

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KRISTYN STASEL	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2025-00164
	)	
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

ORDER

This issue arises from a complaint filed May 23, 2025, by Kristyn Stasel against Kentucky Utilities Company (KU) alleging the attachment of additional charges and disconnection of services without written notification. The Commission finds that a *prima facie* case has not been established for reasons discussed below, and that Ms. Stasel should be given 20 days to amend her complaint to establish a *prima facie* case or the case should be dismissed.

LEGAL STANDARD

Pursuant to Commission regulation 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.¹ A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle

¹ 807 KAR 5:001, Section 20(4)(a).

the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

BACKGROUND

On May 23, 2025, Kristyn Stasel tendered a formal complaint with the Commission against KU alleging the attachment of additional charges and disconnection of services without written notification.²

On September 18, 2025, the Commission issued an Order stating that it was unable to determine whether Ms. Stasel established a *prima facie* case because information concerning any additional charge and disconnection of service was an indispensable element that only KU could provide.³ The Order required KU to provide information on Ms. Stasel's account, copies of bills and late notices, and all communications regarding electric service between Ms. Stasel and KU.⁴ On October 3, 2025, KU filed a response to Commission Staff's First Request for Information.⁵

DISCUSSION AND FINDINGS

Having reviewed Ms. Stasel's complaint and the response filed by KU, the Commission finds that the documents filed by KU support a conclusion that KU acted in accordance with their approved tariffs, and all applicable statutes and regulations when assessing rates for electric service and terminating service for non-payment on Ms. Stasel's account. The Commission further finds that Ms. Stasel has not fully, clearly, and

² Complaint (filed May 23, 2025).

³ Order (Ky. PSC Sept. 18, 2025).

⁴ Order (Ky. PSC Sept. 18, 2025), Exhibit A.

⁵ KU's Response to Commission Staff's Request for Information (filed Oct. 3, 2025).

with reasonable certainty stated an act or omission by KU of which failure to comply is alleged to have committed as required by 807 KAR 5:001, Section 20(1)(c); thus, she has failed to establish a *prima facie* case that KU has violated a statute, regulation, tariff, or order for which the Commission may grant relief.

In accordance with 807 KAR 5:001, Section 20(4)(a)(1), the Commission finds that Ms. Stasel should be afforded the opportunity to amend her complaint concerning the attachment of additional charges and disconnection of services without written notification. The Commission finds that Ms. Stasel should file an amended complaint establishing a *prima facie* case within 20 days of the date of service of this Order. Ms. Stasel may file her complaint by U.S. mail or by email to PSCED@ky.gov.

IT IS THEREFORE ORDERED that:

1. Ms. Stasel's complaint fails to establish a *prima facie* case.
2. Ms. Stasel shall have 20 days from the date of service of this Order to file an amended complaint with the Commission that conforms to the requirements of 807 KAR 5:001, Section 20(1), and that states a *prima facie* case.
3. Ms. Stasel may file the amended complaint with the Commission at 211 Sower Boulevard, Frankfort, Kentucky 40601 or by email to PSCED@ky.gov. Ms. Stasel shall include the case number 2025-00164 in all filings with the Commission.
4. A copy of this Order shall be served on the Complainant, Kristyn Stasel, via email if an address is available, and by U.S. Postal Service, Certified Mail, Return Receipt Requested, and First-Class Mail, at 600 Bellwood Court, Apt. C4, Elizabethtown, Kentucky 42701. Service shall be considered complete on the first day the U.S. Postal Service attempts delivery of the certified mail.

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director





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