COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

JOE A. BRO	DWDER, JR.)	
	COMPLAINANT)	CASE NO.
V.)	2021-00204

LOUISVILLE GAS AND ELECTRIC COMPANY

DEFENDANT

In the Matter of:

ORDER

Louisville Gas and Electric Company (LG&E) is hereby notified that it has been named as a Defendant in a formal complaint filed on May 7, 2021, a copy of which is attached to this Order.

Pursuant to 807 KAR 5:001, Section 20, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of this Order.

The Commission directs the parties to the March 16, 2020 and March 24, 2020 Orders in Case No. 2020-00085¹ regarding the filing of physical documents with the Commission. In the March 16, 2020 Order, the Commission stated that if a nonelectronic case is not converted to an electronic case, the Commission will grant a deviation from the filing requirements 807 KAR 5:001, Section 7(1), insofar that a filer may file one

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-* 19 (Ky. PSC Mar. 16, 2020), Order at 5–6. Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-* 19 (Ky. PSC Mar. 24, 2020), Order at 1–3.

original document with no copies, or send an electronic mail message with an electronic copy of the document to the Commission and to parties to the matter. The Commission expects that original documents will be filed with the Commission within 30 days of the lifting of the current state of emergency. Any electronic email filed in this manner should be sent to PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.² 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.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

² Any electronic email filed in this matter should be sent to PSCED@ky.gov, and each message should include the case number in the subject line of the message and a read receipt to ensure the Commission received the message and documents.

By the Commission

ENTERED

JUL 02 2021 rcs

KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

Executive Director

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2021-00204 DATED JUL 02 2021

FOURTEEN PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY

RECEIVED

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

MAY 0 7 2021

PUBLIC SERVICE COMMISSION

	_Joe A. Browder, Jr.	(Your Full Name) COMPLAINANT)))	
VS.				
Louisville G	as & Electric			
	(Name of Utility)	DEFENDANT)	
		COMPLAINT		
The	complaint of Joe A. Brow	vder, Jr. respectfully (Your Full Name)	shows:	
(Your Full N	lame) Joe A. Browder, Jr.	r.		
P.	O. Box 1071, Louisville, k	(y., 40201-1071		
		(Your Address)		
(a)	Louisville Gas & Ele	etric (Name of Utility)		
P.O. B	ox 32020, Louisville, Ky.4	10232-2020 (Address of Utility)		
(b)	•	and my final bill sen \$246.84, which I pai	t to my P.O. box d, though consid partment at 3607	in February 2021, lered excessive, then Manslick Rd., Apt. 13A,

servoces disconnected and my final bill sent to my P.O. box in February 2021, sending me the bill for \$246.84, which I paid, though considered excessive, then failing to turn off the utilities at my former apartment at 3607 Manslick Rd., Apt. 13A, 40215 and sending be another bill for \$106.29 (though purportedly not having access to the meters to read them.) The response from the Utility contains numerous inaccuricies. My service did not began on 6/22/2019.__ It bagan in July 2012 at 614 w. Breckinride St., Apt 4A, Louisville, 40202 in July 2012. My service moved to 3607 Manslick Rd., Apt. 13A in June 2019. Thus, I had been a loyal customer for 9 years with no service interruptions. The purchase of the apartment complex from Denton-Floyd by Metro Management did not occur during my request for discontinuance of utilities as stated by LG&E. It occurred in 2020, well before my request, and LG&E was aware of the change of ownerdhip. I contacted Angie of Metro after receipt of the LG&E notice regarding on 2/26/2021. She assured me she would make meters available. Angie later told me someone had been at the apartment anticipating the

nor for disconnection, and the above-stated 2012 starts and 2019 moves occurred without problems and without my being present. The voicemail I left for Jerry in response to hie voicemail stated that that was my second time calling within minutes of his voicemail with no answer, that I was not playing "phone tag" with him. That my position is clearly stated in my Public Services Commission Complaint; that i want my account closed and a zero balance; and to not make any more HARRASSING PHONE CALLS to me. If Jerry or LG&E submit a purported recording of my voicemail and it does not contain all those points, it has been edited. (Describe here, attaching additional sheets if necessary, the specific act, fully and clearly, or facts that are the reason and basis for the complaint.) Continued on Next Page Formal Complaint VS. Page 2 of 2 Wherefore, complainant asks __quashing of the bill dated April 14, 2021 and any subsequent" "bills" up to and including April 29, 2029 and a statement from LG&E that my account is closed in good standing with a balance of \$0.00. (Specifically state the relief desired.)

