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COVINGTON, KY 41012

January 30, 2025

Ms. Linda C. Bridwell, P.E.  
Executive Director  
Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40602

RECEIVED

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PUBLIC SERVICE  
COMMISSION

Dear Ms. Bridwell,

I am in receipt of the January 29, 2025 missive and attachments from L. Allyson Honaker with Honaker Law Office, regarding my case number 2024-00123. This letter will detail my response to their client's scant, incomplete, lackluster, and half-hearted attempt to comply with the PSC's order. Clearly you will see that Duke Energy has not complied in whole nor in spirit with the commission's entreaty. Their perfunctory rejoinder falls well short of actually satisfying both my complaint and the PSC's Data Request.

There are three problems with the law office's submission. While they did calculate the rate difference between residence and business for electric, they did not account for the following:

Taxes on residence versus business account  
Fixed customer charge for residence versus business account

While I admit taxes may be minimal, they still amount to my money paid which should not have been. The electric fixed customer charge for residences I believe is \$10.00, while I often paid \$15.00 or more. So the taxes and the fixed charge also need to be accounted for but they deliberately disregarded these.

A bigger problem is that Duke failed to account for anything with gas rates, fixed customer charges and taxes. There is a substantial difference there that they have completely ignored. For example the fixed customer service charge for a residential gas customer I believe is \$17.80 but I have continually been charged \$58.00 per month.

Based on all of the above, I believe the power company is being deliberately uncooperative in attempting to fairly resolve this complaint. In the negotiations prior to involving the PSC, Duke made every effort to obfuscate the issue, delay any decision and frustrate me with lack of communication. Here they were dutifully requested to provide any and all information and they did anything but. I would respectfully request that Duke be compelled to not only actually comply with The Commission's request but that they pay something extra to me and/or the agency for failure to actually do what they were supposed to do but clearly have not. Thank you.

Sincerely,



Sam Droganes

Sam Droganes