COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELIZABETH CRONEY AND JAMES CLARK)	
COMPLAINANTS	
v.)	CASE NO. 94-254
HARRISON COUNTY RURAL ELECTRIC) COOPERATIVE CORPORATION)	
) DEFENDANT)))

ORDER

On June 30, 1994, Elizabeth Croney and James Clark filed a complaint against Harrison County Rural Electric Cooperative Corporation ("Harrison RECC") alleging that they had been billed for an amount in excess of the electricity that they used for August 1993 through October 1993. The Commission ordered Harrison RECC to respond to the complaint which was done by letter dated October 20, 1994.

During the months prior to the filing of the formal complaint, Commission Staff performed a meter complaint investigation and documented the investigation in a report which is attached hereto and incorporated herein as Attachment A. The Commission, on its own motion, HEREBY ORDERS the Complainants and Harrison RECC to file comments regarding the report within 20 days of the date of this Order. Such comments shall also state whether a public hearing is requested or whether the party is willing for the matter to be submitted to the Commission for a decision without a public hearing.

Done at Frankfort, Kentucky, this 25th day of January, 1995.

PUBLIC SERVICE COMMISSION

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ATTEST:

Executive Di



COMMONWEALTH OF KENTUCKY **PUBLIC SERVICE COMMISSION** 730 SCHENKEL LANE POST OFFICE BOX 615 FRANKFORT, KY. 40602 (502) 564-3940

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MEMORANDUM

TO: Bob Johnston, Manager Consumer Services

THROUGH: Claude G. Rhorer, Jr., Director Engineering and Services

FROM: Denis P. Hildenbrand Utility Investigator Chief Meter Standards Laboratory

DATE: May 25, 1994

SUBJECT: Meter Complaint Investigation Report Elizabeth Croney vs. Harrison RECC

Enclosed is the requested Meter Complaint Investigation Report regarding the above complaint for distribution by you to the proper individuals. If you have any questions, please contact me at your convenience.

DPH:jep

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Enclosures

Commonwealth of Kentucky Public Service Commission

Meter Complaint Investigation Report Complaint #940011102

Elizabeth Croney/James J. Clark vs. Harrison RECC

Brief

On April 26, 1994, various tests were run at the meter test facilities of Harrison Rural Electric Cooperative Corporation ("Harrison RECC") in Cynthiana, Kentucky. This was done in response to a letter received April 8, 1994, at the PSC's Consumer Services offices wherein they sought ". . . to formally request that the PSC evaluate the functioning of our electric meter. . . ." (refer to Attachment "A"). These official Complaint Tests were done in accordance with the directives outlined in the Public Service Commission's Regulations 807 KAR 5:006, Section 18(2) and 807 KAR 5:041, Section 17. At question is an August bill amounting to \$763.27. Refer to Attachments "B", "C", and "D" regarding some of the more detailed history and exact sequence of events for Account No.

The major focus of these tests was to verify the company's most recent test results for this meter. With this thought in mind, utility test records were sought and obtained for this meter. Refer to these results as follows:

Attachment "E": 8-81 -- 100.1 (earliest results for meter) Attachment "F": 3-89 -- 100.0 (prior to installation in '89) Attachment "G": 3-94 -- 100.15 (request test results) The past test record for the meter that is presently in place at the Paris, Kentucky location was likewise sought and obtained and can be seen as follows:

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Attachment "H": 1-92 -- 100.0 (new meter results, before installation)

In response to customer inquiries, the questionable meter had been removed from its location by Harrison RECC prior to the 3-94 Request Test.

Observations

The questionable meter involved is a Sangamo Electric Type J4S, form 2S, 240 volt, 30 TA, with a 7.2 Kh, 30 ampere meter, Class 200, 3 wire, Rr 27 2/9, 5 dial digital cyclometer register, 60 cycle, serial no. 43379847, company no. HC 6401, catalog no. 76002 with an observed index reading of 63020 KWH at the start of the testing. The company meter seal "had been broken at the time of the Request Test in the presence of James J. Clark. . . ."

