

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Shawn J. Ridley)
(Your Full Name))
COMPLAINANT)
VS.)
LGE)
(Name of Utility))
DEFENDANT)

RECEIVED

MAR 29 2017

Public Service
Commission

Case No. 2017-00163

COMPLAINT

The complaint of Shawn J. Ridley respectfully shows:
(Your Full Name)

(a) Shawn J. Ridley
(Your Full Name)

1711 Spring Drive, Louisville Ky 40205
(Your Address)

Shawn.Ridley@gmail.com
(Your Email Address)

(b) LGE
(Name of Utility)

P.O. Box 9001960 Louisville, KY 40290-1960
(Address of Utility)

(c) That: SEE Attached
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Ridley vs. LGE

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Wherefore, complainant asks \$12,000 in cash ~~representing~~ representing
(Specifically state the relief desired.)

an average overpayment of \$100 per month for
over 10 years.

Dated at Louisville, Kentucky, this 28th day
(Your City)

of March, 20 17.
(Month)

Shirley J. Ridley
(Your Signature*)

(Name and address of attorney, if any)

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.

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Basis for Complaint

For years I have called LGE and questioned my bill for being too high. I've insulated my attic, all my pipes in my basement and garage and cover my windows with plastic in the wintertime to lower my bill. Despite all of these efforts, my LGE bill has always been erratic. This past summer, I asked LGE to do an audit because my electricity use inexplicably soared to levels I had not seen in the 13 years I've been in the house. LGE came out, looked around for 30 seconds and said everything looked fine. Its audit was a joke.

In November, LGE called and set an appointment to replace my meter in my house. When the LGE technician saw the meter he was to replace, he asked how the meter was read. I replied that I thought it was read electronically with an RFD tag. He said, not this meter, it can only be read by someone coming in the house and reading it. He could not replace the meter because the existing meter was never updated during the last upgrade and he had the wrong meter.

In early February (last month) I asked an LGE contractor why he was on the top of my driveway and he said that he couldn't get a meter reading from my house. I told him why and he seemed quite puzzled, asking again how LGE reads my meter. I responded, "They don't."

The bottom line is that no one from LGE has read my meter since I bought my house in July 2003. That is 13 years and 9 months. Whenever I would call LGE about my high bills over the years and if they were getting an accurate reading, they said the meter was not estimated and the billings were from actual readings. I now know that is false.

I have always lived in my house alone with no spouse or children. The prior owners lived in the house for decades and had 5 children and 2 adults. I suspect LGE has estimated my bill based on the prior owners usage – which is much higher than mine given they had 7 people living in the house. Despite my efforts to insulate the house, I've always questioned why my bill hadn't gone down. Now I know... the meter was never read in almost 14 years.