

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE  
COMMISSION

In the matter of:

KHALID MANSOUR  
(Your Full Name)  
COMPLAINANT

VS.

Columbia Gas of KY  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of KHALID MANSOUR respectfully shows:  
(Your Full Name)

(a) KHALID MANSOUR  
(Your Full Name)

4524 Alverstone place Lexington KY 40515  
(Your Address)

(b) Columbia Gas  
(Name of Utility)

P.O. Box 4660 CAROL STREAM, IL 60197-4660  
(Address of Utility)

LI- Usage "meter"  
C-chargers

That: I changed 2 Full HVAC on 2/1/2023 after  
(Describe here, attaching additional sheets if necessary,  
Living 23 yrs same address. Old units for Dec. LI=20.5 C=355.03,  
the specific act, fully and clearly, or facts that are the reason  
JAN. LI=20.1, C=402.99 "OLD UNITS" Feb. LI=16.4, C=329.38  
and basis for the complaint.)

"New UNITS" New units are more efficient cost me 16,500.  
"Attached copy of HVAC units exchanges and cost"

Continued on Next Page

Formal Complaint

Khalid Mansour

vs.

Columbia Gas of KY

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If you notice I used less in Jan "MCF" but paid more in \$. Also compare usage these three months this year is more. I did not change being condition inside my house stayed the same. I believed something is wrong since Columbia Gas Co. changed the meter on 4/25/2022. I am aware we had cooled Dec. this

Wherefore, complainant asks

Kentucky

(Specifically state the relief desired.)

year than last year, but Jan. and Feb. it's warmer. The new units should lower usage and cost not the other way around. I spoke to Columbia Gas few times but got different answers every time, like maintain Pipe line. Columbia Gas does not make extra money, etc.

Dated at

Lexington

(Your City)

Kentucky, this

9

day

of

March

(Month)

, 2023

Khalid Mansour

(Your Signature\*)

N/A

(Name and address of attorney, if any)

3/9/2023

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.



Comfort Heating and Air  
 2430 Palumbo Dr Ste 140  
 Lexington, KY 40509-1167  
 (859)266-3678

HVAC AOR Contract License:License #:  
 HM04864

Billing Address  
**Khalid Mansour**  
 4524 Alverstone Pl  
 Lexington, Kentucky 40515

Service Location  
**Khalid Mansour**  
 4524 Alverstone Pl  
 Lexington, Kentucky 40515

**Invoice**

Invoice Reference Number: 12168790  
 Date: 2/1/2023  
 Technician: Matt Redmon

**Diagnosis/Recommendations Notes Section**

**Repair/Installation Performed**

Task / Description	Service Warranty	Book Price	Discount	Your Price
<b>A-MA-MA900</b> Pro Service Plan Essential Membership - AC Visit		0.00	0.00	0.00
<b>A-SS-Z9999</b> Custom - AOR Services		Price as Quoted	0.00	16500.00

**Completion Notes**

Installed 2 Carrier/Comfortmaker 15 Seer 2023 2.5 Ton Gas Furnaces, AC and Coils with 2 Nest Pro Stats

<b>SubTotal</b>	16500.00
<b>Total Savings</b>	0.00
<b>Total</b>	16500.00
<b>Total Paid</b>	16500.00
<b>Payment Method</b>	Check
<b>Amount Due</b>	0.00

**Customer Declined**

Task / Description	Book Price	Discount	Your Price
<b>Signatures</b>			

Service Order Finish Approval Terms

