

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Hoger Dizayce/Erbit, LLC
(Your Full Name)
COMPLAINANT

VS.

LG&E
(Name of Utility)
DEFENDANT

RECEIVED

MAR 08 2017

PUBLIC SERVICE
COMMISSION

Case No. 2017-00124

COMPLAINT

The complaint of Hoger Dizayce/Erbit, LLC ^{VS LG&E} respectfully shows:
(Your Full Name)

(a) Hoger Dizayce
(Your Full Name)

5014 Poplar Level Rd Louisville, KY 40219
(Your Address)

(b) LG&E
(Name of Utility)

820 W Broadway, Louisville, KY 40202
(Address of Utility)

(c) That: On 01/24/2017 LG&E sent us a Bill for \$14,254.13
(Describe here, attaching additional sheets if necessary,

stating that we have to pay the abovementioned figure
the specific act, fully and clearly, or facts that are the reason

LG&E states on 12/15/16 to 4/13/16 after visiting
and basis for the complaint.)

the site on 12/15/16 that the meter was not

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Hogar Dizayce/ Erbil, LLC vs. LG&E

registering properly. During 2016 we stopped our kitchen for preparing hot food to preserve on energy additionally we replace most of our indoor/out lighting to LED to reduce our energy bill. Our bill was reduced due to our ~~own~~ steps to conserve the consumption of electricity. After receiving this large bill I contacted them

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

the LG&E stated that they installed wrong meter, I told them to send me an official letter regarding wrong meter, they refused to send me the statement. At this point the reduced amount of the bill is due to our decision to stop the kitchen activities & replace lights with LED lights.

Dated at Louisville, Kentucky, this 6 day

of March, 2017

Hogar Dizayce (Your Signature*)

(Name and address of attorney, if any)

3/6/17 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.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall establish the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant;
 - (b) The full name and post office address of the defendant; and
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation section and subsection, of which a violation is claimed, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall specifically establish the relief desired.
- (2) **Signature.** The complaint shall be signed by the complainant or his or her attorney, if applicable, and if signed by an attorney, shall show the attorney's post office address. **A complaint by a corporation, association, or another organization with the right to file a complaint, shall be signed by the entity's attorney.**
- (3) **Number of copies required.** When the complainant files his or her original complaint, the complainant shall also file two (2) more copies than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of a complaint, the commission shall immediately examine the same to ascertain if it establishes a prima facie case and conforms to this administrative regulation.
 1. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, the commission shall notify the complainant or his or her attorney to that effect, and opportunity shall be given to amend the complaint within a specified time.
 2. If the complaint is not amended within the time or the extension as the commission, for good cause shown, shall grant, the complaint shall be dismissed.
 - (b) If the complaint, either as originally filed or as amended, establishes a prima facie case and conforms to this administrative regulation, the commission shall serve an order upon the person complained of, accompanied by a copy of the complaint, directed to the person complained of and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of the order, provided that the commission may, in particular cases, require the answer to be filed within a shorter or longer period.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he or she shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which the defendant is willing to give. Upon the acceptance of this offer by the complainant and with the approval of the commission, further proceedings shall not be taken.
- (6) **Answer to complaint.** If the complainant is not satisfied with the relief offered, the person complained of shall file an answer to the complaint, with certificate of service on other endorsed parties, within the time specified in the order or the extension as the commission, for good cause shown, shall grant.
 - (a) The answer shall contain a specific denial of the material allegations of the complaint as controverted by the defendant and also a statement of new matter constituting a defense.
 - (b) If the answering party does not have information sufficient to enable him or her to answer an allegation of the complaint, the answering party may so state in the answer and place the denial upon that ground.



Mailed 2/22/17 for Account # [REDACTED]

DELINQUENT AMOUNT DUE

\$14,681.75

FINAL PAY DATE

3/6/17

Account Name: ERBIL LLC
Service Address: 5014 POPLAR LEVEL RD OL
LOUISVILLE KY

Online Payments: lge-ku.com
Telephone Payments: (800) 331-7370, press 2-2-3
24 hours a day; \$2.25 fee

Customer Service: (800) 331-7370
M-F, 8am-6pm ET
Walk-in Center: 820 W. Broadway
Louisville, KY 40202
M-F, 8am-5pm ET

! DISCONNECTION NOTICE

Your account is past due. If the **Delinquent Amount Due** is not received by the **Final Pay Date**, your service will be subject to disconnection.

Reconnection: Your service will be reconnected within 24 hours after verification of full payment of the Delinquent Amount Due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection.

Unauthorized reconnection of service is punishable by law.

