COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

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

ORDER

On October 15, 2019, Ms. Yvonne N. Wilson (Ms. Wilson) tendered a formal complaint (Complaint) with the Commission against Louisville Gas and Electric Company (LG&E) alleging she was overbilled by \$30.00 based on an estimated meter reading. Ms. Wilson stated that her August 15, 2019 bill for usage between June 21, 2019, and July 23, 2019 (August 2019 bill), was based upon estimated usage. Ms. Wilson alleged that her actual usage of electricity could not have been as high as the amount of estimated usage for which she was billed because she was not at her residence for ten days during that period and that her power was off for an additional two days.

By Order dated January 7, 2020, the Commission found that it was unable to determine from the facts presented by Ms. Wilson whether her Complaint established a prima facie case because she did not provide a copy of her bills for the relevant period. The Commission further found that further investigation into the merits of the Complaint were warranted and ordered LG&E to assist in the investigation by filing with the

Commission copies of the bills issued to Ms. Wilson between July 2019 and the date of the Commission's Order. On January 13, 2020, LG&E filed the requested bills with the Commission.

Following a review of the bills, the Commission determined that the record indicated that Ms. Wilson was charged for the same amount of electricity that she used between June 21, 2019, and August 20, 2019. As explained in the Commission's March 5, 2020 Order analyzing the bills, when one month's bill is based upon estimated use and the following month's bill is based upon actual use, the following month's bill serves to true up the actual amount of electricity used over the two-month period. Here, the August 2019 Bill was based upon estimated usage and the bill issued in September 2019, which was based upon actual usage, trued up the actual amount of electricity Ms. Wilson used between June 21, 2019, and August 20, 2019. Based upon the actual meter readings, Ms. Wilson used 898 kilowatts per hour (kWh) between June 21, 2019, and August 20, 2019, and was billed for 898 kWh for that period.

Based upon that analysis and determination, the March 5, 2020 Order rejected Ms. Wilson's Complaint for failing to state a prima facie case and failing to conform to the requirements of 807 KAR 5:001, Section 20(1), and granted Ms. Wilson 30 days in which to amend her Complaint to conform to the requirements of 807 KAR 5:001, Section 20(1). To ensure that Ms. Wilson received a copy of the Order, the Commission mailed a copy by U.S. mail to the address Ms. Wilson provided in her Complaint. The 30-day period has long since passed and Ms. Wilson has not filed an amended Complaint.

Based on a review of the record and being otherwise sufficiently advised, the Commission finds that Ms. Wilson failed to establish a prima facie case pursuant to

807 KAR 5:001, Section 20(1)(c). The Commission further finds that the Complaint should be dismissed.

IT IS THEREFORE ORDERED that:

- 1. The Complaint is dismissed for failing to state a prima facie case.
- 2. A copy of this Order shall be served upon Ms. Wilson by U.S. Mail.
- 3. This case is dismissed and removed from the Commission's docket.

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By the Commission

JUN 03 2020 rcs

KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

Executive Director

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