COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARGARET BEAUMONT-CARVER) COMPLAINANT) CASE NO. 2017-00241 V. LOUISVILLE GAS AND ELECTRIC) COMPANY) DEFENDANT)

ORDER

Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint ("Complaint") filed on May 30, 2017, a copy of which is attached hereto. The Complaint, filed by Margaret Beaumont-Carver, alleges that she has an outstanding balance on her account and that she has been approved to receive assistance through the Affordable Energy Program, which would pay off her outstanding balance and assist with monthly payments. In order to receive this assistance, she alleges that her account must be in her personal name. Her account is presently in her business name of Studio 550. She further states that she has requested that LG&E change the account into her personal name, but they will not do so while the account has an outstanding balance. Ms. Beaumont-Carver requests that LG&E switch the name on the account and accept the funds from the assistance program.

Based on a review of the Complaint and being otherwise sufficiently advised, the Commission finds that there is insufficient information to determine whether Ms.

Beaumont-Carver has presented a *prima facie* case. The Complaint alleges that LG&E will not cooperate in switching the account from a business name to a personal name due to an outstanding balance. However, the Complaint does not state that either the complainant told LG&E that switching the account name was a requirement for her to receive assistance or that she provided LG&E with verification that assistance would be forthcoming if the account name was switched.

Based on the foregoing, it is HEREBY ORDERED that:

1. Within ten days of the date of service of this Order, LG&E shall file a response to the Complaint of Margaret Beaumont-Carver and shall include copies of bills rendered and payments made for 2015 through 2017.

2. LG&E shall provide a record of any correspondence or communication it may have had with Ms. Beaumont-Carver on this matter.

3. Pursuant to 807 KAR 5:001, Parties are to file with the Commission the original and six copies of any responses. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to questions related to the information provided.

4. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

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5. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

6. Documents of any kind filed with the Commission in the course of this proceeding shall also be served on all parties of record.

By the Commission

ENTERED JUN 2 0 2017 KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

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Executive Director

Case No. 2017-00241

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

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in the matte	ы О Г.	MAY 30 2017						
Marg	aret Beaumont-Carver	Public Service						
(Your Full Name)) Commission								
	COMPLAINANT)							
VS.	•)	Case No. 2017-00241						
LG&E								
(Name of Utility)								
	DEFENDANT)							
	COMPLAINT							
The complaint of Margaret Beaumont-Carverrespectfully shows:								
rite compie	(Your Full Name)							
(2)								
(a)	(Your Full Name)	÷						
	3906 V ermont Avenue							
	(Your Address)							
	ladybeau7@yahoo.com							
	(Your Email Address)							
(b) Louisville Gas and Electric								
(-/	(Name of Utility)							
	820 West Broadway							
(Address of Utility)								
	(c) That: I am eligible and have been approved for the Affordable Energy Program							
(C)	(Describe here, attaching additional sheets if necessary,							
	This Program has a fresh start program that pays off any outstanding the specific act, fully and clearly, or facts that are the reason							
	balance and help with monthly LG&E Payments with the Program Goal							
	to get its recipients current and to stay current throughout the duration of and basis for the complaint.)							
	this Program.							

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Formal Complaint

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My account is in my business name and the Affordable Energy Program requires that the bill be in my personal name. LG&E

refuses to change the account into my personal name without the outstanding bill paid.

The Affordable Energy has offered to pay the outstanding balance

from its Fresh Start Program.

Wherefore, complainant asks

(Specifically state the relief desired.)

LG&E accept the funds from the Fresh Start Program to pay the outstanding balance to allow me to participate in the Program This program benefits not only myself but it benefits LG&E

because it is designed to get my account current and pay directly to LG&E payments each month.

Date	ed at	(Your City)		, Kentucky, this	5th _{day}
of	May		, 20 17		
		(Month)	(Your Signature*) Carun		
			•	05-09-201	
(Na	ame and a	ddress of attorney, it	fany)	Date	

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

*Margaret Beaumont-Carver 3906 Vermont Avenue Louisville, KENTUCKY 40211

*Louisville Gas and Electric Company 220 W. Main Street P. O. Box 32010 Louisville, KY 40232-2010

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