

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELANIE BROCK)	
)	
COMPLAINANT)	
v.)	CASE NO. 2000-149
)	
CUMBERLAND VALLEY ELECTRIC)	
)	
DEFENDANT)	

O R D E R

On March 30, 2000, Melanie Brock ("Complainant") filed a complaint, alleging, in essence, that she had been overcharged for consumption of electricity due to an inaccurate meter for a period of use prior to May 5, 1999. On May 5, 1999, Cumberland Valley Electric ("Cumberland Valley") disconnected Complainant's electric service due to an unpaid bill. A representative of Cumberland Valley visited Complainant's residence and removed the meter for testing. On June 2, 1999, Complainant's father went to Cumberland Valley's office to pay the balance of the unpaid bill. At the office a Cumberland Valley representative advised Complainant's father that she was unable to access the records on the computer, but that he should pay the estimated bill. She stated that the Complainant would be credited accordingly on the next bill for the previous incorrect billing. Complainant's father paid the bill and some credit was issued on Complainant's next two bills. Three months after the recredit, Cumberland Valley informed Complainant that it had made a mistake in the recrediting and that no credit was due. Complainant took issue with the new bills, alleging that the current bills were far in excess of past consumption. Complainant prayed for relief in the form of the

proper adjustment on the electric bill. On April 10, 2000, the Commission issued an Order to Cumberland Valley directing it to satisfy or answer the complaint.

On April 18, 2000, Cumberland Valley responded to the Commission's Order stating that, pursuant to 807 KAR 5:001, Section 12(5), it had issued a credit adjustment to Complainant's bill in the amount of \$525.39. The credit adjustment is accurate and fully satisfies Complainant's complaint. Complainant has filed no further documents with the Commission.

Pursuant to 807 KAR 5:001, Section 12(5), upon a defendant's satisfaction of a complaint, no further proceedings are necessary. Cumberland Valley has provided the relief Complainant requested. Accordingly, this case should be removed from the Commission's docket without further Order.

The Commission having reviewed the record herein and having been otherwise sufficiently advised, IT IS HEREBY ORDERED this case is closed and is removed from the Commission's docket.

Done at Frankfort, Kentucky, this 9th day of June, 2000.

By the Commission

ATTEST:


Executive Director