# COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

In the Ma	atter of:	
K	HALID MANSOUR	
	COMPLAINANT	
V	· .	CASE NO.
C	OLUMBIA GAS OF KENTUCKY, INC.	) 2023-00094
	DEFENDANT )	

## ORDER

This matter arises upon a complaint filed by Khalid Mansour against Columbia Gas of Kentucky, Inc. (Columbia Kentucky), alleging that Columbia Kentucky has overcharged him for gas usage. On April 17, 2023, the Commission entered an Order requesting that Mr. Mansour provide a copy of his bills from January 2022 through the current bill, and provide a copy of any tests conducted on the meter at issue. On April 18, 2023, Mr. Mansour responded, explaining that he does not have a copy of the requested bills or meter tests, if any, that Columbia Kentucky conducted on the meter at issue.

## **LEGAL STAND**ARD

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

The Commission notes that, because a determination has not yet been made whether the complaint establishes a prima facie case, the complaint has not yet been accepted for filing and Columbia Kentucky is not a party to the case at this time. However, the allegations made by Mr. Mansour support further investigation into the merits of the complaint.

The Commission concludes that Columbia Kentucky is in the best position to provide copies of Mr. Mansour's bills and meter test results. For that reason, the Commission finds that Columbia Kentucky should file, within 20 days of date of service of this Order, the following information:

1. Copies of Mr. Mansour's Columbia Kentucky bills from November 2021 through the current bill.

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- 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 the meter test results for the meter at issue.

The Commission directs Columbia Kentucky to the Commission's July 22, 2021 Order in Case No. 2020-00085<sup>1</sup> regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

#### IT IS THEREFORE ORDERED that:

- 1. Columbia Kentucky shall file the following with the Commission within 20 days of date of service of this Order:
- a. Copies of Mr. Mansour's Columbia Kentucky bills from November
   2021 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 the meter test results for the meter at issue.
- 2. A copy of this Order will be served by U.S. Mail, first class, to Mr. Mansour at 4524 Alverstone Place, Lexington, Kentucky 40515.

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 electronic filing, with exception to *pro se* formal complaints filed against utilities). *Pro se* parties in formal complaint cases may submit responses by U.S. Mail addressed to the Public Service Commission at 211 Sower Boulevard, P.O. Box 615, Frankfort, Kentucky 40602-0615, or by electronic email sent to <a href="mailto:PSCED@ky.gov">PSCED@ky.gov</a>. Responses filed using electronic email 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.

	3.	Columbia Kentucky shall serve a copy of its response on Mr. Mansour at
4524 Alverstone Place, Lexington, Kentucky 40515.		
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PUBLIC SERVICE COMMISSION

Chairman

Vice Chairman

Commissioner

**ENTERED** 

MAY 15 2023

rcs

KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

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