

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BEBY JAYARAM	)	
	)	
COMPLAINANT	)	
v.	)	CASE NO. 99-175
	)	
COLUMBIA GAS OF KENTUCKY, INC.	)	
	)	
DEFENDANT	)	

O R D E R

IT IS HEREBY ORDERED that Columbia Gas of Kentucky, Inc. ( Columbia Gas ) shall file the original and four (4) copies of the following information with the Commission with a copy to Complainant no later than 10 days from the date of this Order:

1. Provide copies of historical usage records for the Complainant from November 1997 to present and indicate which of the recordings are for actual and estimated usage.
2. Explain how Columbia Gas misread the Complainant s meter on February 22, 1999.
3. Refer to Columbia Gas s Answer, Attachment A. Explain how the corrections to the Complainant s usage for the months of January and February were made. Was the Complainant s account credited for the overbilled amount?
4. Explain how Columbia Gas turned off the hot water heater on March 19, 1999. Was the gas turned off from the meter, curb valve or from inside of the Complainant s home?
5. Columbia Gas s Answer, at Paragraph (C), indicates that on March 19, 1999,

the water heater was red tagged indicating, in writing, the action necessary to correct the problem and that the Serviceperson also contacted the customer by telephone to explain the actions Columbia had taken.

- a. Provide a copy of the writing referred to at Paragraph (C).
- b. Was the customer present when the water heater was turned off?
- c. When was the customer advised by telephone of Columbia s actions?
- d. Was the Complainant advised of the danger posed by the internally vented hot water heater at the time of the service call?

6. Perform a test of the Complainant s meter test and provide the test results along with any narrative deemed necessary to explain the results.

Done at Frankfort, Kentucky, this 28<sup>th</sup> day of May, 1999.

By the Commission

ATTEST:

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Executive Director