

with the new company poor people are being treated worst than a

### PUBLIC COMMENT FORM

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Kentucky Public Service Commission  
P.O. Box 615  
Frankfort, KY 40602  
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Case: 2011 - 00162

*customer* L & E deserves not increase they are screwing over

COMMENTS: For more than a year L & E has refused to issue brown bills in a timely fashion which indicate that a person's service will be cut off in 10 days. Brown bills are the way churches, community ministers provide assistance on people's utility bills. Without such a brown bill people are unable to get a quick ministeries and even government help. Since the new owners took over sometimes bills the brown ones aren't issued until 2-4 days before a cut off of service will take place. For most agencies which help people pay utilities this is not sufficient to get into these places to get help. Another unconscionable thing the company does is to not allow ministeries to pledge payments. L & E wants the cash the same day.