\$ PAYMENT OPTIONS

Full payment of the delinquent amount due can be made:

- **Authorized Payment Agent locations:** Please present this bill at the time of payment.
- LG&E Customer Service Walk-in Center.

The Final Pay Date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at **800-331-7370**.

Delinquent Amount Due **3/6/17** **\$14,681.75**

Total Amount Enclosed:



a PPL company

PO Box 9001960
Louisville, KY 40290-1960

Account # [REDACTED]
Service Address: 5014 POPLAR LEVEL RD OL

#415200883 9#
120003112 01 AB 0.399
ERBIL LLC
DINOS FOOD MART
5014 POPLAR LEVEL RD
LOUISVILLE, KY 40219-1125



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a PPL company

BILLING SUMMARY

Previous Balance	254.64
Payment(s) Received	-254.64
Balance as of 1/23/17	\$0.00
Current Electric Charges	13,190.48
Current Gas Charges	256.80
Current Taxes and Fees	806.85
Total Current Charges as of 1/23/17	\$14,254.13
Total Amount Due	\$14,254.13

This Is A Corrected Bill

Mailed 1/24/17 for Account # [REDACTED]

AMOUNT DUE
\$14,254.13

DUE DATE
2/15/17

Account Name: ERBIL LLC
Service Address: 5014 Poplar Level Rd OI
LOUISVILLE KY

Online Payments: lge-ku.com
Customer Service: (502) 627-3313
M-F, 8am-6pm ET
Walk-in Center: 820 W. Broadway
Louisville, KY 40202
M-F, 8am-5pm ET

Next read will occur 2/8/17 - 2/10/17 (Meter Read Portion 07)

⚡ CURRENT METER AND USAGE INFORMATION

Rate: General Service Three Phase

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code*	Meter Multiplier	Usage kW-	Demand (kW)
kW-BS	[REDACTED]	12/13/16		1/12/17	1.0592	R	40		42.4
kWh	[REDACTED]	12/16/16	0	1/12/17	298	V	40	11,920	
kWh	[REDACTED]	12/12/16	3086	12/15/16	3118	E	40	1,280	
Total Usage								13,200	

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 2/15/17	\$14,254.13
After Due Date, Pay this Amount:	\$14,681.75
Winterhelp Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 5014 Poplar Level Rd OI

#112300091 8#



a PPL company

PO Box 9001960
Louisville, KY 40290-1960

ERBIL LLC
DINOS FOOD MART
5014 POPLAR LEVEL RD
LOUISVILLE, KY 40219-1125



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⚡ CURRENT ELECTRIC CHARGES		Rate: General Service Three Phase
Basic Service Charge		40.00
Energy Charge (\$0.0965 x 13,200 kWh)		1,273.80
Electric DSM (\$0.00127 x 7,040 kWh)		8.94
Electric DSM (\$0.00182 x 6,160 kWh)		11.21
Environmental Surcharge (10.74% x (\$1,333.95 - \$359.70))		104.63
Electric Fuel Adjustment (\$-0.00333 x 13,200 kWh)		-43.96
Billing Correction 04/12/16 - 05/11/16		1,169.11
Billing Correction 05/12/16 - 06/09/16		1,488.71
Billing Correction 06/10/16 - 07/13/16		1,731.45
Billing Correction 07/14/16 - 08/11/16		1,783.94
Billing Correction 08/12/16 - 09/13/16		1,768.70
Billing Correction 09/14/16 - 10/10/16		1,484.60
Billing Correction 10/11/16 - 11/09/16		1,179.02
Billing Correction 11/10/16 - 12/12/16		1,190.33
Total Charges		\$13,190.48

🔥 CURRENT METER AND USAGE INFORMATION								Rate: Firm Commercial Gas Service
	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code*	Meter Multiplier	Usage ccf
ccf	[REDACTED]	12/12/16	4252	1/12/17	4549	R	1	297
							Total Usage	297
	Weather Normalization Adjustment Clause	Actual Usage (ccf)		Base Load (ccf)	Normal Degree Days		Actual Degree Days	WNA (ccf)
	12/13/2016 - 01/12/2017	297		0.00	897		855	14.59

