

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 Lyone 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. METER 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 Lyone 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.