

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARGARET BEAUMONT-CARVER)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2018-00172
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ORDER

Louisville Gas and Electric Company (“LG&E”) is hereby notified that it has been named as a defendant in a formal complaint filed on April 25, 2018, a copy of which is attached as the Appendix to this Order.

Pursuant to 807 KAR 5:001, Section 20, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of this Order.

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

By the Commission

ENTERED
JUL 10 2018
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2018-00172

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2018-00172 DATED **JUL 10 2018**

RECEIVED

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)

_____  _____
(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)

Date

4-24-2018

*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	<u>-230.00</u>		
Total Other Charges Due	\$885.87	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)

DUE DATE	Pay This Amount
06/30/15	\$335.65

This is a modified bill

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	71*	72*
Number of Days Billed	29	0
Electric/kwh per day	50.7	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: 07/01/15 - 07/06/15
 Date Bill Mailed: 06/09/15 (Meter Read Portion 02)
 Reprint Date: 06/08/15

BILLING SUMMARY

Previous Balance	1,018.83
Payment(s) Received 1/1 - 6/6	-132.00
Balance as of 6/6	886.83
Current Electric Charges	151.22
Current Gas Charges	28.53
Current Taxes and Fees	0.40
Current Charges as of 6/6	178.15
Other Charges (See Other Charges Box)	-329.33
Total Amount Due	735.65

July 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
08/06/15	\$716.36

This is a modified bill

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	76*	78*
Number of Days Billed	29	0
Electric/kwh per day	69.4	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: 07/31/15 - 08/04/15
 Date Bill Mailed: 07/07/15 (Meter Read Portion 02)
 Reprint Date: 07/06/15

BILLING SUMMARY

Previous Balance	735.65
Payment(s) Received 6/6 - 7/2	-400.00
Balance as of 7/2	335.65
Current Electric Charges	196.89
Current Gas Charges	25.81
Current Taxes and Fees	0.51
Current Charges as of 7/2	223.21
Other Charges (See Other Charges Box)	157.50
Total Amount Due	716.36

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*	78*
Number of Days Billed	32	0
Electro/kwh per day	84.8	0.0
Gas/ccf per day	0.3	0.0

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 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*	79*
Number of Days Billed	30	0
Electro/kwh per day	56.7	0.0
Gas/ccf per day	0.4	0.0


ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: MARGARET D BEAUMONT
 Service Address: 3906 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	24.84
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"> <tr> <th>DUE DATE</th> <th>Pay This Amount</th> </tr> <tr> <td>11/06/15</td> <td>\$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

 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"> <tr> <th>DUE DATE</th> <th>Pay This Amount</th> </tr> <tr> <td>12/09/15</td> <td>\$529.48</td> </tr> </table>	DUE DATE	Pay This Amount	12/09/15	\$529.48																						
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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
Electro/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: 3908 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
Electro/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: 3908 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	38*	34*
Number of Days Billed	30	0
Electric/kwh per day	38.8	0.0
Gas/ccf per day	0.1	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
Total Amount Due		667.91

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	7.8	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		967.91
Payment(s) Received 2/5 - 3/3		0.00
Balance as of 3/3		967.91
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: 3908 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

1994



PPL companies

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

Title: 5-20-15

Installment 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 \$106.00 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

Margaret D. Beaumont

Date: 5/20/15

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
Office 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

*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

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