

TAYLOR, KELLER & OSWALD

ATTORNEYS AT LAW

A PROFESSIONAL LIMITED LIABILITY COMPANY
TKOLEGAL.COM

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1795 Alysheba Way
Suite 2201
Lexington, KY 40509
Phone: (859) 543-1613

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May 4, 2026

Via Electronic Filing

Linda C. Bridwell, PE
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601-8294

RECEIVED

MAY 04 2026

**PUBLIC SERVICE
COMMISSION**

RE: David Ethington v. Jackson Energy Cooperative Corporation
Case No. 2026-00028 – Complaint – Rates, Service

Dear Ms. Bridwell:

Attached to this letter is a disconnect notice sent from my client, Jackson Energy Cooperative, to the complainant in this matter, David Ethington. Jackson Energy is providing this notice to inform the Commission that it plans to disconnect service to the complainant on May 14, 2026 for the following reasons:

The complainant applied for service with Jackson Energy on August 26, 2025. He initially wrote two checks to Jackson Energy, both of which were returned as being written on an invalid/closed account. A church then issued payment on the complainant's behalf for the membership fee and deposit.

The complainant's first bill on October 2, 2025 was for \$146.08 for usage from August 29 – October 1. With payment not being made, a late fee of \$7.30 was added to the account on October 21. The second bill issued on November 2, 2025 for \$316.54. The complainant provided a voucher from Community Action Agency in the amount of \$184.00 for payment on the account.

On December 19, 2025, the complainant filed his first formal complaint in this matter, alleging that his meter was defective. Prior to that, the complainant had filed an informal complaint. Thereafter, as new bills were issued, the complainant filed supplemental complaints on February 26, 2026, and most recently on April 15, 2026.

On April 7, 2026, Jackson Energy filed with the Commission the results of the testing of the meter which had been provided quite some time ago to the complainant and the Commission. The results were within normal range. The test was conducted on November 6, 2025 and a new meter was installed at that time after the initial informal complaint was received.

With respect to other credits, Jackson Energy has received a payment on behalf of the complainant in the amount of \$750.00 from the Department of Veteran Affairs. However, the complainant has personally made no payments of any kind on this account since it was opened. Furthermore, the usage at this location is similar to past usage.

In sum, each time a new bill or disconnect notice is issued, the complainant has filed a supplemental complaint. The initial complaint was filed four and a half months ago and the Commission has made no initial finding and has not ordered Jackson Energy to respond. The complainant's use of complaints is an abuse of the system that has resulted in a total current bill of \$1,847.08. The complainant has made no effort to pay any portion of the bill, arguing via supplemental complaints that the entire bill is in dispute which certainly cannot be true since the claimant resides at the service address and is most certainly consuming electricity.

Allowing this matter to continue with no end in sight has placed the other members of the Cooperative at risk of loss in this matter. Accordingly, given that the complainant has made no effort to pay any portion of the bill, and further given that the meter test was conducted quite some time ago and revealed no issues, Jackson Energy plans to proceed with disconnect as scheduled.

Please feel free to contact me if you have any questions or concerns.

Sincerely,

Clayton O. Oswald

Clayton O. Oswald

Enclosure: Disconnect Notice

Cc: David Ethington
636 Rush Rd. W
London, KY 40244

**JACKSON ENERGY**A Touchstone Energy[®]
CooperativeHours: Mon - Fri 7:30 AM - 4:30 PM
Visit us online at www.jacksonenergy.com
Phone: (606) 364-1000 or 1-800-262-7480
Pay By Phone: 1-855-938-3482**This is a DISCONNECTION WARNING**

Member Name	DAVID ETHINGTON JR
Account #	[REDACTED]
Service Address	636 RUSH RD
<hr/>	
Notice Date	05/04/2026
Past Due	\$199.56
Late Charge	\$9.98
Past Due - Pay Immediately	\$209.54

