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April 5, 2025

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Kentucky Public Service Commission  
P.O. Box 615  
211 Sower Boulevard  
Frankfort, Kentucky 40602-0615

PUBLIC SERVICE  
COMMISSION

Dear Commissioners:

The undersigned customers of Kentucky Utilities have experienced several extended power outages in the past year with slow restoration of service. Multi-day outages were experienced during Tropical Storm Helene (2024) and Winter Storm Blair (2025). This neighborhood experienced much longer restoration periods than many other neighborhoods in both events.

According to one neighbor's record, one circuit in this neighborhood has experienced at least 20 non-momentary power outages in the past five years, which substantially exceeds outage levels reported by KU for its system-level reliability, presumably, KU's reliability targets. This level of unreliability extends back at least a decade, suggesting that KU has systemically neglected to properly maintain the distribution system serving some of its customers.

One feeder segment, serving 43 customers on the block between Jesselin and Blueberry from Bellefonte to Heather, and also some customers on the block bounded by Glendover, Heather, and Jessalin, has been particularly problematic. Most of the signers of this letter are served by this feeder segment.

In a recent incident on February 16, 2025, according to contemporaneous data from LGE/KU's outage information, that feeder segment lost power for about five hours beginning at 4:50 am. Initially, the outage information reported that power would be restored by 8:30 am. After that time, the outage information was reportedly being "reassessed." However, one customer surveyed the affected area twice during the outage period and spoke to other pedestrians – no LGE/KU crews were sighted by anyone. That customer attempted to reach a customer service agent to verify that the outage had not been forgotten, but remained on hold for well over an hour because, according to the hold message, "representatives were busy helping other customers." This incident raises questions about what work was required to restore service for this small outage, why it took so long, and the accuracy (or usefulness) of KU's real-time outage information.

Later on the same day, there was a second outage lasting about an hour. Then on February 19, 2025, there was a third outage for several hours affecting the same 43 customers. At the end of this outage, a single bucket truck was spotted leaving the area where the network feeder appears to be supplied by a neighborhood distribution circuit, with the truck appearing to have just one or two crew members. To the non-expert viewing the level of response to the February outages, it would appear that crews were dispatched to restore circuit breakers that had tripped and nothing more than that.

To address our concerns, affected residents request that the Kentucky Public Service Commission direct Kentucky Utilities to provide information in electronic format (worksheets, pdf files, etc.), as follows:

1. SAIDI, SAIFI and CAIDI data in the format supplied to the US Energy Information Administration at the following levels of detail, for the past ten years:
  - a. System
  - b. Circuits (each circuit on system)
  - c. Feeder segments (each feeder segment in Fayette County)
2. A list of the Worst Performing Circuits on the KU system for each of the past ten years.
3. Identify the circuits and residential feeder segments in the vicinity of Glendover Elementary School (within roughly one mile) by map or other geographic information sufficient to provide residents with appropriate reference.
4. A summary of all outages affecting the circuits and feeder segments referenced in question 2, including cause, duration, number of customers affected, and actions taken to effect restoration of service for Tropical Storm Helene, Winter Storm Blair, February 16, and February 19, 2025.
5. A description of each unplanned maintenance project completed on the circuits and feeder segments referenced in question 2 during the past 10 years, including in-service date and impacted circuits.
6. Information regarding staffing and call volume for LGE/KU's customer service center for February 16, 2025.
7. An explanation of the vegetation management program and whatever readily available data are available regarding its implementation in Fayette County during the past five years, including work volume and affected circuits.
8. A list of all distribution reliability enhancement projects completed in Fayette County during the past ten years, including in-service date and impacted circuits.
9. A list of all distribution reliability enhancement projects planned for Fayette County, including expected in-service date and affected circuits and feeder segments.
10. Any additional information that is relevant to the subject of this complaint.

Affected residents request that this be treated as a formal complaint, or to be informed as to any further steps necessary to file a formal complaint on this matter.

Affected residents also request that the Commission provide an opportunity for further inquiries or elaboration of this complaint after having an opportunity to review Kentucky Utilities' responses to the above questions.

