

RECEIVED

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PUBLIC SERVICE  
COMMISSION

Sept 21, 2018

Public Service Commission  
311 Sower Blvd.  
Frankfort Ky. 40601

KU is AGAIN running pre rate increasing ads on TV and radio in Kentucky. When people hear the ads they know what is to happen in the near future. KU is using customers dollars to get more money from us.

KU wants money from customers to give us reliable service. Has KU not been supplying reliable service to customers in the past? KU wants dollars to hang something on power lines to inform them where outages occur. How many times in the past has KU requested our dollars in order to know where outages occur? What did they do with the dollars (rate increases) they got in the past?

KU already knows where to go. They always go to the areas that have the most outages first. They always ignore other areas with less outages. The most populated areas get the most meters spinning in order to get money from bills faster without revenue loss.

Is KU discriminating customers by doing this? After all, the less populated areas pay the same rates as the more populated areas.

Last major power outage in Lexington, Ky. was a four day delay before KU appeared in our area. Not a overpopulated area. We do have space and yards between our houses.

Ten large trucks, three one ton trucks parked on our street four days after the outages. They sat there, sat there, sat there and sat there. Finally a tree trimming truck came and a crew pulled a tree branch from a power line so power restoration could start. KU crew could of removed the branch, they have the same type of pole to remove the branch. Then all the other crews started being dispatched to other power outages areas. Why were they not dispatched hours earlier while waiting on the tree trimming crew.

KU does not want to speak to customers when a power outage occurs. I did get to speak with a live person at KU during the last outage and asked why we were always last to have power restored. Of course, I did not get an answer. Is always being last discrimination?

Another thing, KU does not believe they have any responsibility to destroy weeds, vines and grass around their poles and brace cables. KU told me the property owners on which KU has poles and brace cables are responsible.

ONLY ONE WIRE BROKE AND IT TOOK FOUR DAYS FOR KU TO SHOW UP!!!!

Stanley Houston  
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