

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JEFFREY JON GREENBERG)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2023-00149
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ORDER

On April 26, 2023, Jeffrey Jon Greenberg tendered a formal complaint with the Commission against Louisville Gas and Electric Company (LG&E) alleging LG&E improperly disconnected his residential electric service on February 17, 2023, without providing prior notice “required by 807 KAR”.¹ For relief, Mr. Greenberg requests that the Commission sanction LG&E as the Commission sees fit. Mr. Greenberg did not provide the reason given to him by LG&E for the disconnection of his residential electric service.

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.

¹ Commission regulation 807 KAR 5:006, Section 15 contains the regulations for termination of service, but it is unclear what provisions of the regulation apply to the situation at hand.

The Commission notes that, because a determination has not yet been made whether the complaint establishes a prima facie case, the complaint has not yet been accepted for filing and LG&E is not a party to the case at this time, but LG&E should be in possession of records related to the basis for disconnecting service. The allegations made by Mr. Greenberg support further investigation into the merits of the complaint. The notice prior to disconnection required of LG&E, if any depends upon the reason for service disconnection. The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a prima facie case. Because the necessary information is in the possession of LG&E, the Commission finds that a copy of this Order should be served upon LG&E.

LG&E should provide to the Commission all records pertaining to the basis of disconnecting Mr. Greenberg's service, copies of Mr. Greenberg's bills regarding the disconnection of Mr. Greenberg's service on February 17, 2023, all written communication with Mr. Greenberg related to LG&E disconnecting his service on February 17, 2023, and any records of in person or telephonic communication with Mr. Greenberg related to LG&E disconnecting his service on February 17, 2023.

A copy of Mr. Greenberg's complaint is attached to this Order as Appendix A to inform LG&E of the subject of the complaint and to assist in identifying Mr. Greenberg's account.

Additionally, any hearing scheduled in this matter shall be held on the designated day or days and continued until called from the bench by the presiding officer. Pursuant to 807 KAR 5:001, Section 2, if the hearing is not concluded on the designated day, the hearing may be continued upon verbal announcement by the presiding officer. A verbal announcement made by the presiding officer shall be proper notice of the continued

hearing. Hearings are held in the Richard Raff Hearing Room at the offices of the Public Service Commission at 211 Sower Boulevard, Frankfort, Kentucky. Witnesses who sponsor schedules, testimony, or responses to requests for information are expected to participate in person at a hearing.

LG&E, pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on within 15 days of service of this Order. The Commission directs LG&E to the Commission's July 22, 2021 Order in Case No. 2020-00085² regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. LG&E shall respond to this request for documents within 15 days of service of this Order by providing the following:

a. All records pertaining to the basis of disconnecting Mr. Greenberg's service;

b. Copies of Mr. Greenberg's bills regarding the disconnection of Mr. Greenberg's service on February 17, 2023;

c. Copies of all written communication with Mr. Greenberg related to LG&E disconnecting his service on February 17, 2023;

d. All records of in person or telephonic communication with Mr. Greenberg related to LG&E disconnecting his service on February 17, 2023.

2. 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 Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).


3. A copy of this Order shall be served on Mr. Greenberg by U.S. certified mail, return receipt requested at 7000 Hadley Court, Louisville, Kentucky 40241.

4. LG&E shall serve a copy of its response on Mr. Greenberg at 7000 Hadley Court, Louisville, Kentucky 40241.

5. LG&E shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.

6. Nothing contained in this Order shall prevent the Commission from entering further Orders in this matter.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ENTERED
AUG 31 2023 rcs
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00149 DATED AUG 31 2023

TWO PAGES TO FOLLOW

RECEIVED

APR 26 2023

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

JEFFREY JON GREENBERG

(Your Full Name)

COMPLAINANT

VS.

LOUISVILLE GAS AND ELECTRIC CO. (LG&E)

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of JEFFREY JON GREENBERG respectfully shows:
(Your Full Name)

(a) JEFFREY JON GREENBERG
(Your Full Name)

7000 HADLEY COURT LOUISVILLE KY 40241
(Your Address)

(b) LOUISVILLE GAS AND ELECTRIC COMPANY
(Name of Utility)

820 W. BROADWAY LOUISVILLE KY 40202
(Address of Utility)

(c) That: LG&E DISCONNECTED THE ELECTRIC RESIDENTIAL
(Describe here, attaching additional sheets if necessary,

SERVICE AT 7000 HADLEY CT LOUISVILLE KY 40241
the specific act, fully and clearly, or facts that are the reason

ON APPROX. 02/17/23 WITHOUT PROVIDING PRIOR
and basis for the complaint.)

NOTICE AS REQUIRED BY 807 KAR.

Continued on Next Page

Formal Complaint

JEFFREY JON GREENBERG vs. LOUISVILLE GAS & ELECTRIC

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Wherefore, complainant asks LOUISVILLE GAS AND
(Specifically state the relief desired.)
ELECTRIC BE PUNISHED AS THE LAW PERMITS
AND THE KENTUCKY PUBLIC SERVICE
COMMISSION SEES FIT.

Dated at LOUISVILLE, Kentucky, this 24th day
(Your City)
of APRIL, 2023
(Month)


(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.

Jeffrey Greenberg
7000 Hadley Court
Louisville, KENTUCKY 40241

*Honorable Allyson K Sturgeon
Managing Senior Counsel - Regulatory &
LG&E and KU Energy LLC
220 West Main Street
Louisville, KENTUCKY 40202

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