

## **CUSTOMER BILL OF RIGHTS**

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following right subject to Kentucky Revised Statutes and the provision of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utilities rates and tariffed operating procedures during the utility normal business hours.
- You have the right to be present at any routine utility inspections of your service condition.
- You must be provided with a separate, district disconnect notice alerting you to a possible disconnection of your services if payment is not received.
- You have the right to dispute the reasons for any announced termination of your services.
- You have the right to negotiate a partial payment plan when your services is threatened by disconnect for non-payment.
- You have the right to participate in equal budget payment plans for your natural gas and electric services.
- You have the right to maintain your utility service for up to (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24hrs) restoration of your services when the cause for discontinuation of the service has been corrected.
- If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.
- If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you.
  1. Present a certificate of Need issued by the Kentucky Cabinet for Human Resources and pay one third (1/3) of your outstanding bill (\$200.00 maximum) and accept referrals to the Human Resource weatherization program and Agree to a repayment schedule that will cause your bill to become current by October 15.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call toll Free 1-800-772-4636)

The Customer bill of Rights is reference in the 807 KAR 5:006 Section 13