specific act, fully and clearly, or facts that are the reason
property nor in working condition for
and basis for the complaint.)

over 8 years. It has never been on

Continued on Next Page

Jennifer Hawks Meffert vs Salt River Electric

Page 2 of 2

a printed bill nor online account. The company admitted they charged me wrongly but refuses to refund the entire amount. They refunded 2 years only to my account. I asked if they had anything in writing stating my knowledge of this light + they said no.

Wherefore, complainant asks that a full refund be
(Specifically state the relief desired.)

given in the amount of \$1008.00

Dated at Springfield, Kentucky, this 14th day
(Your City)

of April, 2025
(Month)

Jennifer Meffert (Hawks)
(Your Signature)

(will hire if needed)
(Name and address of attorney, if any)

April 14, 2025
Date

*Complaints by corporations or associations, or any other organization having the right to 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.

PUBLIC SERVICE COMMISSION

Chairman

Charles S. Wood
Commissioner

Commissioner

Mary Pat Kegan
Commissioner

ATTEST:

Linda Bridwell RP
Executive Director



Case No. 2025-00130

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00130 DATED AUG 12 2025

TWO PAGES TO FOLLOW

Original Springfield

in Appeal

(Name and address of Attorney)

Date

Exhibits by counsel shall be accompanied by a copy of the complaint, must be signed by the attorney and show the date when the assigned consultants will be contacted or acted upon by the consultants.

From: Jennifer Meffert [REDACTED]
Sent: Monday, December 1, 2025 1:38 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: 2025-00130 Jennifer Meffert VS SRE

4 page written testimony attached. Numbered for order.

Jennifer-Hawks Meffert
[REDACTED]

Dec. 1, 2025

1)

To whom it may concern,

March 2025, I notified SRE by phone that their light was out on my neighbors property.

It had been out for years. I had recently noticed workers out on that property working in the field at night and with true sincerity and in good faith, I contacted SRE the following morning.

Mrs. Hopper, SRE representative, informed me that the light was in my name and that I have been paying on the light for (8) eight years. I disclosed to her that I had never signed up for any extra outside light.

(Info) Renee Hopper

I proceeded to ask her if there were anything in writing where I had asked or agreed to pay for an outdoor light. She stated "no."

She informed me, that the prior homeowners (Chris Dues) wanted the light and paid for it and when I moved in, that they automatically added it to my account without my knowledge.

2)

I received by mail an unauthorized letter by SRE that had two (2) previous paper bills which states:

Billing Summary

Past Due

Current

Metal Halide (MH) \$10.19

Fuel cost ADJ

Environmental Surcharges

EPA compliance

To me, the (MH) looks like an additional, tacked on charge. I had no idea what (MH) was. In all actuality, I assumed it was my metal meter on my house.

Sadly even after calling for them to come and replace the bulb in the past, it was never done. I have cameras that surround the home and not once did I ever see them replacing a bulb. After years, I forgot about the light until I saw the workers that night.

Myself calling does in no way prove I knew the light was mine. I was simply trying to help a neighbors farm hands.

Eight (8) years, I paid for a light in complete malfunction, in total

3)

inoperable condition.

I received an illegal formal letter from Salt River Electric stating the light is on the side of my home, which it is not. Then it states its between my house and barn, which it is not. The letter is accusational.

The letter also states I have benefited and used the light which is another false statement. I cannot "benefit" from a pole that has no bulb in it, & blocked by a huge tree.

One letter stated the manager gave me a \$298.57 refund as a "good faith to a customer, and another form said I was refunded 2 years which is what the PSC only allow. Mrs. Hopper stated to me, its all she was allowed to return herself.

I would not have waited (8) eight years to stop paying on a non-working light that's not on my property. Myself calling was ~~and~~ me whole heartedly trying to help someone else. If I were to call on a down power line on his property, would that incriminate me? Absolutely absurd of their accusations? I have 2 floodlight I use. The (MH) is of no use to me

4)

I am in dismay and repulsed by the false claims the Salt River Electric Cooperative Co. responded with.

I am asking what I believe is rightfully due. Nothing more, nothing less. I believe this is a more than fair return.

I understand companies make mistakes but should return what is due when they are at fault, just the same as the customers. They hold us to a standard as we should hold them to theirs as well.

I am asking the \$1008.00 be refunded by check.

I will attach photos of the light pole, home & surroundings, along with the "certified" letters.

I never signed up for this light that's not on my property and would like a full return.

Thank You kindly,
Jennifer-Hawks Melfert

Dec. 1, 2025
10:28 am.

From: Jennifer Meffert [REDACTED]
Sent: Monday, December 1, 2025 1:54 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: 2025-00130 Jennifer Meffert VS SRE

5 attachments: This is the document sent by Certified mail that I was told by PSC was illegal. These are the statements given by SRE that were false accusations and assumptions. One will be added on a different email as this email only sends 5 photos at a time.



