

The Kentucky Public Service Commission: Consumer Services

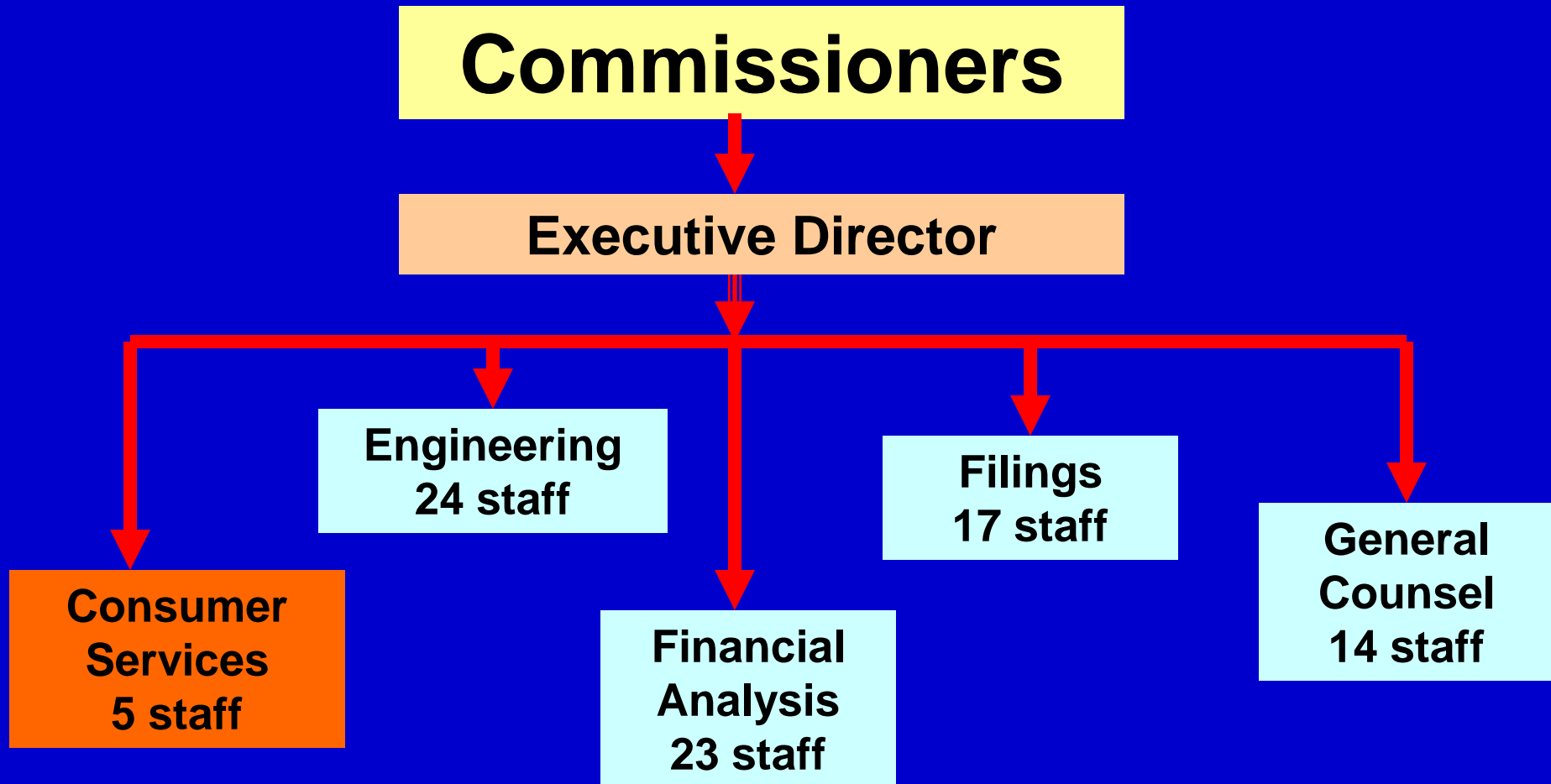
Presentation to the Georgian National Energy
and Water Supply Regulatory Commission

