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# Case Management System - KY Public Service Commission

*Regular Cases Before the Commission as of October 17, 2026*

**2020-00224** RECEIVED: 11/07/19 FILED: 11/07/19 FINAL: 04/02/21 REOPENED: SUSPENSION DATE:

CASE NATURE: Glen Douglas Holbrook, Complainant; Licking Valley Rural Electric Cooperative Corporation, Defendant

**CASE CODE**
Complaints - Service

**UTILITIES:**
Licking Valley R.E.C.C.

**INDEX OF EVENTS:**

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| 04/02/21 | Final Order Entered: The complaint filed with the Commission on November 7, 2019, is dismissed with prejudice and this matter shall be removed from the Commission's docket. |
| 03/17/21 | Licking Valley Rural Electric Cooperative Corporation Cancelled Deposit Refund Check pursuant to Commission Order |
| 02/12/21 | Licking Valley Rural Electric Cooperative Corporation Response to Commission Order |
| 02/05/21 | Order Entered: 1. The answer filed by Licking Valley RECC is rejected 2. Within ten days from the date of entry of this Order, Licking Valley RECC shall satisfy the matters complained of or file a written answer to the amended complaint that complies with 807 KAR 5:001. 3. In its answer Licking Valley RECC shall provide an update on the status of the $340 deposit paid by Mr. Glen Holbrook on December 18, 2018. If the deposit has been refunded or applied to the outstanding balance of an account, Licking Valley RECC shall file documentation of this with its answer. |
| 02/01/21 | Licking Valley Rural Electric Cooperative Corporation Response to Commission Order |
| 01/11/21 | Order Entered: Licking Valley RECC is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the amended complaint within ten days from the date of entry of this Order. |
| 11/12/20 | Glen Holbrook Amended Complaint pursuant to Commission Order |
| 10/13/20 | Order Entered: 1. Mr. Holbrook's Complaint is rejected for failing to conform to the requirements of 807 KAR 5:001, Section 20(1)(c), and for failing to state a prima facie case. 2. Mr. Holbrook shall have 30 days from the date of entry of this Order to file an amended complaint with the Commission that conforms to the requirements of 807 KAR 5:001, Section 20(1), and that states a prima facie case. 3. A copy of this Order shall be mailed to Mr. Holbrook at his residence via U.S. mail. |
| 08/25/20 | Licking Valley Rural Electric Cooperative Corporation Response regarding Deposit Calculation |
| 08/19/20 | Licking Valley Rural Electric Cooperative Corporation Supplemental Response to Commission Order |
| 08/18/20 | Licking Valley Rural Electric Cooperative Corporation Response to Commission Order |
| 08/18/20 | Licking Valley Rural Electric Cooperative Corporation Meter Change Information pursuant to Commission Order |
| 07/28/20 | Order Entered: 1. A copy of this Order shall be served on Licking Valley RECC for the sole purpose of requesting necessary documents to assist the Commission in determining whether the Complaint established a prima facie case. 2. Within ten days of the date of this Order, Licking Valley RECC shall file with the Commission by emailing electronic documents to PSCED@ky.gov, all documents and records in its possession, including, but not limited to, transfer of service orders and documentation of telephonic or online requests for service concerning in whose name the Home 100 AMP electric service at 538 Highway 1000, West Liberty, Kentucky, was in as of November 21, 2018, and copies of all bills, disconnect notices, and any other notices issued in connection with service address 538 Highway 1000, West Liberty, Kentucky, from November 1, 2018, through February 10, 2019, for Home 100 AMP service. 3. A copy of this Order shall be mailed to Mr. Holbrook at his residence via U.S. mail. |
| 07/09/20 | Acknowledge Receipt of Filing |
| 11/07/19 | Glen Douglas Holbrook v. Licking Valley Rural Electric Cooperative Corporation |

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Total Number of Cases: 1