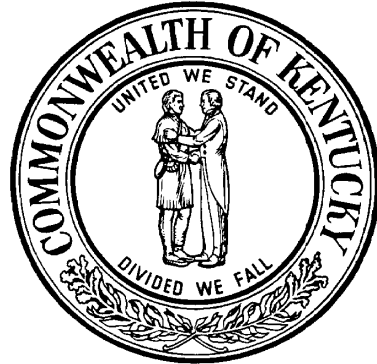


# Kentucky

## Public Service Commission



Consumer Activity  
2011

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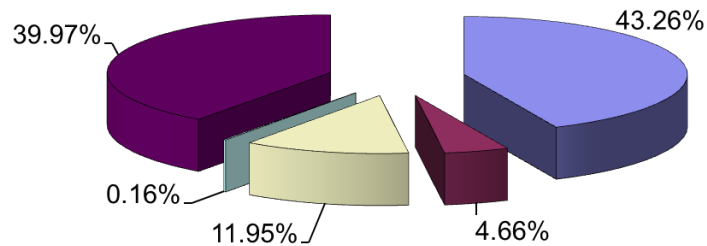
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## Inquiry Summary

During 2011, the Consumer Services Division received more complaints against electric companies than against any other utility type. The larger number of electric complaints can be attributed to the various rate increases which resulted in higher bills for the customers.

Inquiry Summary  
2011



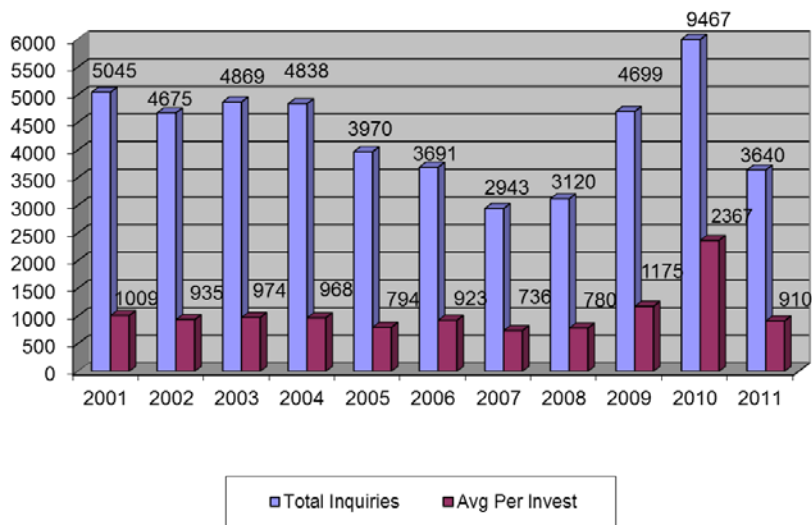
■ Electric ■ Gas ■ Water ■ Sewer ■ Telecommunications

## 2011 Inquiry Comparison

Investigators routinely answer more than 2,500 telephone calls each month. Most callers are requesting information regarding regulations, tariffs, and utility company practices.

The following bar chart shows the total number of inquiries received for January through December of 2001 through 2011. As you can see, we have received a decrease in complaints this year as compared to last year at this time. Last year we received protests from a number of callers opposed to the rate increase requests of AEP, KU, and LG&E.

