

APR 25 2018

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

<u>Margaret Beaumont-Carver</u>)
(Your Full Name))
COMPLAINANT)
VS.)
<u>LG&E</u>)
(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)

[REDACTED]
(Your Email Address)

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

820 West Broadway
(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

vs.

Page 2 of 2

I have previously made
a complaint however
I still feel that I
was paid late & that
the service against the rules

from

Wherefore, complainant asks

(Specifically state the relief desired.)

This to be investigated
and/or a hearing

Dated at Louisville, Kentucky, this 24th day
(Your City)

of April, 2018
(Month)

[Signature]
(Your Signature*)

(Name and address of attorney, if any)

4-24-2018
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

PO Box 2034

Louisville, KY 40201

On May 20, 2015 I had an outstanding balance of \$716.04. The Breakdown of this balance is:

Transferred Amount from Account: [REDACTED] was	\$885.87
May 20, 2015 – CAA made a pledge of	<u>\$400.00</u>
Adjusted Balance	\$485.87
Deposit applied on May 20, 2015	\$230.00
Final outstanding balance	\$ 715.87
May 20, 2015 Contract Balance	\$716.04


Account Number [REDACTED] Page 2

GAS CHARGES (cont)			
Total Gas Charges	\$0.83	Current ccf Usage	0
		Meter Multiplier	<u>1</u>
		Metered ccf Usage	0
OTHER CHARGES			
Interest for Cash Sec. Deposit	-0.17		
Transferred Balance	1116.04		
Security Deposit	-230.00		
Total Other Charges Due	<u>\$885.87</u>		


This is the deposit refund for this account

June 2015 I was charged an additional Deposit that was included in the contractual agreement. Here are all the charges bill to me regarding this outstanding amount:

June 2015 - Amount billed - \$329.33

 a PPL company	Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET) Telephone Payments: 1-502-589-1444; press 1-2-3 (24 hours a day; \$2.25 fee) Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET Online Customer Self-Service: www.lge-ku.com (24 hours a day)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">DUE DATE</th> <th style="text-align: left;">Pay This Amount</th> </tr> <tr> <td style="text-align: center;">06/30/15</td> <td style="text-align: center;">\$335.65</td> </tr> </table>	DUE DATE	Pay This Amount	06/30/15	\$335.65																
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July 2015 - Amount billed - \$157.50

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1

August 2015 - Amount billed - \$157.50



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
 Telephone Payments: 1-502-589-1444; press 1-2-3
 (24 hours a day; \$2.25 fee)
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
 Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
09/04/15	\$232.31

Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	80°	76°
Number of Days Billed	32	0
Electric/kwh per day	64.8	0.0
Gas/ccf per day	0.3	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3908 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 09/01/15 - 09/03/15
 Date Bill Mailed: 08/04/15 (Meter Read Portion 02)

BILLING SUMMARY

Previous Balance		184.36
Payment(s) Received 7/3 - 8/3		-335.65
Balance as of 8/3		-151.29
Current Electric Charges	199.77	
Current Gas Charges	25.82	
Current Taxes and Fees	0.51	
Current Charges as of 8/3		226.10
Other Charges (See Other Charges Box)		157.50
Total Amount Due		232.31

September 2015 - Amount billed - \$157.50



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
 Telephone Payments: 1-502-589-1444; press 1-2-3
 (24 hours a day; \$2.25 fee)
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
 Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
10/07/15	\$202.21

Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	78°	78°
Number of Days Billed	30	0
Electric/kwh per day	58.7	0.0
Gas/ccf per day	0.4	0.0


ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3908 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 10/01/15 - 10/05/15
 Date Bill Mailed: 09/03/15 (Meter Read Portion 02)


BILLING SUMMARY

Previous Balance		232.31
Payment(s) Received 8/4 - 9/2		-381.00
Balance as of 9/2		-148.69
Current Electric Charges	168.27	
Current Gas Charges	24.64	
Current Taxes and Fees	0.49	
Current Charges as of 9/2		193.40
Other Charges (See Other Charges Box)		157.50
Total Amount Due		202.21

October 2015 - Amount billed - \$100.00

 a PPL company	Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET) Telephone Payments: 1-502-589-1444; press 1-2-3 (24 hours a day; \$2.25 fee) Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET Online Customer Self-Service: www.lge-ku.com (24 hours a day)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">DUE DATE</th> <th style="text-align: left;">Pay This Amount</th> </tr> <tr> <td style="text-align: center;">11/06/15</td> <td style="text-align: center;">\$473.16</td> </tr> </table>	DUE DATE	Pay This Amount	11/06/15	\$473.16																																
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November 2015 - Amount billed - \$118.83

