COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

in the Matter of:	
DAVID A. MUND)
COMPLAINANT)
V.)) CASE NO. 97-471
THE UNION LIGHT, HEAT AND POWER COMPANY)))
DEFENDANT))

ORDER TO SATISFY OR ANSWER

The Union Light, Heat and Power Company ("ULH&P") is hereby notified that it has been named as defendant in a formal complaint filed on November 17, 1997, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, ULH&P 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 1st day of December, 1997.

PUBLIC SERVICE COMMISSION

Chairman

Vice Phairman

Commissioner

ATTEST:

Executive Director

Before the Public Servi	ice Commission	NOV 1 7 1997
(Insert name of complainant)) Complainant) DAVID A. MUND) vs.) UNION, HEAT, LIGHT AND POWER) (Insert name of each defendant) Defendant)	No. 77-471 (To be inserted by the secretary)	PUBLIC SERVICE COMMISSION
COMPLA	INT	
The complaint of (here insert full name of each co	mplainant) respectfully s	hows:
(a) That (here state name, occupation and post of	fice address of each con	nplainant).
(b) That (here insert full name, occupation and po-	st office address of each	defendant).
(c) That (here insert fully and clearly the specific a necessary to give a full understanding of the situation, ar sections thereof, of which a violation is claimed).	<u> </u>	•
WHEREFORE, complainant asks (here state spec	cifically the relief desired).
Dated at FT.THOMAS , Kentucky, this of 11-11 , 1997 .	<u>WEDNES</u> day	
	DAVID A. MUND	
	(Name of each complain:	
ī	(Name and address of at if any)	torney,



APARTMENT MANAGEMENT RESIDENT INFORMATION FORM

(SEE INSTRUCTIONS ON BACK)

Apt. # 000604	54/00551 -F T Orive		Address 206	RST AMHURS NGER	F OR. - KY 410	Ins. Po		15.00 00006
Unit Description 26 2ER-1 Social Security No. Resident Name(s)		Cod 001	e Depo:	TY DEPOSI sit Type y Deposit	Amount	Date	ii/23	
NUNG. DA		Code 101	Description Apt. Rent	MOI Curre		ge To		VE DATE Change To
11/∠3/88 No. of Occupants 2 Pre-Occ No. XX- 206	Lease Expiration Date 11/30/89 Mgmt. Unit Type Dates Current RIF: 01/26/89 Last Move Out: 11/17/88			415	W 45 4 18			
Transfer within Dev To Apt/Suffix		-	Dev. #	Dev.Name	Transfer to Ne	w Developmen City/	State	
Notification Date	Reason for Move-Out		2.1.	i i	-Out Date	Move-Out 0	Code Le	ase Violation Yes No
Account Overpayment If Resident has a "CRoll, enter amount in	ent (/ CR" on the Rent here \$	Code	Cleaning Desc.	Amt.	IOVE-OUT CH Dama Desc.		Desc.	Other Amt.
CREDITS TO RESI	DENT	600 601	Walls	11/00	Ceritarit	1)		
Total Deposits(s)		602	Range Top	75.7	aruliacs.	100	Tr	
Overpayment on Account		603	Oven			8.40	Jane	
Interest		604	Bathroom			\\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	W. I	ent 415,00
Other		605	Carpet	45,00	initial	· 1/2 ·	Marile s	. 1
Total Credits	***************************************	606	Refrig. Clean		STRAROJA (remun.) wind	C. 10
DEBITS TO RESID	ENT	607	Refrig. Defrost			 		
Total Charges		608	Trash			 	 	
Past Due Rent		609	Tile			 		
Forfeited Deposit		610	Other	100	1000 min	14 1/2	Y: a	
Forfeited Overpaym	ent	To	otal Charges	9600	lexning	000	M-1	435.0
Other				100	P. O.	10.70	1/1	
Total Debits BALANCE		i	ding Address	04 As	Bulmer	DAMO	una II	ing
		7			Ky, 4101	, ,		
 Due Resident	,	Submit		1 ()	Zr	roved By		
I Dua Davalana					(1 [799	· · · · · · · · · · · · · · · · · · ·		
L Due Developn	nent				9	•		,