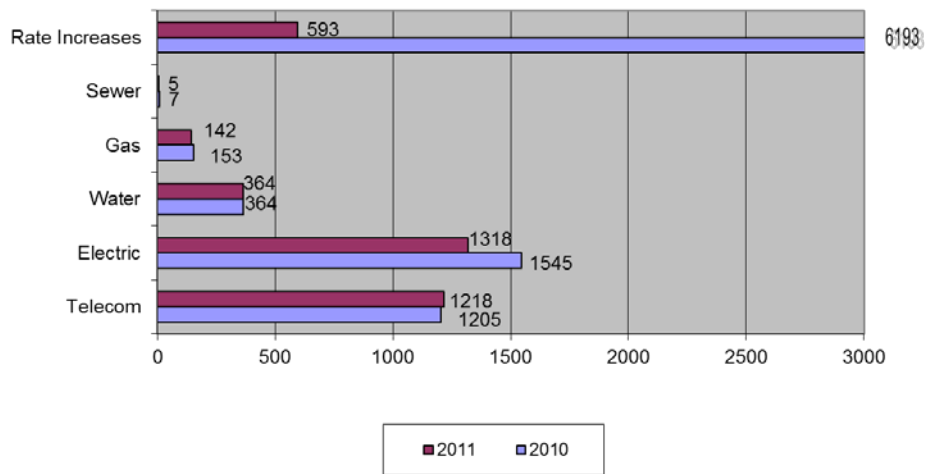
2011 Inquiry Comparison



## 2011 Year to Date Comparison to 2010

The number of inquiries received in 2010 is larger than the number received during the same period in 2011 in most utility types. Compared to last year, we have received a decrease in the number of callers opposed to the rate increases.

2011 YTD Comparison to 2010

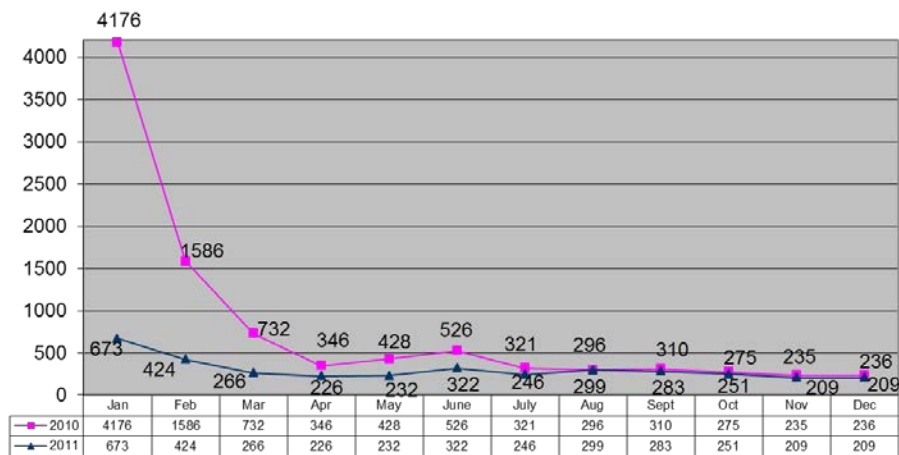


### 2011 to 2010 Inquiry Activity Comparison

The following line graph compares the number of inquiries received in 2010 and 2011 by month.

