

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

APR 23 2026

PUBLIC SERVICE
COMMISSION

Mary ann Cooley

(Your Full Name)

COMPLAINANT

VS.

Diversified Gas and oil Corp

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of

Mary ann Cooley

(Your Full Name)

respectfully shows:

(a)

MARY Ann Cooley

(Your Full Name)

96 Cooley Branch

(Your Address)

Eastern, KY 41622

(Your Email Address)

(b)

Diversified Gas and oil Corp

(Name of Utility)

4150 Belden Village St NW, Suite 401

(Address of Utility)

Canton, OH 44718

(c) That

Diversified Gas and oil has been

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

overcharging me. I also forwarded and sent pictures

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

to Ron Parritt - Ron.Parritt@ky.gov I paid

by check \$1,236.85 back in August 2025. Every bill I have received has been a high amount. Team Kentucky helped me about 2 years ago. After that

I still could not get caught up. My husband passed away in 2020 and I have struggled with bills but I never thought about

reading the meter myself. I am disabled on limited income. I just always assumed I was using that usage and would pay what I could. until I received the termination letter.

Mary Cooley (C)
VS
Diversified

I paid by check \$700.00 CK 1040 in January 2026.
I still had a balance of \$323.60. I had intended on paying that or paying down on it the following invoice.

But instead I got the termination letter. Stating I had til April 1st, 2026 to pay the full amount. I contacted owner relations through email on March 2, 2026 to discuss that I could not pay until April 3, 2026 due to not being paid until then. I was refused and was told my GAS would be shut off on April 1, 2026. I then went to find previous invoices to look at meter readings and realized the meter readings that stated was actual readings was not

correct. Every invoice stated actual meaning a person from Diversified personally came out and read my meter. On March 17, 2026, I personally went and got my meter reading. On the invoice that I paid \$700.00 the previous read was 683 or 768300.

Current read was 722 or 72200. My reading was 570 or 752000. How is 722 a actual reading? After the termination letter, I also received a new invoice with prior balance of \$323.60 and a current reading billing of \$332.67 with actual reading.

The invoice dated 12-10-2025 shows the reading at 768300 or 683. That reading is way more than the true reading I read on March 18, 2026 which was 752000 or 570. But I paid \$700.00 usage I hadn't used.

On March 26, 2026, two Gentlemen from Diversified came and read my meter. I immediately read my meter also. 761000 or 610. Both corporate

MARY Ann Cooley vs Diversified BWS and Co. /

Office and owner relations refuse to give me that reading. I feel I have been overcharged for a long time. Money I struggle to pay should not have been took from me and my kids.

Wherefore, complainant asks

that the Meter readings be Corrected
(Specifically state the relief desired.)

Even if it means going back 2-3 years ago. I feel I do not owe this amount of \$656.27 and I should not of paid the \$700.00 when the meter reading on March 26, 2026 was less than the reading on that Invoice. Taking money from a family with limited income that dont use the usage I am being charged for is very Cruel.

Dated at Eastern Kentucky, this 20th day of April, 2026

Mary Ann Cooley
(Your Signature*)

4-20-2026
Date

(Name and Address of Attorney, if any)

*Complaints by corporations or associations or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Details

Statement Description:

CHECK

Date:

8/8/2025

Type:

Debit - Check [REDACTED]

GREG COOLEY
MARY ANN COOLEY
98 COOLEY BRANCH
EASTERN, KY 41622

July 8, 2025 Date

Pay to the Order of Diversified Production, LLC \$ 1,236.⁸⁵/₁₀₀
one thousand two hundred thirty six⁸⁵/₁₀₀ Dollars

Peoples Bank
800 374.8123
peoplesbankcorp.com

Cust No: [REDACTED]

For [REDACTED]

Mary Ann Cooley

CHECK IMAGE
Photo Safe Deposit

JAN 22 2026

CHECK - [REDACTED]

- \$700.00

\$170.48



Details

Statement Description:

