

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RHONDA LYNNE LUCAS)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2023-00199
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

Duke Energy Kentucky, Inc. (Duke Kentucky) is hereby notified that it has been named as a Defendant in a formal complaint filed on June 7, 2023, as supplemented by a filing on July 28, 2023, a copy of which filings is attached as an Appendix to this Order.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, Duke Kentucky should 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 Duke Kentucky to the Commission’s July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Duke Kentucky shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

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. If Duke Kentucky does not satisfy the matters complained of, it shall file with its written answer copies of the following records:

a. Billing statements for the account of record for gas service to the residence at 10372 Calvary Road, Independence, Kentucky 41051, for the two billing cycles before the replacement of the meter at said address through the current billing cycle.

b. Meter test records for the meter removed from service on or about August 2, 2022, at 10372 Calvary Road, Independence, Kentucky 41051, including the accuracy test records required by 807 KAR 5:022, Section 3(2)(a)(3), and records that show the last usage read of the meter before its removal from service.

c. Communications regarding gas service to 10372 Calvary Road, Independence, Kentucky 41051, between Lucas and Duke Kentucky, including email messages, written communications, and notes of telephonic or other oral communications.

d. All other matters that Duke Kentucky deems relevant to the matters raised in the Lucas Complaint.

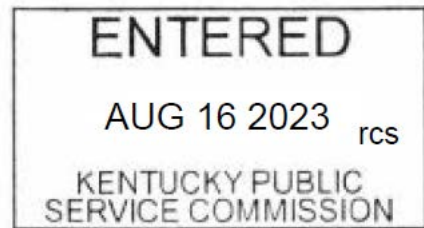
3. A copy of this Order shall be served on the Complainant, Rhonda Lynne Lucas, by U.S. certified mail, return receipt requested at 10372 Calvary Road, Independence, Kentucky 41051.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



ATTEST:


Executive Director

Case No. 2023-00199

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00199 DATED AUG 16 2023

SIX PAGES TO FOLLOW

RECEIVED

JUN 07 2023

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

Rhonda Lynne Lucas
(Your Full Name)
COMPLAINANT

VS.

Duke Energy of Kentucky
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Rhonda Lynne Lucas respectfully shows:
(Your Full Name)

(a) Rhonda Lynne Lucas
(Your Full Name)

10372 Calvary Road, Independence, Kentucky 41051
(Your Address)

(b) Duke Energy of Kentucky
(Name of Utility)

139 East Fourth Street, Cincinnati, Ohio 45201
(Address of Utility)

(c) That: ON 8-2-22 our 685 meter # 1153484 was removed and a new 626 meter # 1277033 was installed. The meter change was never recorded on the bill. Readings were fabricated for the old meter and new meter until 1-17-23 when an actual read was obtained.
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly, or facts that are the reason for the new meter. CURRENTLY we again are being billed on an estimated read for our new meter of 720 on 5/11. The meter is reading 685 today 6-5-23. No corrections or transfers of payments to old meter charges. No legitimate billing history or payment records to new meter charges have been made.)

Continued on Next Page

Formal Complaint

Rhonda Lynne Lucas vs. Duke Energy of Kentucky

Page 2 of 2

I received 4 bills for the month of May for different amounts. I have attempted 9 times to contact and explain the issue and one call I recorded. I was told it would all be corrected. No one ever contacted me from Duke Energy and in 2 months, it will be one year since the meter was changed.

Wherefore, complainant asks that all reads, both estimated and actual
(Specifically state the relief desired.)
after the 8-2-22 removal date of old meter #1152484 should be cancelled and removed. Any payments made on such charges should be credited to actual charges (not estimated) on new meter #1277033 beginning with a read of 0 to start with 8/2/22 install date. METEX is outside and accessible to read.
The old meter should be finaled out with the read of 5175 8/2/22.

Dated at Independence, Kentucky, this 5th day
(Your City)
of June, 2023.
(Month)

Rhonda Lynne Lucas
(Your Signature*)

(Name and address of attorney, if any)

Date

*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.