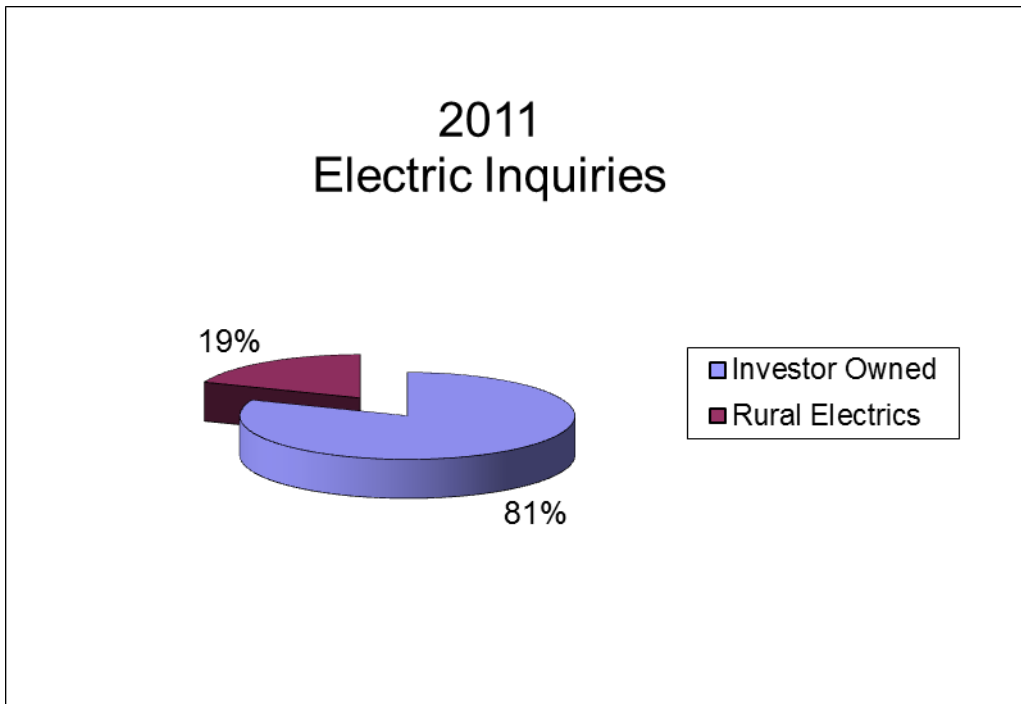
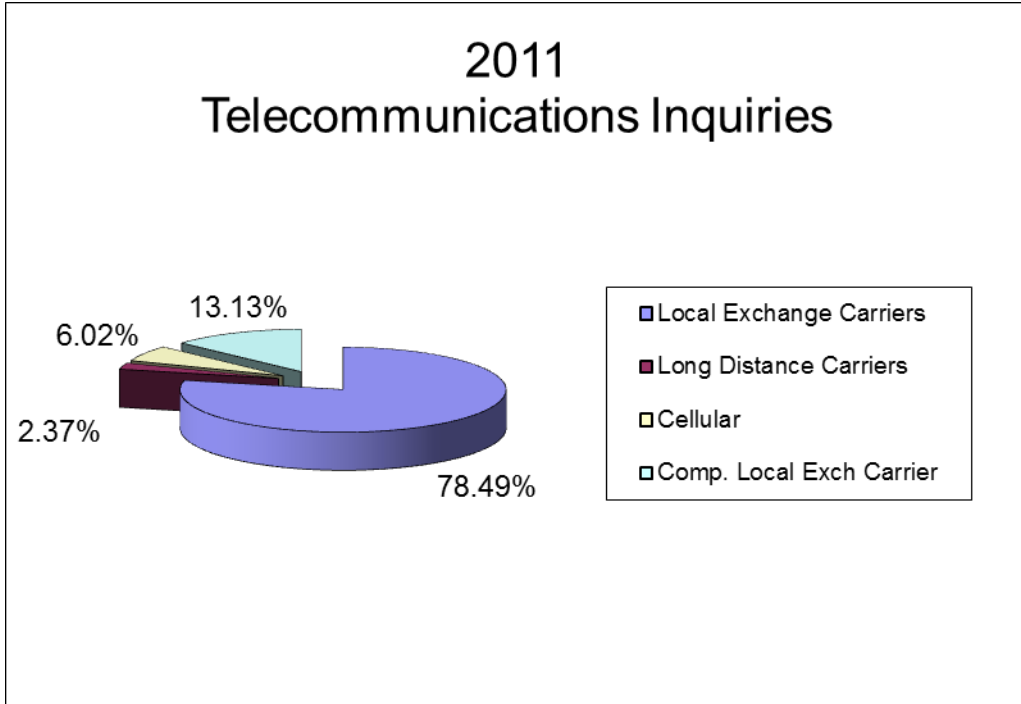
The average number of complaints received per month in 2011 is 303; the average number of complaints received per month in 2010 was 789; and the average number of complaints received per month in 2009 was 392.

