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From: terri hurley <hurleyterri@yahoo.com>

Sent: Tuesday, October 28, 2025 6:19 PM

To: PSC Executive Director <PSCED@ky.gov>

Subject: Letter I received

Case No. 2025-00058

I received a letter in the mail that KY power had claimed that they was unable to read the meter at my home due to safety issues. I have a 15 and 16 year old dog here that does not bite. The man came each month and checked my meter without issue. I stepped outside and he told me I could go back in because he was use to dogs doing this job. I was not asked to restrain the dogs at any time. He was not here a hour. His gps should show he wasn't here very long at all. He also told us for several months when he stopped he would replace the meter but waited till January. When I called to make the complaint it states conversations are recorded. The woman I spoke with told me when I asked her what was the extra charge, she stated taxes because I wasn't billed during those months. I was and told her that. Then she discussed it with someone else and they stated it was a faulty meter. Then a woman called me to work out a payment plan, and I asked her if each month that he pulled in and checked the meter it should have showed the accurate amount. She stated yes. So each month he pulled into my driveway and checked my meter it should have been accurate. He came every month. He pulled in every month and checked the meter, and told us he was because our meter wasn't working.

We live in a new construction home that's not finished. We use propane heaters and don't have any other heat source to raise the bill. We use more power during the summer because of a pool pump that's here. It should go down in the winter.