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May 21, 2026

Via Electronic Filing

Linda C. Bridwell, PE
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601-8294

RECEIVED

MAY 21 2026

**PUBLIC SERVICE
COMMISSION**

RE: David Ethington v. Jackson Energy Cooperative Corporation
Case No. 2026-00028 – Complaint – Rates, Service

Dear Ms. Bridwell:

I am writing to update the record in this matter. The complainant, a member of Jackson Energy, has alleged that an unnamed electrician has found issues with the transformer servicing his residence. Jackson Energy sent a service tech to residence on May 7, 2026 and found the transformer to be functioning properly. The inspection found some loose connections however, those were on the member's side of the meter. Even though these connections are the responsibility of the member, Jackson Energy personnel corrected the situation. However, those connections did not affect the accuracy of the meter.

On May 14, 2026, in accordance with notice provided to the member and the Commission, the complainant's account was disconnected. The complainant then contacted Jackson Energy and reported that a church would be submitting payment on his behalf. An electronic payment was received on that same day, so service was reconnected. Jackson Energy has now received notice that the payment submitted by the complainant was drawn on an account that does not exist, something that has occurred on two prior occasions. Accordingly, the complaint's account is being set up to be disconnected yet again for failure to make payment on any amount that is due and owing.

To date, this member has never personally paid any bill from the Cooperative or any portion thereof. Every issue he has raised has been addressed, yet the member continues to maintain that he owes nothing for electrical service that he has used for months.

This complaint case has been pending for five months, with the member filing a new complaint nearly every billing cycle, in essence attempting to dispute the entirety of each and every bill. Jackson Energy would also note that the complainant's spouse has a recent history of filing complaints with the West Virginia Public Service Commission against multiple utilities. These include Case Nos. 25-0390-W-C (American Water), 25-0388-E-C (Appalachian Power Company), 25-0392-S-C (Dunbar Sanitary Board), and 25-0391-G-C (Mountaineer Gas Company), all filed on April 21, 2025. Based on our review, the electric complaint involved allegations related to meter reading and billing concerns. Interim relief was granted in each case on April 23, 2025; however, the member did not comply with the requirement to remain current on ongoing bills as ordered under that interim relief. Between July 25 and August 4, 2025, the cases were dismissed as resolved. On August 4, 2025, the West Virginia Public Service Commission approved a payment arrangement requiring an initial payment, with the remaining balance placed on a deferred payment plan to Appalachian Power Co. Shortly thereafter, the complainant established service with Jackson Energy on August 26, 2025.

On behalf of its members, Jackson Energy urges the Commission to address this case as quickly as possible. Please feel free to contact me if you have any questions or concerns.

Sincerely,

Clayton O. Oswald

Clayton O. Oswald

Cc: David Ethington
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