

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JUDY SUE HAMPTON)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 95-576
)	
FARMERS RURAL ELECTRIC)	
COOPERATIVE CORPORATION)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

Farmers Rural Electric Cooperative Corporation ("Farmers") is hereby notified that it has been named as defendant in a formal complaint filed on December 13, 1995, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Farmers 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 January, 1996.

PUBLIC SERVICE COMMISSION

Janita K. Breathitt
Chairman

Earl J. Hays
Vice Chairman

Robert M. Davis
Commissioner

ATTEST:

Don Mills
Executive Director

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

Judy Sue HAMPTON)
(Your Full Name))
COMPLAINANT)
VS.)
FARMERS RURAL ELECTRIC COOP CORP)
(Name of Utility))
DEPENDANT)

RECEIVED
DEC 13 1995
PUBLIC SERVICE
COMMISSION

95-576

COMPLAINT

The complaint of Judy Sue HAMPTON respectfully shows:
(Your Full Name)

(a) Judy Sue HAMPTON
(Your Full Name)

2574 Powder Mill Rd. Magnolia, KY. 42757
(Your Address)

(b) FARMERS RURAL ELECTRIC CO-OP CORP
(Name of Utility)

504 S. BROADWAY GLASGOW, KY. 42142
(Address of Utility)

(c) That: Complainant's - (Judy Sue Hampton) Electric is
(Describe here, attaching additional sheets if

either going off or BLINKING AND CAUSING EVERYTHING
necessary, the specific act, fully and clearly, or facts

IN THE HOUSE TO SHUT OFF OR BLINK, IN OUR HOUSE
that are the reason and basis for the complaint.)

WE HAVE TO TAKE A FEW MINUTES EVERY TIME THE ELECTRIC

Formal Complaint

Judy Sue HAMPTON VS FARMERS RURAL ELECTRIC CO-OP CORP
(Your Name) (Utility Name)

Page 2

BLINKS OR GOES OFF TO RESET EVERYTHING. THIS IS
ALSO VERY HARD ON THE MOTORS OF OUR APPLIANCES. THE
FACT IS THE ELECTRIC HAS WENT OFF EIGHT TIMES IN THE
LAST TWO WEEKS. I CALL TO TELL THE ELECTRIC COMPANY
THE ELECTRIC HAS WENT OFF AND THEY ACT AS IF THEY
CARE ONLY IF IT IS ON. CONTINUED ON ADDITIONAL
SHEET.

Wherefore, complainant asks ELECTRIC SHOULD BE
(Specifically state the
REPAIRED PERMENTANTLY. I ALSO WANT
relief desired.)
MY APPLIANCE MOTORS REPLACED IF THEY GET
MESSED UP FROM LOW OR HIGH VOLTAGE ON MY
LINES.

Dated at LINWOOD - MAGNOLIA, Kentucky, this 7th day
(Your City)

of December, 1995.
(Month)

Judy Sue Hampton
(Your Signature)

(Name and address of attorney, if any)

FORMAL COMPLAINT

Judy Sue Hampton VS FARMERS RURAL ELECTRIC CO-OP CORP
UTILITY NAME

CONTINUED FROM PAGE 2

THE ELECTRIC DIMS THE LIGHTS IN MY HOUSE A LOT AT NIGHT. THE ELECTRIC COMPANY SAID IT WAS CAUSED BY SO MANY PEOPLE USING MORE ELECTRIC AT THAT TIME OF NIGHT. I HAVE HAD TROUBLE WITH THE ELECTRIC EVERY SINCE I'VE LIVED HERE SINCE 1993. THE ELECTRIC COMPANY HAD THE ELECTRIC REPAIRED FOR ABOUT SIX MONTHS OF THAT TIME. IT IS NOT JUST MY ELECTRIC THAT GOES OFF MY NEIGHBORS DOES ALSO.

