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AUG 19 2025

PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JENNIFER LEE HAWKS MEFFERT  
COMPLAINANT

v.  
SALT RIVER ELECTRIC COOPERATIVE  
CORPORATION

DEFENDANT

CASE NO. 2025-00130

CERTIFICATE OF PREPARATION

STATE OF KENTUCKY  
COUNTY OF NELSON

**Timothy J. Sharp**, being duly sworn, states that he supervised the preparation of responses to The Public Service Commission's Request for response to complaint dated August 12, 2025, in the above-named case, and that the matters and items set forth therein are true and accurate to the best of his knowledge, information and belief, formed after reasonable inquiry.

SALT RIVER ELECTRIC COOPERATIVE CORP.



Timothy J. Sharp

President and Chief Operating Officer

STATE OF KENTUCKY  
COUNTY OF NELSON

Subscribed and sworn before me on this 19<sup>th</sup> day of August, 2025



Notary Public, KY State at Large

My commission expires: July 05, 2027

Commission No. KYNP74336

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JENNIFER LEE HAWKS MEFFERT	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2025-00130
	)	
SALT RIVER ELECTRIC COOPERATIVE	)	
CORPORATION	)	
	)	
DEFENDANT	)	

SALT RIVER ELECTRIC COOPERATIVE CORPORATION WRITTEN ANSWER TO  
COMPLAINT

1. For its Answer to the Complaint of Jennifer Lee Hawks-Meffert, Salt River Electric Cooperative Corporation (SREC) states as follows:

**Ms. Hawks-Meffert signed up for electric service on 6/1/2017 at 7182 Bloomfield Rd. The location had a working security light that was listed on her electric bill each month as a line item, referred to as “Metal Halide”. (See Attachment A, example bill from 2018)**

**On 11/16/21, a security light repair ticket was sent on Ms. Hawks-Meffert’s behalf, stating that the light located on the side of the home between her house and barn was out and needed to be repaired. It was repaired on the same day.**

**Ms. Hawks-Meffert received a monthly bill with the Metal Halide light listed up through March of 2022 (See Attachment B, bill from 2022), at which time she was disconnected for unrelated nonpayment and thereafter was converted to Prepay billing. [Prepay billing members do not receive a monthly paper bill.]**

**On 3/13/2025, Ms. Hawks-Meffert called and spoke to an SREC Service Rep to request the security light at her location be repaired. She stated that she thought her neighbor paid for it, but that she always called in for the repairs. When she was told that she had always been billed for the light on her property, she no longer wanted to pay for the light. She requested the light to be disconnected, removed from her bill and insisted on a refund.**

**Ms. Hawks-Meffert was not happy when informed SREC would not refund the price of**

**the security light she had been using between her house and barn. The Service Rep then asked the SREC Manager of Office Services to reconsider since Ms. Hawks-Meffert was no longer receiving an actual paper bill showing the light as a line item.**

**The decision was made by the Manager to refund 24 months of light charges, which was the amount of time Ms. Hawks-Meffert had not been receiving a paper bill due to being on Prepay billing.**

**The total amount credited to her account was \$298.57.**

**No further credit or payment should be required of SREC because Ms. Hawks-Meffert utilized the Metal Halide electrical service, which she was aware of (having requested repairs) and from which she benefited. The payment of \$298.57 was simply one of good faith to a customer (member).**

2. Salt River Electric has this date served a copy of this Answer to the complaint and any other filing related to this matter on the Complainant, Jennifer Lee Hawks Meffert, by U.S.

Postal Service, First-Class mail at 7182 Bloomfield Rd., Springfield, Kentucky 40069

## ATTACHMENT A

5191



**Salt River Electric**  
PO Box 609  
Bardstown KY 40004-0609  
Address Service Requested

A Touchstone Energy<sup>®</sup> Cooperative

Nelson County 502-348-3931  
Spencer County 502-477-5133  
www.srelectric.com

Bullitt County 502-543-3083  
Washington County 859-336-5080

\*\*\*\*\*AUTO\*\*S-DIGIT 40071



HAWKS JENNIFER 4639 17  
7182 BLOOMFIELD RD  
SPRINGFIELD KY 40069-9410

<b>Account Number</b> [REDACTED]		<b>Cycle: 210</b>
<b>Service Address</b>		<b>BLOOMFIELD RD-7182</b>
<b>Service Description</b>		<b>HOUSE</b>
<b>Bill Type</b>		<b>REGULAR</b>
<b>Rate Type</b>		<b>A-5 FARM &amp; HOME</b>
<b>Location Number</b>		<b>9303177301</b>
<b>Meter Information</b>		<b>703566</b>
<b>Previous Reading</b>	<b>06/25/18</b>	<b>6037</b>
<b>Reading</b>	<b>07/25/18</b>	<b>6963</b>
<b>Multiplier - 1</b>	<b>KWH Used</b>	<b>926</b>
<b>History</b>		
	<b>This Year</b>	<b>Last Year</b>
<b>Days in Billing Cycle</b>	<b>30</b>	<b>30</b>
<b>KWH Used</b>	<b>926</b>	<b>1789</b>
Thank you for Payment. We appreciate your business.		