Salt River Electric
PO Box 609
Bardstown KY 40004-0609
Address Service Requested

A Touchstone Energy Cooperative
Nelson County 502-348-3931
Spencer County 502-477-5133
www.srelectric.com

Bullitt County 502-543-3083
Washington County 859-336-5080

AUTO-DIGIT 40071

HAWKS JENNIFER
7182 BLOOMFIELD RD
SPRINGFIELD KY 40069-9410

4639 17

Account Number	Cycle: 210
Service Address	BLOOMFIELD RD-7182
Service Description	HOUSE
Bill Type	REGULAR
Rate Type	A-5 FARM & HOME
Location Number	9303177301
Meter Information	703566
Previous Reading	06/25/18 6037
Reading	07/25/18 6963
Multiplier - 1	KWH Used 926

History	This Year	Last Year
Days in Billing Cycle	30	30
KWH Used	926	1789

Thank you for Payment. We appreciate your business.

BILLING SUMMARY	BILLING DATE 07/30/18
BALANCE FORWARD	0.00
CURRENT ELECTRIC CHARGE	80.18
METAL HALIDE (MH)	9.88
FUEL COST ADJ (-0.002030 X 974 KWH)	-1.98
EPA COMPLIANCE CHG (0.12300 X \$88.08)	10.83

OTHER

TAXES & FEES

SCHOOL TAX	2.97
------------	------

TOTAL AMOUNT	101.88
LATE CHARGE AFTER 08/15/18	4.94
TOTAL AMOUNT DUE WITH LATE CHARGE	106.82

IMPORTANT INFORMATION

Questions regarding garbage billing in Nelson Co. should be directed to Nelson Fiscal Court at 502-348-1862. All other inquiries regarding garbage service should be directed to 502-348-1876. Salt River is not responsible for USPS mail delivery. Please allow 4-5 days for mail delivery. Failure to receive a bill does not exempt you from penalties or collection action/charges. If electrical service is interrupted, check your fuses or circuit breakers. Also, check to see if your neighbor has power. Promptly report any electrical service outages at 800-221-7465. For information concerning outages, please visit our Outage Viewer at www.srelectric.com.

RETAIN THIS COPY FOR YOUR RECORDS

RETURN THIS PORTION WITH PAYMENT

HAWKS JENNIFER

BLOOMFIELD RD-7182

Do not write on back.

☐ Check here if Wintercare or change of information below

Wintercare Contribution \$ _____

Amount Enclosed \$ _____

IF INDICATE CHANGE OF ADDRESS PHONE NUMBER HERE:
Address

State

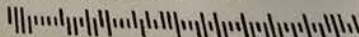
Zip

Other Phone Number

PAYABLE UPON RECEIPT

ACCOUNT #	210
Current Amount	101.88
Total Amount Due	101.88
Total amount after 08/15/18	106.82

SALT RIVER ELECTRIC
PO BOX 247
FLORENCE KY 41022-0247



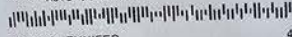


Salt River Electric
PO Box 609
Bardstown KY 40004-0609
Return Service Requested

A Tristate Energy Cooperative
Nelson County 502-348-3931
Spencer County 502-477-5133
www.srelectric.com

Bullitt County 502-543-3083
Washington County 859-336-5080

*****AUTO**S-DIGIT 40071



HAWKS JENNIFER
7182 BLOOMFIELD RD
SPRINGFIELD KY 40069-9410

Account Number	Cycle: 210	
Service Address	BLOOMFIELD RD-7182	
Service Description	HOUSE	
Bill Type	REGULAR	
Rate Type	A-S FARM & HOME	
Location Number	9303177301	
Meter Information	703566	
Previous Reading	02/25/22	88008
Reading	03/25/22	90134
Multiplier - 1	KWH Used	2126
History		
This Year		Last Year
Days in Billing Cycle		28
KWH Used		1602

BILLING SUMMARY		BILLING DATE 03/30/22
PAST DUE - PAYMENT DUE IMMEDIATELY	410.47	
CURRENT ELECTRIC CHARGE	176.07	
METAL HALIDE (MH)	10.19	
FUEL COST ADJ (0.005330 X 2174 KWH)	11.59	
ENVIRONMENTAL SURCHARGE (0.10870 X \$197.85)	21.51	
OTHER		94.82
CONTRACT		
TAXES & FEES		6.58
SCHOOL TAX		
TOTAL AMOUNT		731.23
LATE CHARGE AFTER 04/15/22		10.96
TOTAL AMOUNT DUE WITH LATE CHARGE		742.19

IMPORTANT INFORMATION

Questions regarding garbage billing in Nelson Co. should be directed to Nelson Fiscal Court at 502-348-1862. All other inquiries regarding garbage service should be directed to 502-348-1876. Salt River is not responsible for USPS mail delivery. Please allow 4-5 days for mail delivery. Failure to receive a bill does not exempt you from penalties or collection action/charges. If electrical service is interrupted, check your fuses or circuit breakers. Also, check to see if your neighbor has power. Promptly report any electrical service outages at 800-221-7465. For information concerning outages, please visit our Outage Viewer at www.srelectric.com.

