

Andy Beshear
Governor

Rebecca W. Goodman
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission
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Frankfort, Kentucky 40602-0615
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psc.ky.gov

Angie Hatton
Chair

Mary Pat Regan
Commissioner

Andrew W. Wood
Commissioner

September 3, 2025

PARTIES OF RECORD

Re: Case No. 2025-00289

Notice is given to all parties that the attached PSC Consumer Inquiry Investigation has been filed into the record of this proceeding.

If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter. If you have any questions, please contact Ellen Fouser-Gormley, at Ellen.FouserGormley@ky.gov.

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell".

Linda C. Bridwell, PE
Executive Director

Attachment

PSC Consumer Inquiry System

9/3/2025

Complaint:	2025-01526	Entry Date:	8/7/2025	Closed Date:	8/11/2025	Contact Type:	Hotline
Name:	Johnson, William			Utility:	Kentucky Utilities Company		
Address:	[REDACTED]			Utility Nbr:	400	Location:	Residence
County:	Fayette			Utility Type:	Investor-		
Home:		Work:		Reason:	Safety (Tree in lines) (none) ((none))		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:	[REDACTED]	Email:					
Contacted Utility?	<input checked="" type="checkbox"/>	Spoke with:	Customer Service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:		Contact's					
Preliminary Description:	tree in lines			Other Contacts:			
Processor:	ROSEMARY						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input checked="" type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input checked="" type="radio"/>

PSC Narratives:**Investigator: ROSEMARY****Date: 8/7/2025 2:56:24 PM**

Customer states that he has been trying for over a month to get this issue resolved. Customer states 2 different people from KU have given the customer response from KU one person the tree should be trimmed and another person from KU states the tree does not believe the tree is in the way. Is this property on a rotating cycle with trimming?

Date: 8/12/2025 12:08:40 PM

Mr. Johnson has called saying at first, he does not agree with the responses from KU. He wanted to know what the next step would be. In the conversation Mr. Johnson is not the resident at 561 Dover Rd, Lexington, the home owner is Reda Gray, told him since is not the customer at that address the forms would need to be sent to Ms. Gray, could hear her in the background. He did become combative saying this process is he do things his way.

Date: 8/15/2025 12:54:05 PM

August 15, 2025

Reda Gray / William Johnson
561 Dover Road
Lexington, KY 40503

Re: Complaint against Kentucky Utilities

Dear Ms. Gray / Mr. Johnson,

Enclosed is a copy of the formal complaint forms that you have requested. Please complete the forms and return them to the above address. You can call our hotline, 800-772-4636, with any questions.

2025-01526 (Continued)

Sincerely,

Rosemary Tutt
Kentucky Public Service Commission
Consumer Services

Enc.

Utility Response:

Date: 8/11/2025 12:20:31 PM

Background:

05/27/25

Mr. Johnson contacted KU regarding tree limbs interfering with utility lines and afraid limbs will bring lines down. States this is located behind the address near the creek. KU entered a ticket for the forestry department to investigate this issue.

05/28/25

Mr. Johnson contacted KU regarding the tree limbs near the utility lines. Stated if there is a big wind or storm to come through, will knock the wires down. Mr. Johnson had a tree company visit the property and states they will not touch the tree. States the bucket truck can't come to the back of the property due to water drainage. Confirmed this tree in question is located in the rear of the property. KU entered a ticket with this information to investigate this issue. Mr. Johnson also stated this is not an emergency now but afraid it will be if we have bad weather.

06/09/25

Mr. Johnson contacted KU regarding the tree limbs near the utility lines. States KU had an arborist visit the property and stated that the limbs are not interfering with the lines. Mr. Johnson stated has a company willing to remove the tree but they won't because of this issue. Stated that large vehicles cannot access the back of the property where the tree is located due to drainage issues. KU entered a ticket with this information and request to contact Mr. Johnson ahead of time if possible. Stated this is not his property. The property is a friends home.

07/08/25

Mr. Johnson contacted KU regarding the tree limbs are near the utility lines. States he has called several times and no one has called him or come back to investigate. KU confirmed we are aware of this issue and the previous tickets that have been entered. KU representative stated will email the Forestry department regarding Mr. Johnson calling again and request they call him to discuss his issue. As before, Mr. Johnson stated cannot bring big equipment to the part of the property where the tree is located. Mr. Johnson confirmed a KU arborist was on site previously and stated there was no issue with the lines but he disagrees.

07/11/25

Mr. Johnson contacted KU regarding the tree limbs that are near the utility lines. States has made several previous calls and nothing has been done. Stated he has a tree company to take the tree down but they will not do the work because of this issue. The representative confirmed the previous tickets that were entered and the last ticket call where the representative emailed the Forestry department regarding this issue. Mr. Johnson confirmed an arborist was previously and stated there was no issue.

07/16/25

Mr. Johnson contacted KU requesting to speak with someone in Forestry department. KU confirmed the previous tickets that have been entered regarding this issue. Mr. Johnson states he has not received any response from KU regarding the

2025-01526 (Continued)

status of this issue. The representative advised she would follow up with the Forestry department to confirm Mr. Johnson has not yet received a response regarding this issue.

KU has made several stops at this customer's address. Every time KU has attempted to make contact, KU has received no response. A technician went back to the premise on Tuesday, August 5, 2025, and left another door hanger. Our technician stated that KU is clear at this address. There is some growth in the telecom lines, which we do not maintain.

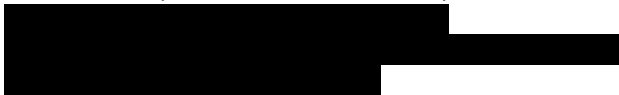
PSC Tariffs and Regulations: PSC KU Sheet 98

Resolution:

08/11/25 - Richard contacted Mr. Johnson and discussed his concerns. Explained that KU has made several trips to this premise and confirmed the wire near the tree limbs is not KU's. This is a telecommunication line and he would need to contact either AT&T or Spectrum to determine which company this line is for. They will need to complete the maintenance of the line and complete the tree trimming needed. Explained KU has been to the property several times and never able to speak with anyone. Advised door hangers have been left and we have received no response. Mr. Johnson said he will reach out to AT&T and Spectrum but he does not believe the line belongs to them but rather KU.

Thanks,

Richard F. Sammons
Ombudsman|Customer Commitment|LG&E and KU



Reda Gray
561 Dover Rd
Lexington, KY 40505

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220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010

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