Harrison RECC's meter test benches were used for all tests.

A utility records' check showed that the watthour reference standards located within each bench had indeed been compared to Harrison RECC's Master Watthour Standard as is required in the regulations. Appropriate standard corrections were being applied to the tests where required.

To confirm test bench comparisons, comparison tests were performed between a recently certified PSC watthour standard (certified 3-5-94), serial no. 0006423 (refer to Attachment "I") at the Commission's Meter Standards Laboratory. Overall these results compared very favorably (within \pm .1 of 1% at various loads checked). Only after Harrison RECC's test benches were proven to

-2-

be quite accurate, using this method, was the decision made to use its test equipment for all remaining checks.

Present for these tests were the following individuals:

- -- Denis Hildenbrand- PSC Utility Investigator (E0571)
- -- Larry Jones Harrison RECC, PSC certified meter tester (E0498)/Member Service Supervisor
- -- Frankie Taylor Harrison RECC, PSC certified meter tester (E0014)
- -- Randall Steele PSC Laboratory Aide

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Since the 3-22-94 Request Test of this questionable meter, the meter had been held under "lock and key" at Harrison RECC awaiting further tests.

"As found" results of the questionable meter were as follows (refer to Attachment "J" for details):

	Full Load	Light Load	.5% Lagging Power Factor
Average of 3 tries = (KM-90)	99.76	99.84	100.12

Overall average of FL and LL (KM-90) = 99.8%

"As found" results of the questionable meter using Harrison RECC alternate test bench TE9 were as follows (refer to Attachment "K"):

	Full Load	Light Load	.5% Lagging Power_Factor
Average of 3 tries = (TE 9)	99.7	98.9	99.2

Overall average of FL and LL (Te 9) = 99.3%

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Taking into consideration all of the above results, the overall accuracy of this meter was found to be 99.6%.

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Once Harrison RECC's earlier test results were confirmed, additional checks were run on this meter to assure that all was proper. The Register Ratio (Rr) of 27 7/9 on the meter name plate was verified to be correct.

The meter was then tested for "creep" (no disk rotation with only voltage applied). None was observed.

No physical evidence of lightning damage was observed to the lightning arresters or any other place on the meter (no burn marks, etc.).

The meter blades were checked for excessive wear. All appeared normal. Likewise, the register "mesh" was found normal. The disk was checked to see if it was warped or bent. All appeared to be proper.

The meter's register was removed and the numbers manually counted in sequence forward and backward watching the proper operation of these odometer numbers. No trouble was found. The register was reinstalled with the reading of 63022 KWH.

This meter was then sealed with "PSC/KY, No. 7/46" lead seal. The meter was checked with an ohmmeter. No insulation breakdown was detected.

James J. Clark and Elizabeth L. Croney were given the opportunity to be present to witness these tests but declined.

Conclusions

The questionable meter accuracy of the Croney/Clark meter fell within PSC accuracy quidelines of +2%.

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This questionable meter is presently being held at the Commission's Meter Standards Laboratory and will remain there until the matter is resolved.

Submitted,

Denis P. Hildenbrand Chief Utility Investigator

DPH: jep

Attachments

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JAMES J. CLARK ELIZABETH L. CRONEY 1681 Georgetown Road Paris. Kentucky 40361-9726

RECEIVED ANH 0 8 1994 PSC Consumer Service

Mr. Bob Johnston Public Service Commission PO Box 615 Frankfort KY 40602

Dear Mr. Johnston:

REQUEST

The staff person handling our case. Ms. Louise Conway. recommended that we write to you to formally request that the PSC evaluate the functioning of our electric meter. Jim Clark was present when <u>Harrison</u> County Rural Electric Co-op tested the meter and evaluated it as normal.

We were told that the next step was for us to write to you.

We are attaching a copy of one of our letters to HCRECC that summarizes the situation. Ms. Conway can also give her perspective.

Sincerely.