BILLING SUMMARY	BILLING DATE 07/30/18
BALANCE FORWARD	0.00
CURRENT ELECTRIC CHARGE	80.18
METAL HALIDE (MH)	9.88
FUEL COST ADJ (-0.002030 X 974 KWH)	-1.98
EPA COMPLIANCE CHG (0.12300 X \$88.08)	10.83

## OTHER

## TAXES &amp; FEES

SCHOOL TAX 2.97

**TOTAL AMOUNT** 101.88  
**LATE CHARGE AFTER 08/15/18** 4.94  
**TOTAL AMOUNT DUE WITH LATE CHARGE** 106.82

## IMPORTANT INFORMATION

Questions regarding garbage billing in Nelson Co. should be directed to Nelson Fiscal Court at 502-348-1862. All other inquiries regarding garbage service should be directed to 502-348-1876. Salt River is not responsible for USPS mail delivery. Please allow 4-5 days for mail delivery. Failure to receive a bill does not exempt you from penalties or collection action/charges. If electrical service is interrupted, check your fuses or circuit breakers. Also, check to see if your neighbor has power. Promptly report any electrical service outages at 800-221-7465. For information concerning outages, please visit our Outage Viewer at www.srelectric.com.

## RETAIN THIS COPY FOR YOUR RECORDS

## RETURN THIS PORTION WITH PAYMENT

HAWKS JENNIFER

BLOOMFIELD RD-7182

Do not write on back.

☐ Check here if Wintercare or change of information below

Wintercare Contribution \$ \_\_\_\_\_

Amount Enclosed \$ \_\_\_\_\_

PLEASE INDICATE CHANGE OF ADDRESS PHONE NUMBER HERE:

Mailing Address		
City	State	Zip
Phone Number	Other Phone Number	

## PAYABLE UPON RECEIPT

<b>ACCOUNT #</b> [REDACTED]	<b>210</b>
<b>Current Amount</b>	<b>101.88</b>
<b>Total Amount Due</b>	<b>101.88</b>
<b>Total amount after 08/15/18</b>	<b>106.82</b>

SALT RIVER ELECTRIC  
PO BOX 247  
FLORENCE KY 41022-0247



# ATTACHMENT B

5493



**Salt River Electric**  
PO Box 609  
Bardstown KY 40004-0609  
Return Service Requested

A Tri-County Energy Cooperative

Nelson County 502-348-3931  
Spencer County 502-477-5133  
www.srelectric.com

Bullitt County 502-543-3083  
Washington County 859-336-5080

\*\*\*\*\*AUTO\*\*5-DIGIT 40071



HAWKS JENNIFER  
7182 BLOOMFIELD RD  
SPRINGFIELD KY 40069-9410

4911 19

Account Number		Cycle: 210
Service Address	BLOOMFIELD RD-7182	
Service Description	HOUSE	
Bill Type	REGULAR	
Rate Type	A-5 FARM & HOME	
Location Number	9303177301	
Meter Information	703566	
Previous Reading	02/25/22	88008
Reading	03/25/22	90134
Multiplier - 1	KWH Used	2126
History	This Year	Last Year
Days in Billing Cycle	28	28
KWH Used	2126	1602

BILLING SUMMARY	BILLING DATE 03/30/22
PAST DUE - PAYMENT DUE IMMEDIATELY	410.47
CURRENT ELECTRIC CHARGE	176.07
METAL HALIDE (MH)	10.19
FUEL COST ADJ (0.005330 X 2174 KWH)	11.59
ENVIRONMENTAL SURCHARGE (0.10870 X \$197.85)	21.51
OTHER	
CONTRACT	94.82
TAXES & FEES	
SCHOOL TAX	6.58
TOTAL AMOUNT	731.23
LATE CHARGE AFTER 04/15/22	10.96
TOTAL AMOUNT DUE WITH LATE CHARGE	742.19

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RETURN THIS PORTION WITH PAYMENT

HAWKS JENNIFER

Do not write on back.

BLOOMFIELD RD-7182

☐ Check here if Wintercare or change of information below

Wintercare Contribution \$ \_\_\_\_\_

Amount Enclosed \$ \_\_\_\_\_

PAYABLE UPON RECEIPT

ACCOUNT #	210
Past due - Subject to Immediate Disconnect	410.47
Current Amount	320.76
Total Amount Due	731.23
Total amount after 04/15/22	742.19

PLEASE INDICATE CHANGE OF ADDRESS/PHONE NUMBER HERE.

Mailing Address		
City	State	Zip
Phone Number	Other Phone Number	

SALT RIVER ELECTRIC  
PO BOX 247  
FLORENCE KY 41022-0247

