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Larisa.Vaysman@duke-energy.com
Larisa M. Vaysman
Associate General Counsel

VIA EMAIL: PSCED@ky.gov

April 8, 2026

Ms. Linda C. Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

RECEIVED

APR 08 2026

**PUBLIC SERVICE
COMMISSION**

Re: Case No. 2025-00385

In the Matter of: Teresa Cunningham v. Duke Energy Kentucky, Inc.

Dear Ms. Bridwell:

Duke Energy Kentucky, Inc. hereby submits electronically pursuant to 807 KAR 5:001, Section 8, its Written Answer to the complaint in the above-captioned case.

I certify that the electronically filed documents are true and accurate copies of the original documents and that there are currently no parties in this proceeding that the Commission has excused from participation by electronic means. Pursuant to the Commission's July 22, 2021 Order in Case No. 2020-00085, no paper copies of this filing will be made.

Respectfully submitted,

/s/Larisa M. Vaysman

Larisa M. Vaysman (98944)

Associate General Counsel

Duke Energy Business Services LLC

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Counsel for Duke Energy Kentucky, Inc.

Enclosures: As stated

cc: Teresa Cunningham (via regular mail)

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TERESA CUNNINGHAM)	
)	
COMPLAINANT)	CASE NO.
)	2025-00385
v.)	
)	
DUKE ENERGY KENTUCKY, INC.)	
)	
DEFENDANT)	

DUKE ENERGY KENTUCKY, INC.’S ANSWER

Now comes Duke Energy Kentucky, Inc. (Duke Energy Kentucky or Company), by and through counsel, and pursuant to the Kentucky Public Service Commission (Commission)’s March 30, 2026 Order in this matter, does hereby respectfully tender its Answer to the Complaint.

I. INTRODUCTION

1. Teresa Cunningham (Complainant) is a customer of Duke Energy Kentucky, receiving electric service at 4590 Burlington Pike, Burlington, Kentucky 41005.

2. On February 26, 2025 and on August 5, 2025, Complainant contacted Duke Energy Kentucky’s customer service, stating that her bill was higher than normal. On both occasions, the Company’s representative reviewed the available meter readings and informed Complainant that the usage was based on actual meter readings.

3. On September 16, 2025, a Company representative called Complainant to discuss possible causes of increased usage and, in the course of the discussion, created an

online account for Complainant to enable her to monitor her usage more easily.

4. During the September 16, 2025 call, Complainant requested a meter test, which the Company scheduled for September 22, 2025.

5. Duke Energy Kentucky tested Complainant's meter on September 22, 2025, and the meter passed. The meter test results were emailed to the Complainant, with the email attached to this Answer as Exhibit 1.

6. Subsequently, on February 6, 2026, Duke Energy Kentucky discovered that the Complainant's meter was not set up correctly in the Company's billing system.

7. Upon further review, it was found that, during a meter change on July 17, 2024, the Complainant's meter had inadvertently, due to human performer error, been set up to bill Complainant for both scalar and interval meter data, which had inadvertently resulted in a period of overbilling. The meter setup was corrected on February 6, 2026.

8. Duke Energy Kentucky issued a corrected bill to Complainant on February 9, 2026, for the period of July 17, 2024 to January 9, 2026, with a credit of \$1,141.87.

9. Although Complainant experienced a period of overbilling, the Company took steps to review the account, tested the meter, ultimately found the source of error, and promptly issued a corrected bill, and the Complainant's balance, as of February 9, 2026, and going forward has been correct.

II. ANSWER

In response to the allegations contained in the Complaint, Duke Energy Kentucky states as follows:

10. Duke Energy Kentucky admits the charges on the bills it initially issued to Complainant for the period of July 17, 2024 to January 9, 2026, (which includes the months

of January 2025 and July 2025 in Complainant's allegation in the first sentence in part (c) of the Complaint) were higher than the correct amount. Answering further, the Company states that these overbillings were corrected by the Company on February 9, 2026, with a total credit of \$1,141.87.

11. Duke Energy Kentucky admits that the charges on the bills initially issued to Complainant on January 16, 2025, and July 11, 2025, were higher than Complainant's charges for the same billing periods in 2024.