James J. Clark Elizabeth Croney _

Larry Jones, HCRECC Daniel Sexton, Landlord

1 April 1994

CC:

Attachment "B"

James J. Clark Elizabeth L. Croney 1681 Georgetown Road Paris. KY 40361-9726

Ms. Rita C. Jones Assistant Supervisor, Member Services Harrison Rural Electric Co-op Corp. P.O. Box 130 Cynthiana KY 41031 RE: Acct.#

Dear Ms. Jones:

I appreciated the visit made by your field representative last Thursday afternoon in order to determine the sudden "spike" in our electric bill in August. As you know, the August through October 1993 bill stands at \$763.27.

The conclusion, he suggested, was to average the total increase over the three Summer months and then attribute it to air conditioning usage. He also said that there was an adjustment to our bill that might have been responsible for us incurring greater expense later in the Summer. While this seemed reasonable during our visit, my wife later pointed out that over the entire period covering 1992 we paid a total of \$781.57.

Since we have not made any <u>radical</u> change in our electric usage in 1993, we are still at a loss as to why the bill is so high.

We would appreciate getting in writing HRECC's explanation for the increase in our bill, taking into account the above facts.

As always, we have appreciated your courteous and fair approach to this matter. I hope we can come to some workable conclusion.

Sincerely, Hunllow

Jim Clark (work) 257-2929 Liz Croney (work) 987-0950

5 November 1993

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P.Q. Box 130 Cynthiana, Kentucky 41031 608/234-3131

tachment

January 27, 1994

Elizabeth Croney 1681 Georgetown Pk. Paris, Ky. 40361

Re: Acct. No.

Dear Ms. Croney,

After much research of your last twelve month billing, we have found the problem.

If you will notice on the enclosed "History of Consumption" we got a field reading in June (which would be May usage) of 44860. This resulted in an adjustment of 2110 KWH. We credited your account for \$141.38. This reading of 44860 was not questioned because it had been estimated 2 months prior to this field reading.

Looking further into this matter, we pulled all the payment stubs we had received from you since Dec. 1992. I have enclosed copies of these for you also. If you will notice the reading you submitted with your March payment was 45509. We did not receive this payment until April 2, 1993, of which we were unable to use your reading. Our men got a field reading of 44722, which generated a bill of \$62.84 with 689 KWH. This bill was sent to you in April, we did not receive payment until May 6. The reading on the April card you paid in May was 46405. We were unable to use this reading and the bill was estimated at 45233, which is 1172 KWH than you marked your card. The bill you received in May for 54.04 had. a reading from you of 47201. We did not receive the payment until June 1, 1993, therefor the meter reading was estimated again. It was estimated at 46870, which is 331KWH less than you marked and had actually used.

With two estimated readings we sent out for a field reading in June As you can see the reading our serviceman turned in was less than your last 2 months readings.

We must acknowledge there has been an honest mistake made. The mistake was transposing the field reading of 48460 to 44860. This is where the problem began. An ajustment was made, due to a bad field reading, the only thing that can and will happen is that

you will be billed for any usage that has not been billed for the previous months.

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We did not receive a payment for July, nor did we receive a reading. Again the bill was estimated for 46061.

In August we received a payment of 83.23 along with a reading of 53076. This is the reading that generated the 7015 KWH.

Taking June, July, and August usage and dividing by three months, you used an average of 2772 KWH per month,

Since the air conditioning season has passed the bills have averaged approximately 1300 KWH. Due to the readings and field readings tying in each month since August, this shows the billing to be correct.

We cannot stress how important it is to read your meter each month, and read it at the same time every month. If you cannot pay your bill before the end of the month, please send or call in your reading before the 25th of each month.

By doing this in the future, we can avoid a problem such as this arising.

If you need to make a payment agreement on the past due amount, we will be glad to work this out for you.

If we can be of further assistance, feel free to call us at 1-800-842-7481.