COMMONWEALTH OF KENTUCKY

NOV 1 7 1997

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:	COMMISSION	
DAVID A. MUND) (Your Full Name) COMPLAINANT)		Đ
UNION, HEAT, LIGHT AND POWER (Name of Utility) DEFENDANT)		e
The complaint of DAVID A. MUND (Your Full Name)	respectfully	shows
(a) DAVID A. MUND (Your Full Name) 1049 S. FT. THOMAS AVE. FT. THOMAS KY. 41075		•
(Your Address)		
(b) UNION HEAT, LIGHT AND POWER (Name of Utility) 107 BRENT SPENCE SQUARE, COVINGTON, KY41011		

MOVED INTO 1707 GREENUP ST., IN OCTOBER OF (C) That: (Describe here, attaching additional sheets if

(Address of Utility)

1988, SHARED RESIDENCE WITH GREG WALLACE, HEINFORMED ME necessary, the specific act, fully and clearly, or facts

THAT HE COULD NOT HAVE SERVICE IN HIS NAME that are the reason and basis for the complaint.)

Pormal Com	mplaint
DAVID	A. MUND VS UNION, HEAT LIGHT AND POWER
	our Name) (Utility Name)
Page 2	
I	HAD SERVICE PUT IN MY NAME, MOVED OUT THREE WEEKS LATER
CA	LLED THE UTILITY TO INFORM THEM TO HAVE MY SERVICE
DI	SCONTINUED, MOVED TO 106 AMHURST DR.ERLANGER KY.41018
I M	OVED IN TO THE AMHURST ADRESS ON NOVEMBER 23 1988.
<u>T</u>	HE AMHURST ADRESS WAS SERVICED BY A DIFFERENT UTILITY.
T	MOVED OUT OF THE AMHURST ADDRESS ON MARCH 31 1989.
	CONT,
Wh.	erefore, complainant asks THAT THE SERVICE BE PUT
nm	(Specifically state the
	IN MY NAME AND MY CREDIT BE RESTORED.
Mark Agrandi	relief desired.)

	Dated at	FT.THOMAS	, Kentucky, this day
		(Your City)	
of _	(Month	, 19	
	,	•	· · ·

(Your Signature)

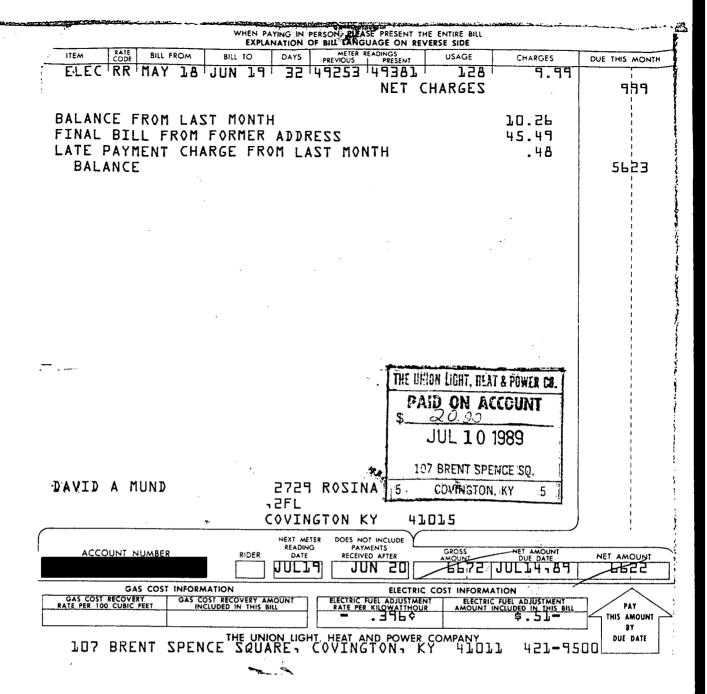
ON APRIL 1ST I MOVED INTO 2729 ROSINA AVE COVINGTON KY.

