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## PLEASE VERIFY BEFORE SENDING

Unverified AI draft. Every fact must be checked against the records before use. It is not legal advice. Fill in every [ADD: …] placeholder, set the demand amount, confirm anything marked [VERIFY], and delete this box before sending.

- 1 citation could not be confirmed against the uploaded files (wrong page, or an amount or date not found on that page). It is marked [VERIFY: citation not confirmed].
- **Meter numbers.** The 2024 bills show meter 74120938, which matches the faceplate on the client's "418" meter. Bills since September 9, 2025 show 74120983, which matches the "418A" neighbor meter. Tri-River's online history says a meter exchange was recorded in August 2025 with new meter 74120983, but the client's meter still reads 74120938 in the December 20, 2025 and January 20, 2026 photos. Confirm the digits and photos, and obtain any exchange work order.
- **Source of the reads.** The December 9, 2025 bill gives a previous read of 41,880 (August 6, 2025) and a present read of 52,380. The records do not say which meter either read came from. The letter compares 52,380 only to the photographed readings and asks Tri-River to identify the meter. The 10,500 kWh total is my sum of the four bills. It equals 52,380 minus 41,880, so please check it.
- **Totals.** $1,365.00, $546.60, $989.37 and the late fees ($10.77 + $13.38 = $24.15) are as read from the bills and notice. I found the stated rate ($0.124/kWh plus $15.75) consistent with the billed usage and amounts, so the letter treats the error as a usage and meter issue, not a rate issue. Confirm that framing.
- **Shutoff status.** The notice says service may be disconnected on or after January 27, 2026. Confirm the letter date and whether service is still on. Also confirm whether Tri-River has acknowledged the January 14 medical certificate (the letter has a placeholder).
- **Medical and neighbor information.** Mrs. Pennington's oxygen use is included only to support the shutoff section. Confirm client consent. She is called Mr. Pennington's wife based on his own log. The neighbor's meter number and readings are included without her name. Confirm the firm wants that included.
- **Client's own log.** The dispute history, agent name, reference numbers and the January 23, 2026 Tri-River letter come from the client's log, and the letter is only quoted there. Obtain a copy of the January 23 letter and confirm no later contact or meter test has occurred.
- **Demand terms.** The firm notes ask for a meter check, corrected bills, late-fee removal and written confirmation of no shutoff. They do not seek other payment. The demand amount and response deadline are placeholders. Decide whether to ask Tri-River to waive the $45.00 test fee quoted on December 18, 2025.
- **Kentucky law.** Four [VERIFY] items remain: whether the Kentucky PSC regulates Tri-River, back-billing and estimated reads, shutoff during a dispute, and medical

certificates. No statute or regulation numbers are cited.

- **Missing details.** Firm address, date, delivery method, Tri-River dispute address and any Tri-River case number.

Ashby Calhoun PLLC
[ADD: firm street address]
[ADD: city, state ZIP]
[ADD: phone] · [ADD: email]

[ADD: date]

VIA [ADD: delivery method]

Billing Disputes
Tri-River Electric Service Company
[ADD: utility dispute address]
[ADD: city, state ZIP]

**Re: Billing dispute, request for meter test, and notice of medical certificate. Customer: Harold Pennington, account ending 5521, 418 Sycamore Run Road, Bellwood Junction, Kentucky. Disputed period: August 6 to December 5, 2025. Disconnection notice dated January 12, 2026. Kentucky PSC informal complaint no. 2026-INF-00317. Tri-River case number: [ADD: Tri-River dispute or case number, if any]**

Dear Billing Disputes Department:

**Introduction**

We represent Harold Pennington, the account holder at 418 Sycamore Run Road, Bellwood Junction, Kentucky, account ending 5521 [disputed_and_prior_bills.pdf p.1]. Mr. Pennington asks that Tri-River test his meter, correct his bills to the usage on his own meter, remove the late fees, and confirm in writing that service will not be disconnected while this dispute is open [firm notes]. This letter sets out the basis for those requests.

**The account**

Mr. Pennington receives electric service under Tri-River's Residential Service rate, $0.124 per kWh plus a $15.75 monthly customer charge [disputed_and_prior_bills.pdf p.1] [VERIFY: citation not confirmed]. His home is one side of a duplex. The other side, 418A, is rented by a different tenant who has her own Tri-River account. The two electric meters are mounted side by side on the north wall, and each carries a tag reading "418" or "418A" [meter_photos_and_readings.pdf p.1].

For the same four billing periods one year earlier (August 6 to December 5, 2024), every read was actual, and the bills show meter number 74120938. Usage ran from 870 to 1,140 kWh per month [disputed_and_prior_bills.pdf p.1].

| Billing period (2024) | Read type | Usage | Amount | Source |
|---|---|---|---|---|
| Aug 6 to Sep 5, 2024 | Actual | 980 kWh | $137.27 | [disputed_and_prior_bills.pdf p.1] |
| Sep 5 to Oct 7, 2024 | Actual | 870 kWh | $123.63 | [disputed_and_prior_bills.pdf p.1] |
| Oct 7 to Nov 5, 2024 | Actual | 910 kWh | $128.59 | [disputed_and_prior_bills.pdf p.1] |
| Nov 5 to Dec 5, 2024 | Actual | 1,140 kWh | $157.11 | [disputed_and_prior_bills.pdf p.1] |
| **Total (as read from the bills)** | | 3,900 kWh | $546.60 | [disputed_and_prior_bills.pdf p.1] |

Mr. Pennington reports that the household has not changed: the same two people and the same appliances, and the home is heated with natural gas, not electricity [meter_photos_and_readings.pdf p.1].