2011 to 2010 Inquiry Activity Comparison

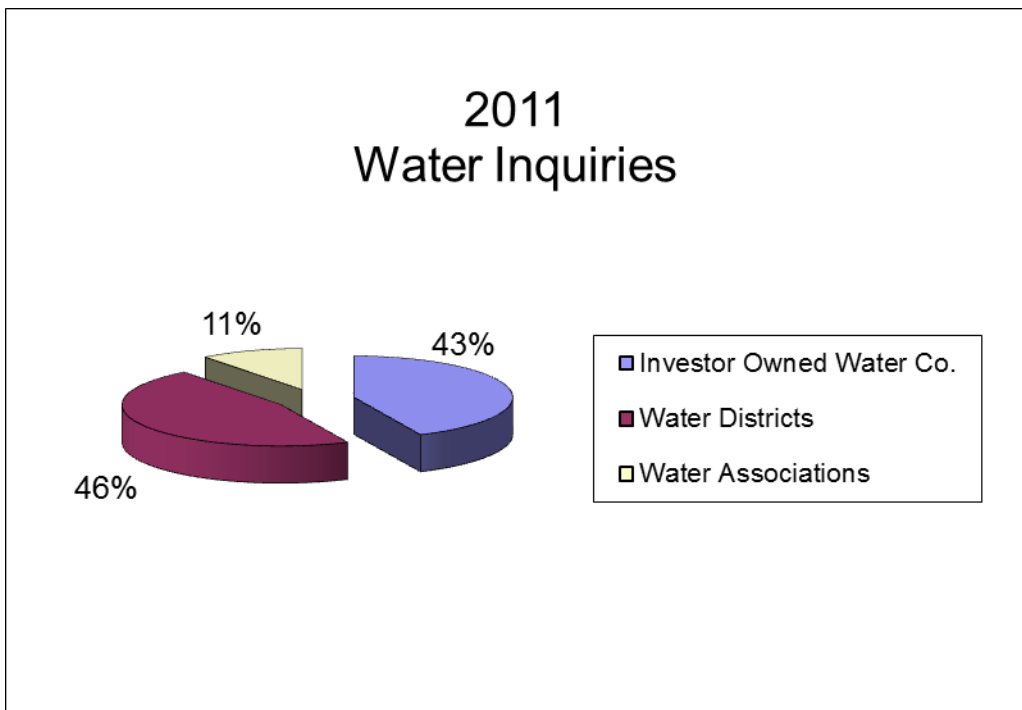
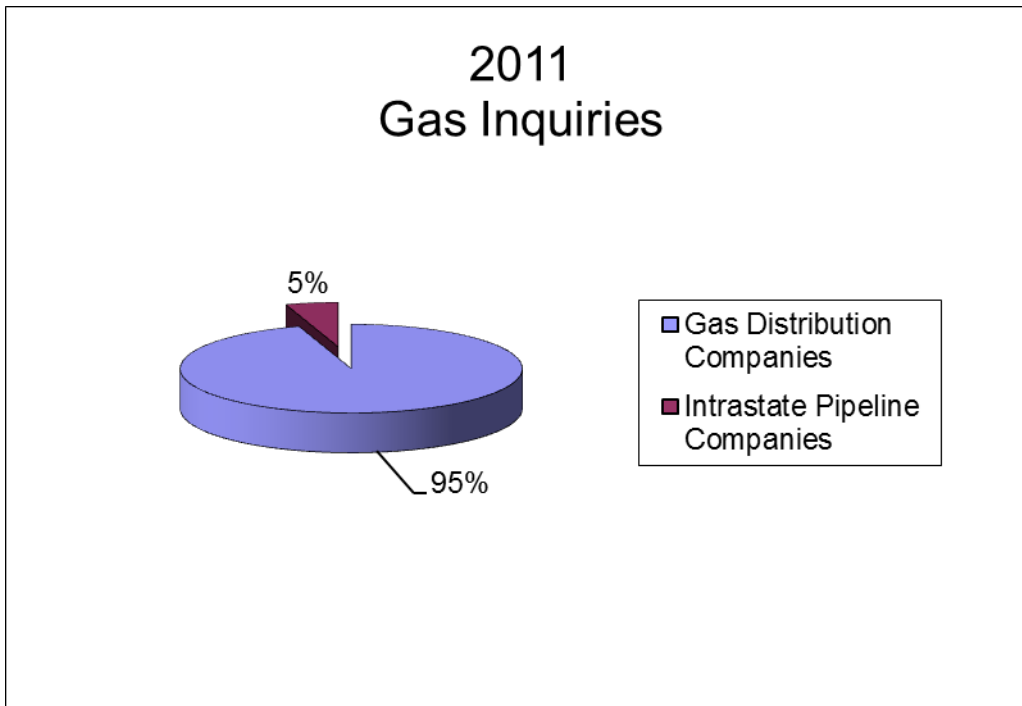


## 2011 Utility Inquiries

The following charts represent the distribution of inquiries for telecommunication and electric utilities during the months of January through December.