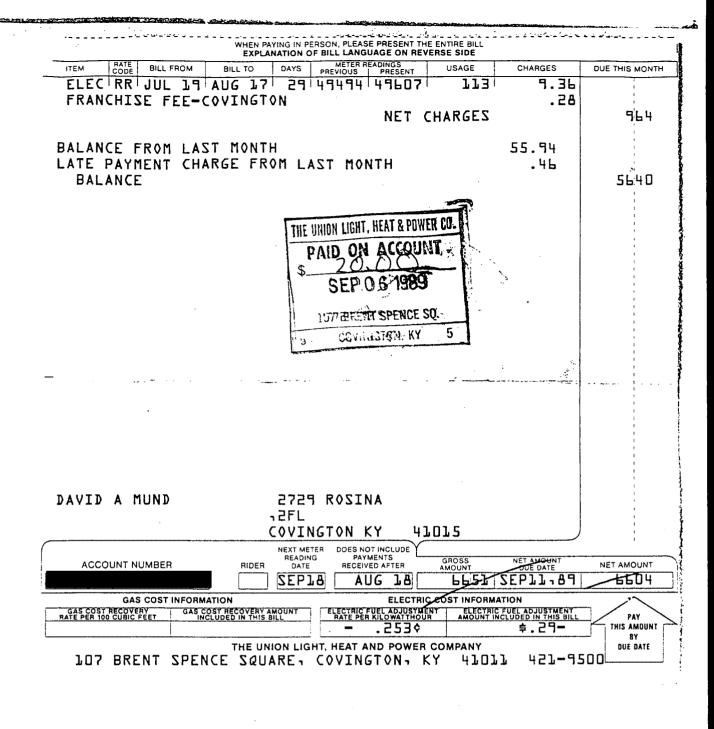
I CALLED UNION, HEAT, LIGHT AND POWER AND HAD SERVICE PUT IN MY NAME. AT NO TIME WAS IT MENTIONED, THAT I WAS STILL

RECTEVING SERVICE AT 1707 GREENUP ST.COVINGTON.I DID NOT PAY FOR HEAT AT THE ROSINA ADDRESS, MY BILL, S WERE COMING IN AS LOW AS ELEVEN DOLLARS A MONTH. THEN IN SEPTEMBER OF 1989 I RECIEVED A BILL IN THE AMOUNT OF 1257.04. I CALLED THE UTILITY THEY INFORMED ME THAT IT WAS FROM MY FORMER ADDRESS AT 1707 GREENUP.I EXPLAINED THAT I HAD BEEN LIVING ON ROSINA AND PRIOR TO THAT ON AMHURST. THEY SAID IF I HAD PROOF OF RESIDENCE ELESWHERE, THAT THE SITUATION COULD BE RECTIFIED, I TOOK MY APARTMENT RESIDENT INFORMATION FORM FROM AMHURST TO THEM. THIS WAS NOT GOOD ENOUGH FOR THEM. THEY NEVER ONCE OFFERED A PAYMENT PLAN TO ME UNTIL THIS YEAR, 1997. I MOVED TO 20 E 38 .TH STREET IN 1990, WHERE I LIVED UNTIL THIS YEAR 1997. IN NOVEMBER OF, 89, I WENT TO ATTORNEY GREG BARTLETT, HE CALLED THE UTILITY, SOMEONE INFORMED HIM, THAT I DID TAKE IT OUT OF MY NAME BUT ICALLED BACK IN NOVEMBER OF 89 AND HAD SERVICE RESTORED. THE CALLBACK WAS NOT ME.AS STATED EARLIER I MOVED TO AMHURST ON NOVEMBER 23, RD.1989. AT NO TIME HAVE I EVER SEEN A BILL FROM THE GREENUP ADRESS.I DID NOT FILLOUT A CHANGE OF ADDRESS FORM FOR THE GREENUP ADDRESS, BECAUSE I SIMPLY DID NOT LIVE THERE. LONG ENOUGH.I WAS INFORMED BY NANCY SPECKLE AT THE UTILITY THAT THIS ACCOUNT WAS TURNED OVER TO A COLLECTION AGENCY. I HEARD FROM THIS AGENCY, ONE TIME IN 1990, I TEXPLAINED TO THEM THE SITUATION, AND I NEVER HEARD FROM THEM AGAIN. MS.SPECKLE, DURING OUR PHONE CONVERSATION THIS YEAR, INFORMED ME. THAT IT HAS BEEN TURNED OVER TO A COLLECTION AGENCY FOR THE PAST NINE YEARS.I HAVE NEVER HEARD FROM THEM. WHEN I MOVED FROM THE ROSINA ADDRESS, TO 20 EAST 38 ST. I FILLED OUT A CHANGE OF ADDRESS FORM. I HAD THE SAME LISTED PHONE NUMBER FROM ROSINA, AS ALSO AT THE 20, EAST38 ST. AT NO TIME WAS I UNAVAILABLE, OR HARD TO FIND. I HAD THE SAME PHONE NUMBER FOR TEN YEARS.MY SERVICE AT 20 38.WAS IN MY LANDLADYS NAME. WHEN SHE SOLD THE DUPLEX TO WILLIE MARTIN.HE PUT THE SERVICE IN HIS NAME, WHEN HE SOLD THE PROPERTY TO LATOINA BAPTIST CHURCH, THEY HAD THE SERVICE PUT IN THERE NAME.NOW I RESIDE IN FT. THOMAS, AT1049 S.FT. THOMAS AVE, WHERE MY SERVICE IS IN MY LANDLORD, S NAME BRIAN CHAPIN. ENCLOSED IS MY AMHURST FORM AND SOME COPYS OF MY BILLS FROM THE ROSINA ADDRESS.

