



Rural Electric Cooperative Corporation

A Touchstone Energy® Cooperative 

RECEIVED

NOV 05 2018

PUBLIC SERVICE
COMMISSION

November 2, 2018

MS. GWEN R. PINSON
EXECUTIVE DIRECTOR
PUBLIC SERVICE COMMISSION
PO BOX 615
FRANKFORT KY 40602

NOLIN RECC ANSWER TO CASE NO. 2018-00345

Dear Ms. Pinson:

Enclosed are an original and three copies of the Answer of the Defendant, Nolin RECC, to the Complaint filed by Trish R. Brown on October 1, 2018.

If you need any additional information, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl G. Thomas".

Cheryl G. Thomas
Vice President Office Services

/ccf

Enclosures

CC: Trish R. Brown
Certified Mail: 7017 3380 0000 3954 8279

RECEIVED

NOV 05 2018

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Trish R. Brown)	
Complainant)	
)	
VS.)	CASE NO.
)	2018-00345
)	
Nolin RECC)	
Defendant)	

Nolin RECC Answer:

On October 26, 2012, Ms. Trish R. Brown applied for electric service at 700 E. Lincoln Trail Apt #1, Radcliff, Kentucky. Electric service was supplied to Ms. Brown at this address until July 31, 2018. On that date, Nolin RECC received a request from a new member to connect service at 700 E. Lincoln Trail Apt #1. This new member gave this address to Nolin RECC in error, but the error was not discovered until later. The member's request was processed and the account was removed from Ms. Brown's name on July 31, 2018. Ms. Brown's account was past due on July 31, 2018, in the amount of \$82.56. Her membership of \$5, deposit of \$190, and interest of \$0.88 were applied to the past due balance. Since the past due bill was for electric usage from May 25, 2018, to June 25, 2018, the account was billed on August 2, 2018, for electric usage from June 25, 2018, to July 31, 2018, the amount of which was \$109.26. A refund check in the amount of \$4.06 was enclosed with the final bill which was mailed to Ms. Brown on August 8, 2018. The refund check cleared Nolin RECC's bank on September 11, 2018.

On September 14, 2018, the property manager of 700 E. Lincoln Trail informed Nolin RECC that Ms. Brown still resided at Apt #1. A Nolin RECC representative contacted Ms. Brown and explained the situation. The representative explained that Ms. Brown's membership fee, deposit, and interest were applied to and covered her June and July bills and that the membership of \$5 and a deposit of \$190 would need to be paid since Ms. Brown wished to continue electric service. Ms. Brown was offered PrePay which would eliminate the deposit, but she declined. As the deposit was required based on the guidelines outlined in Nolin RECC's tariffs, Nolin RECC offered a four-month contract on the amount of the deposit. Ms. Brown agreed to and signed the contract on September 14, 2018, which would allow the \$190 deposit to be paid in four monthly payments of \$47.50 beginning October 2018. The membership fee was paid on September 14, 2018.

The error caused by Nolin RECC's new member has been corrected and Ms. Brown has not incurred any expense as a result of that error. She has simply been requested to repay the amount of her membership fee and deposit, which has been applied to her own electric usage erroneously.

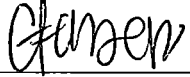
A copy of the contract is attached as Exhibit A, and a copy of the cancelled check is attached as Exhibit B.

Respectfully submitted on this 2nd day of November, 2018.



Cheryl G. Thomas, Vice President Office Services

The foregoing instrument was subscribed
sworn to and acknowledged before me this
2nd day of November, 2018 by
Cheryl G. Thomas, Vice President
Office Services of Nolin RECC, and signed
this document in that capacity on behalf
of Nolin RECC.

 511352

Notary
My commission expires January 12, 2021.

NOLIN RURAL ELECTRIC COOPERATIVE CORPORATION
411 RING RD
ELIZABETHTOWN KY 42701
270-765-6153

9/14/18

PARTIAL OR DEFERRED PAYMENT PLAN

NAME: TRISH R BROWN

ACCT NO.:

CYCLE: 1

PHONE NO.:

WORK NO.:

EXT NOTE:

MISC ADJ:

TOTAL CONTRACT AMT.: 190.00

INITIAL PAYMENT: 0.00

BALANCE 190.00

I, the undersigned, agree to pay Nolin RECC in 4 equal installments in the amount of \$47.50 each in order to settle the balance of my account.

Such installments shall be paid no later than the 20th of each month along with each current month's bill for electric service on the above account. I understand that if payment is not made according to the terms of this agreement, my electric service will be terminated on the 5th without notification.

A returned check received on the above account for partial payment plan will result in termination of electric service without notification. Should it be necessary to disconnect for a returned check or non-payment, the full amount of the partial payment plan and the current bill must be paid in full, plus applicable service charges, in order for service to be restored.

NO EXTENSIONS OR ADDITIONAL PAYMENT ARRANGEMENTS CAN BE MADE WHILE THIS PLAN IS IN EFFECT.

MEMBER'S SIGNATURE:

Trish Brown

DATE:

9-14-2018

EMPLOYEE'S SIGNATURE:

Jennifer Fyles

DATE:

9-14-18

DATE PAYMENT DUE

AMOUNT TO BE PAID

DATE PAID

1. 10/20/2018
2. 11/20/2018
3. 12/20/2018
4. 01/20/2019

1. CURRENT BILL + 47.50
2. CURRENT BILL + 47.50
3. CURRENT BILL + 47.50
4. CURRENT BILL + 47.50

1. _____
2. _____
3. _____
4. _____

THIS CHECK IS VOID WITHOUT A COLORED BACKGROUND AND WATERMARK/LINES ON THE BACK - HOLD AT ANGLE TO VIEW

NOVA

Rural Electric Cooperative Corporation
411 Ring Road • Elizabethtown, KY 42701-8701
A Member of the KY Energy Cooperative

General Fund

200-180/8801

South Central Bank
Glasgow, KY

FOUR AND 06 / 100*****

VOID AFTER 90 DAYS

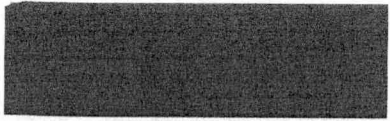
PAY TRISH R BROWN
TO 700 E LINCOLN TRJ. APT 1
THE RADCLIFF KY 40160-1276
ORDER
OF

DATE	CHECK NO.	AMOUNT
08/08/2018	[REDACTED]	\$*****4.06

Sara Roberson

Michael L. Miller

SIGNATURE HAS A COLORED BACKGROUND • BORDER CONTAINS MICROPRINTING



THIS CHECK IS VOID WITHOUT A COLORED BACKGROUND ON THE FRONT
AND A WATERMARK WITH INVISIBLE
FLUORESCENT FIBRES ON THE BACK HOLD AT ANGLE TO VIEW

ENDORSE HERE

* *John Brown*

Handwritten signature

BORDERS ON THE FACE AND BACK CONTAIN MICROPRINTING AND MAY BE SEEN
UNDER MAGNIFICATION - THIS CHECK IS PRINTED ON DOCUCHECK PAPER

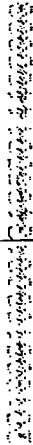
DO NOT WRITE, STAMP OR SIGN BELOW • RESERVED FOR FINANCIAL INSTITUTION USE

(13)

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**For Deposit Only
FORT KNOX FCU
>283978425<**

**FKFCU
Teller #
2143**



Faint, illegible text at the bottom of the check, possibly a routing slip or additional instructions.