DOC11R

Case Management System - KY Public Service Commission

Regular Cases Before the Commission as of November 08, 2026

2017-00403 RECEIVED: 09/27/17 FILED: 09/27/17 FINAL: 04/03/18 REOPENED: SUSPENSION DATE:

CASE NATURE: Christina Rule, Complainant; Duke Energy Kentucky, Inc., Defendant

CASE CODE
Complaints - Rates

UTILITIES:
Duke Energy Kentucky, Inc.
Duke Energy Kentucky, Inc.

HEARINGS:
01/25/18 Teleconference

INDEX OF EVENTS:

04/05/18	Order Entered nunc pro tunc that: 1. The first paragraph of the April 3, 2018 Order is corrected to state: "On September 27, 2017, Ms. Rule filed a complaint alleging that Duke Kentucky overcharged her for utility services." 2. All other provisions of the April 3, 2018 Order shall remain in full force and effect.
04/03/18	Final Order Entered: 1. Duke Kentucky's Motion to dismiss the Complaint with prejudice is granted. 2. Ms. Rule's Complaint is dismissed with prejudice. 3. This case is closed as of the entry date of this order and removed from the Commission's docket.
02/28/18	Order Entered: Ms. Rule shall file a response to Duke Kentucky's motion to dismiss within 14 days from the date of the entry of this Order. The information should be sent to the Kentucky Public Service Commission, P.O. Box 615, 211 Sower Boulevard, Frankfort, Kentucky 40602-0615, with a reference to Case No. 2017-00403. Mailed documents should be sent with sufficient time to be received by the Commission on or before the due date.
02/19/18	Order Entered: Duke Kentucky Inc. is to satisfy or file a written answer on or before February 22, 2018, to the allegation that it overcharged Ms. Rule for gas service between March 21 , 2017, and May 19, 2017.
02/19/18	Duke Energy Kentucky, Inc. Answer and Motion to Dismiss
01/30/18	Commission Staff's Corrected Notice of Informal Conference
01/30/18	Memorandum dated 1/29/2018 for Informal Conference of 1/25/2018; Comments, if any, due within five days of receipt
01/30/18	Commission Staff's Notice of Informal Conference
01/09/18	Order Entered: 1. Ms. Rule's Complaint is dismissed without prejudice in regard to the allegations that she was overcharged for electric service between January 2016 and the current date, and for gas service between January 2016 and March 20, 2017, and between May 20, 2017 and the current date. 2. Ms. Rule's Complaint established a prima facie case regarding alleged overcharges for gas service between March 21 , 2017, and May 19, 2017. 3. Pursuant to 807 KAR 5:001, Section 20, Duke Kentucky shall satisfy the matters complained of regarding alleged overcharges for gas service between March 21, 2017, and May 19, 2017, or file a written answer to the complaint within ten days from the date of service of this Order. 4. Should documents of any kind be filed with the Commission in the course of this proceeding, the documents also shall be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.
11/02/17	Order Entered: 1. Within 20 days of the date of this Order, Ms. Rule shall file: a. A more definitive statement regarding the claim that Duke Kentucky charged Ms. Rule for gas and electric usage by previous residents, including the dates and amounts allegedly charged. b. A more definitive statement regarding the claim that Duke Kentucky overcharged on estimated bills, including the billing dates and amounts. c. A more definitive statement regarding the claim that Duke Kentucky billed Ms. Rule for estimated usage when her meter was read, including the dates the meter was read, whether the meter was read by a Duke Kentucky employee or by Ms. Rule, and the dates of bills that were based on estimated usage instead of usage obtained from reading the meter. d. The total amount in dispute and how the amount was calculated, identifying the dates and amounts of the disputed bills. e. An explanation of where the gas and electric service meters are located and why Duke Kentucky employees were unable to access the meters.
10/02/17	Acknowledge Receipt of Filing

DOC11R

Case Management System - KY Public Service Commission

Regular Cases Before the Commission as of November 08, 2026

09/27/17	Christina Rule vs. Duke Energy Kentucky, Inc.

Total Number of Cases: 1