

RECEIVED

AUG 14 2023

PUBLIC SERVICE
COMMISSION

From: Rhonda Lucas [REDACTED]
Sent: Monday, August 14, 2023 1:55 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: Case # 2023-00199

This Message Originated from Outside the Organization

[Report Suspicious](#)

You have not previously corresponded with this sender.

ATTENTION: EXECUTIVE DIRECTOR
LINDA C. BRIDWELL

I have attached to this supplemental information a copy of the disconnection notice I received today in the mail. Duke Energy is basing this past due amount on estimated charges only. There is no reason given for estimations and our meter is outside, unobstructed and working. The estimations are from the bills I sent as a prior e-mail to you on July 28, 2023. The full amount owed on my Duke account is for estimated readings only and that is the basis for the disconnection threat. This gross incompetence and fabrication of bills need to be made legitimate with an actual reading and no estimates, with all disconnect orders cancelled and no threats of additional charges for reconnections.



139 E 4th Street | Cincinnati Ohio 45202

duke-energy.com

Signature
[Redacted Signature]
RHONDA LUCAS
10372 CALVARY RD
INDEPENDENCE KY 41051-9666

Aug. 7, 2023

Immediate action required to avoid disconnection

Dear RHONDA LUCAS,

Our records indicate you have a utility service bill that is past due. **To prevent disconnection, a payment of \$229.49 must be made by 5 p.m. on Aug. 20, 2023.**

Your last payment of \$217.27 was received on Aug. 2, 2023. You may pay your past-due bill by one of the following ways:

- Sign in to pay your bill online at duke-energy.com.
- Call our 24-hour automated billing system at 800.544.6900. We accept debit/credit card (MasterCard, Visa, Discover) or automated check processing through a third-party vendor.
- Pay in person at one of our preferred payment locations. To find a location, visit duke-energy.com/home/billing/payment-locations.

A Duke Energy employee will not visit your home on the day service is scheduled for disconnection. Rather, we will attempt to contact you by text and/or phone message.

As a reminder, Duke Energy will never demand payment in the form of a prepaid debit or prepaid credit card. If you have concerns about the authenticity of a request for payment, please contact Duke Energy directly.

VOIDING DISCONNECTION

To avoid disconnection it will be necessary to satisfy one of the following options:

- Pay the amount noted above
- Pay the entire past-due balance
- Pay the past-due amount of any extended payment plan
- Pay any past-due security deposit
- Pay the required amount to set-up an extended payment plan
- Provide a Medical Certification

EXTENDED PAYMENT PLANS

Eligible residential customers may request reduced payments to avoid disconnection by contacting the Credit Department.

- Extended Payment Plans require equal payments on the arrearages in addition to full payment on the

SPECIAL WINTER PROVISIONS CAC ENERGY ASSISTANCE PROGRAM
(Available for residential customers November 1 through March 31)

If you have been certified by your local Community Action Commission (CAC) as being eligible for the state's Energy Assistance Program (EAP), you may apply for a thirty (30) day extension and an extended payment plan on your gas and/or electric bill. Present Duke Energy the certificate, which certifies your eligibility for EAP assistance, and you must satisfy the following:

- Make a good faith payment toward your indebtedness
- Set up a payment plan to bring your account current as soon as possible, but no later than October 15
- Please contact your local CAC office (see list above)

SPECIAL WINTER RECONNECTION RULE OF THE PUBLIC SERVICE COMMISSION
(Available for residential customers November 1 through March 31)

Customers who are disconnected for nonpayment and are income eligible may qualify for this reconnection program by completing all of the following:

- Obtain a certificate of financial need from the Community Action Commission Office (see list above)
- Pay one-third (1/3) of your outstanding bill or \$200, whichever is less; and
- Set up a payment plan to bring your account current as soon as possible, but no later than October 15
- If your balance exceeds \$600, pay the current charges, make a good faith reduction in the remaining balance and set up a payment plan to bring your account current as soon as possible

RESTORING SERVICE

If your service has been disconnected you will be required to satisfy all of the following in order to restore service(s):

- Pay the entire past-due balance or the past-due amount of any extended payment plan
- Pay a reconnection charge
- Pay a security deposit (if applicable)

Please Read the Special Winter Provisions which may apply to you (see above)

DISPUTED BILLS

You have a right to dispute the reason for this pending disconnection. Please contact our Customer Services Department immediately if you dispute this matter.

If your payment has been made, please disregard this notice. You may call the automated billing system number above to verify that your payment has been received. If you have questions or need more assistance, please contact us at 800.544.5900 during the hours of 7 a.m. to 7 p.m., Monday through Friday. **If you are having difficulty paying your bill, please contact us to discuss possible payment options.** You may also contact local social service agencies to determine if federal, state, or private payment assistance is available for you.

Para ayudarle a entender esta información tan importante sobre su servicio de electricidad, por favor llame a Duke Energy y hable con un representante que habla español.

Sincerely,

Duke Energy

Account Number: [REDACTED]

Thank you,
Rhonda Lucas