

NOV 03 2023

PUBLIC SERVICE
COMMISSION

From: Kathy McBurney [REDACTED]
Sent: Friday, November 3, 2023 10:25 AM
To: PSC Executive Director <PSCED@ky.gov>
Cc: Norris-Canfield, Jessica D (PSC) <jnorriscanfield@ky.gov>
Subject: 811 Locate Requests

This Message Originated from Outside the Organization

[Report Suspicious](#)

This Message Is From an External Sender.

Good morning.

My complaint is when we (a contractor) contact 811 they do not put in a locate request to KU for electric locates. I was told several years ago that KU is not contracted with 811 in Carroll County. When we have a locate here in Carroll County I have to contact KU myself and since the local office has closed it takes forever on the phone to reach someone then I get transferred to someone else, then sometimes someone else. It is a huge hassle to have to spend the time and go through several people before I can get the request made. I feel if this is the law then 811 should contact all utility companies not just certain ones or in certain areas. I don't understand why KU is not contracted in all counties especially since they have closed all customer service offices and the only option is to call the 800 number. This has been an ongoing problem since the beginning and with the offices being closed it is very frustrating for the excavator to spend the time (sometimes an hour or more) on hold only to have to get to two or three different people before you find the correct person.

Maybe if KU had a specific contact number for locate requests only it wouldn't be so bad. I am just frustrated with the entire process.

I would appreciate you looking into this.

Thank you!

Kathy McBurney
Hawkins Plumbing, Inc.
[REDACTED]