

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

NATALIYA WILLIAMS	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2024-00311
	)	
KENTUCKY UTILITIES COMPANY AND	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANTS	)	

ORDER

On September 19, 2024, Nataliya Williams filed a complaint case against Kentucky Utilities Company (KU) and Louisville Gas and Electric Company (LG&E) in which she claimed that her electric bills are much higher after moving to a new apartment. She asserted that her electric bills were improperly calculated and that her money was stolen. She submitted copies of her electric bills that show she is a customer of KU.

After the filing of her complaint, Ms. Williams submitted six additional documents, which have been filed into the case record. These include additional information about her complaint, a filing designated a “response,” and three filings designated “Requests for Information” to the Commission.

LEGAL STANDARDS

KRS 278.260

- (1) The commission shall have original jurisdiction over complaints as to rates or service of any utility, and upon a complaint in writing made against any utility by any person that any rate in which the complainant is directly interested is unreasonable or unjustly discriminatory, or that any

regulation, measurement, practice or act affecting or relating to the service of the utility or any service in connection therewith is unreasonable, unsafe, insufficient or unjustly discriminatory, or that any service is inadequate or cannot be obtained, the commission shall proceed, with or without notice, to make such investigation as it deems necessary or convenient. The commission may also make such an investigation on its own motion. No order affecting the rates or service complained of shall be entered by the commission without a formal public hearing.

- (2) The commission shall fix the time and place for each hearing held by it, and shall serve notice thereof upon the utility and the complainant not less than twenty (20) days before the time set for the hearing. The commission may dismiss any complaint without a hearing if, in its opinion, a hearing is not necessary in the public interest or for the protection of substantial rights.

807 KAR 5:001, Section 20

- (1) Contents of complaint. Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and 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 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; and
  - (d) The relief sought.
- (4) Procedure on filing of complaint.
  - (a) Upon the filing of a complaint, the commission shall immediately examine the complaint to ascertain if it establishes a prima facie case and conforms to this administrative regulation.

1. If the commission finds that the complaint does not establish a *prima facie* case or does not conform to this administrative regulation, the commission shall notify the complainant and provide the complainant an opportunity 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 require the answer to be filed within a shorter period if the complaint involves an emergency situation or otherwise would be detrimental to the public interest.

### DISCUSSION

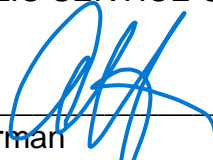
The Commission finds that Ms. Williams's complaint against KU establishes a *prima facie* case and conforms to the requirements of 807 KAR 5:001, Section 20(1). The Commission finds that pursuant to 807 KAR 5:001, Section 20(4)(b), KU should satisfy the matters complained of or file a written answer to the complaint within ten days of service of the date of service of this order.

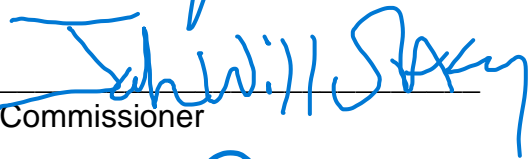
The Commission finds that Ms. Williams's complaint against LG&E fails to establish a *prima facie* case because the documents she submitted with her complaint indicate that she is not a customer of LG&E. The Commission finds that pursuant to 807 KAR 5:001, Section 20(4)(a)(1), Ms. Williams should be provided an opportunity to amend the complaint within ten days of the date of service of this order.

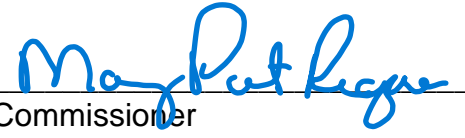
IT IS THEREFORE ORDERED that:

1. KU shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.
2. In regard to LG&E, Ms. Williams shall file any amendment to the complaint to establish a *prima facie* case pursuant to Section 20 of 807 KAR 5:001 within ten days from the date of service of this Order or the complaint shall be dismissed.
3. Ms. Williams shall file the documents pursuant to ordering paragraph 2 by electronic mail to PSCED@ky.gov or by US Mail to P.O. Box 615, Frankfort Kentucky 40602-0615.
4. A copy of this Order will be mailed via certified mail to Ms. Williams at 107 Kenilworth Court, Apt. C, Radcliff, Kentucky 40160.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Commissioner

  
Commissioner

ATTEST:

  
Executive Director

ENTERED  
NOV 21 2024 jdc  
KENTUCKY PUBLIC  
SERVICE COMMISSION

\*Nataliya Williams  
107 Kenilworth Court  
Apt. C  
Radcliff, KENTUCKY 40160

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

\*Louisville Gas and Electric Company  
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