Sincerely,



John D. Wilson, Affected Residents Point of Contact

210 Glendover Rd.  
Lexington, KY 40503



**Affected Residents (all Lexington, KY 40503):**

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| <p>Kristi Bartlett<br/>201 Jesselin Dr<br/>[REDACTED]</p> <p>We have purchased a portable generator to ensure that our sump pump continues working during power outages. Unfortunately, our refrigerator does not work on the generator which I understand to be a common problem with some models, so we continue to lose food during extended power outages.</p>  | <p>John Michael and Amy Cowley<br/>217 Jesselin Dr<br/>[REDACTED]</p> <p>In September of 2024, we brought home our 3-day old newborn and soon after, lost power for 4 days. Caring for a newborn while recovering from C-section surgery without access to recovery aids such as a heating pad and ice was very difficult. We decided we could no longer rely on KU to restore power in a timely manner, and have installed a whole-home generator (\$17,000.)</p>   |
| <p>Maria Fitzpatrick<br/>303 Jesselin Drive, Lex 40503<br/>[REDACTED]</p> <p>Two years ago I had a whole house backup generator installed. I would have preferred not to have to do this as it cost over \$15,000, but it was worth it to me to have the peace of mind it provides. I understand that not everyone is in a position to do this, and that only underscores how unfair this situation is.</p>   | <p>Therese Moseley<br/>209 Jesselin Dr<br/>[REDACTED]</p> <p>Having lived here 42 years, we can tell a long story about power outages. We have 3 or 4 minor ones every year and have had no power for more than a week after major storms.</p>   |
| <p>Tom McNally<br/>205 Jesselin Drive<br/>[REDACTED]</p> <p>Overnight outages are the most frustrating, not only in loss of HVAC and household appliances but disruption of my CPAP + supplemental oxygen treatment for sleep apnea. Failures during sleep periods are quite startling!</p> <p>Over the years, I have 1) "stuck it out" for over a week due to an ice storm in 2003, 2) utilized access to unaffected relatives' hospitality, 3) found motel lodging, etc., 4) borrowed portable generator from friends and 5) purchased my own portable generator and power cords at costs exceeding \$1000.</p> | <p>Heldimarie Morgen<br/>202 Jesselin Dr<br/>[REDACTED]</p> <p>Since we moved here in 2017, the power outage frequency has significantly impacted our ability to be safe and prosper. In the last 2 years alone, our power has been "off" five (5) significant amounts of time (over 24 hours up to 3 days) to the point of needing to pay to stay elsewhere, and/or have created tangible adverse effects on my neuro-diverse son's mental health. For outages during freezing temperatures, our costs are about \$250 plus the cost of eating out and replacing food that we obtained from donations or the food bank.</p> |

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| <p>Nicole and Jeff Langer<br/>1868 Nicholasville Rd<br/>[REDACTED]</p>   | <p>Peter Nelson<br/>226 Jesselin Dr<br/>[REDACTED]</p>   |
| <p>Judy Royse<br/>329 Jesselin<br/>[REDACTED]</p> <p>I've learned not to 'stock up' on frozen foods, so I don't lose a lot.</p>  | <p>Melanie Tyneer-Wilson<br/>243 Shady Lane<br/>[REDACTED]</p>   |
| <p>Anna Wagner<br/>306 Blueberry Road<br/>[REDACTED]</p> <p>Over the past 2.5 years that my family has lived on Blueberry Road, we have experienced numerous lengthy power outages—several lasting between five to seven days. These extended outages have been major inconveniences, essentially forcing us to leave our home and stay with family across town (along with my three dogs). It's incredibly frustrating that not only does the power go out more frequently than it should, but our area is almost always among the last to have service restored. Each time, all the food in my refrigerator and freezer is lost, adding to the financial burden of replacing everything. As a single mother of three, purchasing a generator—which would likely cost around \$10,000—is simply not feasible.</p> | <p>Phyllis Warren<br/>301 Blueberry<br/>[REDACTED]</p> <p>I have lived here since 1977. I have sleep apnea and use a cpap machine and oxygen 9 to 10 hours nightly. I must depend on my daughter and kind neighbors to set up my generator system and keep it functioning during KU outages. I plan to age at home and must have electricity to do so.</p> |
| <p>John D. and Raquel Wilson<br/>210 Glendover<br/>[REDACTED]</p> <p>We have spent about \$500 on electrical work to allow us to use our electric vehicle to provide a 15 amps backup power to our home during outages for refrigerator, Internet, and other limited uses.</p>   |  |