### The billing errors

Three problems appear on the face of the records: estimated reads, a meter number that does not match Mr. Pennington's meter, and a large December bill that adjusts for the estimated periods.

**Estimated reads.** Tri-River billed three consecutive periods on estimated reads and then a fourth on an actual read. The December 9, 2025 bill states: "Actual read obtained. Usage includes adjustment for prior estimated periods. Previous read 41,880 (actual, Aug 6, 2025). Present read 52,380." [disputed_and_prior_bills.pdf p.1]

| Billing period | Reading as billed | Usage | Amount | Source |
|---|---|---|---|---|
| Aug 6 to Sep 5, 2025 | Estimated | 1,450 kWh | $195.55 | [disputed_and_prior_bills.pdf p.1] |
| Sep 5 to Oct 6, 2025 | Estimated | 1,520 kWh | $204.23 | [disputed_and_prior_bills.pdf p.1] |
| Oct 6 to Nov 5, 2025 | Estimated | 1,610 kWh | $215.39 | [disputed_and_prior_bills.pdf p.1] |
| Nov 5 to Dec 5, 2025 | Actual | 5,920 kWh | $749.83 | [disputed_and_prior_bills.pdf p.1] |
| **Total (as read from the bills)** | | 10,500 kWh | $1,365.00 | [disputed_and_prior_bills.pdf p.1] |

The four bills together account for 10,500 kWh, which is the difference between the two reads stated on the December 9 bill (52,380 minus 41,880). The same four months in 2024 totaled 3,900 kWh [disputed_and_prior_bills.pdf p.1].

**Meter number.** Starting with the September 9, 2025 bill, the meter number printed on Mr. Pennington's bills changed from 74120938 to 74120983. He was not told that his meter had been replaced [disputed_and_prior_bills.pdf p.1]. Mr. Pennington photographed both meters on December 20, 2025 and January 20, 2026 [meter_photos_and_readings.pdf p.1]:

| Date and time | Meter tag | Meter number on faceplate | Reading | Source |
|---|---|---|---|---|
| Dec 20, 2025, 8:14 a.m. | 418 | 74120938 | 45,912 | [meter_photos_and_readings.pdf p.1] |
| Dec 20, 2025, 8:15 a.m. | 418A | 74120983 | 52,604 | [meter_photos_and_readings.pdf p.1] |
| Jan 20, 2026, 7:52 a.m. | 418 | 74120938 | 46,958 | [meter_photos_and_readings.pdf p.1] |
| Jan 20, 2026, 7:53 a.m. | 418A | 74120983 | 54,571 | [meter_photos_and_readings.pdf p.1] |

The meter number on Mr. Pennington's bills since September 2025 is the number on the meter tagged "418A," not the meter tagged "418." The present read on the December 9, 2025 bill (52,380) is close to the reading Mr. Pennington photographed on the 418A meter on December 20, 2025 (52,604). It is well above the reading on his own meter that day (45,912) [disputed_and_prior_bills.pdf p.1; meter_photos_and_readings.pdf p.1]. On Mr. Pennington's own meter, usage from December 20, 2025 to January 20, 2026 was 1,046 kWh by his calculation (46,958 minus 45,912), in line with his prior-year winter usage [meter_photos_and_readings.pdf p.1].

Tri-River's online usage history, printed January 21, 2026, shows for this account: "Meter exchange recorded August 2025. New meter 74120983." Mr. Pennington has no work order or notice of any exchange [meter_photos_and_readings.pdf p.1]. His meter still bears number 74120938, as the photographs show.

**Back-billing.** The $749.83 bill of December 9, 2025 follows from the above. On the records we have, the bill appears to rest on reads that do not come from Mr. Pennington's meter.

### Shutoff or threatened shutoff

On January 12, 2026, Tri-River issued a Notice of Disconnection for account ending 5521 stating that service "may be disconnected on or after January 27, 2026 unless the past due amount is paid or payment arrangements are made." The notice claims a past due amount of $989.37 [shutoff_notice_and_dispute_log.pdf p.1]:

| Item | Amount | Source |
|---|---|---|
| Nov 8, 2025 bill | $215.39 | [shutoff_notice_and_dispute_log.pdf p.1] |
| Dec 9, 2025 bill | $749.83 | [shutoff_notice_and_dispute_log.pdf p.1] |
| Late fees | $24.15 | [shutoff_notice_and_dispute_log.pdf p.1] |
| **Total past due (as read from the notice)** | $989.37 | [shutoff_notice_and_dispute_log.pdf p.1] |

The late fees were added on December 9, 2025 ($10.77) and January 9, 2026 ($13.38) [disputed_and_prior_bills.pdf p.1]. Every bill in the past due amount falls within the disputed period.