EVERYONE COMPLAINS ABOUT THE ELECTRIC,

FOR EXAMPLE JUST THE LAST TWO WEEKS BLINKING HAPPENED:
ON 11/13/95 AT 10:20 A.M. BLINKING, ON 11/18/95 BETWEEN 8:30 A.M. AND 1:00 P.M., ON 11/23/95 TWO TIMES 9:06 A.M. AND 9:57 A.M., ON 11/26/95 BETWEEN 12:00 P.M. AND 2:30 P.M., ON 11/28/95 AT 12:40 P.M., AT 8:19 A.M. AND AGAIN 8:20 A.M. ON 11/30/95, AT 7:06 A.M. 12/3/95 AND LIGHTS DIMMED 5 TIMES AT 12:50 P.M. THE LAST TIME I COMPLAINED TO PSC (PUBLIC SERVICE COMMISSION) WAS IN 1994. THE TIMES MY ELECTRIC WAS OFF THEN IS AS FOLLOWS: 2/23/94 AT 9:00 A.M. OFF 70K 8 MINUTES., ON 2/25/94 AT 9:32 A.M. OFF 10R 2 MINUTES.,

CONTINUED ON ANOTHER PAGE

FORMAL COMPLAINT

Judy Sue HAMPTON

VS FARMERS RURAL ELECTRIC CO-OP CORP
UTILITY NAME

CONTINUED FROM PAGE AFTER ADDITION TO PAGE 2

ON 3/9/94 AT 5:30 P.M. AND NOT BACK ON
TILL 2:00 A.M., I QUIT WRITING OUTAGES
DOWN AGAIN TILL 10/7/94 AT 10:00 A.M. BACK
ON 10:47 A.M., 11/4/94 AT 9:03 A.M. OFF
1 OR 2 MINUTES., AGAIN ON 11/4/94 BETWEEN
1:00 P.M. AND 4:00 P.M. FOR 1/2 HOUR., AT 8:20 A.M.
11/5/94 OFF FOR 1 OR 2 MINUTES., ON 11/13/94
AT 7:32 A.M. FOR 1 OR 2 MINUTES., ON 11/15/94
BETWEEN 8:30 A.M. AND 1:20 P.M. FOR 1 OR 2 MINUTES.,
ON 11/16/94 AT 1:12 P.M. FOR 1 OR 2 MINUTES., ON
11/20/94 AT 4:03 P.M. FOR 1 OR 2 MINUTES., ON
12/2/94 AT 4:02 P.M. FOR 1 OR 2 MINUTES., ON
12/9/94 BETWEEN 6:30 A.M. TO 1:00 P.M. FOR 2 OR 3 MINUTES.,
ON 12/10/94 AT 1:13 P.M. FOR 1 MINUTE, ON 12/24/94
AT 10:41 P.M. FOR 44 SECONDS., ON 1/4/95 BETWEEN
4:30 A.M. TO 5:15 A.M. OFF FOR 3 MINUTES., ON
1/7/95 AT 4:03 P.M. OFF 2 SECONDS., ON 1/10/95
BETWEEN 1:00 P.M. AND 4:00 P.M. OFF 1 1/2 MINUTES. AFTER
COMPLAINING TO PUBLIC SERVICE COMMISSION THE
ELECTRIC WAS OPERATING AS IT SHOULD ALWAYS BE
FOR ABOUT SIX MONTHS, I JUST STARTED KEEPING
THE OUTAGES AGAIN IN NOVEMBER OF 1995. AS YOU
CAN SEE BY THE PETITION I AM NOT THE ONLY ONE
COMPLAINING.

"PETITION"

To get FARMERS RURAL ELECTRIC CO-OP CORP.

to REPAIR POWER FAILURE'S THAT THE UNDERSIGN

EXPERIENCE SOMETIMES DAILY.

NAME

ADDRESS

Judy Sue Hampton
Judy Sue HAMPTON

Teresa + John Curry

Tom M West

Cliff West

Sammy Osenberg

Dean Young (TENANT)

Leola Close

Donald Close

2574 Powder Mill Rd.

Magnolia, Ky. 42757

1665 Powder Mills Rd Magnolia, Ky.

1555 Powder Mill Rd. Magnolia, Ky

1919 Powder Mill Rd. Magnolia, Ky.

745 Powder Mills Rd Magnolia Ky.

837 Powder Mill Rd. Magnolia, Ky.

50 Charlie Cobb Rd Magnolia Ky

"PETITION"

To get FARMERS RURAL ELECTRIC CO-OP CORP.
TO REPAIR POWER FAILURE'S THAT THE UNDERSIGN
EXPERIENCE SOMETIMES DAILY.