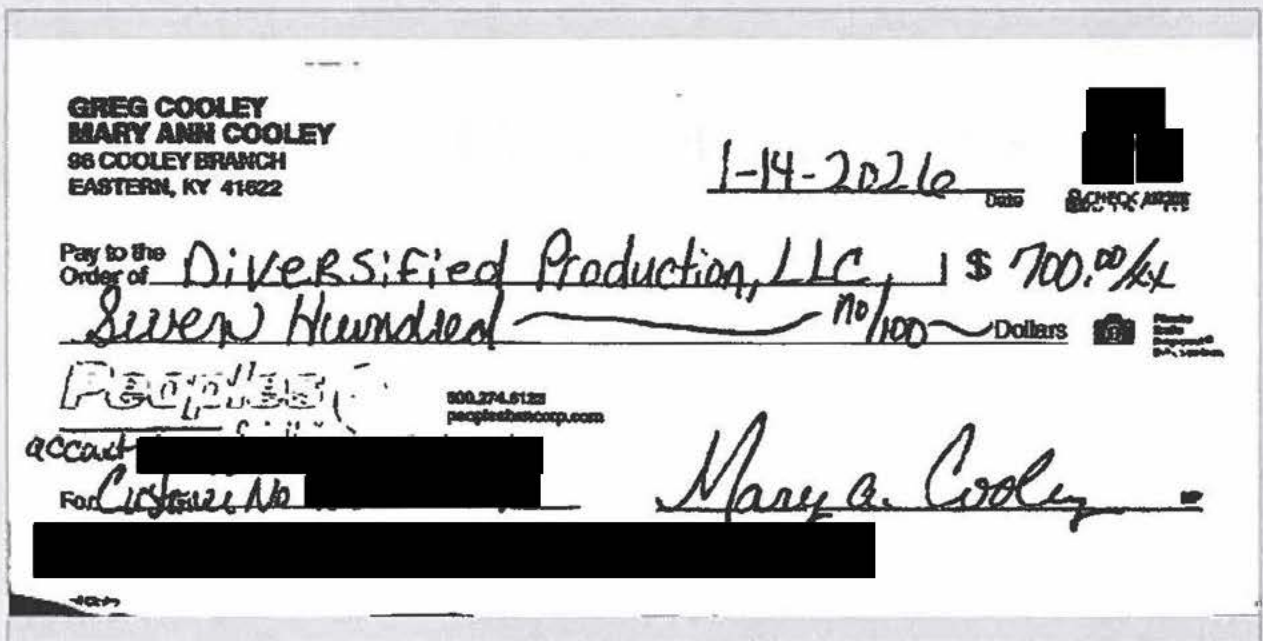
CHECK

Date:

1/22/2026

Type:

Debit - Check [REDACTED]



INVOICE

DIVERSIFIED ENERGY LLC - House
 PO Box # 74325
 Cleveland, OH 44194-0002
 Phone: 1-855-476-4930

Customer: MARY COOLEY
 96 COOLEY BRANCH ROAD
 EASTERN KY 41622

Then I get
 this Bill Current
 read 7683 when the
 previous read was 7642. 7683
 is higher than my readings
 of 757000 on March 18 2024

Paid \$700.00

Customer No: [REDACTED]
 Invoice No: C2025121000935
 Invoice Date: 12/10/2025

I paid
 \$700.00

on this Bill
 Still oweing \$323.60

Account #	[REDACTED]
Period 11/30/2025	Rate: 8.530000
Current Read	683
Previous Read	659
Pressure Correction Mult.	1.000
Usage	24

Annual MCF Allotment	0
YTD MCF Usage	179
MCF Balance	-179

Prior Balance	818.88
Current Billing	204.72
Adjustments	0.00
Actual or Estimate	ACTUAL
Tax	0.00
Current Balance	1,023.60
Promissory Amt	0.00
AMOUNT DUE	1,023.60

Prior 818.88
 Current 204.72
 = 1023.60

energylink.com

Should at
 least even paid
 700.00

Detach and keep for your records



DIVERSIFIED
energy

February 26, 2026

MARY COOLEY
96 COOLEY BRANCH ROAD
EASTERN, KY 41622

Re: Notice of Termination of House-Gas Supply

Dear MARY COOLEY,

Please consider this letter as official notice from Diversified Production LLC ("Diversified") that *Diversified* will soon be forced to terminate the current supply of house-gas provided to you under the terms of that certain oil and gas contract between you, (MARY COOLEY) and Diversified is to be terminated due to non-payment.

Diversified asks that you take the action listed below on or before **April 1, 2026**, on which date Diversified plans to cease providing house-gas to you: secure another source of heat for the structure on your property which is currently receiving house-gas.

Any outstanding balance must be paid in full by **April 1, 2026**, to avoid disruption to your gas service. Please send payments to the following address: ATTN: CONSUMER GAS, 414 SUMMERS STREET, CHARLESTON, WV 25301. Your outstanding balance is \$323.60.

Should you have any questions you may contact Diversified at 1-855-476-4930 or email ownerrelations@dgo.com

Sincerely,

Consumer Gas Team

Diversified Gas & Oil Corporation
Diversified Production LLC | Diversified Midstream LLC
4150 Belden Village St NW, Suite 401 · Canton, OH 44718

419x
20
Then I
get this
letter
I contacted
them (owner/tenant)
on March 2, 2026
to try to make
arrangements to
be paid on
April 3, 2026

DIVERSIFIED ENERGY LLC - House
 PO Box # 74325
 Cleveland, OH 44194-0002
 Phone: 1-855-476-4930

I then receive this
 Bill in a actual reading
 of 772200 which is ~~the~~ INVOICE

~~the actual meter~~
~~off the bill for 4/14/2025~~ which
 is Higher than my reading on
 March 18, 2026. 261000. But yet

Customer: MARY COOLEY
 96 COOLEY BRANCH ROAD
 EASTERN KY 41622

Customer No: [REDACTED]
 Invoice No: C2026031000411
 Invoice Date: 03/11/2026

telling me I have to pay 323.67
 By April 1 and then charge
 me 332.67 for usage I've
 not used.

Account #	[REDACTED]
Period	1/31/2026
Rate	8.530000
Current Read	722
Previous Read	683
Pressure Correction Mult.	1.000
Usage	39

Annual MCF Allotment	61
YTD MCF Usage	39
MCF Balance	39

Prior Balance	323.60
Current Billing	332.67
Adjustments	0.00
Actual or Estimate	ACTUAL
Tax	0.00
Current Balance	656.27
Promissory Amt	0.00
AMOUNT DUE	656.27

Detach and keep for your records

PAYMENT SLIP

DIVERSIFIED ENERGY LLC - House
 PO Box # 74325
 Cleveland, OH 44194-0002

Kindly detach this portion of the invoice to accompany payment.
 Checks are to be payable to "DIVERSIFIED PRODUCTION, LLC". No receipt will be issued.

Cust Name:	MARY COOLEY
Cust No:	[REDACTED]
Due Date:	03/31/2026
Invoice No:	[REDACTED]
Total Amount:	656.27

Check No.: _____

9:59

....  38



March 26

1:27 PM

