COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

 KHALID MANSOUR
)

 COMPLAINANT
)

 V.
)

 CASE NO.
 2023-00094

 COLUMBIA GAS OF KENTUCKY, INC.
)

 DEFENDANT
)

ORDER

On March 14, 2023, Khalid Mansour tendered a formal complaint against Columbia Gas of Kentucky, Inc. (Columbia Kentucky), alleging that Columbia Kentucky has overcharged him for gas usage. Mr. Mansour argued that, because he purchased a new HVAC, his gas usage should be less. Mr. Mansour's requested relief is for his bill to be adjusted to decrease the usage and bill amount.

LEGAL STANDARD

Commission regulation 807 KAR 5:001E, Section 20, governs the filing of a formal complaint. In accordance with 807 KAR 5:001E, Section 20(1)(c), a complaint must state "[f]ully, clearly, and with reasonable certainty, the act or omission" that the complaint alleges the utility failed to comply with and facts, with details, of the alleged failure. In accordance with 807 KAR 5:001E, Section 20(4)(a), the Commission examines a complaint to determine whether the complaint establishes a prima facie case and conforms to the administrative regulation. A complaint establishes a prima facie case

when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

If a complaint fails to establish a prima facie case or conform to the administrative regulation, 807 KAR 5:001E, Section 20(4)(a)(1) provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001E, Section 20(4)(a)(2) provides that if the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed.

DISCUSSION AND FINDINGS

In his complaint, Mr. Mansour alleged that Columbia Kentucky improperly billed him for gas that he did not use and that his meter may have been broken. However, he did not provide any bills to the Commission nor did he file any meter test results.

Based on a review of the complaint, the Commission is unable to determine, at this time, whether the complaint establishes a prima facie case because there are allegations but not documents regarding the basis for the bills. Because the allegations support further investigation into the merits of the complaint, the Commission finds that Mr. Mansour should file, within 20 days of service of this Order, the following information:

1. Copies of Mr. Mansour's Columbia Kentucky bills from January 2022 through the current bill.

2. Copies of any written requests to Columbia Kentucky for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.

3. Copies of a meter test results for the meter at issue.

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IT IS THEREFORE ORDERED that:

1. Mr. Mansour shall file the following with the Commission within 20 days of service of this Order:

a. Copies of Mr. Mansour's Columbia Kentucky bills from January 2022 through the current bill.

b. Copies of any written requests to Columbia Kentucky for the meter to be tested. If a request was made by phone, information regarding the date of the request and the date of the meter test.

c. Copies of a meter test on the meter at issue.

2. Mr. Mansour shall file the documents pursuant to ordering paragraph 1 by electronic mail to <u>PSCED@ky.gov</u> or by US Mail to P.O. Box 615, Frankfort KY 40602-0615.

3. A copy of this Order will be mailed to Mr. Mansour at 4524 Alverstone Place, Lexington, Kentucky 40515.

PUBLIC SERVICE COMMISSION

Chairman Vice Chairmar

Commissioner

ENTERED APR 17 2023 rcs KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

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Executive Director

Khalid Mansour 4524 Alverstone Place Lexington, KENTUCKY 40515

*Judy M Cooper Director, Regulatory Services Columbia Gas of Kentucky, Inc. 2001 Mercer Road P. O. Box 14241 Lexington, KY 40512-4241

*Columbia Gas of Kentucky, Inc. 290 W Nationwide Blvd Columbus, OH 43215