RETAIN THIS COPY FOR YOUR RECORDS

RETURN THIS PORTION WITH PAYMENT
HAWKS JENNIFER

BLOOMFIELD RD-7182

Do not write on back.

☐ Check here if Wintercare or change of information below

Wintercare Contribution \$ _____

Amount Enclosed \$ _____

PLEASE INDICATE CHANGE OF ADDRESS/PHONE NUMBER HERE.

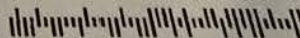
Billing Address

State	Zip
Number	Other Phone Number

PAYABLE UPON RECEIPT

ACCOUNT #	210
Past due - Subject to Immediate Disconnect	410.47
Current Amount	325.72
Total Amount Due	736.19
Total amount after 04/15/22	

SALT RIVER ELECTRIC
PO BOX 247
FLORENCE KY 41022-0247



COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JENNIFER LEE HAWKS MEFFERT)

COMPLAINANT)

V.)

SALT RIVER ELECTRIC COOPERATIVE)
CORPORATION)

DEFENDANT)

CASE NO.
2025-00130

SALT RIVER ELECTRIC COOPERATIVE CORPORATION WRITTEN ANSWER TO

COMPLAINT

1. For its Answer to the Complaint of Jennifer Lee Hawks-Meffert, Salt River Electric Cooperative Corporation (SREC) states as follows:

Ms. Hawks-Meffert signed up for electric service on 6/1/2017 at 7182 Bloomfield Rd. The location had a working security light that was listed on her electric bill each month as a line item, referred to as "Metal Halide". (See Attachment A, example bill from 2018)

On 11/16/21, a security light repair ticket was sent on Ms. Hawks-Meffert's behalf, stating that the light located on the side of the home between her house and barn was out and needed to be repaired. It was repaired on the same day.

Ms. Hawks-Meffert received a monthly bill with the Metal Halide light listed up through March of 2022 (See Attachment B, bill from 2022), at which time she was disconnected for unrelated nonpayment and thereafter was converted to Prepay billing. [Prepay billing members do not receive a monthly paper bill.]

On 3/13/2025, Ms. Hawks-Meffert called and spoke to an SREC Service Rep to request the security light at her location be repaired. She stated that she thought her neighbor paid for it, but that she always called in for the repairs. When she was told that she had always been billed for the light on her property, she no longer wanted to pay for the light. She requested the light to be disconnected, removed from her bill and insisted on a refund.

Ms. Hawks-Meffert was not happy when informed SREC would not refund the price of

the security light she had been using between her house and barn. The Service Rep then asked the SREC Manager of Office Services to reconsider since Ms. Hawks-Meffert was no longer receiving an actual paper bill showing the light as a line item.

The decision was made by the Manager to refund 24 months of light charges, which was the amount of time Ms. Hawks-Meffert had not been receiving a paper bill due to being on Prepay billing.

The total amount credited to her account was \$298.57.

No further credit or payment should be required of SREC because Ms. Hawks-Meffert utilized the Metal Halide electrical service, which she was aware of (having requested repairs) and from which she benefited. The payment of \$298.57 was simply one of good faith to a customer (member).

2. *Salt River Electric* has this date served a copy of this Answer to the complaint and any other filing related to this matter on the Complainant, Jennifer Lee Hawks Meffert, by U.S. Postal Service, First-Class mail at 7182 Bloomfield Rd., Springfield, Kentucky 40069

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JENNIFER LEE HAWKS MEFFERT)	
COMPLAINANT)	CASE NO. 2025-00130
V.)	
SALT RIVER ELECTRIC)	
COOPERATIVE)	
CORPORATION)	
DEFENDANT)	

AMENDED NOTICE OF FILING
AND
CERTIFICATE OF SERVICE

*Comes, Eric G. Farris, Counsel for Salt River Electric Cooperative Corporation,
and does hereby re-file the attached Answer to the Complaint of Jennifer Lee Hawks
Meffert, pursuant to the Order of the Commission entered September 9, 2025.*

*This is to certify that a true copy hereof was filed this 10th day of September, 2025
electronically with the Commission and by U.S. Postal Service, via first class mail, on
Jennifer Lee Hawks Meffert at 7182 Bloomfield Rd., Springfield, KY 40069.*



Eric G. Farris
Dinsmore & Shohl LLP
101 South Fifth Street
Suite 2500
Louisville KY 40202
(502)540-2567
Eric.Farris@Dinsmore.com