LG&E technician on two occasions and none showed up. I was never informed of any "LG&E tarrif" holding me responsible for access to any meters, for connection

Dated at 15015VIDE MY	, Kentucky, this 5 the day
Dated at LOUISVILLE NY. (Your City)	,remacky, ansaay
(102.013)	
of <u>MAY</u>	, 2021.
(Month)	Joe 6 Drowen
	100 CD1 00 O.
	(Your Signature*)
	(four Signature) y
(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.

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

- (1) Contents of complaint. Each complaint shall be headed "Before the Public Service Commission," shall set out 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.
 - (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, where practicable, to the law, order, or section, and sub-sections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).
- (2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. **Complaints by corporations or associations, or any other organization**

Before the Public Service Commission

(Insert name of complainant) Complainant JOE A. BROWDER JA vs.) No. (To be inserted by the secretary) defendant) Defendant) LOUISVILLE GAS & ELECTRIC COMPLAINT			
The complaint of Joe A. Browder, Jr. respectfully shows:			
(a) That Joe A. Browder, Jr.			
(b) P.O. Box 1071 Louisville, Ky. 40201-1071			
(c) That Louisville Gas & Electric deliberately failed in its responsibilities to disconnect my utilities and send me a filnal bill per my requests; then attempted, and still attempts to place the blame for their ommisions on me, the customer of nine years Had it not been for this PSC Complaint, they would not have disconnected them on April 29, 2021; THEY WOULD STILL BE ON AND IWOULD STILL BE BEING WRONGFULLY BILLED.			
WHEREFORE, complainant asks (here state specifically the relief desired).			
Dated at, Kentucky, this day			
of,20 <u>2</u> \			
Name of each complainant			
(Name and address of attorney, if any)			

RECEIVED

Joe A. Browder, Jr., Complainant

P.O. Box 1071

Louisville, Ky. 40201-1071

MAY 2 1 2021

PUBLIC SERVICE

COMMISSION

No. 2021-00204

Public Service Commission

211Sower Blvd.

P.O. Box 615

Frankfort, Ky. 40602-0615

Louisville Gas & Electric Company, Defendant

220 W. Main St.

P.O. Box 32010

Louisville, Ky. 40232-2010

May 17, 2021

Complainant's Exhibits Supplementing Formal Complaint No. 2021-00204

- I, Plaintiff Joe A. Browder, Jr. Hereby supplement my formal Complaint dated May 5, 2021 and date-stamp received May 7, 2021, pursuant to applicable provisions of 807 KAR 5:001, to include the attached Exhibits:
- 1. The LG&E bill for \$246.84 dated March 22, 2021 and though excessive, was paid on March 27, 2021; as stated in my Online and/or Formal Complaints.
- 2. The LG&E bill for \$106.29 dated April 14, 2021, which I do not believe I am responsible for; as referenced in my Online and/or Formal Complaints.
- 3. The LG&E bill for \$277.81 dated May 6, 2021; which was received after the filing of my Formal Complaint; which I do not believe I am responsible for.
- 4. The LG&E Delinquency Notice for \$98.07 dated May 10, 2021; which was received after the filing of my Formal Complaint; which I do not believe I am responsible for.

Wherefore, I respectfully submit the attached Exhibits to supplement my Formal Complaint No. 2021-00204; and also reserve my right to further supplement said Complaint upon receipt of additional relevant information.

Respectfully submitted,

Service: This document and all referenced Exhibits were served on Defendant LG&E at time of mailing to the Kentucky Public Service Commission; also by mail.

P.O. Box 1071

Louisville, Ky. 40201-1071



Total Amount Due

BILLING SUMMARY

3-27-2021 Previous Balance 267.32 Payment(s) Received -267.32 Balance as of 3/19/21 \$0.00 **Current Electric Charges** 148.98 **Current Gas Charges** 97.86 Total Current Charges as of 3/19/21 \$246.84

\$246.84

This bill includes an estimated meter reading.

BILLING PERIOD AT-A-GLANCE

Avg. Electric Charges per Day

Avg. Gas Charges per Day

Avg. Gas Usage per Day (ccf)

Avg. Electric Usage per Day (kWh)

Average Temperature

Number of Days Billed

Mailed 3/22/21 for Account #

AMOUNT DUE

\$246.84

DUE DATE 4/14/21

Online or phone payments made before 7 pm ET will be posted same day

Account Name:

JOE BROWDER

Service Address:

3607 Manslick Rd Apt 13a

LOUISVILLE KY

Online Payments:

lge-ku.com

Telephone Payments:

(502) 589-1444, press 1-2-3

24 hours a day; \$2.00 fee

Customer Service:

(502) 589-1444 M-F, 7am-7pm ET

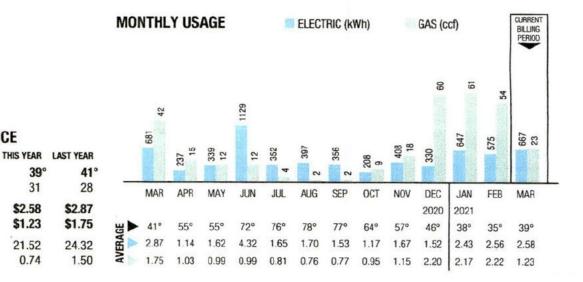
Walk-in Center:

820 W. Broadway

Louisville, KY 40202

M-F, 9am-5pm ET

Next read will occur 4/9/21 - 4/13/21 (Meter Read Portion 07)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 4/14/21	\$246.84
After Due Date, Pay this Amount:	\$246.84
Winterhelp Donation:	
Total Amount Enclosed:	

a PPL company

PO Box 25211 Lehigh Valley, PA 18002-5211

39°

31

\$2.58

\$1.23

21.52

0.74

Account # Service Address: 3607 Manslick Rd Apt 13a

#117815549 5# 110001872 02 AV 0.398 JOE BROWDER PO BOX 1071 LOUISVILLE, KY 40201-1071

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BILLING SUMMARY

Previous Balance	246.84
Payment(s) Received	-246.84
Balance as of 4/13/21	\$0.00
Current Electric Charges	72.15
Current Gas Charges	34.14
Total Current Charges as of 4/13/21	\$106.29
Total Amount Due	\$106.29

This bill includes an estimated meter reading.

Mailed 4/14/21 for Account #

AMOUNT DUE

\$106.29

Telephone Payments:

5/6/21

Online or phone payments made before 7 pm ET will be posted same day

Account Name: JOE BROWDER

Service Address: 3607 Manslick Rd Apt 13a

LOUISVILLE KY

Online Payments: | lge-ku.com

(502) 589-1444, press 1-2-3

24 hours a day; \$2.00 fee

Customer Service: (502) 589-1444

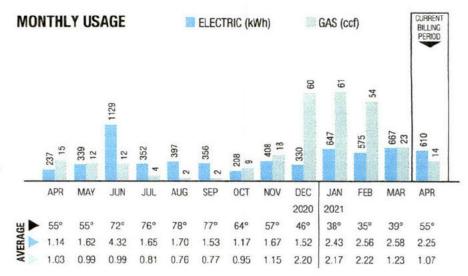
M-F, 7am-7pm ET

Walk-in Center: 820 W. Broadway

Louisville, KY 40202

M-F, 9am-5pm ET

Next read will occur 5/10/21 - 5/12/21 (Meter Read Portion 07)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	55°	55°
Number of Days Billed	32	35
Avg. Electric Charges per Day	\$2.25	\$1.14
Avg. Gas Charges per Day	\$1.07	\$1.03
Avg. Electric Usage per Day (kWh)	19.06	6.77
Avg. Gas Usage per Day (ccf)	0.44	0.43

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 5/6/21 \$106.29

After Due Date, Pay this Amount: \$106.29

Winterhelp Donation:

Total Amount Enclosed: KY AUBILL SERVICE **O.CO.**

Account #
Service Address: 3607 Manslick Rd Apt 13a

goe Browder of

CRE, a PPL company

P0 Box 25211 Lehigh Valley, PA 18002-5211 #110302723 0# 110002842 02 AV 0.398 JOE BROWDER PO BOX 1071 LOUISVILLE, KY 40201-1071

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BILLING SUMMARY

Previous Balance Payment(s) Received	106.29 0.00
Balance as of 5/5/21	\$106.29
Current Electric Charges Current Gas Charges	179.74 -8.22
Total Current Charges as of 5/5/21	\$171.52
Total Amount Due	\$277.81

This is a corrected bill.

This bill includes an estimated meter reading.