TOTAL
AMOUNT DUE
TO AVOID
DISCONNECTION**\$209.54****DISCONNECT DATE: 05/14/2026**

- If the above amount is not received in our office by the disconnect date, your service will be disconnected without further notice. Failure to receive the bill does not waive a late payment penalty or disconnect service charge. If you have any questions regarding this notice, please call us at 1-800-262-7480.
- To restore service, we require payment of the Past Due balance in full along with any service charges. This includes reconnect/disconnect fees plus a deposit equal to your average charges for two months. Please note: If you already have a deposit but it is less than the two-month average, the additional amount will be required to meet the deposit minimum. Jackson Energy cannot accept post dated checks.
- To avoid having a deposit on your account, you have the option to switch to our prepaid electric program. Any existing deposit would be applied to your Past Due balance. You would be responsible to pay any remaining balance up to the current day and a \$100 starting credit balance.

THE DUE DATE ON THIS NOTICE DOES NOT APPLY TO PREVIOUS PAST DUE NOTICES FOR UNPAID AMOUNTS.**PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT****JACKSON ENERGY**A Touchstone Energy[®]
Cooperative

115 Jackson Energy • McKee KY 40447-8847

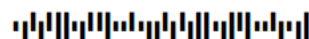
PAY YOUR BILL 24/7ONLINE: Check credit or debit at www.jacksonenergy.com or download the SmartHub app.
Pay By Phone: 1-855-938-3482

Your Kiosk Bar Code

426 1 AV 0.593
DAVID ETHINGTON JR
636 RUSH RD W
LONDON KY 40744-89765 426
C-2

Account Number:	[REDACTED]
Disconnection Date	05/14/2026
Amount to Avoid Disconnection	\$209.54

Your payment and any returned items may be processed electronically.

Jackson Energy Cooperative
PO Box 790 01
Annville, KY 40402-0790



JACKSON ENERGY

A Touchstone Energy[®]
Cooperative



Hours: Mon - Fri 7:30 AM - 4:30 PM

Visit us online at www.jacksonenergy.com

Phone: (606) 364-1000 or 1-800-262-7480

Pay By Phone: 1-855-938-3482

NOTICE OF TERMINATION OF UTILITY SERVICE

You have the right to protest the discontinuance of this service by contacting the cooperative office at the address or telephone number shown on this notice. You are further advised that in the event of existing illness or infirmity on your premises, service will not be discontinued within (30) days after the date of this notice, provided that you obtain and present a certificate signed by a physician, a registered nurse, or a public health official stating that in the opinion of the person making the certification that discontinuance of service will aggravate the existing illness or infirmity.

If you are unable to meet the obligation of this utility bill you may, under certain conditions, receive aid under local, state, or federal programs. You may inquire concerning this aid by contacting the local office of the U.S. Department for Health and Human Services, the Kentucky Cabinet for Health and Community Services located at 275 E. Main Street, Frankfort, KY 40621, or the local Community Action Agency which contracts with the government to offer such aid. The telephone number is 1-800-456-3452.

LOCATIONS:

PHONE: 800-262-7480

DRIVE THRU HOURS: 7:30AM - 4:30PM

BEATTYVILLE

33 INDUSTRIAL DRIVE
BEATTYVILLE, KY 41311

LONDON

177 BARBOURVILLE RD
LONDON, KY 40744

MANCHESTER

2780 S HWY 421
MANCHESTER, KY 40962

MCKEE

103 MILDRED RD
MCKEE, KY 40447

Ways to Pay Your Bill



SmartHub App
Scan QR code to
download SmartHub
App



Pay By Phone
1-855-938-3482



Kiosk
See jacksonenergy.com
for complete listing



Drive Thru
Local offices
listed above

Billing Programs



Reminders
Never make a late
payment again. Sign up
for reminders on SmartHub.



Paperless Billing
Go Green
Go Paperless
Sign up on SmartHub



Levelized
Make levelized payments
all year.



Auto-Pay
Your payment is
automatically made on
the due date each month.