

APR 24 2025

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Thomas J. Grills

COMPLAINANT

VS.

South Kentucky Rural Electric
Cooperative Corporation

DEFENDANT

CASE NO.
2023-00188

AMENDED COMPLAINT

The amended complaint of Thomas J. Grills respectfully shows:

(a) Thomas J. Grills

123 Island Ramp Rd, Nancy KY 42544

c/o 10340 N SR 129, Batesville, IN 47006

(b) South Kentucky RECC

200 Electric Ave, Somerset KY 42501

(c) That:

In response to the commission's request for further information regarding the original complaint, attached as exhibit 1, is my original supplemental document. Therein, it explains and outlines the timeline of events. In more detail, paragraph 3, page 3, states that in December of 2022 or January of 2023, from memory, Ms. Keith, with South Kentucky Rural Electric Cooperative Corporation, hereafter referred to as SKRECC, contacted me to tell me they had learned the meter was in error, and after investigating, they felt the error began 22 months prior. However, after reviewing billing history, it appears SKRECC caught it in November 2022. See exhibit #2 and the

increase in electric billing. The 22-month extension would then have been backdated to January or February of 2021, depending on the time when Ms. Keith initially called to report the problem.

“Then, in late December of 2022 or January of 2023, Ms. Sharon Keith, SKRECC called me about the issue. She advised SKRECC was going to “back-bill” us for 22 months “estimated” use when they felt the problem started.”

As far as the Commission’s request of interpretation outlined under the “Legal Standard, Complaint” first paragraph, page 3, both are accurate and admissible. This was explained in paragraph 5, page 3 of the original complaint by me.

“However, upon further investigation into the law, it revealed the ultimate responsibility of the power company, as outlined in 807 KAR 5:006, Sections 7 (5), and/ or Section 11 (3), is to monitor the meter to prevent these types of occurrences by checking the meter quarterly, and if not quarterly, at least annually.”

These laws were referenced in the response by the Commission. It is my intent both these laws apply to this complaint to dismiss the back billing from SKRECC.

It is also important to note that SKRECC had installed an electronic metering device on the residence prior to my purchase in 2019. This also means SKRECC should be able to see usage variances remotely and know immediately if there is an error alert. Or be able to test the meter within what the law requires. If not, they must follow the law and physically check the meter as required.

This is prima facie evidence, in and of itself, that SKRECC is in direct violation of Kentucky statute voiding back billing me beyond the quarter for which they learned of the failure.

The next area of concern is brought in the 3rd full paragraph on page 3 under the “Complaint.” Based on Kentucky law, if SKRECC noticed the error in November of 2022, I would agree to pay an average billing for the month of October, since that was the quarter in which they found the error. I feel this is more than fair, even though I do not think I am responsible for SKRECC’s neglect and have to pay anything. They should have corrected the error, ran a meter test as statute dictates [807 KAR 5:006 Section 11(1)], and moved

forward. To date, I am unaware of any meter test that has been completed to prove the error has been corrected and working properly. Exhibit #3 shows there could be a conflict with usage still. Two separate months with the exact same bill shows some prima facie evidence there could be something wrong with the meter.

Next, I agree they are able to go back to the beginning of the quarter to collect since they have the technological means of locating an error quarterly, as described by law. My reason for the \$50 is it appears they caught the error in November 2022 as my electric bill increased dramatically to \$128.00 "even" ironically (Exhibit #2), but the month of October 2022 was \$56.78. See Exhibit #1, page 2. Any month prior to the beginning of the 4th quarter of 2022 should be forgiven.

Last, and what was not mentioned, is I continue to receive disconnect notices and the threat of such, if the bill is not paid. Exhibit #4. This is a direct violation of Sections 11(6) and 12 respectfully. This further expounds SKRECC's neglect of the law.

I pray the commission would follow the law and forgive me of any backpay to SKRECC and direct them to update their technology, or fix their system to prevent any misuse in the future.

Dated at Batesville, Indiana, this 24th day of April 2025.

A handwritten signature in black ink, appearing to read 'T. Grills', written over a horizontal line.

Thomas J. Grills

123 Island Ramp Rd, Nancy KY 42544
c/o 10340 N SR 129,
Batesville, IN 47006



EXHIBIT 1

COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

THOMAS J. GRILLS

(Your Full Name)

COMPLAINANT

VS.

SOUTH KENTUCKY RECC

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of THOMAS J. GRILLS respectfully shows
(Your Full Name)

(a) THOMAS J. GRILLS
(Your Full Name)

123 ISLAND RAMP RD, NARLEY KY

(Your Address) (10340 N SR 129, BATESVILLE IN 47006)

(b) SOUTH KENTUCKY RECC
(Name of Utility)

200 ELECTRIC AVE, SOMERSET KY 42501

(Address of Utility)

(c) That: SEE ATTACHED. 2 pages
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

GRILLS

vs.

SOUTH KY RECC

Page 2 of 2

Wherefore, complainant asks THAT SKRECC ONLY BILL
(Specifically state the relief desired.)
COMPLAINANT DUE AMOUNT OF THE
LAST THREE MONTHS PRIOR TO LOCATING
THE ISSUE WITH THE METER. HOWEVER
IT WAS CAUGHT IN OCTOBER, BEGINNING OF A
QUARTER SO AN AVE. AMOUNT WOULD BE \$60.
FOR OCTOBER. ALL OTHER FEES FORBIDDEN.

Dated at Paducah, Kentucky, this 22 day
(Your City) INDIANA

of MAY, 2023
(Month)

[Signature]
(Your Signature*)

(Name and address of attorney, if any)

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.

