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Energy and Environment Cabinet

Commonwealth of Kentucky  
**Public Service Commission**  
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David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

March 14, 2012

## PARTIES OF RECORD

Re: Case No. 2011-00176

Attached is a copy of a memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the telephonic informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Faith Burns of the Commission staff at 502/564-3940, Extension 235.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen  
Executive Director

Attachments

cc: Parties of record

**INTRA-AGENCY MEMORANDUM**  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**TO:** Case File – Case No. 2011-00176  
**FROM:** Faith B. Burns, Staff Attorney *F. B. B., 3-14-12*  
**DATE:** March 14, 2012  
**RE:** Telephonic Informal Conference of March 1, 2012

Pursuant to a Notice of Telephonic Informal Conference issued February 16, 2012, a Telephonic Informal Conference was conducted at the Commission's offices in Frankfort, Kentucky on March 1, 2012 at 11:00 a.m. A list of attendees is attached.

Mr. Moore, the complainant, stated his concerns over the manner in which Duke had handled the entire situation from installation of digital meters to the manner in which Duke's employees had spoken with Mr. Moore. Mr. Moore stated that Duke's change from analog to digital meters does not benefit him at all, and that the expense that he was required to bear as a result of changing his meter base is not something that he requested. Duke stated that analog meters are no longer available and will be replaced with digital meters as they are changed out in the future. Duke also pointed out that the reason that the meter change out resulting in this complaint was due to the Commission's regulation requiring Duke to conduct sample meter testing.

Duke stated that it needs to investigate whether other meter bases at Mr. Moore's property are faulty and would like to resolve all the issues that may exist at Mr. Moore's property and prefers to address the issues globally instead of simply the one meter base that is the subject of Mr. Moore's complaint.

A discussion was had with regards to a visit to Mr. Moore's property. Mr. Moore is agreeable for representatives of the Commission staff and Duke to visit his property. The parties discussed a potential date and time and Mr. D'Ascenzo will contact Commission staff to let them know if March 13 at 1:00 p.m. is a suitable time.<sup>1</sup>

There being no additional matters to discuss, the conference was adjourned.

Attachment

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<sup>1</sup> On March 2, 2012, Duke counsel Rocco D'Ascenzo left a voicemail message for Faith Burns, Commission Staff that indicated that March 13 at 1:00 p.m. is a suitable time for the parties and Commission staff to meet at Mr. Moore's property.

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MICHAEL T. MOORE	)	
	)	
COMPLAINANT	)	CASE NO.
	)	2011-00176
V.	)	
	)	
DUKE ENERGY KENTUCKY, INC.	)	
	)	
DEFENDANT	)	

March 1, 2012

Please sign in:

NAME	REPRESENTING
<del>Justin B. Powell</del>	PSC-legal
Leah Faulkner	PSC-FA
Ron Handzick	PSC-FA
JOHN SHUPP	PSC-ENGINEERING
Telephonically <sup>by EBB 3-9-12</sup>	
Dave Frueauff	Duke
Adam Rauch	Duke
Charlie Ploeger	Duke
Rocco D'Ascenzo	Duke
Kristen Cocanougher	Duke
Michael Moore	Self