

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KATRINA MARIE TRUSTY)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2022-00298
CLARK ENERGY COOPERATIVE, INC)	
)	
DEFENDANT)	

ORDER

Clark Energy Cooperative, Inc. (Clark Energy) is hereby notified that it has been named as a Defendant in a formal complaint filed on August 26, 2022, a copy of which is attached to this Order.

Pursuant to 807 KAR 5:001, Section 20, Clark Energy is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

The Commission directs Clark Energy to the Commission’s July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. In the Commission’s March 16, 2020 Order in Case No. 2020-00085,² the Commission provides instructions for filings in non-electronic cases, insofar that parties of non-electronic cases may file one

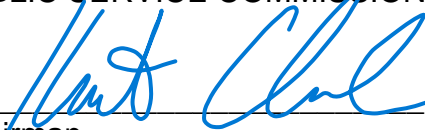
¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

² Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC Mar. 16, 2020), Order at 5–6.

original document with no copies, or send an electronic mail message with an electronic copy of the document to the Commission and to parties to the matter. Any electronic email filed in this manner should be sent to PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

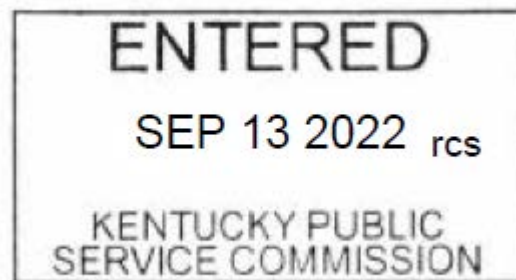
[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

PUBLIC SERVICE COMMISSION


Chairman

Vice Chairman


Commissioner



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2022-00298 DATED SEP 13 2022

NINE PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

AUG 26 2022

PUBLIC SERVICE
COMMISSION

In the matter of:

Katrina Marie Trusty)
(Your Full Name))
COMPLAINANT)

VS.

CLARK ENERGY)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Katrina Marie Trusty respectfully shows:
(Your Full Name)

(a) Katrina Marie Trusty
(Your Full Name)

5803 Furnace RD Stanton KY 40380
(Your Address)

(b) Clark Energy
(Name of Utility)

170 Halle Lane Stanton KY 40380
(Address of Utility)

(c) That: My complaint is that
(Describe here, attaching additional sheets if necessary,

Clark Energy added my Mom's
the specific act, fully and clearly, or facts that are the reason
bill onto my bill, I believe
and basis for the complaint.)

I'm not responsible for her

Continued on Next Page

vs.

bill only mine. Mom's electric plus address is at 5823. Mine is 5803, 2 different trailers, 2 different areas. The lady at Stanton was rude to me and my mom both.

Wherefore, complainant asks

I want mom's bill taken off my bill and don't want happen again, and no threats to me. Also, be nice help my mom get her bill straighten out and electric back on, so her and my sisters could go back home

bill took off my bill and don't want happen again, and no threats to me. Also, be nice help my mom get her bill straighten out and electric back on, so her and my sisters could go back home

Dated at Stanton, Kentucky, this 20 day (Your City)

of August, 20 22 (Month)

Motrina Trusty (Your Signature*)

8-20-22 Date

(Name and address of attorney, if any)

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

CASH EXPRESS

888-899-0399

We called
Office in Westminster
told me, that
no matter who
stayed with, neither
they had to pay
Also, New Transit

Loans

Checks Cashed

While my mom was sitting on the couch crying, the lady made a paper. She demanded I sign the paper when I said no, she asked if I wanted my electric turn off today.

The paper was off, to me is why I didn't, as I mention, I don't as believe I'm responsible for my mom's bill. The paper also calmed I was not allowed to ask for help from "Foothills" ever again.

My mom offered to make payments on her bill, and take it off my bill, but the lady said not good enough. The payment would have to be \$150.00 a month, on top of that the lady claimed she had to begged to get it to that. My mom is disabled, and my sisters who are twins, at large 14 had no home with electricity.



So, I offered them to stay with me. I could not throw them out on the street. Their my family. Then, my mom and I went to get a voucher for me. She was honest and told them she stayed with me for now. That's when I trouble started. I have asthma really bad, I have to have a breathing treatment 3 times a day. I also have panic attacks. I told Clark Energy in Stanton this, they didn't care. They told me to go to my neighbor or the ER. This all has been stressful, ~~but~~ hopefully this can all be worked out and not happen again.