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December 2015 - Amount billed - Credit - (\$129.48)



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
 Telephone Payments: 1-502-589-1444; press 1-2-3
 (24 hours a day; \$2.25 fee)
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
 Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
01/11/16	\$181.34

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	52*	42*
Number of Days Billed	34	0
Electric/kwh per day	35.0	0.0
Gas/ccf per day	3.5	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 01/04/16 - 01/06/16
 Date Bill Mailed: 12/04/15 (Meter Read Portion 02)

BILLING SUMMARY

Previous Balance	529.48
Payment(s) Received 10/31 - 12/3	-300.00
Balance as of 12/3	229.48
Current Electric Charges	119.58
Current Gas Charges	102.71
Current Taxes and Fees	2.05
Current Charges as of 12/3	224.34
Other Charges (See Other Charges Box)	-129.48
Total Amount Due	324.34

January 2016 - Amount billed - \$100.00



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
 Telephone Payments: 1-502-589-1444; press 1-2-3
 (24 hours a day; \$2.25 fee)
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
 Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
02/09/16	\$572.91

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	49*	40*
Number of Days Billed	33	0
Electric/kwh per day	38.1	0.0
Gas/ccf per day	5.3	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 02/02/16 - 02/04/16
 Date Bill Mailed: 01/06/16 (Meter Read Portion 02)

BILLING SUMMARY

Previous Balance	324.34
Payment(s) Received 12/4 - 1/5	0.00
Balance as of 1/5	324.34
Current Electric Charges	125.44
Current Gas Charges	162.88
Current Taxes and Fees	3.25
Current Charges as of 1/5	291.57
	100.00
	715.91

February 2016 - Amount billed - \$100.00



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
Telephone Payments: 1-502-589-1444; press 1-2-3
(24 hours a day; \$2.25 fee)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
03/09/16	\$714.70

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	36*	34*
Number of Days Billed	30	0
Electric/kwh per day	38.6	0.0
Gas/ccf per day	9.1	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 03/02/16 - 03/04/16
 Date Bill Mailed: 02/05/16 (Meter Read Portion 02)

BILLING SUMMARY

Previous Balance		715.91
Payment(s) Received 1/6 - 2/4		-173.00
Balance as of 2/4		542.91
Current Electric Charges	125.88	
Current Gas Charges	195.22	
Current Taxes and Fees	3.90	
Current Charges as of 2/4		325.00
Other Charges (See Other Charges Box)		100.00

March 2016 - Amount billed - \$100.00



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
Telephone Payments: 1-502-589-1444; press 1-2-3
(24 hours a day; \$2.25 fee)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
04/07/16	\$1,075.43

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	40*	28*
Number of Days Billed	28	0
Electric/kwh per day	34.3	0.0
Gas/ccf per day	7.6	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 04/01/16 - 04/05/16
 Date Bill Mailed: 03/04/16 (Meter Read Portion 02)

BILLING SUMMARY

Previous Balance		987.91
Payment(s) Received 2/5 - 3/3		0.00
Balance as of 3/3		987.91
Current Electric Charges	107.68	
Current Gas Charges	150.05	
Current Taxes and Fees	3.00	
Current Charges as of 3/3		260.73
Other Charges (See Other Charges Box)		100.00
Total Amount Due		1,328.64

April 2016 - Amount billed - \$229.48



Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)
 Telephone Payments: 1-502-589-1444; press 1-2-3
 (24 hours a day; \$2.25 fee)
 Online Customer Self-Service: www.lge-ku.com (24 hours a day)

DUE DATE	Pay This Amount
05/06/16	\$1,121.89

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	56°	49°
Number of Days Billed	32	0
Electric/kwh per day	27.3	0.0
Gas/ccf per day	2.2	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 Vermont Ave
 LOUISVILLE KY
 Next Read Will Occur: 05/02/16 - 05/04/16
 Date Bill Mailed: 04/05/16 (Meter Read Portion 02)

BILLING SUMMARY

Previous Balance		1,328.64
Payment(s) Received 3/4 - 4/4		-806.21
Balance as of 4/4		722.43
Current Electric Charges	94.36	
Current Gas Charges	75.82	
Current Charges as of 4/4		169.98
Other Charges (See Other Charges Box)		229.48
Total Amount Due		1,121.89

May 2016 – Service was changed to my Business name and the service was interrupted for charges to my old account. When LG&E cut the service off it was not for the current service. I understand that that is no legal for them to cut service off from an account that is current.

LG&E also cut the service off without warning and sent the cut off notice after the service was cut off and charged an additional Deposit.

