

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELISSA SAURINI AND JONATHAN JONES	)	
	)	
COMPLAINANTS	)	
	)	
V.	)	CASE NO.
	)	2026-00154
	)	
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

ORDER

On May 29, 2026, Melissa Suarini and Jonathan Jones (Complainants) jointly tendered a formal complaint with the Commission against Kentucky Utilities Company (KU), alleging that KU made billing errors and improperly disconnected their service.<sup>1</sup>

LEGAL STANDARD

Pursuant to Commission regulations in 807 KAR 5:001, Section 20(1):

- (1) Contents of complaint. Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the defendant, and shall state:
- (a) The full name and post office address of the complainant;
  - (b) The full name and post office address of the defendant;
  - (c) Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure; and

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<sup>1</sup> Complaint at 1-2.

(d) The relief sought.

Under 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.

#### DISCUSSION AND FINDINGS

Based upon a review of the tendered complaint, the Commission finds that Complainants have not met the filing requirements and have not established a *prima facie* case. Commission regulation 807 KAR 5:001, Section 20(1), requires sufficient facts to support the Complainants' allegations. Complainants have not alleged facts sufficient for the Commission to find that a *prima facie* case has been established by the Complainants' allegations.

Here, the complaint may be broken down into two general allegations and a request for relief. First, Complainants allege that KU allegedly "engaged in disputed billing practices, provided conflicting account balances, and made installment-plan errors." This allegation fails to establish a *prima facie* case because it failed to identify any legal obligation KU has failed to meet and failed to provide sufficient facts for the Commission to assess identify and assess whether a law, order, or administrative regulation were violated. Complainants' second allegation, asserting "the utility performed a remote disconnection of electrical service on or about May 19, 2026, while the account was under an active billing dispute" and that "the utilities actions are improper and lack jurisdiction" suffers from the same deficiencies.

For the foregoing reasons, the Commission finds that the complaint does not comply with 807 KAR 5:001, Section 20(1), and a *prima facie* case has not been established. Pursuant to 807 KAR 5:001, Section 20(4)(a)(1), Complainants should be permitted one opportunity to amend their complaint.

IT IS THEREFORE ORDERED that:

1. The complaint is rejected for filing for failing to comply with 807 KAR 5:001, Section 20(1), and failing to state a *prima facie* case.


2. Complainants shall have 20 days from the date of this Order to file an amended complaint with the Commission that conforms to the requirements of 807 KAR 5:001, Section 20(1), and that states a *prima facie* case.

3. Complainants may file their amended complaint with the Commission by U.S. mail to 211 Sower Blvd., Frankfort, Kentucky 40601, or by email to [PSCED@ky.gov](mailto:PSCED@ky.gov). Complainants shall include the Case No. 2026-00154, in all filings with the Commission.

4. A copy of this Order shall be served upon Complainants by U.S. Postal Service First-Class Mail to 241 Braxton Lane, Lily, Kentucky 40740.

Entered on this 16th day of June, 2026.

PUBLIC SERVICE COMMISSION



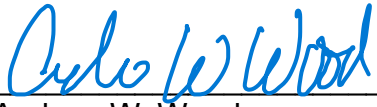
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Angie Hatton  
Chair



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Mary Pat Regan  
Commissioner



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Andrew W. Wood  
Commissioner



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Barry L. Mayfield  
Commissioner

ATTEST:



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Linda C. Bridwell, PE  
Executive Director

## Service List for 2026-00154

\* Jonathan Jones  
241 Braxton Lane  
Lily, KY 40740

\* Melissa Saurini  
241 Braxton Lane  
Lily, KY 40740

\* Kentucky Utilities Company  
220 W. Main Street  
P. O. Box 32010  
Louisville, KY 40232-2010