

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

| | | |
|-------------------------------------|---|------------|
| LESLEY VOWELS |) | |
| |) | |
| COMPLAINANT |) | |
| |) | CASE NO. |
| V. |) | 2023-00288 |
| |) | |
| LOUISVILLE GAS AND ELECTRIC COMPANY |) | |
| |) | |
| DEFENDANT |) | |

ORDER

On August 28, 2023, Lesley Vowels tendered a formal complaint with the Commission against Louisville Gas and Electric Company (LG&E), alleging that she was billed twice for the same balance.

Pursuant to Commission regulation 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 further investigation into the merits of the complaint. Proof of payment is an indispensable element of establishing that Ms. Vowels paid her balance as she has

claimed. 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. Therefore, Ms. Vowels shall file responses to Commission Staff's First Request for Information, attached to this Order as Appendix A, on or before the date set forth by the Commission's Staff in the request. Ms. Vowels shall respond to any future requests for information propounded by Commission Staff by the date or dates set forth on any such requests.

Although the Commission has not made LG&E a party to this proceeding because a *prima facie* case has not been established, the Commission finds that some facts required for the Commission's consideration of the matter are likely to be in the possession of LG&E, and LG&E shall file responses to Commission Staff's First Request for Information, attached to this Order as Appendix B. A copy of Ms. Vowels's complaint and subsequent filings are attached to this Order as Appendix C.

IT IS THEREFORE ORDERED that:

1. Ms. Vowels shall respond to Commission Staff's First Request for Information as provided in Appendix A attached to this Order.
2. Ms. Vowels shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.
3. LG&E shall respond to Commission Staff's First Request for Information as provided in Appendix B attached to this Order.
4. LG&E shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.

5. A copy of this Order shall be served on Ms. Vowels by electronic service as requested in her September 8, 2023 filing.¹


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

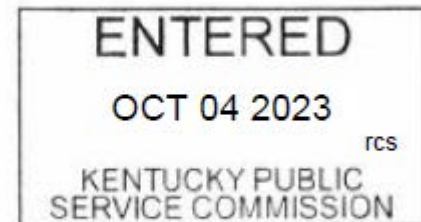
¹ Lesley Vowels Additional Information and Request for Electronic Service (filed Sept. 8, 2023).

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner



ATTEST:


Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00288 DATED OCT 04 2023

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO LESLEY VOWELS

Lesley Vowels, pursuant to 807 KAR 5:001, shall file with the Commission the following information by either mailing the response to the Public Service Commission at 211 Sower Boulevard, Frankfort, Kentucky 40602, or by emailing the response to PSCED@ky.gov. The information requested is due on October 13, 2023.

Ms. Vowels shall make timely amendment to any prior response if Ms. Vowels obtains information that indicates the response was incorrect or incomplete when made or, though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which Ms. Vowels fails or refuses to furnish all or part of the requested information, Ms. Vowels shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When filing a paper containing personal information, Ms. Vowels shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide copies of any payment records that demonstrate you made payment on July 5, 2023. Acceptable forms of proof of payment include documents

provided by your bank, including canceled checks, honored checks, or documents indicating payment was honored by your bank. Unacceptable forms of proof of payment include screenshots, downloads, or printouts of banking statements. Account numbers should be redacted.

2. Provide details about your online bill-payment process, including: (1) how you initiate payment transactions for LG&E bills; (2) whether payment is made via a check created by your bank and mailed to LG&E, or by electronic transfer of funds from your account to LG&E's bank account; and (3) how you are alerted when payment is sent by your bank to LG&E.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2023-00288 DATED OCT 04 2023

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO LOUISVILLE GAS AND ELECTRIC COMPANY

Louisville Gas and Electric Company (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 October 13, 2023. The Commission directs LG&E to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

LG&E shall make timely amendment to any prior response if LG&E obtains information that indicates the response was incorrect or incomplete when made or,

¹ 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).

though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which LG&E fails or refuses to furnish all or part of the requested information, LG&E shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, LG&E shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide copies of bills from any accounts in the name of Lesley Vowels issued from June 2023 to September 2023. Account numbers should be redacted.
2. Provide copies of any documents indicating that any attempted payment by Ms. Vowels was dishonored by her bank. Account numbers should be redacted.

APPENDIX C

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2023-00288 DATED OCT 04 2023

TEN PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY

AUG 28 2023

BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE COMMISSION

In the matter of:

Lesley Vowels
(Your Full Name)

COMPLAINANT

VS.