Clay City Pediatrics & Primary Care

August 11, 2022


To Whom It May Concern:

RE: ^{SK} Katrina Trusty (DOB 10/05/2000)

Our patient ^{SK} Katrina Trusty (DOB 10/05/2000) is required to use her Nebulizer machine 2-3 times per day as needed for the following medical conditions: Asthma and Allergies. The Nebulizer machine requires an electrical outlet to operate, it would be detrimental to Katrina's health if she did not have electric to use the Nebulizer machine.

Please feel free to contact our office if any additional information is needed or if we can assist in any way.

Best regards,



Christy Slone, APRN

Office Location
98 River Street
Clay City, KY 40312
Phone: 606-663-7788
Fax: 606-663-7785
E-mail: ccprimarycare1@att.net

Created by cwatson - 08/08/2022 02:27:27 PM EDT

Accounts Receivable : KATRINA TRUSTY, [REDACTED]

Provider Level (Set Aside) Retrieve (0)

Account	AR Status	Customer	Name	Pri Service Address	Pri Serv Mdp Loc	Pri Service Description	Total Bill Amt	Prepaid Balance	Current Bill Amt	Total AR Amt	Total Bill Past	Current AR Amt	Total AR Past	30-D
197021	1 - Active	25596	KATRINA TRUSTY	2037 HALLS LN	292017	TRAILER	1,082.10	0.00	1,082.10	1,082.10	0.00	1,082.10	0.00	
							1,082.10	0.00	1,082.10	1,082.10	0.00	1,082.10	0.00	

Accts Other Provider Invoice Group Checks

Consumer Class: Normal Monthly Billed Account
 Agreement Status: 1 Active / 1 Total
 Credit Rating: 3 - OTHER Account/Provider
 Bill Cycle: 2

Budget
 Amount Due: 0.00 Type:
 Past Due: 0.00 Catch-Up Month:
 Monthly Amt: 0.00 Create Date:
 Base Amount: 0.00

Delinquent
 DQ Locations: 0 Cons Months DQ: 0
 Cons Months 90 Bat: 0
 DQ Action: 0 - Penalty, send DQ and cutoff

AR Due

Description	Amt	Date Billed	Due Date	Bill Print Date
Total	1,082.10			
Current	1,082.10	07/13/2022	07/27/2022	07/13/2022
Total Past	0.00			
30-Day	0.00	06/13/2022	06/27/2022	06/13/2022
60-Day	0.00	05/11/2022	05/27/2022	05/11/2022
90-Day	0.00			

Services: 250.00
 Meter: 0.00 Services: 0.00

Deferred Payment Arrangements
 Arrangements: 0.00 Assistance: 193.36

Payment History
 Last Payment Amount: 200.00 07/13/2022
 Source Module: EAP-PCI Rate: 21
 Received This Month:
 Payments Not For Penalty: 0.00
 Payments For Penalty: 0.00 Late Payment

Electronic Funds Transfer
 EFT Transfer Amt:
 Funds Transfer Date:

Save Reset Related

CLARK ENERGY COOP INC
 170 HALLS LANE
 STANTON, KY 40380
 PHONE: (606)663-4330
 FAX: (606)663-2907

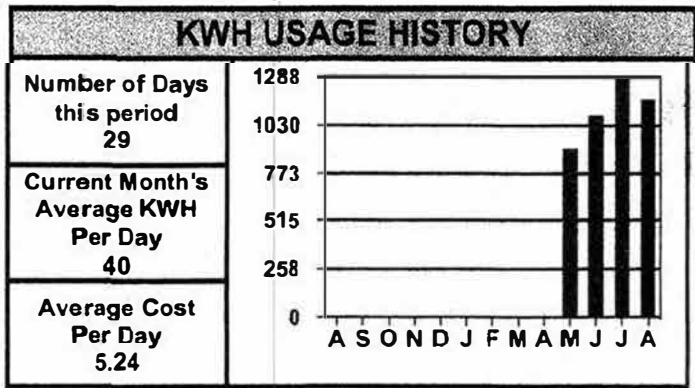


PO Box 748
Winchester, KY 40392

(859) 744-4251 or (800) 992-3269
www.clarkenergy.com

2128 1 AV 0.455
KATRINA TRUSTY
5823 FURNACE RD
STANTON KY 40380-9607

5 2128
C-511 to add
option 2



GO PAPERLESS! Ebilling is available at clarkenergy.com. Click on the "Pay Bill" link to access your account information. You can register to receive an email notification when your account bills and also have your mailed paper statement stopped.

