

2. Provide Mr. Leach's History of Consumption report from August 1993 to the most recent date available.

3. Provide a list of the dates in which Harrison RECC personnel read Mr. Leach's meter.

4. The Complaint Investigation Report identified violations of three Commission regulations. Harrison RECC responded to these violations by letter dated December 20, 1993 from Larry R. Jones with Harrison RECC, to Bob Johnston, with the Commission staff. In that letter, Harrison RECC indicated that it was in the process of reviewing its billing system to determine if the perimeters for flagging high and low usage are adequate.

a. What was the result of the review? Provide all memoranda or reports containing the results of the review and any corrective actions.

b. 807 KAR 5:006, Section 10(3), contemplates that customer accounts shall be monitored for unusual deviations in a customer's usage, which would require more analysis than flagging high and low usage. Harrison RECC's tariff, PSC No. 3, Sheet 35, provides its procedures for monitoring customer usage and indicates that annual usages which differ by 150 percent or more will be investigated by the utility. How does Harrison RECC ensure that all accounts with a 150 percent deviation in annual usage are investigated and why was Mr. Leach's account overlooked?

Done at Frankfort, Kentucky, this 26th day of April, 1994.

ATTEST:

PUBLIC SERVICE COMMISSION


Executive Director


For the Commission