

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

EMMA MOORE	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2026-00058
	)	
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

ORDER

On February 27, 2026, Emma Moore filed a complaint against Kentucky Utilities Company (KU) in which she protested a bill for electric service in the amount of \$492.38 for the period ending February 6, 2026. Ms. Moore alleged that the bill amount was more than twice as high as any bill she has previously received on her account.¹ She stated that she is not disputing her responsibility to pay for energy used, nor was she seeking charitable assistance.² She stated that her complaint concerns “fairness, reasonableness, and customer treatment” and alleged that “KU failed to exercise reasonable discretion and failed to meaningfully engage in good-faith resolution efforts.”³

¹ Complaint (filed Feb. 27, 2026) at 1.

² Complaint at 1.

³ Complaint at 1.

She further stated that KU “refused to offer any form of goodwill credit, partial adjustment, or discretionary relief.”⁴

On July 1, 2026, the Commission entered an Order finding that Ms. Moore’s complaint failed to state a *prima facie* case for the reason that KU has no discretion to deviate from, waive, or otherwise refuse to charge the tariffed rate for charges incurred by a customer.⁵ The Commission ordered that Ms. Moore should have 20 days from the date of service of the Order to amend her complaint, and further that if Ms. Moore failed to file an amended complaint, her complaint shall be dismissed. Ms. Moore did not file an amended complaint within the time allowed.

If a complaint fails to state a *prima facie* and the complainant is afforded an opportunity to file an amended complaint but fails to do so, Section 20(4)(a)(2) of 807 KAR 5:001 provides that the complaint shall be dismissed. As noted above, Ms. Moore did not file an amended complaint within the time allowed. The Commission finds, therefore, that Ms. Moore’s complaint should be dismissed without a hearing for the reason that a hearing is not necessary to serve the public interest or for the protection of substantial rights.

IT IS THEREFORE ORDERED that:

1. The complaint is dismissed without prejudice.
2. This case is closed and removed from the Commission’s docket.

⁴ Complaint at 1.

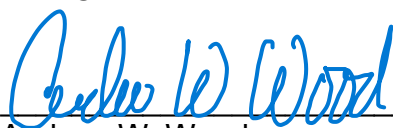
⁵ Case No. 2002-00013, An Investigation into the Business Practices of Western Pulaski County Water District, *Alleged Failure to Comply with Administrative Regulation 807 KAR 5:006, and Alleged Violations of KRS 278.160 and KRS 278.170* (Ky. PSC Aug. 9, 2002) at 6.

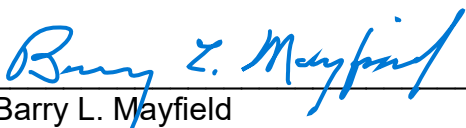
Entered on this 24th day of August, 2026.

PUBLIC SERVICE COMMISSION



Angie Hatton
Chair

Mary Pat Regan
Vice Chair

Andrew W. Wood
Commissioner

Barry L. Mayfield
Commissioner

ATTEST:



Justin McNeil
Executive Director

Case No. 2026-00058

Service List for Case 2026-00058

* Emma Moore
319 Owsley Avenue
Lexington, KY 40502

* Kentucky Utilities Company
2701 Eastpoint Parkway
P. O. Box 32010
Louisville, KY 40223