Be prepared for the "ups and downs" of your electric bill. The sign up period for Levelized Billing is now open. Call our office for additional information.

ACCOUNT NUMBER	NAME	BILL DATE	TELEPHONE	PLEASE VERIFY TELEPHONE NUMBER AND MAKE ANY CHANGES ON BACK OF STUB				
	KATRINA TRUSTY	08/11/2022						
SERVICE DESCRIPTION		SERVICE LOCATION		MAP NUMBER	FUEL FACTOR	BILL TYPE		
TRAILER		5803 FURNACE RD		2673017	0.0094670	REGULAR BILL		
START DATE	END DATE	NO. DAYS	METER NUMBER	READING PREVIOUS	READING PRESENT	RATE	MULTIPLIER	KWH USAGE
07/11/2022	08/09/2022	29	96617	55482	56649	R	1.0000	1167
Activity Since Last Bill			\$ Amount		Current Bill Information			\$ Amount
PREVIOUS BALANCE			184.15		ADJUSTMENTS			888.74
THANK YOU FOR YOUR PAYMENT			0.00		FACILITY CHARGE			18.62
OTHER CHARGES/ADJUSTMENTS			888.74		ENERGY			104.39
PENALTY			9.21		(1) - OUTDOOR LIGHTING			9.66
PRIOR BALANCE			1,082.10		FUEL ADJUSTMENT @0.0094670			11.71
UNPAID VOUCHER			193.36		SCHOOL TAX			4.85
					ENVIRONMENTAL SURCHARGE @ 11.930%			17.22
					TOTAL CURRENT CHARGES			166.45
<p>For billing inquiries please call: (859) 744-4251 or (800) 992-3269 8:00 A.M. - 4:30 P.M., M-F To make a payment by phone, call toll free, (877)562-5469. Failure to receive your bill does not exempt you from payment, late charges or disconnection. Five percent (5%) penalty will be added after due date. Night depositories are available at each Clark Energy office.</p>								
Due Date				08/27/2022	Amt Due		\$1,248.55	
Past Due After				08/27/2022	Gross Due		\$1,248.55	

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

KATRINA TRUSTY
5823 FURNACE RD
STANTON KY 40380-0000

ARE YOU STILL MAILING IN YOUR PAYMENT? USE OUR AUTOMATED SYSTEM TO PAY YOUR BILL; IT IS FAST, SECURE AND FREE! (877) 562-5469 OPTION 2

- CHECK HERE TO INDICATE ADDRESS &/OR PHONE NUMBER CHANGE ON BACK
- CHECK HERE FOR AUTOMATIC BANK DRAFT SERVICE COMPLETE APPLICATION ON THE BACK OF THIS STUB. VOIDED CHECK MUST BE PROVIDED
- CHECK HERE FOR NEIGHBOR TO NEIGHBOR CONTRIBUTION AND ADD TO THE TOTAL DUE

PLEASE INDICATE AMOUNT BEING DONATED.

Member Number:	
Account Number:	
Current Charges Due On Or Before 08/27/2022:	\$1,248.55
Amount Due After 08/27/2022:	\$1,248.55

