

PUBLIC COMMENT FORM

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ATTENTION: PUBLIC SERVICE COMMISSION

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PUBLIC SERVICE
COMMISSION

CASE: 2017-00321

COMMENTS:

Greetings. I attended the open public meeting last Thursday, February 8, 2018, at the Boone County High School. First of all, I was a bit upset by the derogatory comment made by a lady to the emcee of the event. Although I could not hear exactly what she said, judging by how some others reacted to it, I assume it was uncalled for. Please don't judge the rest of us based on one person's poor attitude. I know you were not there to discuss social issues in direct relation to the proposed rate hike, but you must realize that it will most likely affect many in that manner. I am not going to discuss social issues. You have no doubt heard enough of those comments already. I sympathize with them, however.

Many comments were made in regards to the new "smart meters". That is indeed one issue I want to touch on. The first comment referenced the \$25.00 per month meter reading fee if one opted out of the smart meter program. I chimed in on that myself. Why \$25.00? It seems a bit steep for reading one meter! The response: well, not so, depending how few meters may be left in the neighborhood in question and the time consumed in reading those spread out in said neighborhood! Well, maybe so, but here is another valid point: if the opt out fee had only been \$5.00 to \$10.00, then perhaps more residents would have opted out, thus consolidating the locations of the meters, facilitating the meter reader as such that the lower fees would have been more than enough to cover the costs of manual reading! Personally, I would have paid an opt out fee had it not been so excessive, and I believe many others would have followed suit! I hope that option is reconsidered!

Secondly, apparently the safety of the new meters in regards to health issues and such has come into focus lately, in regards to potentially hazardous emissions from said devices!

Thirdly, the accuracy of the new meters is in question, resulting in many claims of excessive and over billing!

These factors alone merit further investigations into the new devices before any further implementation!

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My last comments are in reference to Duke's request and how any financial shortcomings may possibly be as a result of their operational efficiency or the lack thereof!

I will mention just two things in regards to this scenario. They are both good examples!

Meter replacement:

Early in the replacement program, about 5 vehicles of the company that Duke sub-contracts out to for meter replacement shown up on my street. I talked to a few of the workers for just a few minutes to find out what they were up to. "Meter replacement"! They replaced only a couple and moved on out of the neighborhood! When I asked why, they responded with: "that's all we are doing on this street at this time"! This has gone on now ever since this program was initiated! They show up and replace one or two and move on to another neighborhood! I asked them why not do all on this street while here with all the equipment instead of running back and forth from neighborhood to neighborhood. They said that was how Duke had it set up. They did not understand the concept either! About 3 months or so after this started, they replaced mine. They just did my neighbor's a few days ago! What a waste of time, fuel, wages, etc., by operating in this manner! Of course this cost is passed on from this company to Duke!

Gas line replacement:

Apparently, governmental utility laws require that older gas lines be replaced from the shut-off valve into the gas meters of older homes. There are several on my street that need replacing, mine being one of them. They are using this same random pattern of operation, just as in the meter changing! Instead of working in one area or street, they are jumping all around Northern Kentucky! More waste of time, fuel, wages, etc.! (mine apparently is not going to be replaced for another year or so!)

In summary, I believe that if the inefficiency of their operations would be addressed, then reconsideration of such a exuberant rate hike would most likely materialize. At least I hope it would! Inefficient operations always leads to higher costs, in any company!

In closing, I hope the commission seriously reconsiders lowering the rate hike that Duke is asking for. Please consider what is good for the people as well, not just Duke alone!

Respectively submitted,

Gary C. Webster, Sr.