RESPECTFULLY

1049 S.FT.THOMAS AVE. FT.THOMAS.KY. 41075





ACCOUNT NUMBER

GROSS AMOUNT

NET AMOUNT

1268.44 PERET TOO 1267.91

AMOUNT TO BE PAID

WHEN PAYING BY MAIL, PLEASE RETURN THIS PORTION WITH YOUR PAYMENT-MAKE CHECKS PAYABLE TO U.L.H. & P. CO.

WINTERCARE FUND CONTRIBUTION

DAVID A MUND 2729 ROSINA

.00 I HAVE ADDED THIS AMOUNT TO MY PAYMENT

12FL COVINGTON KY 41015

PA0560 9600 H 09

WHEN PAYING IN PERSON, PLEASE PRESENT THE ENTIRE BILL EXPLANATION OF BILL LANGUAGE ON REVERSE SIDE

DAYS METER READINGS
PREVIOUS | PRESENT CODE BILL FROM CHARGES BILL TO USAGE DUE THIS MONTH ELEC RR AUG 17 SEP 18 32 49607 49740 133 10.55 FRANCHISE FEE-COVINGTON .32

NET CHARGES

1087

RECEIVE

BALANCE FROM LAST MONTH PAYMENTS RECEIVED TO SEP 11 FINAL BILL FROM FORMER ADDRESS LATE PAYMENT CHARGE FROM LAST MONTH BALANCE

20.00CR 1210.53

.47

66.04

125704

432/3126

DAVID A MUND

2729 ROSINA

₁2FL

41015 COVINGTON KY

NEXT METER READING DOES NOT INCLUDE ACCOUNT NUMBER

PAYMENTS RECEIVED AFTER RIDER DATE OCT17 ZEB Ja

126791 126844|OCT13,89|

ELECTRIC COST INFORMATION GAS COST INFORMATION

.180¢

SEL ADJUSTMENT

THIS AMOUNT OUE DATE

THE UNION LIGHT, HEAT AND POWER COMPANY

107 BRENT SPENCE SQUARE, COVINGTON, KY 41011 381-4100

ACCOUNT NUMBER

GROSS AMOUNT

NET AMOUNT DUE DATE

NET AMOUNT

1281.13 PBrP VON 1280.54

AMOUNT TO BE PAID

WHEN PAYING BY MAIL, PLEASE RETURN THIS PORTION WITH YOUR PAYMENT-MAKE CHECKS PAYABLE TO U.L.H. & P. CO.

WINTERCARE FUND CONTRIBUTION

DAVID A MUND 2729 ROSINA

.00 I HAVE ADDED THIS AMOUNT TO MY PAYMENT

12FL COVINGTON KY 41015

TO RECEIVE RATE SHEET CHECK BLOCK

H 0775 101989 10

						
		G IN PERSON, PLEAS T ION OF BILL LANG				
ITEM RATE BILL FROM	BILL TO D	AYS PREVIOUS	EADINGS PRESENT	USAGE	CHARGES	DUE THIS MONTH
ELEC RG SEP 18	OCT 17	29 49740	49893	1.53	11.75	
FRANCHISE FEE-C	OVINGTON				.35	,
			NET C	HARGES		1510
		ı				3 1
BALANCE FROM LAS				75	167.9L	4
LATE PAYMENT CHA	RGE FROM	LAST MOI	HTV		.53	
BALANCE						126844
**********	*****	*****	******	******	*	:
		TO AVOID	DIZCON	NECTION	*	
* IS \$1,257.04.	TZUM TI	BE PAID	BY THE	DATE	*	
* ZHOWN ON THE E	NCLOSED	DISCONNE	CT NOTI	CE.	*	
***********	*****	******	*****	******	*	
						1
					i i	