BILLING PERIOD AT-A-GLANCE

Avg. Electric Charges per Day

Avg. Gas Charges per Day

Avg. Electric Usage per Day (kWh)

Avg. Gas Usage per Day (ccf)

Average Temperature

Number of Days Billed

Mailed 5/6/21 for Account #

AMOUNT DUE

\$277.81

DUE DATE 5/28/21

Online or phone payments made before 7 pm ET will be posted same day

Account Name:

JOE BROWDER

Service Address:

3607 Manslick Rd Apt 13a

LOUISVILLE KY

Online Payments:

lge-ku.com

Telephone Payments:

(502) 589-1444, press 1-2-3

24 hours a day; \$2.00 fee

Customer Service:

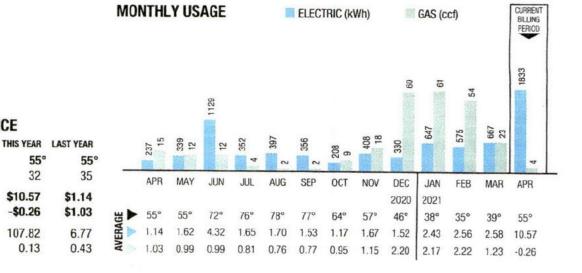
(502) 589-1444 M-F, 7am-7pm ET

Walk-in Center:

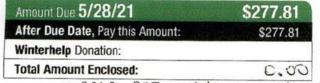
820 W. Broadway

Louisville, KY 40202 M-F, 9am-5pm ET

Next read will occur 5/10/21 - 5/12/21 (Meter Read Portion 07)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.



FORMAL PUBLIC SVC-COMMISSION COMPLAINT OF MAY 5, 2021 IS ATTACHED

55°

32

\$10.57

-\$0.26

107.82

0.13

a PPL company

PO Box 25211 Lehigh Valley, PA 18002-5211 Account # Service Address: 3607 Manslick Rd Apt 13a

#112519151 7# 110015441 02 AB 0.428 JOE BROWDER PO BOX 1071 LOUISVILLE, KY 40201-1071

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DISCONNECTS RESUME IN JUNE

Your account is past due. If the Delinquent Due Amount is not received by the Final Pay Date, your service will be subject to disconnection. Please refer to the NEED ASSISTANCE and NEXT STEPS information sections on this notice for info. to help you avoid disconnection.

Reconnection: Your service will be reconnected within 24 hours after verification of full payment of the Delinquent Amount Due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection.

Unauthorized reconnection of service is punishable by law.

NEED ASSISTANCE?

Financial Assistance may be available to help you pay your bill.

Please see the back of this notice for community assistance agencies near you.

More information can be found at Ige-ku.com/assistance-programs.

Mailed 5/10/21 for Account

DELINQUENT AMOUNT DUE

\$98.07

FINAL PAY DATE 5/20/21

Online or phone payments made before 7 pm ET will be posted same day

Account Name:

JOE BROWDER

Service Address:

3607 MANSLICK RD APT 13A

LOUISVILLE KY

Online Payments:

lge-ku.com

Telephone Payments:

(502) 589-1444, press 1-2-3

24 hours a day; \$2.00 fee

Customer Service:

(502) 589-1444

Walk-in Center:

M-F. 7am-7pm ET 820 W. Broadway

Louisville, KY 40202 M-F, 9am-5pm ET



NEXT STEPS

Make your payment using our mobile app or one of the options listed above.

Avoid disconnection by paying the entire Delinquent Amount Due; OR by making a Partial Payment AND setting up a Payment Arrangement on the remaining balance before the Final Pay Date on this notice.

Payment Arrangements on remaining balances can be made through our mobile app, online via My Account, by phone (press 1-2-2-1) or in person at a Walk-in Center.

To avoid future disconnection, pay the agreed-upon payment arrangement amount PLUS the current bill each month by the due date.

If disconnected, the entire Delinquent Amount Due must be paid and reconnection must be requested through our mobile app. online My Account, or our automated phone system.

Delinquent Amount Due 5/20/21

\$98.07

Service Address: 3607 MANSLICK RD APT 13A

Total Amount Enclosed:

FORMAL PUBLIC SERVICE COMMISSION COMPLAINT OF #412902159 9#

120000002 01 AV 0.398

MAY 5, 2021 IS ATTACHEDUDE BROWDER PO BOX 1071

LOUISVILLE, KY 40201-1071

a PPL company

PO Box 25211 Lehigh Valley, PA 18002-5211



Joe A. Browder, Jr., Complainant

P.O. Box 1071

Louisville, Ky. 40201-1071

RECEIVED
JUN 0 1 2021

PUBLIC SERVICE COMMISSION

No. 2021-00204

Public Service Commission

211 Sower Blvd.

P.O. Box 615

Frankfort, Ky. 40601

Louisville Gas and Electric Company, Defendant

220 W. Main St.

P.O. Box 32010

Louisville, Ky. 40232-2010

May 24, 2021

Complainant's Exhibits Supplementing/Amending Formal Complaint No. 2021-00204

- I, Joe A. Browder, Jr. Complainant, hereby supplement/amend my Formal Complaint dated May 5, 2021 and date-stamped received May 7, 2021; pursuant to applicable provisions of 807 KAR 5:001, to include the attached exhibits numbered sequential to the four exhibits submitted in my supplement dated May 17, 2021:
- 5. Unsigned Letter to me from "LG&E" dated May 24, 2021 stating "access issues prevented accurate readings... and a credit was applied for the period from 01/13/2021 through 4/29/2021". My response is handwritten at the bottom of the letter, and was returned to LG&E.
- 6. The LG&E "corrected final bill" for \$250.20; also dated May 24, 2021 that was included with the above-referenced Unsigned Letter, also returned to LG&E: with my comments at the bottom.

