

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JENNIFER LEE HAWKS MEFFERT)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2025-00130
SALT RIVER ELECTRIC COOPERATIVE)	
CORPORATION)	
)	
DEFENDANT)	

ORDER

On April 21, 2025, Jennifer Lee Hawks Meffert tendered a formal complaint with the Commission against Salt River Electric Cooperative Corporation (Salt River Electric), alleging she was billed for lighting for which she is not responsible.

Pursuant to Commission regulations in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a *prima facie* case. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

Based upon a review of the tendered complaint, the Commission is unable to determine at this time whether the complaint establishes a *prima facie* case, but the allegations support further investigation into the merits of the complaint. The Commission finds that additional information is needed to assist the Commission in making a

determination of whether the complaint establishes a *prima facie* case. Therefore, Salt River Electric shall file responses to Commission Staff's First Request for Information, attached to this Order as Appendix A, on or before the date set forth by the Commission's Staff in the request. Salt River Electric shall respond to any future requests for information propounded by Commission Staff by the date or dates set forth on any such requests. A copy of Ms. Meffert's complaint is attached to this Order as Appendix B.

Additionally, any hearing scheduled in this matter shall be held on the designated day or days and continued until called from the bench by the presiding officer. Pursuant to 807 KAR 5:001, Section 2, if the hearing is not concluded on the designated day, the hearing may be continued upon verbal announcement by the presiding officer. A verbal announcement made by the presiding officer shall be proper notice of the continued hearing. Hearings are held in the Richard Raff Hearing Room at the offices of the Public Service Commission at 211 Sower Boulevard, Frankfort, Kentucky. Witnesses who sponsor schedules, testimony, or responses to requests for information are expected to participate in person at a hearing.

IT IS THEREFORE ORDERED that:

1. Salt River Electric shall respond to Commission Staff's First Request for Information as provided in Appendix A attached to this Order.
2. Salt River Electric shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.
3. A copy of this Order shall be served on Salt River Electric by first class mail to 11 West Brashear Avenue, P. O. Box 609, Bardstown, KY 40004 and by electronic mail to Salt River Electric's electronic mail address on file with the Commission.

4. A copy of this Order shall be served on Jennifer Lee Hawks Meffert by first class mail to 7182 Bloomfield Rd., Springfield, KY 40069.

5. Nothing contained in this Order shall prevent the Commission from entering further Orders in this matter.

PUBLIC SERVICE COMMISSION



Chairman

Vice Chairman



Commissioner

ATTEST:



Executive Director



APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2025-00130 DATED JUN 09 2025

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO SALT RIVER ELECTRIC COOPERATIVE CORPORATION

Salt River Electric Cooperative Corporation (Salt River Electric), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on June 30, 2025. The Commission directs Salt River Electric to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Salt River Electric shall make timely amendment to any prior response if Salt River Electric obtains information that indicates the response was incorrect or incomplete when

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Salt River Electric fails or refuses to furnish all or part of the requested information, Salt River Electric shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Salt River Electric shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide all bills issued to Ms. Meffert for service received for all accounts from April 21, 2025 to present.
2. Identify all meters, by number, for which Ms. Meffert receives service.
3. Provide all applications for electric service submitted by Ms. Meffert.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00130 DATED JUN 09 2025

TWO PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

APR 21 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

Jennifer Lee Hawks Meffert
(Your Full Name)

COMPLAINANT

VS.

Salt River Electric
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Jennifer Hawks Meffert respectfully shows:
(Your Full Name)

(a) Jennifer Hawks Meffert
(Your Full Name)

7182 Bloomfield Rd. Springfield Ky. 40069
(Your Address)

(b) Salt River Electric Company
(Name of Utility)

805 Bardstown Rd. Springfield, Ky 40069 #4
(Address of Utility)

(c) That: SRE has unlawfully charged me
(Describe here, attaching additional sheets if necessary,

for an outdoor light that is not on my
the specific act, fully and clearly, or facts that are the reason

property now in working condition for
and basis for the complaint.)

over 8 years. It has never been on.

Continued on Next Page

Jennifer Hawks Meffert vs. Salt River Electric

a printed bill nor online account. The company admitted they charged me wrongly but refuses to refund the entire amount. They refunded 2 years only to my account. I asked if they had anything in writing stating my knowledge of this light + they said no.

Wherefore, complainant asks that a full refund be
(Specifically state the relief desired.)
given in the amount of \$1008.00

Dated at Springfield, Kentucky, this 14th day
(Your City)

of April, 2025
(Month)

Jennifer Meffert (Hawks)
(Your Signature*)

(will hire if needed)
(Name and address of attorney, if any)

April 14, 2025
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Jennifer L. Hawks Meffert
7182 Bloomfield Road
Springfield, KY 40069

*Salt River Electric Cooperative Corp.
111 West Brashear Avenue
P. O. Box 609
Bardstown, KY 40004