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**MAY 06 2026**

**PUBLIC SERVICE  
COMMISSION**

**COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION**

In the Matter of:

Complaint of Brian Mitchell Johnson  
regarding Natural Energy Utility Corporation  
CASE NO. 2026-00095

**COMPLAINANT'S SUPPLEMENTAL SUBMISSION REGARDING GARAGE  
HEATER SERVICE INCIDENT**

Complainant, Brian Mitchell Johnson, respectfully submits the following supplemental information for the record in Case No. 2026-00095:

1. On **May 5, 2026**, at approximately **6:14 AM**, Complainant experienced a service issue involving the natural gas heater in his garage at 2571 W Rockhouse Road, Ashland, Kentucky, Account No. 103083.
2. Complainant found the garage heater out. When he first attempted to relight it, the flame was very small and the pilot would not stay lit. Other gas appliances in the residence were operating at the time.
3. The garage heater is located at a lower point than the other gas appliances in the residence.
4. After further attempts, including blowing out the unit, the pilot later lit better and remained lit. During the later relighting, the flame appeared different from the initial small blue flame. As reflected in the attached exhibits, the later flame appears with a blue base and visible orange or yellow coloration. During the later relighting, the flame also appeared to sputter intermittently.
5. Complainant is not offering this supplemental submission as a final conclusion as to the cause of the incident. Rather, Complainant submits it because the event may be relevant to the ongoing service-quality and configuration issues already raised in this case. Complainant further submits this incident because it occurred during the pendency of this formal complaint and may bear on whether the issues raised are ongoing rather than purely historical.
6. Attached as **Exhibits A through E** are screenshots captured from contemporaneously recorded videos preserved by Complainant. These exhibits are submitted to document the flame appearance observed during the relighting attempts, including both the initial small flame and the later larger flame with visible orange or yellow coloration.
7. Complainant also reported this incident to Natural Energy Utility Corporation and requested that it be documented and evaluated.

Complainant respectfully requests that this supplemental information and attached exhibits be added to the record and considered together with the other service-quality and configuration issues raised in this case.

Respectfully submitted,

Brian Mitchell Johnson  
2571 W Rockhouse Road  
Ashland, KY 41102



Date: May 5, 2026

**CERTIFICATE OF SERVICE**

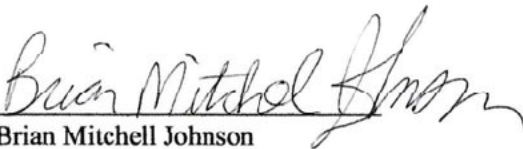
I certify that a true and correct copy of the foregoing supplemental submission was served by email on **May 5, 2026** upon:

Monica H. Braun  
monica.braun@skofirm.com

Mark T. Baldock  
Mark.Baldock@kyneuc.com

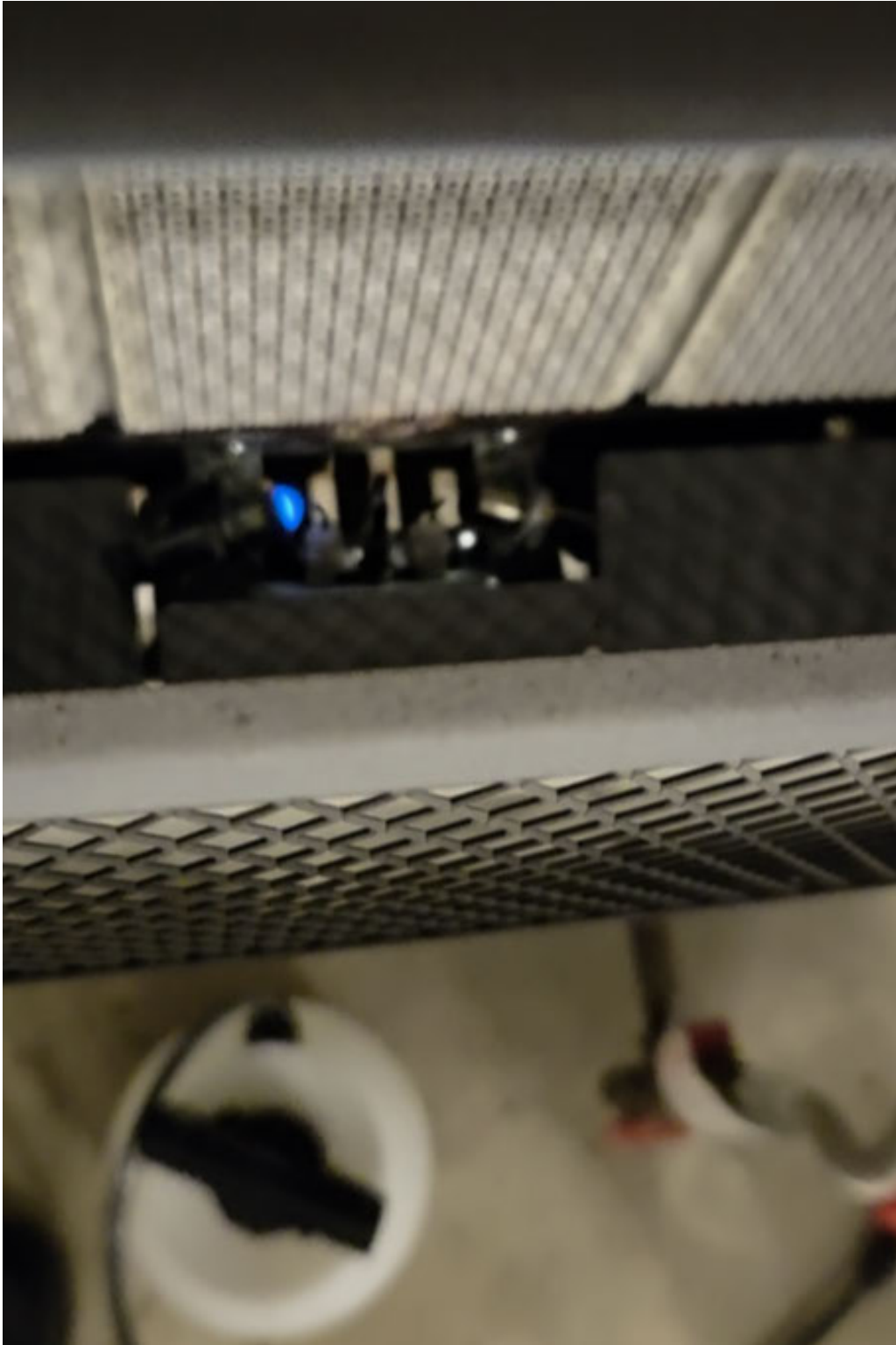
Jay Freeman  
Jay.Freeman@kyneuc.com

Preston Freeman  
preston.freeman@kyneuc.com

  
Brian Mitchell Johnson

**Exhibit A**

Screenshot from contemporaneously recorded video showing small flame during initial relighting attempt  
Taken May 5, 2026



**Exhibit B**

Screenshot from contemporaneously recorded video showing small flame during initial relighting attempt

Taken May 5, 2026



**Exhibit C**

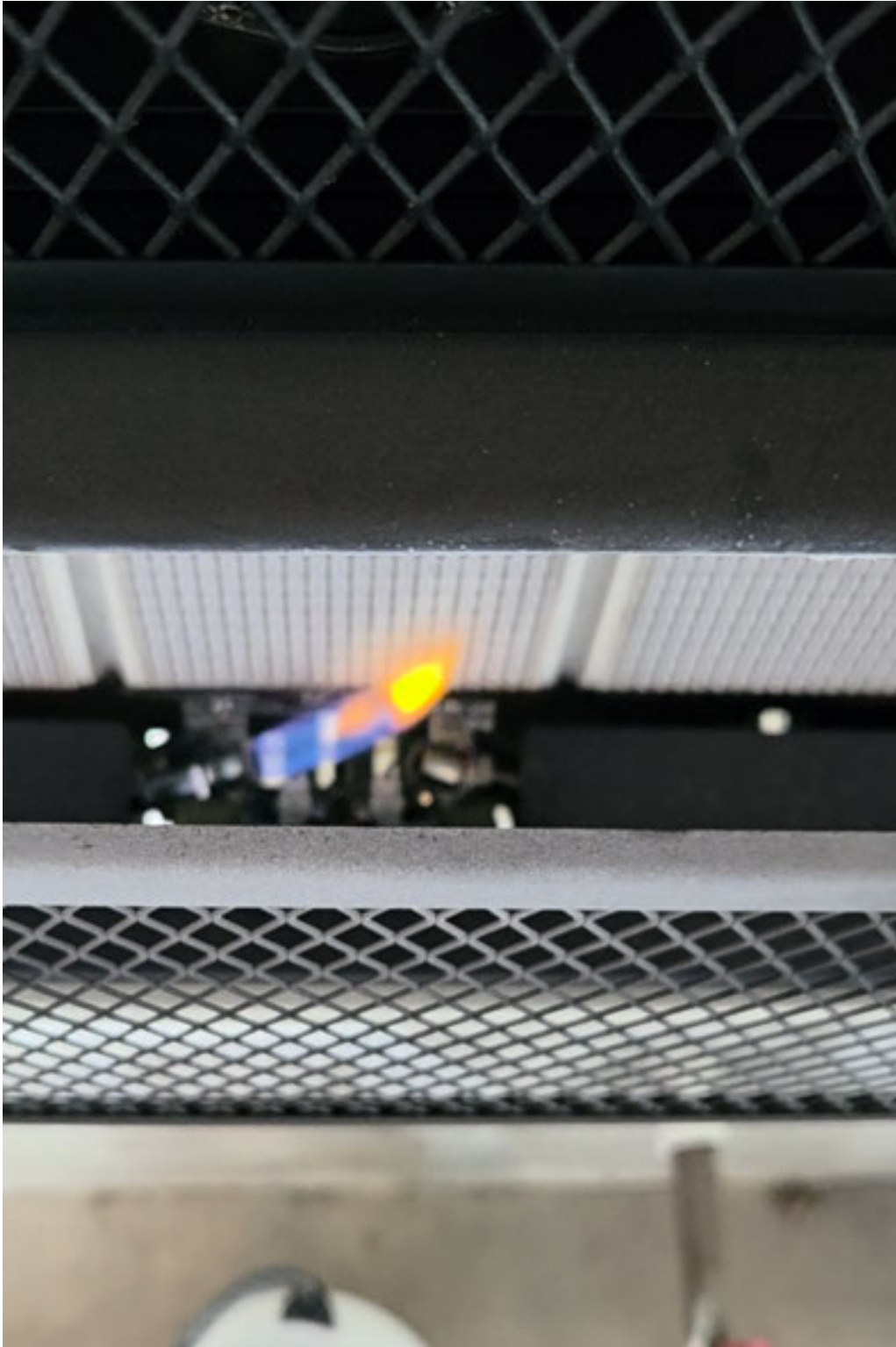
Screenshot from contemporaneously recorded video showing later flame with blue base and visible orange or yellow coloration  
Taken May 5, 2026



### Exhibit D

Screenshot from contemporaneously recorded video showing later flame with blue base and visible orange or yellow coloration

Taken May 5, 2026



**Exhibit E**

Screenshot from contemporaneously recorded video showing later flame with blue base and visible orange or yellow coloration  
Taken May 5, 2026