CLARK ENERGY
PO BOX 748
WINCHESTER KY 40392-0748

2



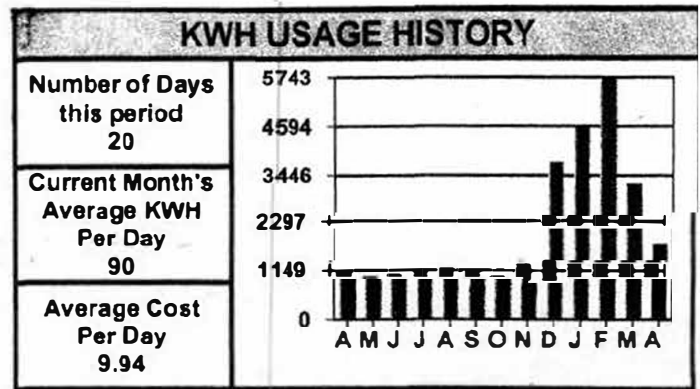


PO Box 748
Winchester, KY 40392

(859) 744-4251 or (800) 992-3269
www.clarkenergy.com

2662 1 AV 0.426
GENEVA TRUSTY
5823 FURNACE RD
STANTON KY 40380-9607

5 2662
C-6



GO PAPERLESS! Ebilling is available at clarkenergy.com. Click on the "Pay Bill" link to access your account information. You can register to receive an email notification when your account bills and also have your mailed paper statement stopped.

Be prepared for the "ups and downs" of your electric bill. The sign up period for Levelized Billing is now open. Call our office for additional information.



ACCOUNT NUMBER	NAME GENEVA TRUSTY	BILL DATE 04/20/2022	TELEPHONE	PLEASE VERIFY TELEPHONE NUMBER AND MAKE ANY CHANGES ON BACK OF STUB
SERVICE DESCRIPTION TRAILER	SERVICE LOCATION 5823 FURNACE RD	MAP NUMBER 2673024	FUEL FACTOR 0.0029510	BILL TYPE FINAL BILL
SERVICE FROM 03/16/2022	NO. TO DAYS 04/05/2022	METER NUMBER 112287D	READING PREVIOUS 41373	READING PRESENT 43182
			RATE R	MULTIPLIER 1.0000
				KWH USAGE 1809
Activity Since Last Bill		\$ Amount		Current Bill Information
PREVIOUS BALANCE		925.57		ADJUSTMENTS
THANK YOU FOR YOUR PAYMENT		0.00		FACILITY CHARGE
OTHER CHARGES/ADJUSTMENTS		40.00		ENERGY
PENALTY		18.53		FUEL ADJUSTMENT @0.0029510
DEPOSIT APPLIED		-300.00		SCHOOL TAX
PRIOR BALANCE		684.10		DEPOSIT INTEREST REFUND
				ENVIRONMENTAL SURCHARGE @ 6.990%
				TOTAL CURRENT CHARGES
				204.64
<p>For billing inquiries please call: (859) 744-4251 or (800) 992-3269 8:00 A.M. - 4:30 P.M., M-F</p> <p>To make a payment by phone, call toll free, (877)562-5469.</p> <p>Failure to receive your bill does not exempt you from payment, late charges or disconnection.</p> <p>Five percent (5%) penalty will be added after due date.</p> <p>Night depositories are available at each Clark Energy office.</p>				
Due Date		05/06/2022		Amt Due
				\$888.74
Past Due After		05/06/2022		Gross Due
				\$888.74

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT

GENEVA TRUSTY
5823 FURNACE RD
STANTON KY 40380-9607

ARE YOU STILL MAILING IN YOUR PAYMENT? USE OUR AUTOMATED SYSTEM TO PAY YOUR BILL; IT IS FAST, SECURE AND FREE! (877) 562-5469 OPTION 2 account bills and also have

Member Number:	
Account Number:	
Current Charges Due On Or Before 05/06/2022:	\$888.74
Amount Due After 05/06/2022:	\$888.74

- CHECK HERE TO INDICATE ADDRESS &/OR PHONE NUMBER CHANGE ON BACK
- CHECK HERE FOR AUTOMATIC BANK DRAFT SERVICE COMPLETE APPLICATION ON THE BACK OF THIS STUB. VOIDED CHECK MUST BE PROVIDED
- CHECK HERE FOR NEIGHBOR TO NEIGHBOR CONTRIBUTION AND ADD TO THE TOTAL DUE

PLEASE INDICATE AMOUNT BEING DONATED.

CLARK ENERGY
PO BOX 748
WINCHESTER KY 40392-0748



Katrina Trusty
5803 Furnace Road
Stanton, KENTUCKY 40380

*Chris Brewer
Clark Energy Cooperative, Inc.
2640 Ironworks Road
P. O. Box 748
Winchester, KY 40392-0748

*Clark Energy Cooperative, Inc.
2640 Ironworks Road
P. O. Box 748
Winchester, KY 40392-0748