

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TERESA CUNNINGHAM)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2025-00385
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

ORDER

Duke Energy Kentucky, Inc. (Duke Kentucky) is hereby notified that it has been named as a Defendant in a formal complaint filed on November 24, 2025, a copy of which is attached as an Appendix to this Order and incorporated herein.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, Duke Kentucky should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. The Commission directs Duke Kentucky to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Duke Kentucky shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

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 mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

2. A copy of this Order shall be served by the U.S. Postal Service First Class Mail, on Teresa Cunningham at 4590 Burlington Pike, Burlington, Kentucky 41005.

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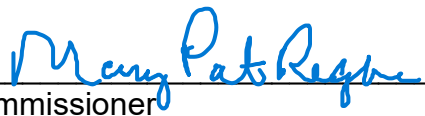
PUBLIC SERVICE COMMISSION



Chairman



Commissioner



Commissioner

ATTEST:



Executive Director 



APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00385 DATED MAR 30 2026

THREE PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Teresa Cunningham
(Your Full Name)
COMPLAINANT

VS.

Duke Energy
(Name of Utility)
DEFENDANT

RECEIVED

NOV 24 2025

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of Teresa Cunningham respectfully shows:
(Your Full Name)

(a) Teresa Cunningham
(Your Full Name)

4590 Burlington Pk, Burlington Ky
(Your Address) 41005

(b) Duke Energy
(Name of Utility)

PO Box 1326 Charlotte, N.C.
(Address of Utility) 28201

(c) That: in January 2025 + July 2025
(Describe here, attaching additional sheets if necessary,

my electric bills spiked -
the specific act, fully and clearly, or facts that are the reason

increased from 125.00 month to
and basis for the complaint.)

\$400-\$500. My usage did not change.

Continued on Next Page

Teresa Cunningham vs. Duke Energy

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I understand a slight increase when hot or cold, but it should not increase several hundred dollars I think Duke overbills during these months. OR their equipment is not accurate

Wherefore, complainant asks refund of overpayment
(Specifically state the relief desired.)

Duke threatens to cut off my service if I do not pay.

I Am 70 years old. I cannot afford \$400-\$500 monthly electric bill. It is not rational that there would be such a high increase.

Dated at Burlington, Kentucky, this 19th day
(Your City)

of November, 20 25
(Month)

[Signature]
(Your Signature)

(Name and address of attorney, if any)

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.



Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
psc.ky.gov

Angie Hatton
Chair

Mary Pat Regan
Commissioner

Andrew W. Wood
Commissioner

October 8, 2025

Teresa Cunningham
4590 Burlington Pike
Burlington, KY 41005

Re: Complaint against Duke Energy

Dear Ms. Cunningham,

Enclosed is a copy of the formal complaint forms. Please complete the forms and return them to the above address.

Sincerely,

Kentucky Public Service Commission
Consumer Services

Enc.

TEAM
KENTUCKY.

Teresa Cunningham
4590 Burlington Pike
Burlington, KY 41005

*Duke Energy Kentucky, Inc.
139 East Fourth Street
Cincinnati, OH 45202