A resident of the home, Loretta Pennington, uses a home oxygen concentrator around the clock. On January 14, 2026 at 3:22 p.m., her physician, Dr. Imelda Corrigan of Bellwood Family Medicine, faxed a medical certificate to Tri-River Customer Care (fax confirmation: 2 pages, OK). The certificate states: "Loss of electric service would be a serious threat to her health." [shutoff_notice_and_dispute_log.pdf p.1] Mr. Pennington had already told Tri-River about the oxygen on January 13, 2026 [shutoff_notice_and_dispute_log.pdf p.1]. [ADD: whether Tri-River has acknowledged the medical certificate]

Tri-River's January 23, 2026 letter did not withdraw the disconnection notice. It stated only that "A field order for meter verification has been issued. Your account remains past due." It gave no date for the verification [shutoff_notice_and_dispute_log.pdf p.1].

**Dispute history**

Mr. Pennington has raised this dispute repeatedly [shutoff_notice_and_dispute_log.pdf p.1]:

- **September 12, 2025.** He called Tri-River about the estimated September bill. The agent said estimates would "true up" with the next actual read.
- **October 24, 2025.** He paid the October bill ($204.23) and wrote "paid under protest, estimated bills disputed" on the payment stub. He had paid the September bill ($195.55) on September 25, 2025 [disputed_and_prior_bills.pdf p.1].
- **December 18, 2025.** He called about the $749.83 bill (reference no. CC-88214, agent "Brenda") and asked for a meter test. He was told a test costs $45.00 and would be scheduled. No one came.
- **January 5, 2026.** He called again (reference no. CC-90377) and said the meter number on his bill is his neighbor's. The agent said she would send it to the metering department.
- **January 13, 2026.** He called about the shutoff notice (reference no. CC-91102) and told Tri-River about his wife's oxygen. The agent said a medical certificate was needed and to fax it.
- **January 14, 2026.** The medical certificate was faxed, as described above.
- **January 16, 2026.** He filed an informal complaint with the Kentucky Public Service Commission online, reference no. 2026-INF-00317.
- **January 23, 2026.** Tri-River wrote that a field order for meter verification had been issued, with no date, and that the account remains past due. The disconnection notice was not withdrawn.

**Legal basis**

Tri-River's tariff and rules set out how it must bill, test meters, and handle billing disputes and disconnection. Whatever rules apply to estimated reads, back-billing, meter testing and shutoff, they apply to the bills at issue here. [VERIFY: whether the Kentucky utility commission regulates this utility, or it is municipal or a cooperative] Mr. Pennington's informal complaint to the Kentucky Public Service Commission is pending under reference no. 2026-INF-00317 [shutoff_notice_and_dispute_log.pdf p.1].

We expect Tri-River to follow its own tariff and the applicable Kentucky requirements on the following points:

- Estimated reads and back-billing. [VERIFY: Kentucky rule on back-billing and estimated reads]
- Disconnection while a billing dispute is open. [VERIFY: Kentucky rule on shutoff during a billing dispute]
- Disconnection where a physician certifies a medical need for service. [VERIFY: Kentucky rule on medical certificates and shutoff]

**Demand**

On behalf of Mr. Pennington, we ask that Tri-River do the following by [ADD: response deadline]:

- **Test the meter.** Inspect and test the meter serving 418 Sycamore Run Road (faceplate number 74120938) and the meter bearing number 74120983. Confirm in writing which meter is, and has been since August 2025, assigned to account ending 5521. Give us and Mr. Pennington advance notice of the date so he can be present. [ADD: confirm whether to request waiver of the $45.00 test fee quoted on December 18, 2025]
- **Produce records.** Provide any work order for the August 2025 meter exchange, the test results, and the meter number and meter source of the 41,880 and 52,380 reads on the December 9, 2025 bill.
- **Correct the bills.** Rebill August 6 through December 5, 2025, and any later period billed under meter number 74120983, using actual usage registered on the meter serving 418.
- **Credit or refund.** Credit or refund any amount Mr. Pennington has paid or been charged above the corrected charges, including any part of the $195.55 and $204.23 he paid.
- **Remove late fees.** Remove the late fees of $10.77 and $13.38 and any later fee on the disputed bills [firm notes; disputed_and_prior_bills.pdf p.1].
- **Confirm no shutoff.** Withdraw the January 12, 2026 Notice of Disconnection and confirm in writing that service will not be disconnected while this dispute, the meter test and Commission complaint no. 2026-INF-00317 remain open. Note on the account the January 14, 2026 medical certificate [firm notes].
- **Payment.** Pay [ADD: demand amount, if the firm seeks payment beyond the credit, refund and removal of late fees].

Please preserve all records on this account and on the meter at 418A, including meter exchange and field work orders, meter read data, billing records, and recordings or notes of the calls under reference nos. CC-88214, CC-90377 and CC-91102.

Mr. Pennington reserves all rights and remedies. Please direct all communications about this matter to our office.

Sincerely,

Meredith L. Ashby
Ashby Calhoun PLLC