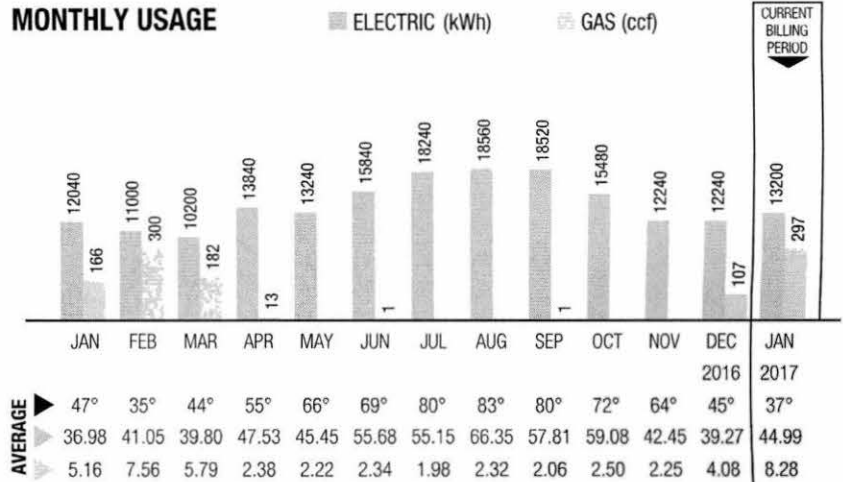
🔥 CURRENT GAS CHARGES		Rate: Firm Commercial Gas Service
Basic Service Charge		40.00
Gas Distribution Charge (\$0.21504 x 297 ccf)		63.87
Gas Supply Component (\$0.41142 x 297 ccf)		122.19
Weather Normalization Adjustment (\$0.21504 x 14.589 ccf)		3.14
Gas DSM (\$0.00057 x 161 ccf)		0.09
Gas DSM (\$0.00070 x 136 ccf)		0.10
Gas Line Tracker		27.41
Total Charges		\$256.80

OFFICE USE ONLY: IO
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 P254.64
 PF:Y eB:P

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	37°	47°
Number of Days Billed	31	33
Avg. Electric Charges per Day	\$44.99	\$36.98
Avg. Gas Charges per Day	\$8.28	\$5.16
Avg. Electric Usage per Day (kWh)	425.81	364.85
Avg. Gas Usage per Day (ccf)	9.58	5.03

MONTHLY USAGE



Taxes & Fees

Electric Sales Tax (6.00% x \$13,190.48)	791.44
Gas Sales Tax (6.00% x \$256.80)	15.41
Total Taxes and Fees	\$806.85

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date \$427.62

Explanation of Meter Reading Codes

Meter Read Codes: R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

Corrected Bill

After preparing your original bill, we discovered an error. We have made the necessary changes to correct the bill. Please accept our apologies for any confusion or inconvenience this may have caused. Contact our Customer Service Department if you have any questions.

Rate Schedules

For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

Dear ERBIL LLC,

We recently identified a billing issue on your account; Kentucky Revised Statutes require us to correct this issue.

On 12/16/2016, our representative visited your service address and discovered that the electric meter - [REDACTED] - was not registering usage properly. As a result, we estimated usage for the period of 4/13/16 through 12/15/16 based on the amount registered on the new meter, your usage history, or geographical location and weather conditions.

If necessary, we will work with you to make payments on the billed amount. In compliance with 807 KAR 5:006, Section 11, you have the right to elect to make payment arrangements for this bill for a time period no less than the number of months it took to incur the charges. Any payment arrangement you make with us will be in addition to the amount of the charges for your current monthly usage.

Please contact Customer Service if you have any questions or information that may affect the adjustment we made or to make payment arrangements.

For Customers on Auto-Pay: If you do not want us to submit the corrected amount to your bank for payment, please contact us at least 4 DAYS BEFORE your bill due date.

For Customers on Budget: This new usage information was not available when we calculated your current monthly Budget Payment Amount. As a result of this new information, your monthly Budget Payment Amount may be modified at the next review period.



a PPL company

BILLING SUMMARY

Previous Balance	14,254.13
Payment(s) Received	0.00
Balance as of 2/9/17	\$14,254.13
Current Electric Charges	1,321.48
Current Gas Charges	186.04
Current Taxes and Fees	90.45
Total Current Charges as of 2/9/17	\$1,597.97
Total Amount Due	\$15,852.10

Mailed 2/10/17 for Account # [REDACTED]

AMOUNT DUE
\$15,852.10

DUE DATE
3/8/17

Account Name: ERBIL LLC
Service Address: 5014 Poplar Level Rd OI
LOUISVILLE KY

Online Payments: lge-ku.com
Customer Service: (502) 627-3313
M-F, 8am-6pm ET

Walk-in Center: 820 W. Broadway
Louisville, KY 40202
M-F, 8am-5pm ET

Next read will occur 3/9/17 - 3/13/17 (Meter Read Portion 07)

CURRENT USAGE

⚡ ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 2/9/17	609
Previous (R) kWh Reading on 1/12/17	298
Actual (R) kW Reading on 2/9/17	0.9194
Current kWh Usage	311
Meter Multiplier	40
Demand	36.8
Metered kWh Usage	12440

