

Beaumont-Carver has presented a *prima facie* case. The Complaint alleges that LG&E will not cooperate in switching the account from a business name to a personal name due to an outstanding balance. However, the Complaint does not state that either the complainant told LG&E that switching the account name was a requirement for her to receive assistance or that she provided LG&E with verification that assistance would be forthcoming if the account name was switched.

Based on the foregoing, it is HEREBY ORDERED that:

1. Within ten days of the date of service of this Order, LG&E shall file a response to the Complaint of Margaret Beaumont-Carver and shall include copies of bills rendered and payments made for 2015 through 2017.

2. LG&E shall provide a record of any correspondence or communication it may have had with Ms. Beaumont-Carver on this matter.

3. Pursuant to 807 KAR 5:001, Parties are to file with the Commission the original and six copies of any responses. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to questions related to the information provided.

4. 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.

5. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

6. Documents of any kind filed with the Commission in the course of this proceeding shall also be served on all parties of record.

By the Commission

ENTERED
JUN 20 2017
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

lt

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

MAY 30 2017

Public Service
Commission

Margaret Beaumont-Carver
(Your Full Name)

COMPLAINANT

VS.

Case No. 2017-00241

LG&E
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Margaret Beaumont-Carver respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

3906 Vermont Avenue
(Your Address)

ladybeau7@yahoo.com
(Your Email Address)

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

820 West Broadway
(Address of Utility)

(c) That: I am eligible and have been approved for the Affordable Energy Program.
(Describe here, attaching additional sheets if necessary,

This Program has a fresh start program that pays off any outstanding
the specific act, fully and clearly, or facts that are the reason
balance and help with monthly LG&E Payments with the Program Goal
to get its recipients current and to stay current throughout the duration of
and basis for the complaint.)
this Program.

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Formal Complaint

Margaret Bezumani-Carr vs. LG & E

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My account is in my business name and the Affordable Energy Program requires that the bill be in my personal name. LG&E

refuses to change the account into my personal name without the outstanding bill paid.

The Affordable Energy has offered to pay the outstanding balance from its Fresh Start Program.

Wherefore, complainant asks _____
(Specifically state the relief desired.)

LG&E accept the funds from the Fresh Start Program to pay the outstanding balance to allow me to participate in the Program This program benefits not only myself but it benefits LG&E

because it is designed to get my account current and pay directly to LG&E payments each month.

Dated at Louisville, Kentucky, this 5th day
(Your City)

of May, 20 17
(Month)

Margaret Bezumani Carr
(Your Signature*)

(Name and address of attorney, if any)

05-09-2017

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.

*Margaret Beaumont-Carver
3906 Vermont Avenue
Louisville, KENTUCKY 40211

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

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