

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARK AND TRACY GRIFFIETH)
)
COMPLAINANTS)
)
v.) CASE NO. 95-156
)
OWEN ELECTRIC COOPERATIVE, INC.)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

Owen Electric Cooperative, Inc. ("Owen") is hereby notified that it has been named as defendant in a formal complaint filed on April 4, 1995, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Owen is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 11th day of April, 1995.

ATTEST:

Don Mills
Executive Director

PUBLIC SERVICE COMMISSION

[Signature]
Chairman

Robert M. Davis
Vice Chairman

Linda K. Broadbent
Commissioner

BJ

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
APR 04 1995
PUBLIC SERVICE
COMMISSION

In the Matter of:

MARK + TRACY GRIFFIETH
(Your Full Name)
COMPLAINANT

VS.

OWEN ELECTRIC COOPERATIVE, INC.
(Name of Utility)
DEFENDANT

95-156

COMPLAINT

The complaint of MARK + TRACY GRIFFIETH respectfully shows:
(Your Full Name)

(a) MARK + TRACY GRIFFIETH
(Your Full Name)

515 SAYLOR RD CORINTH KY 41010
(Your Address)

(b) OWEN ELECTRIC COOPERATIVE, INC.
(Name of Utility)

510 S. MAIN ST. OWENTON KY 40359
(Address of Utility)

(c) That: IT IS MY UNDERSTANDING THAT
(Describe here, attaching additional sheets if

A DEPOSIT IS FIGURED ON 2/12 OF THE
necessary, the specific act, fully and clearly, or facts.

SERVICE HISTORY, I HAVE HAD ELECTRIC
that are the reason and basis for the complaint.)

SERVICE WITH THIS COMPANY SINCE 1990.

Formal Complaint

MARK + TRACY (GRIFFIN) VS OWEN ELECTRIC COOPERATIVE
(Your Name) (Utility Name) INC

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FROM SEPTEMBER 1992 THROUGH JUNE 1994
I LIVED AT A DIFFERENT ADDRESS BUT
STILL CONTINUED MY SERVICE AT 5.5
SHAYLOR ROAD AND PAID A BILL EACH
MONTH. FROM JULY 1994 THROUGH PRESENT
I HAVE ACTUALLY LIVED AT THE ABOVE

Wherefore, complainant asks THAT THE REQUIRED
(Specifically state the

DEPOSIT BE IN THE CORRECT AMOUNT
relief desired.)

OF \$341.48 NOT THE AMOUNT OF

\$440.00 WHICH WAS REQUESTED BY

OWEN ELECTRIC.

Dated at CORINTH, Kentucky, this 3rd day
(Your City)

of APRIL, 1995.
(Month)

Tracy Griffin
(Your Signature)

(Name and address of attorney, if any)

MENTIONED ADDRESS (SIS SHYLER ROAD).
 THEREFORE, I DO HAVE A 12 MONTH
 HISTORY. TO MY KNOWLEDGE, THE
 REGULATION DOES NOT STATE THAT
 YOU HAVE TO ACTUALLY ~~APPEAR TO~~ LIVE
 AT THE ADDRESS, YOU ONLY HAVE TO
 HAVE ACTUAL USAGE OF THE UTILITY
 AND I HAVE HAD THAT LISTED BELOW
 IS MY 12 MONTH BILLING HISTORY

5.74	1166.02	TOTAL: \$2048.82
5.67	336.88	
10.21	309.24	$2048.82 \div 12 =$
132.79	332.90	\$170.74
127.14	351.29	$170.74 \times 2 = 341.48$
99.60	171.34	

According to this THE DEPOSIT SHOULD
 BE \$341.48 I CALLED OWEN ELECTRIC
 TO FIND OUT HOW THEY ARRIVED AT
 \$440.00 FOR THE DEPOSIT REQUIRED AND
 THEY THEMSELVES TOLD ME THAT IT
 WAS 2/12 OF BILLING HISTORY. MY
 COMPLAINT IS THAT THEY ARE NOT DOING
 WHAT THEY SAY. THEY ARE NOT TAKING
 THE 12 MONTH HISTORY, THEY ARE

ONLY TAKING A 9 MONTH HISTORY.
HOW CAN THEY DO THAT? THERE IS
NO DISPUTE THAT I HAVE HAD ELECTRIC
SERVICE SINCE 1990, BUT BECAUSE I
DIDNT ACTUALLY LIVE HERE, THEY DONT
WONT TO USE THE PRIOR 3 MONTHS OF
SERVICE. REGARDLESS OF HOW MUCH
USAGE WAS INVOLVED IN THOSE 3 MONTHS
THERE WAS USAGE AND I DID HAVE
TO PAY A BILL FOR EACH OF THOSE 3
MONTHS. I FEEL THAT THEY WANT
TO PRETEND THAT THE 2 YEARS I
DIDNT LIVE HERE DONT EXIST BUT
BELIEVE ME, IF I HADNT PAID MY
MONTHLY BILL THOSE 2 YEARS THEY
WOULD HAVE TERMINATED MY SERVICE.

I AM NOT ASKING THEM TO MAKE
ANY EXCEPTIONS FOR ME, I AM
ONLY ASKING THAT THEY FOLLOW THE
RULES. IT'S NOT FAIR TO PUT A
MINIMUM AMOUNT ON YOUR BILL
FOR IT TO BE CONSIDERED ACTUAL
USAGE. IT SEEMS TO ME THAT
IF YOU HAD A BILL AT ALL THEN
YOU ACTUALLY USED SOME ELECTRICITY.

LIKE I SAID BEFORE, I CALLED
THEM TO TRY TO WORK THIS OUT
AND WAS UNSUCCESSFUL. I DON'T
LIKE HAVING TO TAKE IT THIS FAR
BUT I FEEL I HAVE NO OTHER
CHOICE. I HOPE YOU WILL BE ABLE
TO TAKE THE TIME TO HEAR MY
COMPLAINT.

Thank you for your time.

Sincerely,

Jay Cuffe