Thanks,

Larry R. Jones Member Services Supervisor

LJ/rj

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Harrison Nural Electric Cooperative Orporation

P.O. Box 130 Cynthiana, Kentucky 41031 606/234-3131

January 5, 1994

Louise Conway Public Service Commission 730 Schenkel Lane Frankfort, Ky. 40602 RECEIVED

JAN 7 1994

PSC Consumer Services

RE: Elizabeth Croney account 1681 Georgetown Road Paris, Ky. 40361-9726

Acct No.#

Dear Mrs. Conway,

Enclosed are copies of all correspondence we 've had with Ms. Croney.

I have highlighted the code which shows that the bills are estimated very often.

If you have any questions, please call myself or Larry Jones at 1-800-842-7481.

Sincerely,

Rita C. Jones Member Services Asst. Supervisor

voperatives orporation 11031 larrisqn ural Olectric (

P.O. Box 130 Cynthians, Kentucky 41031 606/234-3131

November 11, 1993

Elizabeth Croney 1681 Georgetown Rd. Paris, Ky. 40361-9726

Dear Ms. Croney & Mr. Clark,

Enclosed please find a copy of the expanded history of your account. As you will notice, I have highlighted every month the KWH usage, the amount of bill, and also highlighted is the code for the reading, If it is a "3" it is estimated, if it is a "0" it has been consumer read.

I hope this helps you to understand your billing. If you have any further questions, feel free to call me.

If you will, please call me or stop by the office, and we will work out a payment agreement that will be both agreeable to you and for us also.

Sincerely,

Rita C. Jones Member Services Asst. Supervisor

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Attachment "F"

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							TEST	T AS FO	UND						
1	Load	Ĩ	Met. R.	06	served S	td, Rev	. 7	Ave, R.	True A.	Obsvo.	Sld.	Tra Co	01. Fr. 9	True 6 Ree.	Ave. 1
	Light			+					<u> </u>	100.24					1
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4	Full		1							100.03					
	.5 P.	F.	_}							100.0					
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	Light	۱. T													1.
4	Norm	nai							· · ·	1	1				4
a.	Full								<u> </u>		4				4
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E14	m.	M.R.	Std. R.	True R.	% Reg.	Std. Corr.	Corr.	te, Rig.	M.R. 1	51d. A. Te		K Reg.	Corr.	Corr	
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Attachment "H"

Reading	Found	00000	Left	0000	50		No. 88 009 29	TEST METER
Class	2.00			AS FOUND)		Tested for HC	1 ^N
Make	 S	LOAD	Mr Rev	Std Rey	% Reg	Average	REMARKS	/ ·
Type	J 55	LIGHT	1	21.58	100.1	~		THE REAL PROPERTY IN THE REAL PROPERTY INTO THE REAL PR
Amoe.	30	TULL	5	108,16	99.9	100.0		PRESENTLY PRESENTLY PLACE Naw
Volta	240	344				1		
Wire	3	1		AS LEFT		•••••••••••		
Phase	1	LOAD	Mtr Bev	Etd Ber	% Reg	Average		Ngh 4
Diel K	1	LIGHT	1	2.58	100.1			New Texte
Disk R	7.2	FULL	5	108.14	99.9	100,0		
Reg. R	2779	Jut	5	107.74	100.2			
	FIELD			KW TES	r_resu	LTS_	P	ICIR V Reacting Quality Mater
Type R	leg.	Found		Left	KW Sc	ale	KW Constant KV	V Reading

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Certification

This is to certify that this Watt-hour Meter Standard has been tested by the Public Service Commission of Kentucky.

Make <u>Scientific Columbus</u> Serial No0006423
Type SC10 Volts <u>120/240/</u> Amps 1 <u>/5/12.5/</u> Kh <u>6</u> Hz <u>60</u> 480 50
Classification Master Standard
Status Approved
·
Utility Public Service Commission
Tested with Known Comparator/ 195060's gueraged
Certified by
Date <u>3-5-94</u> Expires <u>3-5-95</u>

