

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

PAUL MATTHEW TAYLOR)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2018-00215
KENTUCKY UTILITIES COMPANY AND)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANTS)	

ORDER

On June 21, 2018, Paul Matthew Taylor tendered a formal complaint (Complaint) with the Commission against Kentucky Utilities Company and Louisville Gas and Electric Company (jointly “KU/LG&E”) in which he alleges that KU/LG&E issued a bill that is confusing and misleading. Additionally, Mr. Taylor’s Complaint explains that he is not willing to pay the deposit and reconnect fee due to the confusing and misleading way the bill reads. Mr. Taylor also alleges in his Complaint, that he made five calls and spent five hours attempting to add his name to his bill. KU/LG&E is hereby notified that they have been named as defendants in a formal complaint, a copy of which is attached as the Appendix to this Order.

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a *prima facie* case. To establish a *prima facie* case under 807 KAR 5:001, Section 20(1)(c), the complaint must state:

Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure.

Based on a review of the Complaint, the Commission is unable to determine at this time whether Mr. Taylor establishes a *prima facie* case, but the allegations support our further investigation into the merits of the Complaint. In order to support his claim against KU/LG&E, the Commission finds that Mr. Taylor should file, within 20 days of the date of this Order, copies of the bills issued to Mr. Taylor by KU/LG&E for each month in question to support his claim that the billing is misleading and confusing.

Furthermore, 807 KAR 5:001, Section 20(1)(b), requires that a complaint state “[t]he full name and post office address of the defendant” Mr. Taylor’s Complaint identifies both KU and LG&E as defendants in his Complaint yet, because KU and LG&E serve distinct service territories pursuant to KRS 278.018, his Complaint can only be against one of them. Therefore, the Commission finds that Mr. Taylor should state in his response to this Order against which utility he is filing his Complaint.

When Mr. Taylor files the requested documents or parties file documents of any kind with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. 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.

IT IS THEREFORE ORDERED that:

1. Within 20 days of the date of this Order, Mr. Taylor shall file copies of the bills issued to Mr. Taylor by KU/LG&E for each month in question. And,
2. Mr. Taylor shall clearly state against which utility he is filing his Complaint.

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By the Commission

ENTERED
OCT 08 2018
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2018-00215

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2018-00215 DATED **OCT 08 2018**

THREE PAGES TO FOLLOW

RECEIVED

JUN 20 2018

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Paul Matthew Taylor
(Your Full Name))
COMPLAINANT)

VS.

LG&E KU
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Paul Matthew Taylor respectfully shows:
(Your Full Name)

(a) Paul Matthew Taylor
(Your Full Name)

2908 Belknap Beach RD Lou Ky 40027
(Your Address)

(b) LG&E KU
(Name of Utility)

N/A 820 W Broadway, Lou Ky 40202
(Address of Utility)

(c) That: Not willing to pay Depsite & Reconnect
(Describe here, attaching additional sheets if necessary,

Fee Due to Confusion AND Misleading of
the specific act, fully and clearly, or facts that are the reason

the way the Bill Reads.
and basis for the complaint.)

Continued on Next Page

Formal Complaint

Paul Matthew Taylor vs. LG&E

Page 2 of 2

Will bring evidence to show Confusion
AND misleading Representation in Billing
in addition it took 5 calls and Estimated
5 hours just to get my name added to the
LG&E Bill due to Employees of LG&E Not doing
their Job properly.

Wherefore, complainant asks Waive Deposit AND Reconnect Fee
(Specifically state the relief desired.)

In Addition We will pay the Deposit AND
Reconnect "if" LG&E can reimburse us
for our 5 hours at our Normal Hourly Rate.
We are just being FAIR.

Dated at _____, Kentucky, this 18th day
(Your City)

of June, 2018.
(Month)

Paul M. Taylor
(Your Signature*)

(Name and address of attorney, if any)

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.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant;
 - (b) The full name and post office address of the defendant; and
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation section and subsection, of which a violation is claimed, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall specifically establish the relief desired.
- (2) **Signature.** The complaint shall be signed by the complainant or his or her attorney, if applicable, and if signed by an attorney, shall show the attorney's post office address. **A complaint by a corporation, association, or another organization with the right to file a complaint, shall be signed by the entity's attorney.**
- (3) **Number of copies required.** When the complainant files his or her original complaint, the complainant shall also file two (2) more copies than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of a complaint, the commission shall immediately examine the same to ascertain if it establishes a prima facie case and conforms to this administrative regulation.
 1. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, the commission shall notify the complainant or his or her attorney to that effect, and opportunity shall be given to amend the complaint within a specified time.
 2. If the complaint is not amended within the time or the extension as the commission, for good cause shown, shall grant, the complaint shall be dismissed.
 - (b) If the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to this administrative regulation, the commission shall serve an order upon the person complained of, accompanied by a copy of the complaint, directed to the person complained of and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order, provided that the commission may, in particular cases, require the answer to be filed within a shorter or longer period.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he or she shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which the defendant is willing to give. Upon the acceptance of this offer by the complainant and with the approval of the commission, further proceedings shall not be taken.
- (6) **Answer to complaint.** If the complainant is not satisfied with the relief offered, the person complained of shall file an answer to the complaint, with certificate of service on other endorsed parties, within the time specified in the order or the extension as the commission, for good cause shown, shall grant.
 - (a) The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of new matter constituting a defense.
 - (b) If the answering party does not have information sufficient to enable him or her to answer an allegation of the complaint, the answering party may so state in the answer and place the denial upon that ground.

Paul Taylor
2908 Belknap Beach Road
Louisville, KENTUCKY 40027

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220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010

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