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PUBLIC SERVICE  
COMMISSION

**Date:** October 30, 2025

**To:**  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40602

**Cc:**  
Kentucky Utilities Company

**Subject:** Submission of Formal Complaint – Case 2024-00188

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### Cover Note

Dear Kentucky Public Service Commission,

Please find attached my **formal complaint** regarding **Case 2024-00188**, involving significant discrepancies in billing, financial retaliation, and intimidation by Kentucky Utilities Company (KU). I request **PSC oversight and review** of this matter to ensure proper investigation, resolution, and documentation of KU's failure to provide appropriate service.

All supporting documentation, including Energy Star verification of consumption and a request for the previous 12 months of occupancy usage, is referenced in the attached complaint.

I respectfully request confirmation of receipt of this submission and guidance on the next steps in the review process.

Thank you for your attention to this urgent matter.

Sincerely,  
Adrian Davis

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### Formal Complaint

#### 1. Inconsistent Billing and Overcharging

Upon reviewing the billing statements for the past year, it is clear that there is a significant and unjustifiable increase in charges for my utility services. Specifically, I have observed a **300% increase in billing** despite the fact that I did not occupy my residence for large portions of the billing cycle. During these periods of absence, I stayed in hotels, which is fully documented.

To substantiate this issue, I **will provide Energy Star verification** of the energy consumption for any appliances or devices installed in the home during the past year. Additionally, I **demand** that you provide the **previous 12 months of occupancy usage data**, with all personal details withheld. This data is necessary to verify any changes in consumption patterns that may explain the billing increases. I also request **comparative data** from other similar homes in the area to determine if my charges are consistent with other consumers.

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## **2. Financial Retaliation and Intimidation**

In addition to the unexplained billing increases, I have faced what I believe to be **financial retaliation and intimidation**. Specifically, **Kentucky Utilities (KU)** has refused to allow an independent, third-party assessment of the meters and bills to ensure fairness and objectivity. Given KU's monopoly over energy provision and the essential nature of these utilities, this refusal appears to be an intentional effort to prevent any legitimate audit of the substantial billing discrepancy.

It is imperative to note that I have made repeated requests for a thorough and impartial audit, which KU has actively blocked, thereby abusing its position of power to avoid scrutiny and resolve the matter fairly.

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## **3. Demand for Certified Mail Delivery**

I am requesting that this formal complaint be delivered via **certified mail** to ensure proper tracking and verification of receipt. Additionally, I require **immediate oversight and action** from the **Kentucky Public Service Commission (PSC)** to investigate these serious allegations. I demand a formal response from both **Kentucky Utilities Company** and the PSC regarding the investigation and findings, along with a comprehensive review of my billing history and account discrepancies.

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## **4. Request for Resolution**

In conclusion, I request that:

1. The **discrepancies in billing** be fully investigated and corrected,
2. An **impartial third-party audit** of my utility usage and the meter readings be conducted,

3. **The previous 12 months of occupancy usage data** be provided,
4. **The failure of KU to provide adequate service** and respond to my concerns be properly documented and addressed,
5. **Certification of this complaint's receipt** be provided to confirm that this matter is being properly reviewed by both KU and the PSC.

Please consider this as my formal demand for a resolution. I expect to hear from both entities promptly regarding next steps in addressing this issue.

Thank you for your immediate attention to this matter. I trust that it will be handled with the urgency it warrants.

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Sincerely,  
Adrian Davis