				CALIBR			۸				
Current	Current	1	20	Volta		240	Vota		480	Voita	
Coll		Kh		% Reg.	Kh.	P.F.	% Reg.	Kh.	P.F.	% Reg.	
1.0	.25		1.0	99.97		1.0	<u>99.98</u>				
1.0	.50		1.0	99.98		1.0	100.00)			
1.0	1.0		1.0	100.01		1.0	100.02				l
1_0	1.5		1.0	100.0		1.0	100.04				
5.0	1.25		1.0	99.97		1.0	99.98				
5.0	2.5		1.0	99.9		1.0	99.99)			
5.0	2.5		0.5	100.0		0.5	100.05				
5.0	3.0		1.0	99.98		1.0	99 99)			
5.0	3.0		0.5	100.00		0.5	100.01				
5.0	5.0		1.0	100.00	D	1.0	100.02	}	1.0	100.	24
5.0	5.0		0.5	99.9	<u> </u>	0.5	99.98	1	0.5	100.	þO
5.0	7.5		1.0	100.0		1.0	100.0	•			
5.0	10.0		1.0	100.0	2	1.0	100.0				
5.0	10.0		0.5	99.9		0.5	99.91	}			
12.5	12.5		1.0	99.98		1.0	100.01	_			
12.5	12.5		0.5	99.9		0.5	99.9	j			
12.5	15.0		1.0	99,90		1.0	100.01				
12 5	15.0		0.5	99 92		0.5	99.94				
12 5	25 0		1.0	99 98	1	1.0	100.01				
12.5	25.0		0.5	99 8		0.5	99 96)			
50.0	30.0		1.0	99 98		1.0	99.90				
50_0	30.0		0.5	99.90		0.5	100.01				
50.0	50.0		1.0	99.98	3	1.0	100,00	}			
50.0	50.0		0.5	99.9/		0.5	99 99				

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Attachment "J"

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C		ison Cou	EST – A. C. Unty R.E. Kentuck	C.C.		C.O. No. / Mir. No. (Class , 2 Location Reason C Time Arr.	<u>00</u> 5 H0 2-(+, -c	6.50 7784 Route	
Make	SANS	Olai K	X	Condition	Found	Lall	<u> </u>	Remarks	
Type	TYS	Disk K	7.5	Reading	63022	63022			
Amps.	30	Test K	4	Seal M	NYG	HXG			
Volts	240	Asg. R	272	Seal Box	1 	1			
Wire	3	Gear A		Register					
Phase	10	SId, Nd.		Jawai	17	1/			
Cycles	7.0		1	Plyot	17	1		**	
C.T. Ratio		·····	1	Top Bear.	1	1			
P.T. Ratio	1	1	1	Starts	1225	Y-29		*****	
C.T. No.	1	1	1	Creeps	140	1 cm			,
C.T. No.		1	1	Pot. Coll	1 /	1 1			
C.T. NO.		1	1	Magnets	17	1 7			
P.T. No.	1	1	1	Sec. Gnd.	1	17	1		
P.T. No.	T	1	T	1	T]			
P.T. No.	T	1	1	1	1	1	T		

WM go bench used -

			176	•••••			. .	TES	T AS F	OUND		Km		90			~~ ~	
_	Losd		Mel, R			rved St		1.	Ave. R.	True	А.	Obivd. % Reg.	SI	d. T rr. C	rans. orr.	True % Reg.	Ave. % Reg.	· •
:	Light	~~~~~	14	· 99.	48	22%	219	9.74		99.1	4.		I					
	Norn	nal			Co/	14	JR	10					1			_	99a.	
"	Full		_1_	17.7	77	99.7	19	977		79.7	6						Y 4 XO	
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Series	Norn	nai	<u> </u>]	
"	Full								-]	
1	.5 P.	F																112220
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ien T		M.R.	Std, R.	True R	<u> ×</u>	Arg. (Std. Jorr,	Corr	N Reg	M,R	. 51	d. R. Tr	ла П .	Splad			% Reg.	
Į	<u> </u>	<u> </u>	}	┣───	4_			<u> </u>	<u> </u>	┿━							ļ	
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بلت	R			<u>ko</u>	V.	$\overline{\Box}$	STEF		De.						I		<u> </u>	