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PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Larry + Debra Peterman  
(Your Full Name) COMPLAINTANT

VS.

American Electric Power  
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of Larry M Peterman respectfully shows:  
(Your Full Name)

(a) Larry M Peterman  
(Your Full Name)  
51 Woodland Way, Grayson, Ky 41143  
(Your Address)

(b) American Electric Power  
(Name of Utility)  
1333 Kevin Ave, Ashland, Ky 41102  
(Address of Utility)

(c) That: Stray Voltage from AEP Service  
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,  
(See attached sheets)  
of acts that are the reason and basis for the complaint.)

Larry vs. Debra Peterson AEP

Wherefore, complainant asks

(Specifically state the relief desired.)

Identify and correct source of stray voltage.

Dated at Grayson Kentucky, this 1st day of

December, 2024

[Handwritten 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.

I purchased this property and took possession last November. We weren't aware of any electrical issues until June, when we opened the pool. We experienced varying degrees of electric shock while swimming and contacting the concrete and coping outside of the water. We contacted AEP about the problem within the first few weeks, after we realized what was happening. They sent a technician Derrick McKinney in response. He stated that he had been called out multiple times by the previous owners about this issue, and had warned them not to use the pool. He also said that he had done checks before, and that the problem was not AEP's fault, and suggested that I call an electrician for assistance.

I took Mr McKinney's advice and called a local electrician that he suggested (Roger Yates). This man came out and also stated that he had been called to the residence about this problem previously. He checked all of my grounding connections and added bonding wires to my pump and salt chlorinator. These actions didn't change the voltage in my pool.

I proceeded to research online and learn as much as I could about the subject. During this process, I became familiar with Mike Holt. He is also referred to as the "Electrical Code Coach" and offers services online and classes to make electricians familiar with the National Electrical Code. I proceeded to begin a correspondence with him via email and phone over the next few months. He directed me, and other electricians that I subsequently hired to tend to my problem with the stray electrical current that we were experiencing in our pool.

I also spoke twice to the company that installed my pool (Custom Pools and Spas, Grayson, KY) to verify the correct implementation of an equipotential bonding grid around my pool, when it was installed. I was assured by them that it was properly bonded. Also, there was an exposed #8 wire coming up from under the concrete near my pool equipment that seemed to verify this.

After exhausting all of the recommendations for improvements and corrections on my side of my electrical service, I still was left with a charge in my pool. It always varied between 1-3 volts. There was, during this process, several things that were corrected by about 5 different electricians and a pool installer, including waterproofing some conduit fittings, installing a water bonding system, and tightening and cleaning some grounding lugs.

When I could do no more, I turned back to AEP. They sent out a team of electricians and an engineer. They spent parts of two afternoons running various tests. At the time, they seemed very perplexed by the problem and could only suggest one possible solution. They said that I should drive two additional ground rods and tie into my breaker box grounding system to hopefully mitigate some or all of the voltage. So, I contacted a master electrician that I had become acquainted with to assist me. He was very sure that this would not solve my problem, but did this work anyway. By this time, I was about \$1000+ in electrical work that had produced no results.

The master electrician, Matthew Porter (606-939-4596) offered to help me. He was able to access the electrical service box and disconnect the service neutral wire. When this happened, the voltage in my pool went to zero, and the voltage on AEP service ground wire was at 2 volts. When he reconnected it, my pool water went back to 2 volts.

In addition, while AEP was trying to determine a solution, they had disconnected my service at the pole, which also took my pool voltage to zero. When service is connected, and I turn off all power in my breaker box, the voltage is still in the pool. All of this proves beyond any doubt that the voltage is coming from AEP service line leaking voltage. Mr Porter recommended several remedies that AEP could use to correct this situation.

I called AEP to come out one last time to fix this. From the time they arrived (with a team of electricians and two engineers) their behavior seemed to indicate that they were only set on any solution that didn't involve them. I felt they were only there to "muddy the waters." I read twice to them the reasons for the voltage and the tests they could perform to prove this along with the remedies they could use to help me as prescribed by Matthew Porter. They were completely dismissive, even to the point that they wouldn't even respond to me in conversation. They would just stand there and look at the ground for a minute, and then change the subject to deflect. The one thing they kept repeating and leaning on was that this was a problem with Optimum, my internet provider. They continue to repeat this now, even though they actual cut my internet and phone lines at the pole for several days and the voltmeter still read 2.7 volts. I've had Optimum come out twice to check their grounding of my internet. They have done this (while rolling their eyes) and are very sure everything is done properly. I've personally never been shocked by a coax cable, let alone have voltage travel through the ground and shock me from cable service. This obviously makes no sense, and I strongly feel it is just AEPs way of not taking responsibility.

I bought this property specifically for the pool for my four grandkids. We were unable to use it all summer, due to lack of safety. I've lost many many hours of sleep and spent money trying to fix this. Every single person that I hire or talk to (including the Electrical Code Coach) agrees that this is not a pool bonding problem, or a problem with my electrical wiring. They ALL agree that AEP is the only one that can fix this. I have even offered multiple times to pay for a new service drop to be ran, like a new construction would do, but they won't even do that. I have no recourse left but to bury my pool if they won't fix my problem. Interestingly, upon recently talking to my neighbors about this problem, they even mentioned to me that their children have told them that they feel a shocking sensation in their pool as well. Therefore, I feel it can't be all their fault too.

Please help us use our pool safely. I feel like we are stuck here with a house that we can't fully use and can't sell without risking the safety of anyone who swims in it. We do not know if this electrical charge could fluctuate to a dangerous level in water.

Thanks for your help. At the end of the day- when the electrical service is connected, I have stray voltage. When it's disconnected- I don't. The reason is not my responsibility to diagnose. The voltage is coming in on AEP wires, so they should fix it. They blame it on Optimum, but that really doesn't even matter if it were true (which I believe makes no sense anyway).

Thanks again!