Frankfort, Kentucky
May 2010

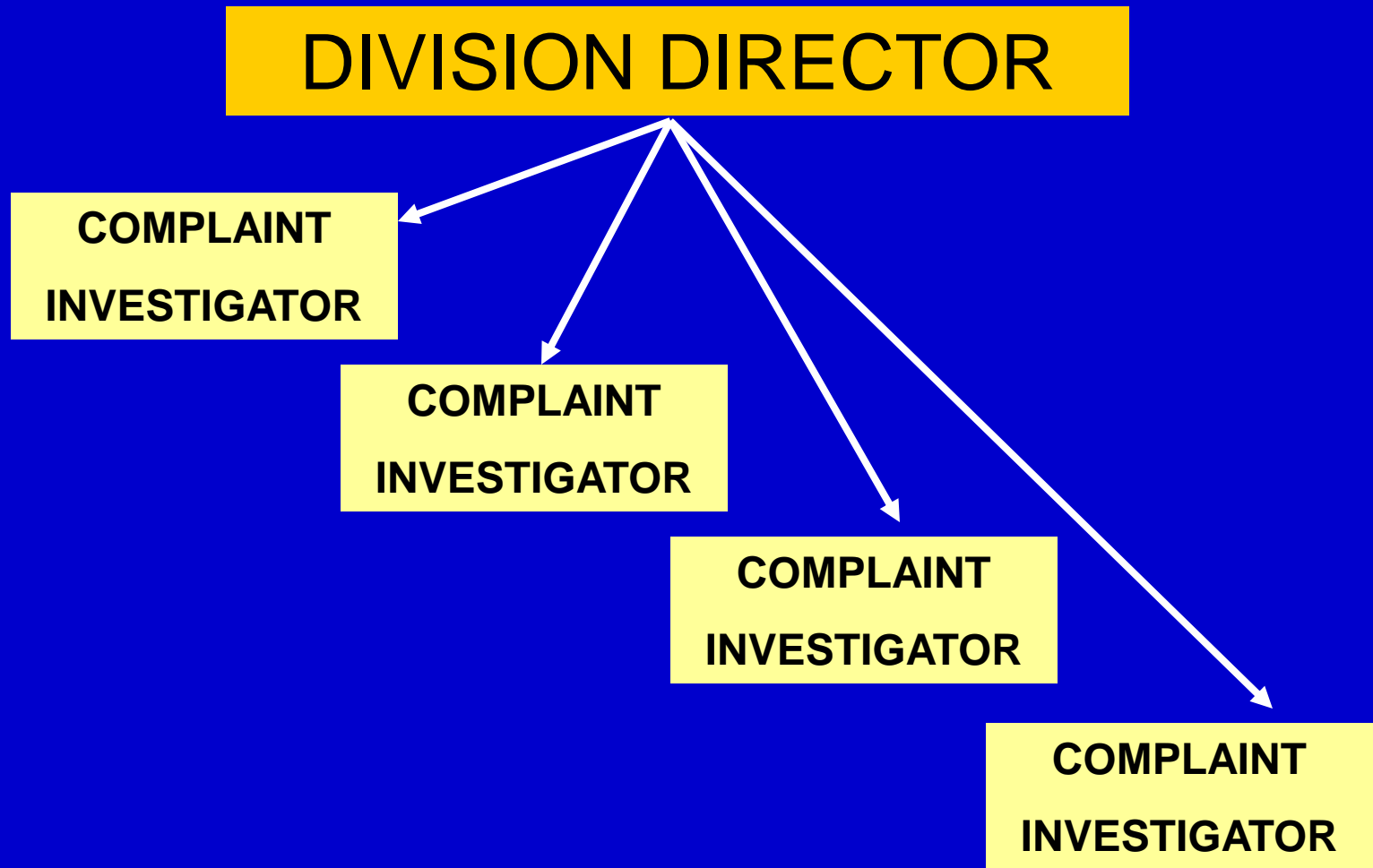
Virginia Smith
Director of Consumer Services
Kentucky Public Service Commission



PSC ORGANIZATION



CONSUMER SERVICES



CONSUMER SERVICES

Principal responsibility

**Provide informal complaint
resolution services for the
customers of regulated utilities**

FILING COMPLAINTS

- **By telephone – toll-free line**
- **By e-mail**
- **By mail**
- **In person**
- **By referral from Governor's office**

STANDARDS OF REVIEW

- Customer Bill of Rights
- Utility's filed tariff
- PSC rules and regulations
- Kentucky state statutes
- Past Commission decisions

Customer Bill of Rights

- **Guarantees certain rights to residential customers in Kentucky**
- **Included in PSC regulations**
- **Grants right to refer disputes to PSC**

Customer Bill of Rights

- Right to service if you have no debt to the utility
- Right to review the utility's rates and tariffs
- Right to be present at any routine utility inspection of your service
- Right to receive a separate disconnect notice if your payment is not received
- Right to dispute the reasons for termination of service
- Right to negotiate a partial payment plan
- Right to participate in equal, budget payment plans for your natural gas and electric service

