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COMMISSION

From: [REDACTED]
To: [PSC Executive Director](#)
Subject: Case 2025-00058
Date: Tuesday, August 19, 2025 2:33:08 PM

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I received a ky power bill that had added payment to my prior month bills saying my meter had been damaged and wasn't working properly. They threatened my power would be turned off if we didn't pay the extra amount that was added to each month that they estimated was due. But a ky power employee came to our house and stated that he had to come check our meter during those months to get an accurate reading because the meter wasn't working properly. He stated that the meter wasn't working the prior month also and he had checked it then, and he'd replace it if it continued. Another month passed with him checking it again then in January they replaced it. Once I received the bill with the extra amount added to the bills we had already paid I called ky power. They first women told me it was a tax that hadn't been added to my bill. I told her it was a high amount for the tax and that the specific tax did already show on my bill. She said she saw that and put me on hold to find out the problem. Then she came back saying it was because my meter wasn't working so they estimated my bill and it was incorrect so they had to add the correct amount. I asked her about where the man came and checked it himself and wouldn't that be a accurate reading instead of estimated and she said yes. I also spoke with another woman stating the same that worked with ky power but then they'd go back to say it was a estimate. I would like for ky commission to stop ky power from trying to go back and charge extra on the prior bills I paid and to quit overcharging me the amount extra they started adding to the months after as well.

Sincerely,
Terri Hurley