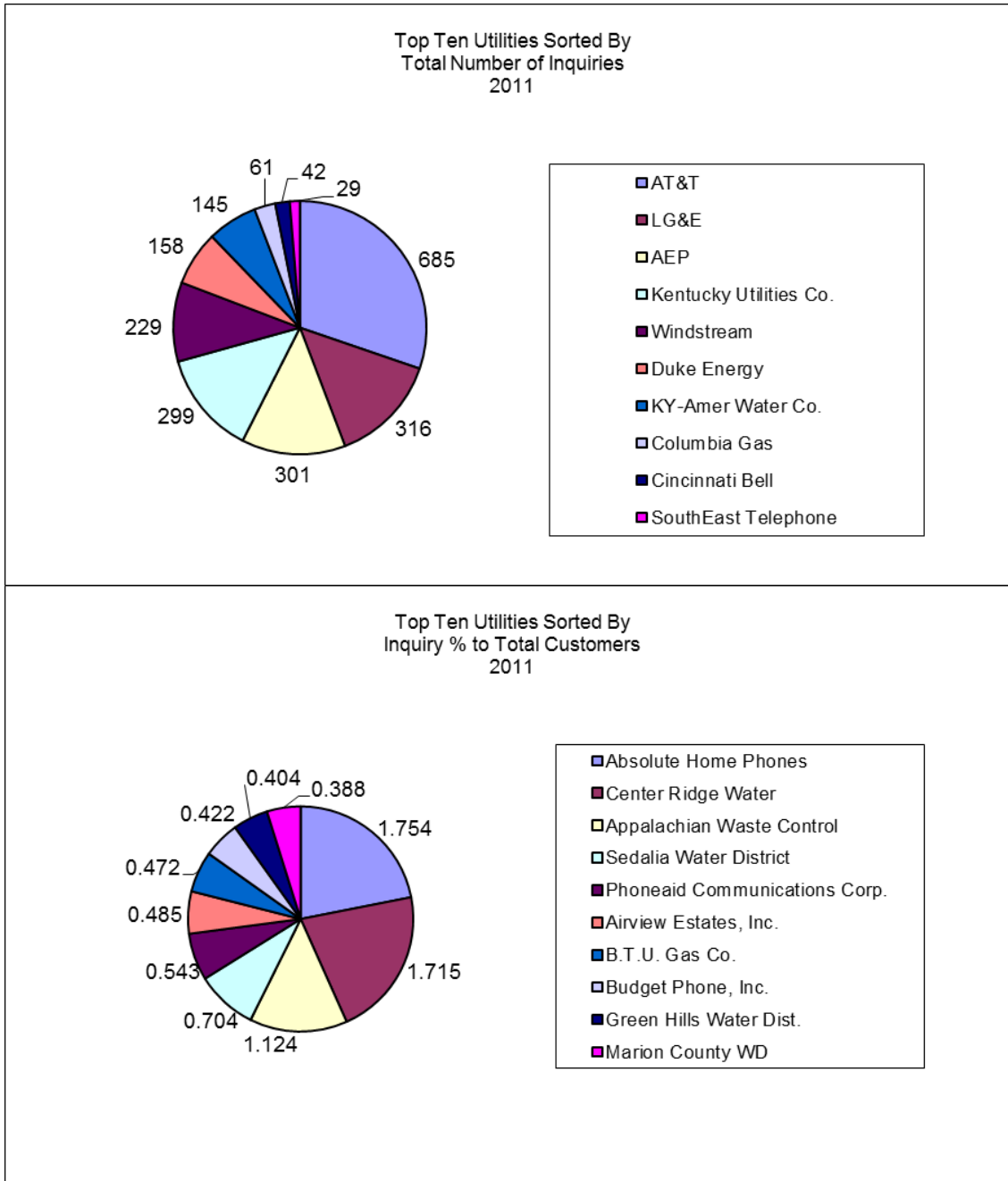


The following charts represent the distribution of inquiries for gas and water utilities during the months of January through December.



