

GS

Case No.

2011-00211

Hard copy to follow.

Commonwealth Of Kentucky
Before The Public Service Commission

In the matter of:
Brenda Joyce Clayton
Complainant

Phone (502) 408-1973

-VS-

RECEIVED

AUG 02 2011

PUBLIC SERVICE
COMMISSION

Louisville Gas & Electric A, PPL Company
Defendant

Complaint

The Complaint of Brenda J Clayton respectfully shows:

A. Brenda J Clayton
4232 Greenwood Avenue
Louisville, Ky 40211

B. Louisville Gas & Electric Company
820 West Broadway
Louisville, Ky 40202

LG&E split my account back in June of 2009 @ my request, due to large gas bills. When I paid the bill down to a 0.00 balance in October of 2009 I requested the gas be restored and LG&E refused me service, saying I owed \$601.19. So I ended up not having any gas from October 2009 to March 2010, before they corrected their error.

Please see: Attached

Date: Louisville, Ky, this 1st day of August, 2011.

August 1, 2011

Signature: Brenda J. Clayton

Address: 4232 Greenwood Ave.

Formal Complaint

To the Public Service Commission:

LG&E charged 601.19 to my account on October 13, 2009 and I disputed the charges. This led to several reviews with different members of LG&E's staff. We could not come to any agreement, so I remained without gas service from October 2009 to March 2010, but continued to pay for electric service. Eventually in March 2010 two of LG&E's staff reviewed my account and found an error made by one of their staff in October 2009, they deducted the amount of 601.19 from my account. Then my service was restored at no cost due to their error. My account remained current for one year, March 2010 to March 2011 however, at some point LG&E was sold and all account information was transferred from one system to another. That is when another LG&E staff person charged the 601.19 back to my account again and LG&E added an additional \$110.46 totaling \$711.65 This amount was added to my March 2011 bill. LG&E then threatened to disconnect my service unless I paid the amount of \$711.65 in full. I tried to explain the situation to the staff person and was unable to come to any understanding with LG&E so, I filed a complaint with the Public Service Commission .

I would like for LG&E to deduct the \$711.65 from my account and to reimburse me for the \$270.57 which it appears they owe me on the statement sent out on October 13, 2009 plus any interest due to me . I would also, like for LG&E to be reprimanded for unlawfully disconnecting my service while this case was in dispute with the Public Service commission on April 29, 2011.

See Exhibits A, B and C

Sincerely



Brenda J Clayton