I feel that I should be refunded the Deposit because the deposit was applied because the service was interrupted when I had a credit balance and illegally disconnected.

I paid \$928.77 to have the service restored when I had a credit balance of \$762.12 .

Therefore LG&E over charged me :

I Paid from June – 2015 – May 2016 a total of \$1,578.16 for past due funds.

The contract stated on May 20, 2015, that I owed 716.04.

I am asking for a refund for the deposit that was charged to me account for service disconnect when I had a credit balance. \$230.00

Therefore according to LG&E on bills and contract, I have been over charged by

Total Amount billed \$1,578.16

Contract Amount -\$716.04

Credit Balance (\$862.12)

On May 17, 2016 Paid \$167.00

May 25, 2016 Paid \$928.77

Both payments were made when I had a credit balance

Credit Balance (\$1,957.89)

Refund of the deposit (\$250.00)

For a total of (\$2,207.89)

This is the contract in regards to the
outstanding balance

1944



PPL companies

Customer Name: Margaret D. Beaumont
Service Address: 3906 Vermont Ave.
City, State, Zip Code: Louisville, Ky. 40211

Title: 5-20-15

Installation Plan Number:

Account Number:



Plan Amount: \$716.04

Dear Customer,

You recently agreed to an installment plan consisting of 7 payment(s) totaling \$ 716.04. Monthly payments of \$ 100.00 will be due on your bill due date each month from June through December. Current Bill due \$131.62 due 5/29/15.

The monthly installment plan amount must be paid in addition to the current amount due on your bill each month.

It is very important that you make these payments on time. If you fail to make any of the installment plan payments, your account will be in default and your service will be subject to disconnection without further notice.

If service is disconnected, you will be required to pay the entire past due balance owed at the time of disconnection before service will be restored.

Please sign this agreement in the space provided and return it to us at the address listed above as soon as possible.

Sincerely,

Revenue Collection Department

Customer Signature:

Date: 5/20/2015

This is the cut off notice that was mailed after the service was disconnected on May 25, 2016, when I had a Credit Balance

On 5/25/2016 the service was interrupted but the cut off notice was dated for 6/6/2016.



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 reconnection fee and a new or additional deposit will be required as a condition of reconnection.

Unauthorized reconnection of service is punishable by law.

CUSTOMER ASSISTANCE

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commissioner of Kentucky's Cabinet for Families and Children at 800-372-2973 for information about the availability of local, state or federal programs for assistance.

If you need financial assistance during the hearing process, please contact one of the **Community Assistance Agencies** near you, listed on the back of this notice.

Mailed 06/04/16 for Account # [REDACTED]

DELINQUENT AMOUNT DUE	FINAL PAY DATE
\$928.77	6/6/16

Account Name: STUDIO 550 LLC
Service Address: 3806 VERMONT AVE
 LOUISVILLE KY

Online Payments: lge-ku.com
Telephone Payments: (502) 589-1444, press 1-2-3
 24 hours a day, \$2.25 fee
Customer Service: (502) 589-1444
 M-F 7am-7pm ET
Walk-in Center: 820 W. Broadway
 Louisville, KY 40203
 M-F, 9am-5pm ET

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.
- LGE 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 800-589-1444.

Delinquent Amount Due 6/6/16 **\$928.77**

Total Amount Enclosed:



PO Box 9901960
 Louisville, KY 40299-1960

Account # [REDACTED]
 Service Address: 3806 VERMONT AVE

4414400188 DE
 STUDIO 550 LLC
 3806 VERMONT AVE
 LOUISVILLE, KY 40211-3019

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This is a payment made when I had a credit balance

Statement Month: May 2016

MARGARET BEAUMONT
3906 VERMONT AVE
LOUISVILLE, KY 40211

Account No [REDACTED]

Prepaid Statement

BALANCE ACTIVITY

Beginning Balance [REDACTED]
Ending Balance [REDACTED]

POSTED TRANSACTIONS

Date Posted	Description	Amount
05/17/16	Debit: Preauthorized Payment to LG&E-COMPANY for UTIL-PMNTS	\$167.00

This is the payment that I made to have the service reconnected when I should have had a credit balance

Louisville Gas & Electric
RECEIPT 05/25/2016

Payment/Outgoing document:	110005469459
Date of entry:	05/25/2016
Time of entry:	12:24:25
Service location:	401
Service desk:	09
Agent ID:	XXXX471
Payment Type:	Cash
Amount Tendered:	\$1000.00
Amount Tendered:	\$1000.00
Amount Paid:	\$928.88
Balance:	\$71.12
Customer Name:	IO 550 LLC