

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DIANE L. DEATON)	
)	
COMPLAINANT)	CASE NO.
)	2017-00174
V.)	
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

This matter arises on a Complaint tendered by Diane L. Deaton (“Ms. Deaton”) with the Commission against Duke Energy Kentucky, Inc. (“Duke Kentucky”) in which she alleges that Duke Kentucky rebilled her for two months of electric service because her actual usage was much higher than the estimated usage reflected on her prior bills. Ms. Deaton stated that she had paid the prior bills and that she should not be financially responsible for the expenses incurred for high usage, which was due to her faulty furnace, because Duke Kentucky did not alert her to a problem sooner. Ms. Deaton provided copies of her bills for the months at issue. Ms. Deaton had paid the estimated bills when rendered by Duke Kentucky. When the meter was subsequently tested, the results revealed that the high readings were not due to a faulty meter reading, but to a faulty furnace. By Order entered May 22, 2017, the Commission found that Ms. Deaton had

failed to establish a *prima facie* case and provided her the opportunity to amend her Complaint. Ms. Deaton did not submit an amended complaint within 14 days of the May 22, 2017 Order; however, Ms. Deaton sent an electronic mail message to the e-mail address, PSC.Info@ky.gov, on June 19, 2017, which was filed into the record on June 27, 2017. Additionally, Ms. Deaton sent a letter to the attention of "Rosemary" on June 23, 2017, which was filed into the record on June 28, 2017. Pursuant to Staff's Notice of Informal Conference ("IC") filed into the record on June 30, 2017, an IC was held in this matter on July 6, 2017. Ms. Deaton and representatives from Duke Kentucky participated by telephone in the conference. The parties reached a verbal agreement at the IC and filed their Settlement Agreement in the record on August 29, 2017.

Having reviewed the record and being otherwise advised, the Commission finds that Ms. Deaton's Complaint is moot based upon the Settlement Agreement filed August 29, 2017, and pursuant to Commission regulations, this matter should be dismissed.

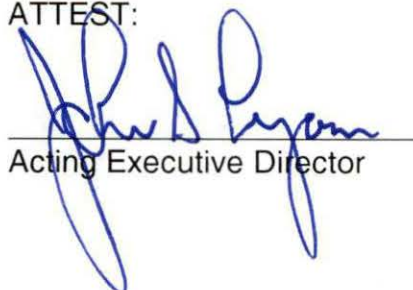
IT IS THEREFORE ORDERED that:

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

By the Commission



ATTEST:



Acting Executive Director

*Diane L Deaton
707 Terrace Ct
Alexandria, KENTUCKY 41001

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