

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

YVONNE N. WILSON)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2019-00466
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ORDER

On October 15, 2019, Yvonne N. Wilson tendered a formal complaint with the Commission against Louisville Gas and Electric Company (LG&E) alleging that she was overbilled based upon an estimated meter reading. Ms. Wilson states that her August 15, 2019 bill for usage between June 21, 2019, and July 23, 2019, was based upon estimated usage. Ms. Wilson further states that she was out of her residence for ten days during that period and that her power was off for an additional two days, and thus her usage could not have been as high as the amount of estimated usage for which she was billed. Ms. Wilson reports that she spoke with several different customer service representatives at LG&E, but she did not state whether LG&E made or declined to make an adjustment to the September bill, which was based upon actual usage. Ms. Wilson requests that \$30.00 be deducted from her account balance to reflect the alleged overbilling.

Pursuant to Commission regulations in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a prima facie case. A complaint establishes a prima facie case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a prima facie case, it may be dismissed.

Based upon a review of the tendered complaint, the Commission is unable to determine at this time whether the complaint establishes a prima facie case, but the allegations support our further investigation into the merits of the complaint. For example, Ms. Wilson failed to indicate whether the bill at issue was for electric or gas service. Similarly, Ms. Wilson did not provide copies of the bill at issue or bills for the months that followed. The Commission finds that copies of bills for Ms. Wilson's account that were issued between July 2019 and the current date are needed to assist the Commission in making a determination whether the complaint establishes a prima facie case. Because the necessary bills are in possession of LG&E, we find that a copy of this Order should be served upon LG&E for the sole purpose of requesting the documents. A copy of Ms. Wilson's complaint is attached to this Order so that LG&E can identify her account and the subject of her complaint.

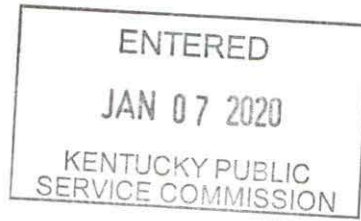
IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on LG&E for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a prima facie case.

2. Within ten days of the date of this Order, LG&E shall file copies of the bills issued between July 2019 and the current date for Ms. Wilson's account.

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By the Commission



ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2019-00466 DATED **JAN 07 2020**

FOUR PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

OCT 15 2019

PUBLIC SERVICE
COMMISSION

In the matter of:

YVONNE N. WILSON)
(Your Full Name))
COMPLAINANT)

VS.

Louisville Gas & Electric Co.)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of YVONNE N. WILSON respectfully shows:
(Your Full Name)

(a) YVONNE N. WILSON
APT 156 (Your Full Name) Louisville, Ky. 40299
9403 Hurstbourne Crossing Drive
(Your Address)

(b) Louisville Gas & Electric Co.
(Name of Utility) Louisville, Ky. 40232
820 W. BROADWAY-- PO BOX 32020
(Address of Utility)

(c) That: I AM disputing My August 15, 2019 bill which
(Describe here, attaching additional sheets if necessary,
Shows My service Actual 6-21-19 to Estimated
the specific act, fully and clearly, or facts that are the reason
7-23-19. I talked to (5) LG+E employees to
and basis for the complaint.)
Advise them I was ^{NOT} At home 9-10 days of that cycle.

Continued on Next Page

Yvonne N. Wilson vs. Louisville Gas & Electric Co.

I called LG+E 7-31-2019 ^{2:10 PM} 2:16 pm talked to (Rep) Jenny who advised me she would send someone out to read the meter and get back to me. No call back. I called LG+E 8-6-2019 ^{3:30 PM} 4:56 pm talked to (Rep) Meisa. She said the meter was read 8-1-19 (3233). She waited as I went out to read the meter (3347). She also agreed with me ^{power/svc off} twice in July B4 the 23rd. SEE PAGES 3-4

Wherefore, complainant asks _____
(Specifically state the relief desired.)

I AM requesting that \$30.00 be deducted from my acct # [REDACTED] and to be put back in good standing with ^{thrs} company. To repeat, I WAS ^{NOT} at home 9-10 days and the power went off 2 days (at home) during the July 2019 billing period.

Dated at Louisville, Kentucky, this 10th day
(Your City)
of October, 2019.
(Month)

Yvonne N. Wilson
(Your Signature*)

October 10, 2019
Date

(Name and address of attorney, if any)

*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.

② My Account Number is # [REDACTED]

I have been an LG+E customer for nearly 50 years. As I take pride in having good credit, I pay this bill before the due date. I do NOT receive the late/brown bill. I do not call to make payment arrangements. I do not have return checks. I am not one looking ^{for} monetary gain; just to pay for services (actually) rendered.

I am a retired 77 yrs old widow and I live alone. I have had in the past a grandchild that while attending school and working, stayed with me off and on because the job was nearby. The grandchild now stays on the U of L campus. Having been in a horrific personal situation for several years, my lifestyle was at a standstill. Just a year ago, things changed for the better; freeing me up and enabling a routine change. As my neighbors can confirm, I recently have been away more than in the past.

In July 2019, I was not in my apartment 9-10 days. Specifically 4th of July week and 16th of July week. When I received my Estimated Bill due date 8-15-19, I was shocked at the enormous increase. The kilowatts alone were more than double than the previous months pattern where I was not there!

From LG+E's actual reads, the last 10 months shows an approximate average of 7-9 kilowatts a day.

Being on a strict budget, this overcharge has killed my personal efforts to save on energy usage.

① 10 quote Ad insert -- "Every Little Bit Helps! A Few Ideas To Help Reduce Your Homes ENERGY Usage!"
Look For Gaps
Keep An Eye ON Your filters
MANAGE Your thermostat

As An experienced Residential customer for decades I have in place MANY ways to reduce my energy usage to suit my needs. However, young people or families' use of service MAY differ from myself. Also, As A "settler" I thoroughly read and stay focused with my bills, whereas the "sleepers" -- (workers) ARE passive and just miss the fine print. I AM familiar with Gas/Elec meters, transformers, underground (CABLE FIBER optic) power poles, thermostats, circuit breakers, fuse boxes, shorts, power surges, change of filters, gas leaks.

This LG&E Estimation of 3225 ON 7-23-19 from AN Actual Read of 2660 ON 6-21-19 is incorrect. The Actual Read per the September bill promptly went up to 3558 with 3225 setup to MATCH THE Estimate. BY AND LARGE, we're looking at A Ruse! This company wasted money on Ads for reducing usage, then during extreme/severe weather patterns pulls their legal weapon of a tariff and overcharge the customers. To repeat I WAS NOT AT Home 9-10 days during ^{THE} overcharge, Also 2 days while here the power was out. I feel this company should deduct \$30.⁰⁰ from my Bill.

Yvonne Wilson
9403 Hurstbourne Crossings Dr.
Apt. 156
Louisville, KENTUCKY 40299

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