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a PPL company

VIA ELECTRONIC FILING

Ms. Linda Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40601-8294

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PUBLIC SERVICE
COMMISSION

November 27, 2023

**Re: Hawkins Plumbing, Inc. vs. Kentucky Utilities Company
Case No. 2023-00358**

Dear Ms. Bridwell:

Pursuant to paragraph one (1) of the Commission's Order dated November 16, 2023, in the above-referenced case, herewith are the documents reflecting Kentucky Utilities Company's Notice of Satisfaction and Motion to Dismiss.

Please contact me if you have any questions concerning these documents.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael E. Hornung'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Michael E. Hornung

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

HAWKINS PLUMBING, INC.)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2023-00358
)	
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	
)	

NOTICE OF SATISFACTION AND MOTION TO DISMISS OF
KENTUCKY UTILITIES COMPANY

Kentucky Utilities Company (“KU”), by counsel, respectfully asks the Kentucky Public Service Commission (“Commission”) to dismiss with prejudice the Complaint of Hawkins Plumbing, Inc. (“Complainant”) because KU has fully satisfied the Complaint.

KU had had no prior contact with the Complainant on the issues underlying this Complaint. Upon receiving notice of this formal complaint, KU’s internal team quickly met and discussed the most expedient route for the Complainant to use on KU’s interactive voice response (IVR) phone line to complete the locate requests at issue in this proceeding. KU’s Customer Commitment team then contacted the representative of the Complainant who initiated this action and explained the information gathered from the internal subject matter experts. KU’s representative explained the path the Complainant representatives should use in the IVR system to achieve the fastest resolution, specifically routing Complainant to the Business Service Center (BSC) for the locate requests. BSC representatives are trained to handle these tickets; and average hold times for the BSC are low, with more than 80% of the callers waiting 30 seconds or less to speak with a KU phone representative. KU’s Customer Commitment representative also provided Complainant

with her direct phone line should Complainant have additional questions in the future, and advised Complainant that KU will continue to review its processes to determine if there are other means to expedite excavators' underground facilities location requests that KU handles in-house. Complainant's representative expressed appreciation to KU's representative and indicated her satisfaction with this result. Therefore, the Commission should dismiss the Complaint with prejudice as fully satisfied.

WHEREFORE, for all of the reasons set forth above, Kentucky Utilities Company respectfully asks the Commission to dismiss the Complaint with prejudice as fully satisfied.

Dated: November 27, 2023

Respectfully submitted,



Allyson K. Sturgeon
Vice President and Deputy General Counsel
PPL Services Corporation
Sara V. Judd
Senior Counsel
LG&E and KU Services Company
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*Counsel for Defendant,
Kentucky Utilities Company*

CERTIFICATE OF SERVICE

In accordance with the Commission's Order of July 22, 2021 in Case No. 2020-00085 (Electronic Emergency Docket Related to the Novel Coronavirus COVID-19), this is to certify that the electronic filing has been transmitted to the Commission on November 27, 2023; and that a copy of this filing has been sent via U.S. Mail to Hawkins Plumbing, Inc. at 901 US-42, Carrollton, Kentucky 41008.

A handwritten signature in blue ink, appearing to read "Sam V. Judd".

*Counsel for Defendant,
Kentucky Utilities Company*