

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THOMAS L. BUNTING)
)
COMPLAINANT)
)
v.) CASE NO. 97-069
)
INTER-COUNTY RURAL ELECTRIC)
COOPERATIVE CORPORATION)
)
DEFENDANT)

ORDER TO SATISFY OR ANSWER

Inter-County Rural Electric Cooperative Corporation ("Inter-County RECC") is hereby notified that it has been named as defendant in a formal complaint filed on February 5, 1997, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Inter-County RECC 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 24th day of February, 1997.

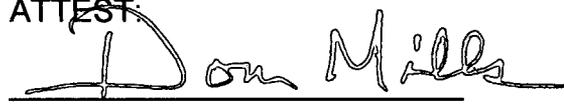
PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:


Executive Director

97-00283 *BJ*

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THOMAS L. Bunting
(Your Full Name)

COMPLAINANT

VS.

RECC Danville, Ky
(Name of Utility)

DEFENDANT

RECEIVED
FEB - 5 1991
PUBLIC SERVICE
COMMISSION

97-069

C O M P L A I N T

The complaint of THOMAS L. Bunting respectfully shows:
(Your Full Name)

(a) THOMAS L. Bunting
(Your Full Name)

1305 QUARRY Rd. Danville, Ky 40422
(Your Address)

(b) RECC Danville
(Name of Utility)

P.O. Box 87 Danville, Ky 40423
(Address of Utility)

(c) That: See Attached
(Describe here, attaching additional sheets if

necessary, the specific act, fully and clearly, or facts

that are the reason and basis for the complaint.)

Public Service Commission Of Kentucky
P.O. Box 615
FRANKFORT, Ky 40602

Gentlemen:

I received the enclosed billing from RECC Danville and noted the meter exchange recorded thereon, I called the utility office and was informed the meter exchange was made on "11-19-96".

There are two(2) sets of KW hours on this bill, One represents K.W. hours usage (657 KW. hours) from the end of the previous service period thru the date that meter was removed (11-19-96). The second number represents KW hours used (817 KW hours) from the date of the exchange (11-19-96) thru 12-4-96, the date the new meter was read for the service period ending on that date (12-4-96).

This is all well and good, however I witnessed an RECC employee make a meter exchange on "12-14-96" at 1305 Quarry Rd. (I made a note on my calendar, copy enclosed)

What the bottom line is I cannot imagine, however my billing did increase from \$34.57 October, to \$82.83 November to \$111.00 December.

With meters being read on 11-19-96, 12-4-96 and 12-14-96 from three(3) different meters I wonder how accuracy can be maintained. If this is common practice a ~~look~~ close look at their procedure is warranted.

T. L. Bunting

DECEMBER 1996

Soft Skin

Give your skin extra care during the winter months, when cold, dry air and indoor heat can dry it out. Follow these simple steps, to protect your skin and keep it smooth and supple:

- Limit bathing frequency and use warm, not hot, water.
- Use mild soaps, to avoid over-drying your skin.
- Wear gloves and a hat, to protect your skin from the elements.
- Be sure to moisturize, especially after bathing, while your skin is still damp.

The **Aveeno** line of skin-care products, which contain colloidal oatmeal, moisturize and protect itchy, dry, sensitive skin.



Sponsored by:
S.C. Johnson Wax

SUNDAY

1

8

15

22

29

MONDAY

2

9

16

23

30

TUESDAY

3

10

17

24

31

WEDNESDAY

4

11

18

25

Christmas Day

THURSDAY

5

12

19

26

FRIDAY

6

First Day of Hanukkah

13

20

27

November 1996

SATURDAY

7

14

21

28

First Day of Winter

January 1997

*Zone live
12:30/4:00*

*COONRY
5:00*



Condo Meeting

*RECC
Meter Change*

BRING ENTIRE BILL WHEN PAYING AT OFFICE.

CUSTOMER NUMBER [REDACTED]	MEMBER NUMBER 54694	DEMAND	FUEL FACTOR -.00235	AMOUNT DUE \$111.00
SERVICE THROUGH 1/07/97	READINGS PRESENT 58053 PREVIOUS 55187	METER CONSTANT 1	KWH USAGE 1066	CHARGES

ENERGY CHARGE	106.61
FUEL CHARGE	1.00
CUSTOMER CHARGE	5.00
SCHOOL TAX	3.00
TOTAL AMOUNT DUE	111.00

LAST PAYMENT RECEIVED 12/30/96 86.83

THOMAS L SULTING

METER NUMBER 15267	NET AMOUNT \$111.00
RATE B/C A18 R	AFTER 1/30/97 PAY GROSS AMOUNT \$121.78

MESSAGES

EFFECTIVE FEB 1ST, YOU MAY USE OUR NEW STATEWIDE TOLL-FREE NUMBER FOR LONG DISTANCE CALLS TO OUR OFFICE. THE NUMBER IS 1-888-255-RECC 7322. THANKS FOR GIVING TO WINTERCARE. MAY YOUR GENEROSITY CONTINUE TO HELP OTHERS KEEP WARM IN WINTER.

INTER-COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

Main Office Located at 1009 Hustonville Road · Danville, KY 40422
(606) 236-4561 · (606) 346-2867 · (606) 734-7121 · (606) 792-4619 · (502) 692-9350

Branch Office Located at 1805 Campbellsville Road · Lebanon, KY 40033
(502) 692-3761

PAYMENTS not received by the past due date will have a 10% late charge added to the bill.

If service is interrupted, check your fuses or circuit breakers. Check to see if your neighbor is off, too. Report promptly if you believe trouble is on our lines. Give Customer Number when reporting trouble.