Louisville Gas & Electric
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Lesley Vowels respectfully shows:
(Your Full Name)

(a) Lesley Vowels
(Your Full Name)

1153 Ellerholt Court Louisville, Ky 40211
(Your Address)

(b) Louisville Gas & Electric
(Name of Utility)

820 W. Broadway Louisville, Ky 40202
(Address of Utility)

(c) That: LGE WAS PAID IN FULL OF \$1474.30 ON
(Describe here, attaching additional sheets if necessary.)

7/5/2023. They are demanding payment a 2nd
the specific act, fully and clearly, or facts that are the reason
twice in threatening to disconnect my services
and basis for the complaint.)

again.

Continued on Next Page

Formal Complaint

Lestey Vowels 1153 Ellerholt Ct. Louisville, Ky. 40211
vs. LG&E

Page 2 of 2

I paid the illegal bill in full of \$1474.30 to LG&E on 7/5/2023. They have transferred this amount once again to my new account claiming I owe it a second time; else they will disconnect my services

Note 2 of my service does not disabled and LG&E is aware and disregarding federal ADA laws.

Wherefore, complainant asks

(Specifically state the relief desired.)

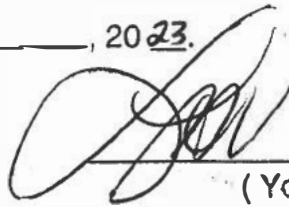
The bill is not owed on

Services remain connected until this bill is legally resolved, as the Public Service Commission rule states during a formal bill dispute; as long as current service bills are paid; as such once are paid

the services remain connected. Thank you.

Dated at Louisville, Kentucky, this 26th day
(Your City)

of August, 2023.
(Month)



(Your Signature*)

(Name and address of attorney, if any)

8/26/2023

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.

From: [Lesley Vowels](#)
To: [PSC Executive Director](#)
Cc: [REDACTED]
Subject: Re: PSC Formal Complaint I: Lesley Vowels 1153 Ellerholt Court 40211 Formal Complaint
Date: Monday, August 28, 2023 5:25:15 PM

This Message Originated from Outside the Organization

This Message Is From an External Sender.

[Report Suspicious](#)

Thank you for your recognition of my Public Service Commission formal complaint. Please advise LG&E **THE UTILITY WILL NOT DISCONTINUE YOUR SERVICE** if you have a billing complaint pending before the Commission as long as you pay the undisputed amount of your bill and continue to pay your regular monthly bills.

LGE Old Account

1. [REDACTED]
2. Payment Amount: \$1474.30
3. Payment Date: 07/05/2023
4. Payment Posted to Account: 07/06/2023
5. **Payment Confirmation Numbers**
 1. 1056754949 \$802.50
 2. 1053756219 \$676.80

LGE New Account Number

1. [REDACTED].

Transferred Amounts from Old Account to New Account, when old account had to be paid in full before new account would be opened. I do not owe this.

1. \$122.00 (unknown amount transferred as the bill had to be paid in full before a new account opened)
2. \$260.00 (This is a forced new account fee)
3. \$1474.30 (Wrote off on taxes in 2021)

Thank you, Have a blessed day,
LLC Consulting
Lesley Vowels
502 435 0934
lesleyvowels@gmail.com
Ezekiel 3:16-21

On Mon, Aug 28, 2023 at 3:44 PM PSC Executive Director <PSCED@ky.gov> wrote:

Hello,

We have received the formal complaint by mail and is under review.

From: Lesley Vowels <lesleyvowels@gmail.com>

Sent: Saturday, August 26, 2023 12:38 PM

To: PSC Executive Director <PSCED@ky.gov>

Subject: Re: PSC Formal Complaint I: Lesley Vowels 1153 Ellerholt Court 40211 Formal Complaint

Hello,

Have you received my formal complaint regarding the past due balance of 1479.00 to LGE at address 3330 Bohannon Ave 40215 disconnecting services at 1153 Ellerholt Court 40211 due to it?

If not,

What are my next steps to ensure my complaint is formal to ensure they cannot disconnect during the this dispute process?

As I have paid the balance in full on 7/5/2023 and they are transferring that amount again to my new account. And threatening disconnect.