## Top Ten Utilities

The following charts identify the ten most investigated companies during 2011. The companies listed aren't necessarily problem companies. A large company with a large customer base will typically have more complaints registered against them than a smaller company with a smaller customer base.

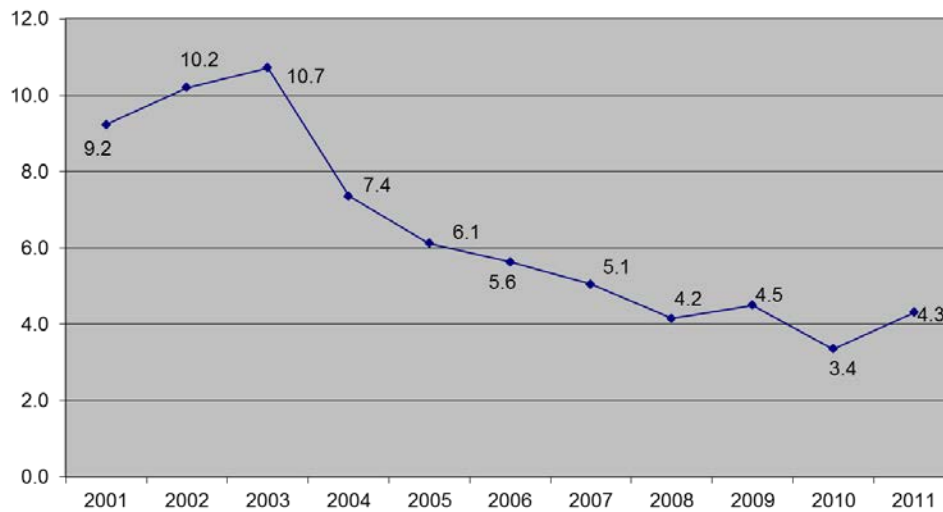


## Consumer Services Staff Average Closing Time

Beginning in 1998, the average amount of time it took investigators to close complaints began climbing. This increase can be attributed to the utility companies not responding to our investigators in a timely manner.

The average closing time for 2011 is 4.3 days. We have made a special effort to communicate more effectively and more frequently with the utilities, which has resulted in a shorter response time.

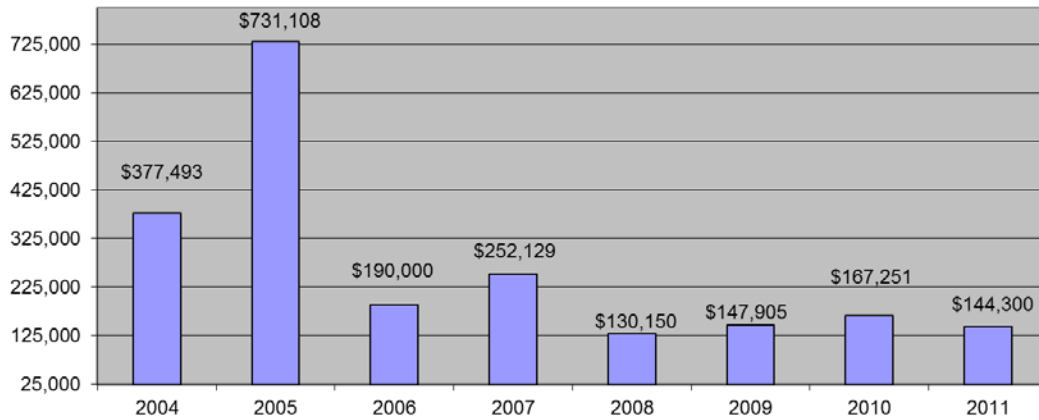
2011 Consumer Services Staff Average Closing Time



## Customer Refunds

Refunds, savings, and credits to consumers resulting from Commission action on behalf of consumers is tracked. Last year, a total of \$167,251 was issued. This year, \$144,300 has been issued.

Dollar Amount Refunded Complainants  
2004 to 2011



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