

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHARLES S. CARTER	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2010-00129
	)	
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

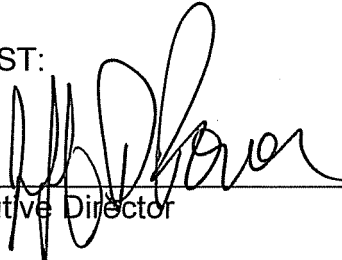
ORDER TO SATISFY OR ANSWER

Kentucky Utilities Company ("KU") is hereby notified that it has been named as defendant in a formal complaint filed on March 9, 2010, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KU is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ATTEST:  
  
Executive Director

ENTERED *EW*  
APR 12 2010  
KENTUCKY PUBLIC  
SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

CHARLES S. CARTER JR.  
(Your Full Name)

COMPLAINANT

VS.

KENTUCKY UTILITIES CO.  
(Name of Utility)

DEFENDANT

RECEIVED

MAR - 9 2010

PUBLIC SERVICE  
COMMISSION

2010-00129

COMPLAINT

The complaint of CHARLES S. CARTER JR. respectfully shows:  
(Your Full Name)

(a) CHARLES S. CARTER JR.  
(Your Full Name)

55 EAST CENTER ST., CORBIN, KY 40701  
(Your Address)

(b) KENTUCKY UTILITIES CO.  
(Name of Utility)

220 WEST MAIN ST., LOUISVILLE, KY 40232  
(Address of Utility)

(c) That: DOUBLED MY ELECTRIC BILL  
(Describe here, attaching additional sheets if necessary,

WITHOUT CAUSE OR  
the specific act, fully and clearly, or facts that

SEE ENCLOSET  
and basis for the complaint.)

FOR DETAILS.

Redacted copy  
to be posted  
on web.

Formal Complaint

CHARLES S. CARTER JR. vs. KENTUCKY UTILITIES CO.

Page 2 of 2

SEE ENCLOSED SHEET FOR  
DETAILS.

Wherefore, complainant asks REASONABLE EXPLA-  
(Specifically state the relief desired.)

NATION WHY BILL DOUBLED AND  
ADJUSTMENT ON JAN. 2010 BILL  
AND ANY FUTURE CHARGES  
THAT ARE UNJUSTIFIED.

Dated at CORBIN, Kentucky, this 8 day  
(Your City)

of MARCH, 19 2010  
(Month)

Charles S. Carter Jr.  
(Your Signature)

\_\_\_\_\_  
(Name and address of attorney, if any)

March 8, 2010  
Charles S. Carter Jr.  
55 East Center St.  
Corbin, KY 40701-6541  
[REDACTED]

I am single 68 and live on a disability pension. About 4 years ago I bought my house and over the past 3 years I have spent approximately \$10,000 making my house energy efficient. I had energy efficient double pane replacement windows installed, 4 new storm doors, new energy efficient water heater, refrigerator, kitchen range, dish washer, washer & dryer. New energy efficient gas furnace and central air unit. I also had 1 foot of fiberglass insulation blown into the attic. I do laundry once a week with cold water and never use the automatic dish washer more than once a week. My home is a 3 bedroom 2 bath brick with a basement which I don't heat. My house is so energy efficient that my Delta natural gas bill averages \$73.00 per month. My complaint concerning Kentucky Utilities is that my electric bill in November 2009 was \$103.45 and December 2009 was \$111.13 but in January 2010 my electric bill doubled to \$224.69 for no known reason as nothing electrical has changed at my house. I talked to KU three times without any resolution. I would like a reasonable explanation why my January KU bill doubled and a adjustment on my January 2010 KU bill and any future overcharges.

Thank You,  
Charles S. Carter Jr.

Lonnie E Bellar  
VP - State Regulation  
Kentucky Utilities Company  
220 W. Main Street  
P. O. Box 32010  
Louisville, KY 40202

Charles S Carter  
55 East Center Street  
Corbin, KY 40701