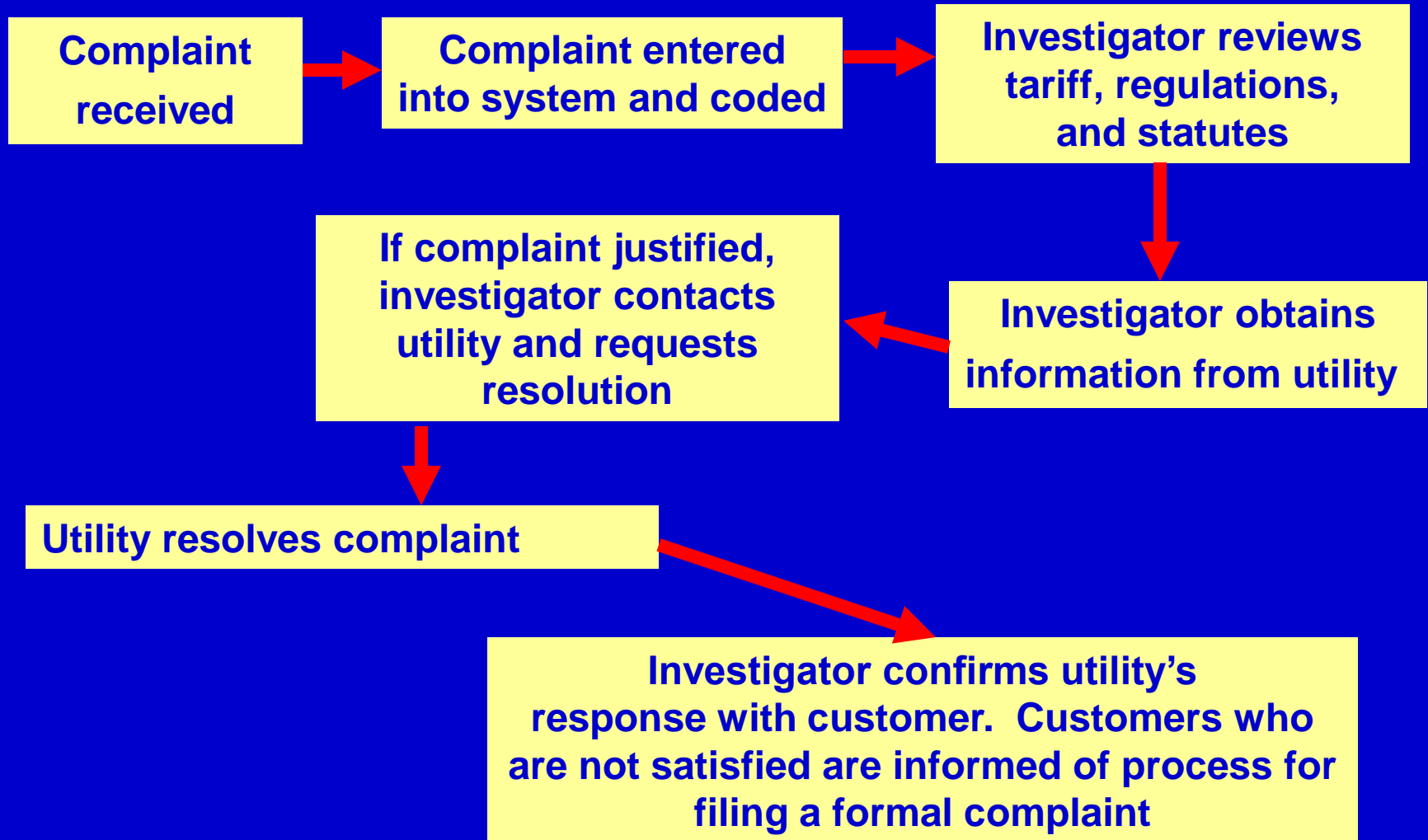
Customer Bill of Rights

- Right to maintain your utility service for up to thirty (30) days in the event of health problems
- Right to service restoration within 24 hours
- Low-income consumers have right to maintain natural gas and electric service from November through March if they:
 - Pay one third (1/3) of outstanding bill
 - Agree to a repayment schedule to pay all money owed by October 15
 - Agree to accept energy conservation referral