DAVID A MUND

2729 ROSINA

12FL

NEXT METER

COVINGTON KY

41015

DOES NOT INCLUDE READING GROSS NET AMOUNT DUE DATE **ACCOUNT NUMBER** RECEIVED AFTER **NET AMOUNT** RIDER DATE LEGITS NON ETTER NOV15 OCT 18 128054 GAS COST INFORMATION **ELECTRIC COST INFORMATION**

GAS COST RECOVERY RATE PER 100 CUBIC FEET	GAS COST RECOVERY AMOUNT INCLUDED IN THIS BILL	ELECTRIC FUEL A		
		1		

]P¢ \$.l8-

THIS AMOUNT DUE DATE

THE UNION LIGHT, HEAT AND POWER COMPANY

107 BRENT SPENCE SQUARE, COVINGTON, KY 41011 381-4100

ACCOUNT NUMBER

GROSS AMOUNT

NET AMOUNT DUE DATE

NET AMOUNT

JAN 9,90 1295.48

AMOUNT TO BE PAID

WHEN PAYING BY MAIL, PLEASE RETURN THIS PORTION WITH YOUR PAYMENT-MAKE CHECKS PAYABLE TO U.L.H. & P. CO.

WINTERCARE FUND CONTRIBUTION

DAVID A MUND 2729 ROSINA

.00 I HAVE ADDED THIS AMOUNT TO MY PAYMENT

12FL COVINGTON KY 41015

RECEIVE RATE

H 0076 121989 ll

WHEN PAYING IN PERSON. PLEASE PRESENT THE ENTIRE BILL EXPLANATION OF BILL LANGUAGE ON REVERSE SIDE

DAYS METER READINGS
PREVIOUS PRESENT BILL TO CHARGES DUE THIS MONTH ELEC RG NOV 15 DEC 15 50078 50295 SUSPENDED

NET CHARGES

.00

BALANCE FROM LAST MONTH LATE PAYMENT CHARGE FROM LAST MONTH BALANCE

1294.82 . 66

129548

NET AMOUNT

129548

THIS AMOUNT DUE DATE

DP.P NAL

CHARGES FOR ITEMS SUSPENDED WILL BE BILLED AT A LATER TIME

DAVID A MUND

2729 ROSINA

12FL

COVINGTON KY 41015

DEC 18

DOES NOT INCLUDE PAYMENTS
RECEIVED AFTER NEXT METER ACCOUNT NUMBER RIDER DATE

ELECTRIC COST INFORMATION GAS COST INFORMATION RATE PER KILOWATTHOUR

JAN17

THE UNION LIGHT, HEAT AND POWER COMPANY

41011 381-4100 107 BRENT SPENCE SQUARE, COVINGTON, KY

ACCOUNT NUMBER

GROSS AMOUNT

NET AMOUNT DUE DATE

NET AMOUNT

JAN 19,90 1309.94

1309.27

AMOUNT TO BE PAID

WHEN PAYING BY MAIL, PLEASE RETURN THIS PORTION WITH YOUR PAYMENT-MAKE CHECKS PAYABLE TO U.L.H. & P. CO.

FINAL BILL

--∗DAVID A MUND 2729 ROSINA ~2FL

COVINGTON KY

41015

.40

RECEIVE RATE SHEET CHECK BLOCK

H 0105 122989 12

WHEN PAYING IN PERSON, PLEASE PRESENT THE ENTIRE BILL EXPLANATION OF BILL LANGUAGE ON REVERSE SIDE

DAYS METER READINGS
PREVIOUS | PRESENT BILL TO USAGE CHARGES DUF THIS MONTH 192 13.39

ELEC'RG NOV 15 DEC 12 27 50078 50270 FRANCHISE FEE-COVINGTON

FINAL CHARGES

1379

BALANCE FROM LAST MONTH

129548

WE WERE UNABLE TO COMPLETE YOUR REQUEST FOR A READING FOR ELECTRIC ON THE DATE WANTED. IT HAS NOW BEEN COMPLETED AND YOUR READING HAS BEEN ADJUSTED ACCORDINGLY.

THIS IS YOUR FINAL BILL FOR SERVICE AT 2729 ROSINA

DAVID A MUND

2729 ROSINA

72FL

COVINGTON KY 41015

NEXT METER DOES NOT INCLUDE

ACCOUNT NUMBER

RECEIVED AFTER

GROSS

ELECTRIC COST INFORMATION

NET AMOUNT DUE DATE

NET AMOUNT

GAS COST INFORMATION

DEC 28

DP-PLNAL PPPDEL

130927

ELECTRIC FUEL ADJUSTMENT RATE PER KILOWATTHOUR \$4PE.

