

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

THOMAS J. GRILLS

(Your Full Name)

COMPLAINANT

VS.

SOUTH KENTUCKY RECC

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of THOMAS J. GRILLS respectfully shows:
(Your Full Name)

(a) THOMAS J GRILLS
(Your Full Name)

123 ISLAND RAMP RD, NANCY KY
(Your Address) (10340 N SR 129, BATESVILLE IN 47006)

(b) SOUTH KENTUCKY RECC
(Name of Utility)

200 ELECTRIC AVE, SOMERSET KY 42501
(Address of Utility)

(c) That: SEE ATTACHED. 2 pages
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Grills Vs. SKRECC

05/22/2023

Section C cont'd:

In January of 2019, the property on Island Ramp Road, which the power company designates as Dunmeyer Rd, in Nancy Ky was purchased. At that time, we contacted SKRECC for service.

I believe in the summer of 2020, we purchased all new energy efficient appliances and HVAC units.

Following installation of new appliances, and since we do not live there full time, we noticed the electric bill had decreased some, but no more decrease than there was, we were not aware for any reason there would be a problem. Since the bills fluctuated monthly there was no reason to be alarmed that something was wrong. The bill was not the same month after month to indicate a problem. We did not even notice at the time that, based on the pay schedule for automatic billing, some months we were being charged twice and some months we were not. We didn't pay any attention to the credit card bill and just paid it monthly. Again, the bills fluctuated monthly, as if everything was operating fine. There was no reason to be alarmed. I have credit card statements that can be supplied upon request.

Then, in late December of 2022 or January of 2023, Ms. Sharon Keith, SKRECC called me about the issue. She advised SKRECC was going to "back-bill" us for 22 months "estimated" use when they felt the problem started. I stated to her that logically that didn't even sound right. She then advised state law allowed for it. I requested the statute giving the power company the authority to do that, and it was supplied. It does not seem legitimate that a company would charge a customer for their failure of equipment, but apparently the law allows for this.

However, upon further investigation into the law, it revealed the ultimate responsibility of the power company, as outlined in 807 KAR 5:006, Sections 7 (5), and/ or Section 11 (3), is to monitor the meter to prevent these types of occurrences by checking the meter quarterly, and if not quarterly, at least annually.

Furthermore, since we upgraded appliances to more energy efficient options, then how would "their estimation" be accurate when obviously these upgrades should be using less electricity than originally documented on previous bills? Plus, since we do not live there full time, it is hard to believe this residence is consuming as much electricity as "estimated." Or currently for that matter.

I then notified Ms. Keith of my finding and she said she would ask management and gave me the option of contacting the commission, which I stated I would do. I followed up with all my information via email and Ms. Keith confirmed the communication.

To date, Section 10(1) of the same code has not been complied with to my knowledge. I have not received anything from SKRECC advising of their position with my complaint. I have inquired a few times over the last few months. I have also inquired with the commission several times until recently I was told I had to file a formal complaint.

With respect to Section 11(1), a test has not been performed although I have not requested one personally, per regulation. I would think in this instance, during their investigation, SKRECC should have tested the meter.

With respect to Sections 11(6) and 12, we continue to receive disconnect notices in violation of this section. I can supply them upon request. I was assured we would not be disconnected but since I do not stay there full-time, and have not been there since January of 2023, I am not sure if the residence has been disconnected or not. I will know Memorial Day weekend when I arrive.

Formal Complaint

GRILLS

vs. SOUTH KY RECC

Page 2 of 2

Wherefore, complainant asks THAT SKRECC ONLY BILL
(Specifically state the relief desired.)

COMPLAINANT DUE AMOUNT OF THE
LAST THREE MONTHS PRIOR TO LOCATING
THE ISSUE WITH THE METER. HOWEVER
IT WAS CAUGHT IN OCTOBER, BEGINNING OF A
QUARTER, SO AN AVG. AMOUNT WOULD BE \$60.00
FOR OCTOBER. ALL OTHER FEES FORBIDDEN.

Dated at FRATERSVILLE, Kentucky, this 22 day
(Your City) INDIANA

of MAY, 2023
(Month)

[Signature]
(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.