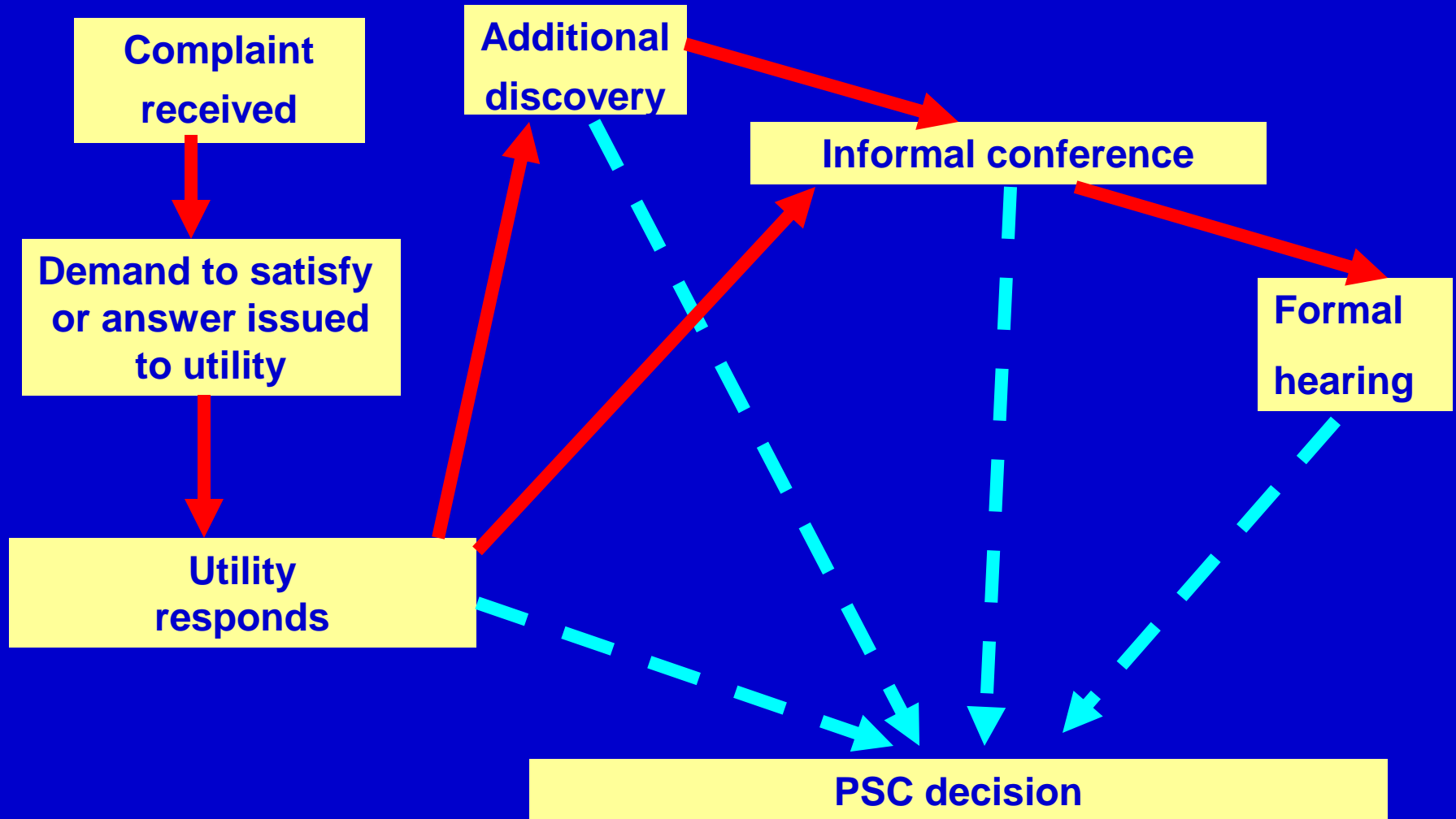
Tariffs

- **Include a utility's rates and terms of service**
- **Utilities must comply with tariffs**
- **Tariffs and tariff changes are subject to PSC review**

INFORMAL COMPLAINT PROCESS



FORMAL COMPLAINT PROCESS



Alternative Dispute Resolution

- No formal alternative dispute resolution process, such as arbitration
- Informal complaint process serves similar function
- If a formal complaint is filed, the pre-hearing conference (known as the informal conference) often serves as an opportunity for the parties to negotiate a settlement

Consumers Services Division

- About 3000 to 4,000 complaints each year
- More than 99 percent resolved informally
- 2009 - \$147,905 in refunds obtained for Kentucky consumers
- Average time to resolve a complaint is about 7 days

Consumer Complaints Received

2009

Electric	2,286
Telecommunications	1,438
Water	319
Gas	193
Sewer	8
TOTAL	4,244

Common Complaints

- Billing issues
- Disconnection of service
- Poor or interrupted service
- Telecommunication-specific issues – cancellation fees, unauthorized charges, etc.

Educational Materials

- **Web site**
- **Brochures**