RATE SCHEDULES AND AN EXPLANATION OF HOW TO COMPUTE YOUR BILL INCLUDING FUEL CHARGES IS AVAILABLE UPON REQUEST.

PLEASE REGISTER ANY INQUIRY ABOUT YOUR BILL PRIOR TO THE DUE DATE.

OUR OFFICE HOURS ARE: 8:00 A.M. - 5:00 P.M. MONDAY THROUGH FRIDAY

- Outside depository available for after hours payments.
- A late payment may not show on this bill.
- Unpaid bills are subject to collection or disconnection.
Collection fee is \$22.00. Reconnect fee is \$22.00.
After 5:00 P.M. Reconnect fee is \$50.00.
- Security light charge includes fuel adjustment on:
77 Kwh for Standard Security Light
20 Kwh for Colonial Light
87 Kwh for 250 Watt Directional Floodlight
159 Kwh for 400 Watt Directional Floodlight
87 Kwh for Cobra Head Light

CODES	E - Estimated Bill	I - Closed with Balance
	R - Reader Read	L - Levelized Bill
	F - Final Bill	S - Security Light Only
	A - (Minus) Beside Amount Due Indicates a Credit Balance	

BRING ENTIRE BILL WHEN PAYING AT OFFICE.

CUSTOMER NUMBER [REDACTED]	MEMBER NUMBER 54694	DEMAND	FUEL FACTOR -.00391	AMOUNT DUE \$86.83
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SERVICE THROUGH 12/04/96	READINGS		METER CONSTANT 1	KWH USAGE 1469	CHARGES
	PRESENT 56187	PREVIOUS 55375			

ENERGY CHARGE	84.49
FUEL CHARGE	-5.74
CUSTOMER CHARGE	5.55
SCHOOL TAX	2.53
TOTAL AMOUNT DUE	86.83

E-MTR CHG 657 KWH

LAST PAYMENT RECEIVED 11/27/96 34.52

THOMAS L BUNTING

METER NUMBER 15267	NET AMOUNT \$86.83
RATE A18 R	AFTER 12/30/96 PAY GROSS AMOUNT \$95.26

MESSAGES

ICRECC IS PARTICIPATING IN THE WINTERCARE PROGRAM. IF YOU WISH TO GIVE, INDICATE THE AMOUNT ON THE RETURN PORTION OF YOUR BILL AND ADD TO YOUR PAYMENT. ALL OF YOUR DONATION WILL BE SENT TO WINTERCARE TO HELP KEEP OTHERS WARM.

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BRING ENTIRE BILL WHEN PAYING AT OFFICE.

CUSTOMER NUMBER [REDACTED]	MEMBER NUMBER 54694	DEMAND	FUEL FACTOR -.00279	AMOUNT DUE \$34.52
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SERVICE THROUGH 11/04/96	READINGS		METER CONSTANT 1	KWH USAGE 480	CHARGES
	PRESENT 83685	PREVIOUS 83205			

ENERGY CHARGE		29.30
FUEL CHARGE		-1.34
CUSTOMER CHARGE		5.55
SCHOOL TAX		1.01
TOTAL AMOUNT DUE		34.52

End *Boq*

$$\begin{array}{r} 83685 \\ 83205 \\ \hline 480 \end{array}$$

LAST PAYMENT RECEIVED 10/28/96 47.87

THOMAS L BUNTING

METER NUMBER 12714	NET AMOUNT \$34.52
RATE A18 R	AFTER 12/02/96 PAY GROSS AMOUNT \$37.87

MESSAGES

INTER-COUNTY EMPLOYEES ARE STILL COLLECTING AND DISTRIBUTING
 COATS AND JACKETS TO MEMBERS. LEVELIZED BILLING AND BANK
 DRAFT BILL PAYMENTS ARE AVAILABLE FOR YOUR CONVENIENCE.
 CALL US FOR FURTHER DETAILS.

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BRING ENTIRE BILL WHEN PAYING AT OFFICE.

CUSTOMER NUMBER [REDACTED]	MEMBER NUMBER 54694	DEMAND	FUEL FACTOR -.00323	AMOUNT DUE \$47.87
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SERVICE THROUGH	READINGS		METER CONSTANT	KWH USAGE	CHARGES
	PRESENT	PREVIOUS			
10/04/96	83205	82476	1	729	

ENERGY CHARGE	43.28
FUEL CHARGE	-2.35
CUSTOMER CHARGE	5.55
SCHOOL TAX	1.39
TOTAL AMOUNT DUE	47.87

LAST PAYMENT RECEIVED 9/23/96 85.52

THOMAS L BUNTING

METER NUMBER 12714	NET AMOUNT \$47.87
RATE A13 R	AFTER 10/30/96 PAY GROSS AMOUNT \$52.52

MESSAGES

IN CONJUNCTION WITH THE INTER-COUNTY RECC WEATHERIZATION
BUTTON UP PROGRAM, EMPLOYEES AT THE CO-OP WILL BE COLLECTING
AND DISTRIBUTING COATS AND JACKETS TO MEMBERS BEGINNING
NOVEMBER 1ST. CALL US FOR DETAILS.

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Formal Complaint

THOMAS L. Bunting vs RECC Danville
(Your Name) (Utility Name)

Page 2

Wherefore, complainant asks Explanation Of how
(Specifically state the
electric meter can be read on 11-19-96 and
relief desired.)
12-4-96 when meter was installed 12-14-96

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

of January, 1997.
(Month)

Thomas L. Bunting
(Your Signature)

(Name and address of attorney, if any)