NAME	ADDRESS
William H. Penningfield	325 Powder Mill Rd. Magnolia
Roy L. Bailey	3050 Powder mill Rd. Magnolia.
Loy Reynolds	3210 Powder Mill Rd. Magnolia
Denny Shultz	7356 North Jackson Hwy
James M. Harkness	410 Powder mill Rd.
Marlene Fyppin	560 Powder mill Rd
D. Redd Close	750 Powder Mill Rd
Karen Close	882 Powder Mill Rd, Magnolia
Dayton Hoff	7442 No Jackson Hwy Magnolia, Ky 42757

"PETITION"

To get FARMERS RURAL ELECTRIC CO-OP CORP.
TO REPAIR POWER FAILURE'S THAT THE UNDERSIGN
EXPERIENCE SOMETIMES DAILY.

NAME

Bucky Enlow
Marryl Enlow
Joyce Davis

ADDRESS

300 Perkins Cemetery Rd
Magnolia, Ky. 42757
300 Baker Rd Magnolia Ky
622 Aetna Furnace Rd.
Magnolia Ky.

"PETITION"

To get FARMERS RURAL ELECTRIC CO-OP CORP.
TO REPAIR POWER FAILURE'S THAT THE UNDERSIGN
EXPERIENCE SOMETIMES DAILY.

NAME

Jimmy R. Vaughn
Marvin Vaughn

ADDRESS

2025 Cottonwood Hwy
Magnolia, Ky 42757

Delta, Farmora Hwy.
Magnolia, Ky 42757

CCS100R

KY. PUBLIC SERVICE COMMISSION
CONSUMER INQUIRY SYSTEM

7-OCT-1994

CCS-NBR:940151104 ENTRY DATE/TIME: 7-OCT-1994 11:41:14.00 TYPE CONTACT:R
NAME:HAMPTON, JUDY FARMERS R.E.C.C.
ADR1:2574 POWDER MILL RD. UTIL-NUMBER:00001500
ADR2: SERV:EL COMP:S7 CONFIDENTIAL:N
CITY:MAGNOLIA STATE:KY ZIP:42757 CONTACTED UTIL?Y DISC.INITIAL CALL?N
CNTY:LARUE PRIORITY:N
HOME PHONE: [REDACTED] WORK:() - ACCT-NBR:
 DATA ENTRY OPERATOR:JJ

PRELIMINARY DESCRIPTION:
POWER BLINKS OFF AND ON. HAS HAD MANY OUTAGES.

PROCESSOR NAME: JOHNSON

PROCESSOR NAME: JOHNSON CALL BACK DATE: 7-OCT-1994 11:42:16.00

CALL BACK INFORMATION:
S.A.A. POWER BLINKS USUALLY LAST 1-2 MINS.
12/10/94- CALLED HAS HAD POWER BLINKS 11/2,4,5,13,15,16/94 AND 12/2,9,10/94.
1/14/95 - CALLED HAS HAD POWER BLINK 1/10/95.

UTIL. REPRESENTATIVE: GARY GRUBBS CONTACT DATE: 10-JAN-1994

UTILITY RESPONSE:
WILL ESTABLISH A MONITORING PROGRAM.
10/10/94 REPLACED SOME "CUTOUTS".
12/94 WILL CONTINUE TO MONITOR.

NO STAFF REFERRAL RECORD ON FILE

FINAL NAME: JOHNSON FINAL DATE: 29-MAR-1995 23:00:00.00

FINAL DISPOSITION:
CALLED THEY HAVE HAD NO PROBLEMS SINCE 1/10/95. THEY ARE HAPPY NOW. CLOSED.
11/27/95 SENT FORMAL COMPLAINT FORMS.
