

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHAD ALAN WARNER)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2025-00414
TAYLOR COUNTY RURAL ELECTRIC)	
COOPERATIVE CORPORATION)	
)	
DEFENDANT)	

O R D E R

On December 29, 2025, Chad Alan Warner tendered a formal complaint with the Commission against Taylor County Rural Electric Cooperative Corporation (Taylor RECC) concerning service at 3000 Eastridge Cemetery Road, Casey Creek, Kentucky 42728.

Pursuant to Commission regulation in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a *prima facie* case. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

Based upon a review of the tendered complaint, the Commission is unable to determine at this time whether the complaint establishes a *prima facie* case, but the

allegations support further investigation into the merits of the complaint, including the supposed disconnection of service in 2019, bills from 2019 and inspection reports.

The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case. Therefore, Taylor RECC shall file its responses to Commission Staff's request for information, attached to this Order as Appendix A, on or before the date set forth in the request. Any responses filed in this matter should also be served upon Mr. Warner.

A copy of Mr. Warner's complaint is attached to this Order as Appendix B to inform Taylor RECC of the subject of the complaint and to assist in identifying Mr. Warner's account.

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on Taylor RECC for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.
2. Taylor RECC shall respond to Commission Staff's Request for Information as provided in Appendix A attached to this Order.
3. A copy of this Order shall be served on the Complainant, Chad Alan Warner, by U.S. Postal Service, First-Class and Certified Mail, Return Receipt Requested, at 6721 Speck Ridge, Elkhorn, Kentucky 42733.

PUBLIC SERVICE COMMISSION

Chairman



Commissioner



Commissioner



Commissioner

ATTEST:



Linda Bissell QP
Executive Director



APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2025-00414 DATED JAN 29 2026

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TAYLOR COUNTY RURAL ELECTRIC COOPERATIVE CORPORATION

Taylor County Rural Electric Cooperative Corporation (Taylor RECC), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on February 13, 2026. The Commission directs Taylor County RECC to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Taylor RECC shall make timely amendment to any prior response if Taylor RECC obtains information that indicates the response was incorrect or incomplete when made

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

or, though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which Taylor RECC fails or refuses to furnish all or part of the requested information, Taylor RECC shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Taylor RECC shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide copies of all communications regarding electric service to 3000 Eastridge Cemetery Road, Casey Creek, Kentucky 42728 (service address), including but not limited to bills, email messages, written communications, and notes of telephonic or other oral communications concerning Taylor RECC providing service, discontinuing service, and assessing any late fees for service at the service address since November 2019.

2. Provide copies of all inspection reports regarding electric service to the service address, including the date and time any inspection was conducted, and whether the property passed inspection.

3. All other information that Taylor RECC deems relevant to the matters raised in Chad Alan Warner's Complaint.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00414 DATED JAN 29 2026

TEN PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMISSION

In the matter of:

Chad Alan Warner

(Your Full Name)

COMPLAINTANT

VS.

Taylor County RECC

(Name of Utility)

DEFENDANT

RECEIVED

DEC 29 2025

PUBLIC SERVICE
COMMISSION

COMPLAINT

The complaint of

Chad Alan Warner

(Your Full Name)

respectfully shows:

(a) Chad Alan Warner

(Your Full Name)

6721 Speck Ridge, Elkhorn Ky 42733

(b) Taylor County RECC

(Name of Utility)

625 W Main St, Campbellsville Ky 42718

(c) That: Some Employee's at T.C.RECC

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

or facts that are the reason and basis for the complaint.)

[REDACTED]

Warner _____ vs. Taylor in RECC _____

Wherefore, complainant asks

that the real bill be

(Specifically state the relief desired.)

given to myself. I will gladly pay the amount that I truly owe. My mother's service should immediately be turned on without any issues. Warner for my should also be reimbursed for the extra expenses this nonsense has cost the farm.

My opinion the women working the office need to be fired or at least taught how to respect & treat people!

Dated at Elk Horn Kentucky, this 22 nd day of

(Your City)

December, 2025.

(Month)


(Your Signature*)

(Name and Address of Attorney, if any)

Date

In May 2025 My Mother, Charlene Warner, who owns the property at 3000 Eastridge Cemetery Road, contacted Taylor County RECC to have the electric turned on for ~~Warren~~ Warner Farms. We operate a family farm that's been farming since the 1900s. My Mother has never had her service shut off or even been late paying any bill she has ever had with Taylor County RECC. She had service turned off at 3881 Rakes Hill Road and needed it switched to 3000 Eastridge Cemetery. At first RECC told us that since there had not been electric at 3000 Eastridge Cemetery Road in a few years, things had to be inspected & passed by the inspector. The inspector wanted me to send a picture of the meter base to him before he came to inspect it. He said since the prongs were bent a little they needed to be replaced. So I replaced everything & fixed everything the inspector said to. The inspector ~~only~~ comes a couple weeks later & ~~passes~~ passes everything on 6-25-25

