

PO BOX 703
COVINGTON, KY 41012

February 7, 2025

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

RECEIVED

FEB 24 2025

PUBLIC SERVICE
COMMISSION

Dear Ms. Bridwell,

Since writing to you, January 30, 2025 regarding my case number 2024-00123, I have more thoroughly reviewed Duke's January 29, 2025 response and found a multiplicity of additional precepts the PSC demanded, but Duke did not supply. This letter will detail that information. In your order to Duke you afforded the power company the opportunity for "timely amendment to any prior response if incorrect or incomplete." I ask for and implore you to accept the same from me, as my desire in the first letter was to register my immediate objection and get Duke to calculate all the rates and charges properly, which they did not do. Here I want to advise you of additional missing information that Duke should have provided for an honest and complete answer to the PSC but failed to do. Clearly you will see further that Duke Energy has not complied in whole nor in spirit with the commission's entreaty. Again their perfunctory rejoinder falls well short of actually satisfying both my complaint and the PSC's Data Request.

There are two fundamental problems with the law office's submission. First, in response to item 1, they were to provide any and all documentation related to my request to reclassify my address as a residence. Either they were inept or lying. I placed nearly a dozen calls to Duke over the nearly two-year period since this began in 2023. Nearly every time I requested their phone representative to make note of what we talked about and submit it to the appropriate department or supervisor. Several times the employee actually read back to me what they had inscribed. I have a written record of nine of those calls and was told at least two times late in the process that the call was recorded. Specific dates of the calls are as follows: 9-29-23, 10-4-23, 10-24-23, 10-26-23, 11-29-23, 1-10-24, 2-7-24, 5-20-24, and 10-4-24. So they should be in possession of these phone archives, more intra-company emails and correspondence and additional reports and other communication. NONE of this was evident or even intimated in their most recent rejoinder.

Secondly and relatedly, the only thing they mentioned in response to your request number two, to provide any and all information about the rate change process was the BPEM. They completely failed to indicate that I applied for and was granted BPEM #1014-473402. But this was only after I was advised by their representative that I should fill out a "rate verification form", instead of the BPEM, then months later advised that form does not apply in Kentucky.

At the risk of being redundant, based on what I have already asserted in my previous letter, and all of the above, I believe the power company is being deliberately uncooperative in attempting to fairly resolve this complaint. Again in each of the above cited phone calls prior to involving the PSC, Duke made every effort to obfuscate the issue, delay any decision and frustrate me with lack of interaction. And as illustrated above they often provided erroneous 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, in point of fact do what they were supposed to do but clearly have not. Thank you.

Sincerely,


Sam Droganes

2-15-25

I apologize. I think my printer did not work right to print out the complete address, so this was returned to me. Please accept my apologies and the missive. Thank you.

Sam Drogans