RECEIVED

JUL 28 2023

PUBLIC SERVICE
COMMISSION

From:
To: [PSC Executive Director](#)
Subject: CASE# 2023-00199 - Rhonda Lucas / Duke Energy (Supplement to Case)
Date: Friday, July 28, 2023 11:10:28 AM
Attachments: [DUKE ENERGY MAY BILL.png](#)
[DUKE ENERGY JUNE BILL.png](#)
[DUKE ENERGY JULY BILL.png](#)

This Message Originated from Outside the Organization

You have not previously corresponded with this sender.

Report Suspicious

ATTENTION: EXECUTIVE DIRECTOR
LINDA C. BRIDWELL

I have attached to this supplemental information a copy of the three bills in question at this time. After all information was filed with the Commission, we received a bill for usage from an actual read on April 14 to an estimated read on May 11. There was no reason given for the estimation. I received a phone call from Laura Roberts at Duke Energy in . I questioned the estimated reading on May 11. She said she would investigate why it was estimated. I never heard back from her.

Now the May, June and July bills have been estimated. There is no reason to be estimated as the meter is outside and not obstructed in any way. The gas is used for our furnace and gas fireplace. The only thing that has been used is for the fireplace pilot light. The read on the digital meter as of today (7/28/23) is 698. However the July 13th estimate on the bill was a read of 878. The estimated bills now in question should be part of the case #2023-00199. As you can see there is now a disconnection threat on this amount.

A special read by an actual meter reader needs to be obtained and all estimated reads should be cancelled along with the disconnection threat.

Your Energy Bill

Service address **Bill date** May 15, 2023
ADDRESS LUCKS **For service** Apr 14 - May 11
 50532 CALVIN RD **28 days**
 INDEPENDENCE, NC 28751

Account number

Billing summary

Previous Amount Due	\$217.27
Payment Received	0.00
Current Gas Charges	99.45
Taxes	12.82
Total Amount Due Jun 09	\$329.54

Duke Energy does not warrant customers' natural gas piping after a connection of the meter. You should maintain such piping by consistently monitoring for leaks. If the meter is visible, you should also check for signs of corrosion. You should report such piping if leaks or corrosion are discovered. For assistance locating, repairing or replacing buried piping, please contact a licensed plumbing contractor. You should always call 811 prior to digging. Once the lines are located, always dig by hand if digging near natural gas piping.

Help lower your energy bill. Shop the Online Savings Store to save big on energy-efficient items, and get instant-time offers on LEDs at duke-energy.com/LED. Enjoy FREE SHIPPING on orders over \$49.

Your usage snapshot



Average temperature in degrees

60°	50°	40°	30°	20°	10°	0°	10°	20°	30°	40°	50°	60°
-----	-----	-----	-----	-----	-----	----	-----	-----	-----	-----	-----	-----

	Current Month	May 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	81	33	621	52
12-month usage based on most recent history				

Current Gas usage for meter number 1277033	
Estimated reading on May 11	720
Previous reading on Apr 14	-630
Gas Used	81 CCF
Billed CCF	81.000 CCF

Note: Not all bills include estimated usage and may be adjusted once the actual usage is obtained from the meter.

Mail your payment at least 7 days before the due date or pay online at duke-energy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.

DUKE ENERGY
 Duke Energy Return Mail
 PO Box 1090
 Charlotte, NC 28270-1090

Account number

Amount due

\$329.54 by Jun 9	After Jun 9, the amount due will increase to \$329.54.
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Add here, to help others with a contribution to Share the Light. **Account enclosed**



duke-energy.com
800.544.6900

Your Energy Bill

Page 1 of 3

Service address **Bill date** Jun 21, 2023
RHONDA LUCAS **For service** May 12 - Jun 13
10372 Cambridge Rd 33 days
HIDEPLUMBE, KY 41051

Account number

Billing summary

Previous Amount Due	\$329.54
Payment Received	0.00
Current Gas Charges	103.83
Taxes	13.39
Total Amount Due Jul 12	\$446.76

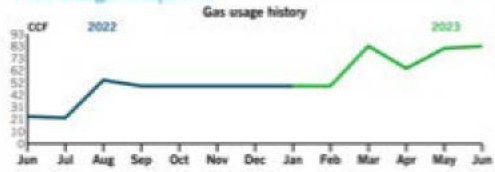
IMPORTANT

Did you know, paying tax monthly isn't? If payment has been made, please advise our office. If not, please make a payment promptly to avoid further collection activity. If you have any questions about your account, please contact us at the customer service number listed on this bill.

