

Public Comments Received for Case Number: 2025-00354
Response Wednesday, June 17, 2026

Your comments in the above referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2025-00354 in any further correspondence.

The documents in this case are available at: [View Case Filings for: 2025-00354 \(ky.gov\)](#).

Received through Public Comments

Tuesday, June 16, 2026

From: Alex Freeman
City: West Paducah
State: KY
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Comments:

On June 12, 2026, I received my June bill. However, on June 15, 2026, I received my May bill in the mail—three days after receiving the following month's bill.

Fortunately, I had already paid my May bill before the due date, but this situation raises serious concerns about how the company operates and communicates with its customers. Customers should be able to rely on receiving bills in a timely manner so they can review charges and make payments before due dates.

If a customer had been relying on the mailed bill to know the amount due, they could have received the bill after the due date through no fault of their own. This calls into question the company's billing processes and whether adequate controls are in place to ensure customers receive important account information promptly.

I have photographs of both envelopes and bills showing the dates they were received and can provide them to the Commission if requested.

I respectfully request that the Commission consider these billing issues when evaluating the company's performance and its requests for additional rate increases. Customers should not be asked to pay higher rates while basic billing and customer communication issues remain unresolved.

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