COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

I	ln	th	e	N	lat	ter	of:

RHONDA LYNNE LUCAS)	
COMPLAIN	VANT)))
V.)	CASE NO. 2023-00199
DUKE ENERGY KENTUCKY, INC.)	
DEFENDA	NT)	

ORDER

On June 7, 2023, Rhonda Lynne Lucas filed a formal complaint with the Commission against Duke Energy Kentucky, Inc. (Duke Kentucky) in which she alleged that Duke Kentucky made errors in her bills for natural gas service after her gas meter was replaced on August 2, 2022, and had overcharged her for gas service based on estimated gas usage. Ms. Lucas filed supplemental information in support of her complaint on July 28, 2023, and August 14, 2023.

The Commission entered an Order on August 16, 2023, notifying Duke Kentucky that it had been named as a Defendant in a formal complaint, a copy of which was attached to the Order, and ordered Duke Kentucky to satisfy the matters complained of or file a written answer to the Complaint within ten days from the date of the Order. The Commission further ordered that if Duke Kentucky did not satisfy the matters complained of, Duke Kentucky should file with its answer copies of relevant billing statements, meter test records, and communications regarding gas service with Ms. Lucas. On August 28,

2023, Duke Kentucky filed an answer and moved to dismiss the complaint. Duke Kentucky filed the requested billing statements, meter test records, and communications as exhibits to its answer. On August 29, 2023, Duke Kentucky filed an amended Exhibit 2 to its answer.

By Order entered August 6, 2024, the Commission found that Duke Kentucky had filed into the record evidence that it had adjusted Ms. Lucas's billings so that corrected charges were based on actual usage. The Commission further found that Ms. Lucas should have 20 days from the date of the order to file additional evidence and to show cause why her complaint should not be dismissed. The Commission held that if Ms. Lucas failed to submit additional evidence that her complaint would be dismissed as satisfied.

Ms. Lucas did not file any additional evidence or otherwise respond to the August 6, 2024 Order. The Commission finds that her complaint should be dismissed as satisfied.

IT IS HEREBY ORDERED that:

- 1. Ms. Lucas's complaint is dismissed as satisfied.
- 2. This case is closed and removed from the Commission's docket.

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PUBLIC SERVICE COMMISSION

Chairman

Commissioner

Commissioner

ENTERED

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KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

Executive Director

Rhonda Lucas 10372 Calvary Road Independence, KENTUCKY 41051

*Duke Energy Kentucky, Inc. 139 East Fourth Street Cincinnati, OH 45202

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