

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TERESA CUNNINGHAM	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2025-00385
	)	
DUKE ENERGY KENTUCKY, INC.	)	
	)	
DEFENDANT	)	

ORDER

On November 24, 2025, Teresa Cunningham (Complainant) filed a complaint (Complaint) against Duke Energy Kentucky, Inc. (Duke Kentucky) alleging that Duke Kentucky was overbilling her from January through July, 2025.¹ On March 30, 2026, the Commission entered an Order requiring Duke Kentucky to satisfy the matter complained of or file a written answer.²

On April 8, 2026, Duke Kentucky filed an answer to the Complaint (Answer), stating that its billing system was overbilling Complainant and that it had issued a corrected bill to Complainant, as well as a credit of \$1,141.87 for the period of overbilling.³ On June 8,

¹ Complaint (filed Nov. 24, 2025).

² Order (Ky. PSC Mar. 30, 2026) at 1.

³ Duke Energy Kentucky, Inc.'s Answer (filed Apr. 8, 2026) at 2.

2026, the Commission issued an Order giving the Complainant 20 days to respond to the Answer, or the case will be dismissed.⁴

More than 20 days have passed since the June 8, 2026 Order was issued. Complainant did not file a response to the Answer. Because the Complainant has not responded, the Commission finds that her complaint should be dismissed without hearing as such a proceeding is not necessary to protect the public interest or substantial rights.

IT IS THEREFORE ORDERED that:

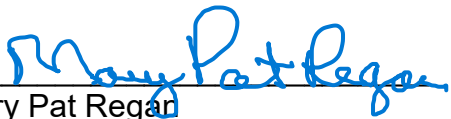
1. The Complaint is dismissed.
2. This case is closed and removed from the Commission's docket.

⁴ Order (Ky. PSC June 8, 2026).

Entered on this 12th day of August, 2026.

PUBLIC SERVICE COMMISSION



Angie Hatton
Chair

Mary Pat Regan
Vice Chair

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

ATTEST:



Justin McNeil
Executive Director

Case No. 2025-00385

Service List for Case 2025-00385

Teresa Cunningham
4590 Burlington Pike
Burlington, KY 41005

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