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PUBLIC COMMENT FORM

SEP 16 2011

Mail your comments to:  
Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602.  
Or fax to: (502) 564-9625

PUBLIC SERVICE  
COMMISSION

Name: Nancy Dylev  
Address: 1922 Magazine St, Louisville  
40203  
Case: 2011-00162

COMMENTS: I do not feel that L&E  
should be allowed to increase  
rates because this company already  
places profits before the welfare  
of its customers in that the following  
practices are in force:  
1) Customers in west Louisville are  
overcharged  
2) bills for L&E are estimated  
a large portion of the time.  
3) there are no procedures in  
practice for mistakes made by  
meter readings taken by a  
technician who has a machine  
he or she cliques from his or  
her vehicle  
4) when customer's food in the  
west End is lost because  
mistakes are made which  
result in the power being  
shut off, though the bill  
is paid in full, there is no  
effort made to reimburse  
the customer.

- 5) Service accidentally and for cut off because of work on the lines which cause loss of power for 7-10 days receive no credit on the bill, we are being fleeced.
- 6) Customers in West Louisville who received only a small amount of damage during storms are forced to carry the expenses for East End damages.
- 7) There is inequity in the replacement of food loss in East Louisville compared to West Louisville. East Louisville is reimbursed for food lost, West End gets nothing.
8. Faulty thermostats have been installed in West End properties which has caused damages & alleged death and little has been done to replace all of them.
9. In the past there are areas where 3-4 meters have been installed for gas at the same residents in African-American neighborhoods within a 4-year period, we believe these meters were calibrated to up our bills each time.
10. Our bills continue to increase greatly though we cut back in usage.