Grills Vs. SKRECC

05/22/2023

Section C cont'd:

In January of 2019, the property on Island Ramp Road, which the power company designates as Dunnmeyer Rd, in Nancy Ky was purchased. At that time, we contacted SKRECC for service.

I believe in the summer of 2020, we purchased all new energy efficient appliances and HVAC units.

Following installation of new appliances, we noticed the electric bill had decreased some, but no more decrease than there was, we were not alarmed for any reason other than efficiency increased because of said appliances. Since the bills fluctuated monthly, and we do not live there full-time, there was no reason to be alarmed something was wrong. The bill was not the same month after month to indicate a problem. We did not even notice that, based on the pay schedule for automatic billing, some months we were being charged twice and some months we were not. We didn't pay any attention to the credit card bill and just paid it monthly. Again, the bills fluctuated monthly, as if everything was operating fine. There was no reason to be alarmed. I have credit card statements that can be supplied upon request.

Then, in late December of 2022 or January of 2023, Ms. Sharon Keith, SKRECC called me about the issue. She advised SKRECC was going to "back-bill" us for 22 months "estimated" use when they felt the problem started. I stated to her that logically that didn't even sound right. She then advised state law allowed for it. I requested the statute giving the power company the authority to do that, and it was supplied. It does not seem legitimate that a company would charge a customer for their failure of equipment, but apparently the law allows for this.

However, upon further investigation into the law, it revealed the ultimate responsibility of the power company, as outlined in 807 KAR 5:006, Sections 7 (5), and/ or Section 11 (3), is to monitor the meter to prevent these types of occurrences by checking the meter quarterly, and if not quarterly, at least annually.

Furthermore, since we upgraded appliances to more energy efficient options, then how would "their estimation" be accurate when obviously these upgrades should be using less electricity than originally documented on previous bills? Plus, since we do not live there full time, it is hard to believe this residence is consuming as much electricity as "estimated."

I then notified Ms. Keith of my finding and she said she would ask management and gave me the option of contacting the commission, which I stated I would do. I followed up with all my information via email and Ms. Keith confirmed the communication.

Section 10(1) of the same code has not been complied to my knowledge to date. I have not received anything from SKRECC advising their position of my complaint. I have inquired a few times over the last few months. I have also inquired with the commission several times until recently I was told I had to file a formal complaint.

With respect to Section 11(1), a test has not been performed although I have not requested one personally, per regulation. I would think in this instance, during their investigation, SKRECC should have tested the meter.

With respect to Sections 11(6) and 12, we continue to receive disconnect notices in violation of this section. I can supply them upon request. I was assured we would not be disconnected but since I do not stay there full-time, and have not been there since January of 2023, I am not sure if the residence has been disconnected or not. I will know Memorial Day weekend when I arrive.

EXHIBIT #2

Electric Service — [REDACTED] THOMAS J GRILLS DUNMEYER RD, SOMERSET, KY View Usage	12/02/2022	\$1,783.71	\$0.00	\$1,783.71
Electric Service — [REDACTED] THOMAS J GRILLS DUNMEYER RD, SOMERSET, KY View Usage	11/02/2022	\$128.00	\$0.00	\$128.00

NOTE: The total due may be different than the bill amount as it reflects adjustments made to the bill after it was printed.

Account	Billing Date	Paperless	Adjustments	Total Due
Electric Service — [REDACTED] THOMAS J GRILLS DUNMEYER RD, SOMERSET, KY View Usage	10/04/2022	\$56.78	\$0.00	\$56.78

EXHIBIT #3

Billing Date	Paperless		Adjustments	Total Due
01/03/2024	\$1,728.63 View Bill »	View Usage »	\$0.00	\$1,728.63
12/04/2023	\$1,728.63 View Bill »	View Usage »	\$0.00	\$1,728.63



Member Owned | Not-For-Profit
Office: 1-800-264-5112
Website: skrecc.com | #WeAreSKRECC

EXHIBIT
#4

This is a DISCONNECTION WARNING

Member Name THOMAS J GRILLS
Account# [REDACTED]
Service Address DUNMEYER RD
Date 02/26/2025
Past Due \$1649.81
Late Payment Charge \$0.00
Past Due - Pay Immediately \$1,649.81



DISCONNECT DATE: 03/12/2025

- If the above amount is not received in our office by the disconnect date, your service will be disconnected without further notice.
- To restore service, we require payment of the Past Due balance in full along with any service charges. This includes a reconnection fee plus a deposit equal to your average charges for two months. Please note: If you already have a deposit but it is less than the two-month average, the additional amount will be required to meet the deposit minimum.
- To avoid having a deposit on your account, you have the option to switch to our prepaid electric program. Any existing deposit would be applied to your Past Due balance. You would be responsible to pay any remaining balance up to the current day and a \$100 starting credit balance.

THE DUE DATE ON THIS NOTICE DOES NOT APPLY TO PREVIOUS PAST DUE NOTICES FOR UNPAID AMOUNTS.

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT



PO BOX 910 SOMERSET KY 42502-0910
ADDRESS SERVICE REQUESTED

Scan at
Payment Kiosk



456 0 SP 0.690
THOMAS J GRILLS
10340 N STATE ROAD 129
BATESVILLE IN 47006-7820

5 456
C-2

Account Number:	[REDACTED]
Disconnection Date	03/12/2025
Amount to Avoid Disconnection	\$1,649.81

Your payment and any returned items may be processed electronically.

SOUTH KENTUCKY RECC
PO BOX 910 01
SOMERSET KY 42502-0910