Energy theft affects all of us - driving up energy costs and increasing the risk to public safety. You can help by reporting suspicious activity. Call 1.800.544.6900 or complete an energy theft form at [duke-energy.com](#), under the customer service link.

We can help you monitor customer service! Find ways to help lower your energy use and better manage higher summer bills at [duke-energy.com/summerhelp](#).

Your usage snapshot



Average temperature in degrees

74° 72° 74° 69° 54° 46° 39° 42° 42° 43° 50° 63° 72°

	Current Month	Jun 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	83	23	681	57

12-month usage based on most recent history

Estimated Gas usage for meter number 1277833

Estimated reading on Jun 13	803
Estimated pre-charge reading on May 12	-720
Gas Used	83 CCF
Billed CCF	83.000 CCF

Your bill this month includes estimated usage and may be adjusted once the actual usage is obtained from the meter.

Mail your payments at least 7 days before the due date or pay instantly at [duke-energy.com/bills](#). Late payments are subject to a 5.0% late charge.

Please return this notice with your payment. Thank you for your business!



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Amount due

\$446.76
by Jul 12

After Jul 12, the amount due will increase to \$446.76.

\$ _____ \$ _____
Add yours to help others with a **Account number**
contribution to Share the Light



dukeenergy.com
800.546.6900

Your Energy Bill

Page 1 of 8

Service address: 10372 BALVARY RD
INDEPENDENCE KY 41051
Bill date: Jul 25, 2023
For service: Jun 14 - Jul 13
30 days

Account number

Billing summary - Disconnect Notice

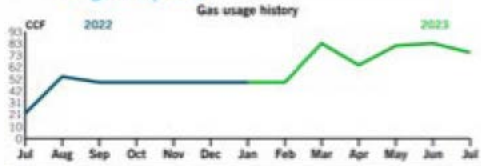
Previous Amount Due	\$445.76
Payments Received	0.00
Current Gas Charges	\$6.88
Taxes	12.49
Total Amount Due Aug 15	\$556.13

IMPORTANT DISCONNECT INFORMATION

Your past-due amount of \$445.77 must be paid by Aug. 20, 2023 to avoid possible disconnection of your service on or after Aug. 21, 2023. If your service is disconnected, a reconnection charge will be required to restore service and a new or additional security deposit may be charged. For questions, please call the customer service number listed on this bill.

Help lower energy bills by setting your thermostat to the highest comfortable setting, 65° to 68° for your air conditioning system and lower settings for you. For more energy-saving tips at dukeenergy.com/conservation.

Your usage snapshot



Average temperature in degrees

77° 74° 68° 54° 46° 36° 40° 42° 43° 50° 62° 70° 70°

	Current Month	Jul 2022	12-Month Usage	Avg Monthly Usage
Gas (CCF)	75	22	734	61

12-month usage based on most recent history

Current Gas usage for meter number 1277033

Estimated reading on Jul 13	878
Estimated previous reading on Jun 14	803
Gas Used	75 CCF
Billed CCF	75.000 CCF

Your bill this month includes estimated usage and may be adjusted once the actual usage is obtained from the meter.

Make your payment at least 7 days before the due date or pay monthly at dukeenergy.com/billing. Late payments are subject to a 5.0% late charge.

Please return this portion with your payment. Thank you for your business.



Duke Energy Return Mail
PO Box 1090
Charlotte, NC 28201-1090

Account number

Amount due

\$556.13
by Aug 15

Disconnect Bill

To avoid disconnection, pay
\$445.77 by Aug. 20, 2023.

\$ _____ \$ _____
Add here, to help others with a
contribution to Share the Light **Amount enclosed**

RYMBA LUCAS
10372 BALVARY RD
INDEPENDENCE KY 41051-0666

Duke Energy Payment Processing
PO Box 1094
Charlotte, NC 28201-1094

Rhonda Lucas
10372 Calvary Road
Independence, KENTUCKY 41051

*Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45202

*Rocco O D'Ascenzo
Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45201