• A few more weeks go by & I'm still waiting for RECC to come turn the service on. They never call back. They never show up or even bother to call my mother to tell her they refuse to turn service on. I then called RECC for my mother to find out what the hold up was to getting the electricity turned on. To also make sure they knew the inspector passed everything. The woman I spoke with was extremely rude. Said my mother could not have electric turned on at the property she owns until my ~~old~~ bill from 2019 in my name was paid. My bill was around \$50-\$100 at the most so I was ready to pay it just so my mother could have her service connected for the farm. The girl on the phone then proceeds to tell me that I somehow owe them \$1900 from 2019-2023. She then claims I had been stealing electricity & currently was.

The inspector would have never passed anything on the property if anyone had been stealing electricity. I left here in November 2019 and had not lived here or even been on the farm much at all up until 2025, when my mother wants to start farming on the property again. There was nothing on the property that needed electricity those 5 years. I have log. proof I left in 2019 and lived somewhere else. I also have numerous witnesses that can vouch for me moving & not living or being on the property. I was completely shocked & blown away with the lies the woman I talked to was saying. My mother & sister go to the Taylor County REC Office to tell them my mother wants her service connected on her property. ~~the property~~ The women working told them the manager wasn't available but she was like the manager's assistant, & that REC refused

to turn service on for
my mother on my mother's
property because she is my
mother! She told ~~RECC~~ my
mother just because I am her
son & owe them a bill that
service can't be turned on until
the \$1800 is paid. She also told
my mother that I was nothing
but a liar. claimed these years
I did not even live here ~~RECC~~
RECC had left electric on
without a bill being paid because
they felt sorry for me. Which is
a complete crock of b.s. Also
claimed I kept calling over the
years promising to pay & begging
them not to shut it off.
That's all made up lies. For
one T.C. RECC does not feel
sorry for anyone. Two I left
and moved away & did not
need electric on the property
anymore. Three I knew I owed
\$50-\$60 & planned to pay it
when I had the extra.

to pay it. Honestly I never thought much else about my old bill until my mother needed electric on her property to ~~form~~ ^{close} a 4 RECC does not leave anyone. No matter who it is or what sad sob story they have, no longer than a month without receiving payment. 2 months is the absolute max. Anyone that has ever dealt with T.C. RECC knows that they are ruthless when it comes to a bill being paid a little late.

My sister Tracy this tells the real woman at the office she wants to see my bill they are claiming I owe them. They are made to wait a very long time, at least 30 minutes as the woman goes to the back, comes back with a completely fabricated fake bill she had just filed up & printed off. The numbers on the bill for the amount owed even show that she had made it all up off the top of her head to come up with the ~~also~~ total

She's lying & saying I owe. Even though the bill is a completely made up lie from ~~2019~~ December 2019 - to 2023 ~~now~~ RECC does not have the right to hand out any bill or any of my information without my permission that they definitely did not have. This ~~repeated~~ lying, hurtful, disrespectful joke of the managers ~~suspect~~ once again tells my mother & sister until someone pays them \$100, that I do NOT owe T.C. RECC, ~~they~~ ~~will~~ tell my mother that has a perfect billing history with RECC since the 1990s ~~now~~ can not have service on her property, that she owns, for farming, ~~or~~ ~~any~~ or any other purpose. My mother has paid every bill ~~now~~ ~~due~~ in full on time every single month since the 1990s with no issues. There's no reason for any of this nonsense. Taylor County RECC has gave out my records.

Without consent, slandered my name to my mother & sister, made up numerous lies & accusations about me. Refused ~~open~~ electric service to my mother on her property, falsified my usage & billing for years, and caused so much headache for not only myself but mainly my almost 70 year old mother with absolutely no reason at all. I'm unsure what Taylor knows RECC's problem with NPL is and why they are discriminating against me & mainly my mother. Neither me or my mother have done anything at all to deserve this nonsense. This nonsense has caused my mother, me, & the rest of our family so much stress & costed ~~approximately~~ Warner farms so much extra money having to buy generators & fuel just to farm. Why more than having electric from RECC on the property. This is all uncalled for. It is not right in any way! The disrespect

discrimination to my mother
& myself is wrong in so
many ways. There is no
other electric company available
at 3000 Eastedge Cemetery
Road. T.C. RECC knows this
& thinks they can legally
do this & I know they cannot.
T.C. RECC is a sorry clause
of a business. If my mother
had any other options for
electricity T.C. RECC would
be the last place she would
ever do business with!

*Taylor County R.E.C.C.
625 West Main Street
P. O. Box 100
Campbellsville, KY 42719