On Mon, Jul 3, 2023 at 3:12 PM PSC Executive Director <PSCED@ky.gov> wrote:

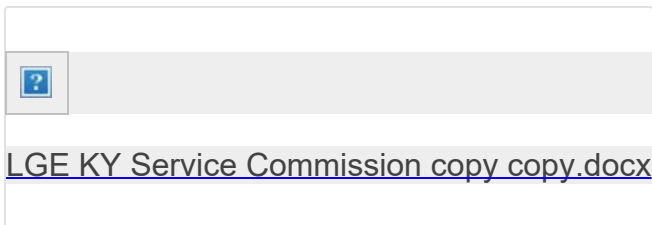
We have received the above-referenced filing. Please contact us with any questions.

From: Lesley Vowels <lesleyvowels@gmail.com>
Sent: Monday, July 3, 2023 1:23 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: PSC Formal Complaint I: Lesley Vowels [1153 Ellerholt Court 40211](#) Formal Complaint

Dear Public Service Commission,

Please accept this updated copy of my Formal complaint. Thank you.

Have a Happy 4th of July weekend. Hod bless America.



--

Thank you,
Lesley Vowels
502.435.0934
LesleyVowels@gmail.com

--

Thank you,
Lesley Vowels
502.435.0934
LesleyVowels@gmail.com

AUG 30 2023

PUBLIC SERVICE
COMMISSION

From: [Lesley Vowels](#)
To: [PSC Executive Director](#)
Subject: \$1474.30 LGE Payment Dispute Lesley Vowels 1153 Ellerholt Court 40211
Date: Wednesday, August 30, 2023 3:14:18 PM

This Message Originated from Outside the Organization

This Message Is From an External Sender.

[Report Suspicious](#)

Dear Public Service Commission,

I am being further harassed by LGE for a second time regarding this uncollectible bill from 2013 they wrote off on their taxes in 2021.

I was forced to make payment on 07/05/2023 as I could no longer sleep in my car after surgery. Payment posted on 07/06/2023.

Conf#: 1056754948 \$802.50

Conf# 1056756219 \$676.80

This payment receipt ended the payment dispute between LGE and I for \$1474.30 on 07/06/2023 when they received payment on 07/06/2023.

The payment they received was 55 days ago and I am again being threatened with disconnection by US Mail, phone and email for this bill.

Along with several other charges LGE has transferred . They have transferred \$122 dollars for billing dates while my services were off. How could a bill be incurred during that time?

They also charged me a new account fee \$260.00 stating I have a new account. And they are only "transferring the old charges.

And now they are again transferring this bill of \$1474.30.

I have opened an investigation of Disability Discrimination with Louisville and Kentucky Human Relations Commission. Jessica Gardner will be investigating. I have included her in this email for your convenience.

Due to providing proof of payment AND receipt of payment this case should be closed.

LGE and Public Service Commission will need to speak to PNC directly regarding this matter as my account states payment was made on 07/05/2023 and that payment was also received by LGE on 07/06/2023 55 days ago and PNC has not returned any checks to my account unpaid.

Also, Due to my disability, all contact will need to be through email or mail.

Any further contact by LGE regarding this bill will need to go through PNC or The Public

Service Commission; else it will be considered harassment as I have proven payment and receipt.

| July 06, 2023 | | |
|------------------------------|------------|---|
| WALMART #1476 CLARKSVILLE IN | -\$9.31 | ● |
| Electronics + Merchandise | \$691.90 | ● |
| LOUISVILLE GAS AND ELE KY | -\$676.80 | ● |
| Utilities | \$701.21 | ● |
| LOUISVILLE GAS AND ELE KY | -\$802.50 | ● |
| Utilities | \$1,378.01 | ● |

Thank you,
Lesley Vowels
LLC Consulting
lesleyvowels@gmail.com
Ezekiel 3:16-21

--
Thank you,
Lesley Vowels
502.435.0934
LesleyVowels@gmail.com

SEP 08 2023

PUBLIC SERVICE
COMMISSION

From:
To: [PSC Executive Director](#)
Cc:
Subject: Re: \$1474.30 LGE Payment Dispute Lesley Vowels 1153 Ellerholt Court 40211
Date: Friday, September 8, 2023 4:16:13 PM
Attachments: [image.png](#)

This Message Originated from Outside the Organization
 This Message Is From an External Sender.

[Report Suspicious](#)

Hello PSC,

Due to my disability, All contact will need to be through email.