THIS AMOUNT DUE DATE

THE UNION LIGHT, HEAT AND POWER COMPANY

41011 lor Brent Spence Square, Covington, KY

381-4100

ACCOUNT NUMBER

GROSS AMOUNT

NET AMOUNT DUE DATE

NET AMOUNT

1309.94

OP.P.C NAL 1309.94

AMOUNT TO BE PAID

WHEN PAYING BY MAIL, PLEASE RETURN THIS PORTION WITH YOUR PAYMENT-MAKE CHECKS PAYABLE TO U.L.H. & P. CO.

TZAS DUE FINAL

--*DAVID A MUND

2729 ROSINA

, 2FL COVINGTON KY

41015

RECEIVE RATE CHECK BLOCK

012990 H Olll

WHEN PAYING IN PERSON, PLEASE PRESENT THE ENTIRE BILL EXPLANATION OF BILL LANGUAGE ON REVERSE SIDE

DAYS METER READINGS USAGE BILL FROM BILL TO CHARGES DUE THIS MONTH ELEC RG NOV 15 DEC 12 27 50078 50270 145 13.39 .40 FRANCHISE FEE-COVINGTON

FINAL CHARGES

PVEL

PREVIOUS BALANCE LATE PAYMENT CHARGE FROM LAST MONTH BALANCE

1295.48 .67

129615

YOUR GIFT TO WINTERCARE WILL HELP A NEEDY NEIGHBOR STAY WARM. AND WE WILL MATCH DONATIONS WITH \$1.00 FOR EVERY \$2.00 FOR DETAILS, SEE ENCLOSED FLYER.

OUR RECORDS SHOW THAT THIS FINAL BILL IS STILL UNPAID. IF PAYMENT HAS BEEN MADE WITHIN THE PAST FEW DAYS, PLEASE DISREGARD THIS BILL.

DAVID A MUND

2729 ROSINA

12FL

COVINGTON KY

41015

PAST DUE FINAL DOES NOT INCLUDE PAYMENTS
RECEIVED AFTER NEXT METER GROSS NET AMOUNT DUE DATE NET AMOUNT ACCOUNT NUMBER RIDER JAN 26 OP, PINAL PPPOEL 130994 GAS COST INFORMATION

GAS COST RECOVERY AMOUNT INCLUDED IN THIS BILL

ELECTRIC COST INFORMATION

THIS AMOUNT DUE DATE

THE UNION LIGHT, HEAT AND POWER COMPANY

381-4100 107 BRENT SPENCE SQUARE, COVINGTON, KY 41011

ACCOUNT NUMBER

GROSS AMOUNT TRUOMATER 1322.22 APR 23.30

NET AMOUNT

AMOUNT TO BE PAID

WHEN PAYING BY MAIL, PLEASE RETURN THIS PORTION WITH YOUR PAYMENT-MAKE CHECKS PAYABLE TO U.L.H. & P. CO.

FINAL BILL

DOUM A DIVAD ---

12FL

COVINGTON KY

41015

TO RECEIVE RATE SHEET CHECK BLOCK BELOW

H 0107 032990 03

WHEN PAYING IN PERSON, PLEASE PRESENT THE ENTIRE BILL EXPLANATION OF BILL LANGUAGE ON REVERSE SIDE

ITEM RATE BILL FROM BILL TO DAYS PREVIOUS PRESENT USAGE CHARGES DUE THIS MONTH

ELEC RG FEB 15 MAR 16 29 5066 50827 141 11.37

FRANCHISE FEE-COVINGTON .34

FINAL CHARGES

1171

THIS AMOUNT

OUE DATE

BALANCE FROM LAST MONTH

130994

THIS IS YOUR FINAL BILL FOR SERVICE AT 2729 ROSINA

DAVID A MUND

2729 ROSINA

-2FL

COVINGTON KY

41015

ACCOUNT NUMBER

RIDER

NEXT METER READING PAYMENTS
RECEIVED AFTER AMOUNT DUE DATE

MAR 28 13222 APR23,90 132165

GAS COST INFORMATION

ELECTRIC COST INFORMATION

RECOVERY GAS COST RECOVERY AMOUNT RATE PER KILOWATTHOUR AMOUNT INCLUDED IN THIS BILL

. 0 9 0 \$. 13

THE UNION LIGHT, HEAT AND POWER COMPANY

107 BRENT SPENCE SQUARE, COVINGTON, KY 41011 381-4100