

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

93

In the matter of:

Tiffany Lynn Hobbs)
(Your Full Name))
COMPLAINANT)

vs.

A+T+)
(Name of Utility))
DEFENDANT)

2009-00086

RECEIVED
FEB 19 2009
PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Tiffany Lynn Hobbs respectfully shows:
(Your Full Name)

(a) Tiffany Lynn Hobbs
(Your Full Name)

(Your Address) Dinguid
1308 Dinguid Dr.
Murray Ky, 42071

(b) A+T+
(Name of Utility)

PO Box 538641 Atlanta, GA 30353
(Address of Utility)

(c) That: During ice storm service was
(Describe here, attaching additional sheets if necessary,

interrupted for many days. family was in
the specific act, fully and clearly, or facts that are the reason
Cape Girardeau with sick child and could not phone
and basis for the complaint.)
for help.

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Formal Complaint

Tiffany Lynn Hobbs vs. A+T+

Wherefore, complainant asks to be relieved of
(Specifically state the relief desired.)
charges for time period of service
interruption.

Dated at Murray, Kentucky, this 16 day
(Your City)
of February, 20 09
(Month)

Jiffamy Hobbs
(Your Signature)

(Name and address of attorney, if any)

07 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

- (a) The full name and post office address of the complainant.
- (b) The full name and post office address of the defendant.
- (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) **Procedure on filing of complaint.**

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.
- (6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the Commission, the following forms shall be followed insofar as practicable:

- a) Formal complaint.
- b) Answer.
- c) Application.
- d) Notice of adjustment of rates.
 - (2) Forms of formal complaint.
 - (3) Form of answer to formal complaint.
 - (4) Form of application.
 - (5) Form of notice to the commission of adjustment of rates