

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KEN'S APPLIANCES)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 96-611
)	
GTE SOUTH INCORPORATED)	
)	
DEFENDANT)	

O R D E R

On July 17, 1997, an informal conference was held at the Commission's offices located at 730 Schenkel Lane, Frankfort, Kentucky. Although GTE South and Complainant notified the Commission in writing of their willingness to meet with the Commission to discuss the issues raised in this case, Complainant notified the Commission of his decision not to attend the conference, shortly before it began. The conference was held in Complainant's absence because Commission Staff sought clarification of the issues that had been raised. Subsequently, GTE South filed additional information.

On August 29, 1997, Complainant filed a letter stating that "GTE South has continued to provide inadequate telephone service to this rural customer as described in complaints filed with this case." In the letter, Complainant "requests to be re-imbursed [sic] for the expenses paid for these services as described in [the] Complaint."

The Commission, having reviewed the evidence of record and being otherwise sufficiently advised, finds that this matter cannot be resolved without further proceedings. Consequently, the Commission, on its own motion, has scheduled a hearing on the Complaint for October 10, 1997, at 10:00 a.m., Eastern Daylight Time, in Hearing Room 2 of the Commission's offices located at 677 Comanche Trail, Frankfort, Kentucky. If Complainant wishes to appear at the hearing, he should, under the circumstances, so notify the Commission within 10 days of the date of this Order. If no statement of intent to appear at the hearing and to present evidence supporting Complainant's allegations against GTE South is received by the Commission, the hearing should be cancelled and this matter should, at that time, be submitted to the Commission for a decision based upon the record.

IT IS THEREFORE ORDERED that:

1. A hearing on the Complaint is scheduled for October 10, 1997, at 10:00 a.m., Eastern Daylight Time, in Hearing Room 2 of the Commission's offices located at 677 Comanche Trail, Frankfort, Kentucky.
2. GTE South shall appear at the hearing and be prepared to present testimony on the Complaint.
3. If Complainant wishes to appear at the hearing and to present testimony on the Complaint, he shall file a statement to that effect within 10 days of the date of this Order.
4. If the Commission does not receive, within 10 days of the date of this Order, a statement expressing Complainant's intent to appear at the hearing, the hearing

shall be cancelled and the matter shall be submitted to the Commission for a decision based upon the record as it exists at that time.

Done at Frankfort, Kentucky, this 15th day of September, 1997.

PUBLIC SERVICE COMMISSION


Linda K. Breathitt
For the Commission

ATTEST:


Don Mills
Executive Director