12. In response to Complainant's allegation that her electric bill "increased from 125.00 month to \$400 \$500," this allegation does not identify the relevant time periods and therefore is too vague and ambiguous to permit a response and therefore Duke Energy Kentucky denies this allegation. Answering further, Duke Energy Kentucky admits that overbilling occurred for the period of July 17, 2024 to January 9, 2026, which has since been corrected.

13. In response to Complainant's allegation that "My usage did not change," this allegation does not identify the relevant time period and, therefore, is too vague and ambiguous to permit a response, and therefore Duke Energy Kentucky denies this allegation. Answering further, see paragraph 10.

14. In response to Complainant's allegation that "Duke overbills during these months or their equipment is not accurate," Duke Energy Ohio denies that it overbills in January and July. Answering further, Duke Energy Ohio denies that its equipment is inaccurate, insofar as equipment is understood to refer to the Company's meter. Answering further, see paragraph 10.

15. In response to the allegation that "Duke threatens to cut off my service if I

do not pay,” Duke Energy Kentucky admits that Complainant received notices of disconnection on March 24, 2025, April 22, 2025, August 25, 2025, September 23, 2025, and October 27, 2025. Answering further, since the Company issued the bill correction described in Paragraph 10, Complainant’s balance has been a credit, and no further disconnection notices have been issued.

16. In response to the allegation that “I am 70 years old,” Duke Energy Kentucky is without information to admit or deny this allegation.

17. In response to the allegation that “I cannot afford \$400-\$500 monthly electric bill,” Duke Energy Kentucky is without information to admit or deny this allegation. Answering further, the Company states that, after the bill correction described in Paragraph 10, Complainant’s average total electric charges for the most recent 23 billing periods were \$170 (not including tax).

18. All averments in the Complaint that are requests for relief do not require admission or denial.

19. All averments in the Complaint not expressly and affirmatively admitted herein are hereby expressly denied.

FIRST AFFIRMATIVE DEFENSE

20. The Complaint fails to state a cause of action upon which relief can be granted.

SECOND AFFIRMATIVE DEFENSE

21. Complainant’s current account balance is in accordance with rules and regulations of the Kentucky Public Service Commission, Duke Energy Kentucky’s filed tariffs, and Kentucky law.

THIRD AFFIRMATIVE DEFENSE

22. Duke Energy Kentucky respectfully reserves the right to plead any and all additional defenses that discovery may reveal.

Respectfully submitted,

DUKE ENERGY KENTUCKY, INC.

/s/Larisa M. Vaysman

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Counsel for Duke Energy Kentucky, Inc.

CERTIFICATE OF SERVICE

This is to certify that a true and accurate copy of the foregoing has been emailed to the Kentucky Public Service Commission at PSCED@ky.gov. In addition, a true and accurate copy of the foregoing was placed in the U.S. mail, postage prepaid, on April 8, 2026 addressed to the following:

Teresa Cunningham
4590 Burlington Pike
Burlington, Kentucky 41005

/s/Larisa M. Vaysman

Counsel, Duke Energy Kentucky, Inc.

Account Number
[REDACTED]

Your meter test results show that your meter is accurate

As you requested, we conducted a meter accuracy test for meter number 000000000354294612 at 4590 BUR** on Sept. 22, 2025.

For this test, we used the standards set by the Kentucky Public Service Commission, which require average accuracy rates between 98% and 102%.

Your meter tested 100.010% accurate under light load conditions and 100.020% accurate under full load conditions. This means that your average accuracy of 100.020% is within those standards.

There are a number of reasons why your energy usage could have increased. **We offer free energy assessments to help you find the hidden energy wasters in your home.** [Learn more and sign up.](#)

If your energy use continues to be a concern, or you have any further questions, please call us at 800.544.6900 during the hours of 7 a.m. to 7 p.m., Monday through Friday.

Thank you for your business and we look forward to serving you.

Para español, visite duke-energy.com/español o bien, llame al 800.544.6900 para hablar con un representante que habla español.

Sincerely,

Duke Energy



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