🔥 GAS

Meter Reading Information	Meter # [REDACTED]
Actual (R) ccf Reading on 2/9/17	4712
Previous (R) ccf Reading on 1/12/17	4549
Current ccf Usage	163
Meter Multiplier	1
Metered ccf Usage	163

CURRENT CHARGES

⚡ ELECTRIC

Rate: General Service Three Phase

Basic Service Charge	40.00
Energy Charge (\$0.0965 x 12,440 kWh)	1,200.46
Electric DSM (\$0.00182 x 12,440 kWh)	22.64
Environmental Surcharge (9.01% x (\$1,263.10 - \$338.99))	83.26
Electric Fuel Adjustment (\$-0.00200 x 12,440 kWh)	-24.88
Total Charges	\$1,321.48

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 3/8/17 **\$15,852.10**

After Due Date, Pay this Amount: **\$15,900.04**

Winterhelp Donation:

Total Amount Enclosed:

Account # [REDACTED]
Service Address: 5014 Poplar Level Rd OI

#114012742 3#

ERBIL LLC
DINOS FOOD MART
5014 POPLAR LEVEL RD
LOUISVILLE, KY 40219-1125



a PPL company

OFFICE USE ONLY: PO Box 9001960
MRU07803, G000000 Louisville, KY 40290-1960
PF:N eB:P



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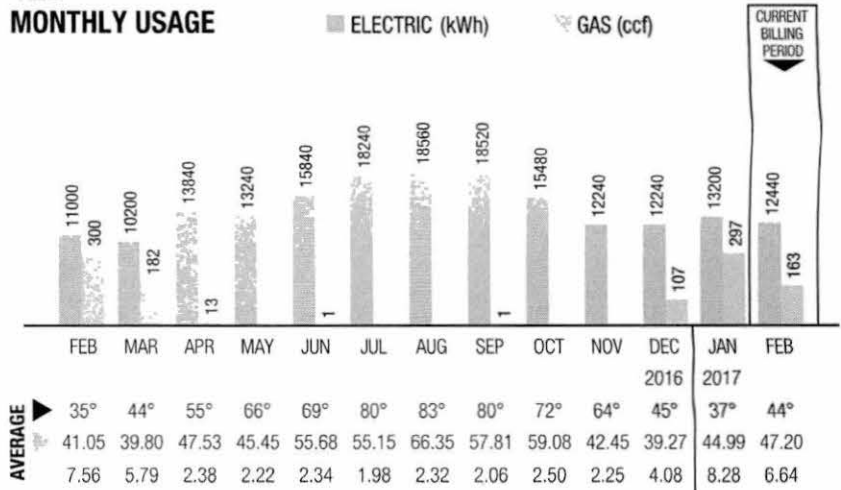
CURRENT CHARGES

GAS	Rate: Firm Commercial Gas Service
Basic Service Charge	40.00
Gas Distribution Charge (\$0.21504 x 163 ccf)	35.05
Gas Supply Component (\$0.41142 x 106 ccf)	43.61
Gas Supply Component (\$0.42950 x 57 ccf)	24.48
Weather Normalization Adjustment (\$0.21504 x 68.382 ccf)	14.70
Gas DSM (\$0.00070 x 163 ccf)	0.11
Gas Line Tracker (\$27.41 x 25/28 Days)	24.47
Gas Line Tracker (\$33.76 x 03/28 Days)	3.62
Total Charges	\$186.04

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	44°	35°
Number of Days Billed	28	30
Avg. Electric Charges per Day	\$47.20	\$41.05
Avg. Gas Charges per Day	\$6.64	\$7.56
Avg. Electric Usage per Day (kWh)	444.29	366.67
Avg. Gas Usage per Day (ccf)	5.82	10.00

MONTHLY USAGE



Taxes & Fees

Electric Sales Tax (6.00% x \$1,321.48)	79.29
Gas Sales Tax (6.00% x \$186.04)	11.16
Total Taxes and Fees	\$90.45

CONTROL
 PEAK ENERGY DEMAND
AND SAVE



Reduce demand for electricity and save.
 Enroll in Demand Conservation TODAY!

lge-ku.com/dc

OFFICE USE ONLY:
 MRU07803039, G000000
 P14254.13
 PF:Y eB:P

BILLING INFORMATION

Environmental Surcharge

Rate GS Environmental Surcharge Calculation: The fuel cost of \$338.99 included in the Energy Charge and the Fuel Adjustment line items were deducted from the Electric Charges before multiplying the Billing Factor of 9.01%.

Late Payment Charge

Late Charge to be Assessed After Due Date \$47.94

Explanation of Meter Reading Codes

Meter Read Codes: R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

Rate Schedules

For a copy of your rate schedule, visit ge-ku.com/rates or call our Customer Service Department.