



Henderson, Kentucky

**KENTUCKY PUBLIC SERVICE COMMISSION**

**CANCELLED**

July 31, 2024

FOR ALL TERRITORY SERVED  
Community, Town or City  
PSC NO. 2  
Fourth Revised SHEET NO. 153  
CANCELLING PSC NO. 2  
Third Revised SHEET NO. 153

**RULES AND REGULATIONS**

**Schedule 153 – Meter Tests**

All new meters shall be checked for accuracy before installation. Kenergy will, at its own expense, make periodic tests and inspections of its meters in order to maintain a high standard of accuracy and to conform with the regulations of the Kentucky Public Service Commission. Kenergy will make additional test of meters at the request of the member upon payment of a \$79.00 fee. When the test is made at the customer's request and it shows the meter is accurate, within 2% slow or fast, no adjustment will be made to the customer's bill and the fee paid will be forfeited to help cover cost of the requested test. When the test shows the meter to be in excess of 2% slow or fast, appropriate adjustments will be made to the customer's bill. Refunds will be made in accordance with the Kentucky Public Service Commission General Rules 807 KAR 5:006 Section 10(2). If the test shows the meter to be more than 2% fast the \$79.00 fee paid by the customer shall be refunded.

FAILURE OF METER TO REGISTER OR METER TEST RESULTS ARE FAST OR SLOW

In the event a customer's meter should fail to register, the customer shall be billed from the date of such failure in accordance with 807 KAR 5:006, Section 10(2). If test results on a customer's meter show an average error greater than two percent (2%) fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where Kenergy has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, Kenergy shall immediately determine the period during which the error has existed, and shall recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the under billed customer. Kenergy shall readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage data for the customer. If that data is not available, the average usage of similar customer loads shall be used for comparison purposes in calculating the time period. If the customer and Kenergy are unable to agree on an estimate of the time period during which the error existed, the Kentucky Public Service Commission shall determine the issue. In all instances of customer over billing, the member's account shall be credited or the over billed amount refunded at the discretion of the customer within thirty (30) days after final meter test results. Kenergy shall not require customer repayment of any under billing to be made over a period shorter than a period coextensive with the under billing.

DATE OF ISSUE July 13, 2021  
Month / Date / Year  
DATE EFFECTIVE June 24, 2021  
Month / Date / Year  
ISSUED BY *[Signature]*  
(Signature of Officer)  
TITLE President and CEO  
BY AUTHORITY OF ORDER OF THE PUBLIC SERVICE COMMISSION  
IN CASE NO. 2021-00066 DATED June 24, 2021

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
Executive Director  
*[Signature]*  
**EFFECTIVE 6/24/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)