Can you please provide an update or advise what is needed to close this case of another illegal collection for \$1474.30, \$122.00 and \$260.00? As I have provided proof of payment to LGE and proof of payment receipt by LGE in my email on 08/30/2023 and again below.

Thank you.

| July 06, 2023 | | |
|------------------------------|------------|-----|
| WALMART #1476 CLARKSVILLE IN | -\$9.31 | ••• |
| Electronics + Merchandise | \$691.90 | ••• |
| LOUISVILLE GAS AND ELE KY | -\$676.80 | ••• |
| Utilities | \$701.21 | ••• |
| LOUISVILLE GAS AND ELE KY | -\$802.50 | ••• |
| Utilities | \$1,378.01 | ••• |

Thank you, Have a blessed day,
 LLC Consulting
 Leslev Vowels

Ezekiel 3:16-21

On Wed, Aug 30, 2023 at 3:50 PM PSC Executive Director <PSCCED@ky.gov> wrote:

We have received your above referenced filing. If you need further assistance please contact us.

From: Lesley Vowels <leslevowels@llcconsulting.com>
Sent: Wednesday, August 30, 2023 3:14 PM
To: PSC Executive Director <PSCCED@ky.gov>
Subject: \$1474.30 LGE Payment Dispute Lesley Vowels 1153 Ellerholt Court 40211

Dear Public Service Commission,

I am being further harassed by LGE for a second time regarding this uncollectible bill from 2013 they wrote off on their taxes in 2021.

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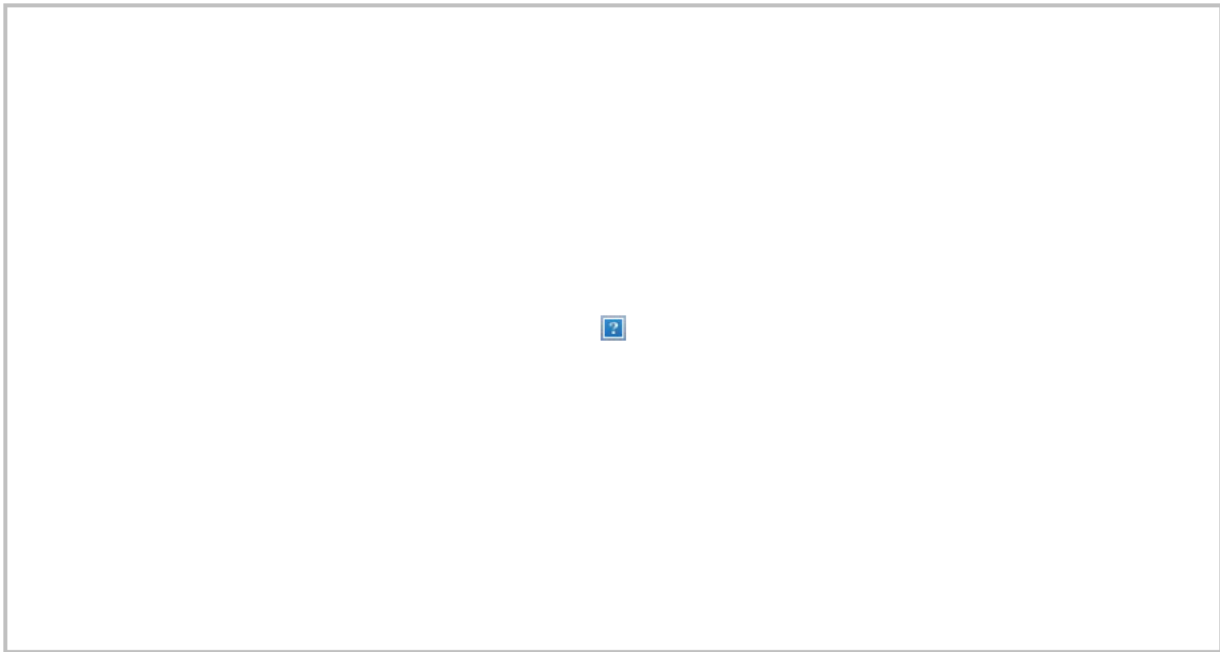
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Thank you,
Lesley Vowels
LLC Consulting

Ezekiel 3:16-21

--

Thank you,
Lesley Vowels

*Lesley Vowels
1153 Ellerholt Court
Louisville, KENTUCKY 40211

*Rick E Lovekamp
Manager Regulatory Affairs
Louisville Gas and Electric Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

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