Wherefore, I respectfully submit the attached Exhibits to amend/supplement my Formal Complaint No. 2021-00204; and also reserve my right to further supplement said Formal Complaint upon rec3eipt of additional relevant information.

Respectfully submitted,

Joe A. Browder, Jr., Complainant

Service: This document and all attached Exhibits were served on Defendant LG&E at time of mailing to the Kentucky Public Service Commission; also by U.S. Mail.

Joe A. Browder, Jr., Complainant

P.O. Box 1071

Louisville, Ky. 40201-1071



May 24, 2021

Dear Joe Browder:

We recently identified a billing issue with your account; Kentucky Revised Statutes requires us to correct the issue.

On 05/17/2021, our representative visited your service address to verify the last reading on your gas meter number - 8017320. Due to previous access issues dating back to February of 2021, it was necessary to estimate your usage based on historical usage data for your account because the access issues prevented us from obtaining actual readings. After reading the gas meter on 5/17/21 in connection with your final bill, we found that those prior estimates were higher than the actual usage; therefore a credit was applied to your account for the over-estimated usage for the period of 01/13/2021 through 04/29/2021.

If your account is current, you may request a refund check rather than a credit to your account.

Please contact Customer Service at 502-589-1444, if you have any questions or information that may affect the correction we made or to request a refund check.

MAY 28,2010

YOUR (ATTACHED)" CORRECTED FINAL BILL FALSELY STATES THAT I OWE AN AMOUNT OF \$ 25000, PAYABLE BY JUNE 16, 2021; AND IS DATED MY 24. 2021 AS IS THIS UNSIGNED LETTER.

BOTH WILL BE SUBMITTED TO THE KENTUCKY PUBLIC SERVICE COMMISSION

IN SUPPORT OF CASE NO. 2021-000 204.

FOO NOT OWE LIGHE ANYTHING, AS I MOUED DUT OF THE APARTMENT IN FEBRUARY AND PROPERLY NOTIFIED DUTH LGGE AND THE LANDLUND Z WILL AUT BE HELD RESPONSIBLE FOR LGTE ADO/OR LANDLORDS INALTIONS IN FAILING TO DISCOMPELT AFTER I MOVED. THANK YOU, John Of

0106,86 YAM



BILLING SUMMARY

Previous Balance Payment(s) Received	106.29 0.00
Balance as of 5/21/21	\$106.29
Current Electric Charges Current Gas Charges	179.74 -35.83
Total Current Charges as of 5/21/21	\$143.91
Total Amount Due	\$250.20

This is a corrected final bill.

This bill includes an estimated meter reading.

Mailed 5/24/21 for Account #

AMOUNT DUE

\$250.20

DUE DATE

6/16/21

Online or phone payments made before 7 pm ET will be posted same day

Account Name:

JOE BROWDER

Service Address:

3607 Manslick Rd Apt 13a

LOUISVILLE KY

Online Payments:

lge-ku.com

Telephone Payments:

(502) 589-1444, press 1-2-3

24 hours a day; \$2.00 fee

Customer Service:

Walk-in Center:

(502) 589-1444

M-F, 7am-7pm ET 820 W. Broadway

Louisville, KY 40202

M-F, 9am-5pm ET

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 6/16/21 \$250.20 \$250.20 After Due Date, Pay this Amount: Winterhelp Donation: **Total Amount Enclosed:** 0.00

I DO NOT OWE THIS MOVE MAY AMOUNT PLEAT PLEFED TO THIS OLL WILL BE NO DED AS AN AMENDMENT (SUPPLE MENT)

a PPL company

PO Box 25211 Lehigh Valley, PA 18002-5211 Account

Service Address: 3607 Manslick Rd Apt 13a

#1141000587# 0000058 JOE BROWDER PO BOX 1071

LOUISVILLE, KY 40201-1071

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*Joe A. Browder, Jr. P.O. Box 1071 Louisville, KENTUCKY 40201

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

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