

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

PAUL MATTHEW TAYLOR)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2018-00215
KENTUCKY UTILITIES COMPANY AND)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ORDER

On November 14, 2018, the Commission granted a motion to continue filed by Paul Matthew Taylor (Complainant) that contained a request for an extension of time within which to respond to the Commission's Order of October 8, 2018. The Commission granted Complainant 30 additional days from the November 14, 2018 Order to file a response. Complainant has not filed any response to date.

On June 21, 2018, Complainant tendered a formal complaint (Complaint) with the Commission against Kentucky Utilities Company and Louisville Gas and Electric Company (KU/LG&E) in which he alleges that KU/LG&E issued a bill that is confusing and misleading. Additionally, Complainant explained that he is not willing to pay the deposit and reconnect fee due to the confusing and misleading way the bill reads. Complainant also alleges in his Complaint, that he made five (5) calls and spent five (5) hours attempting to add his name to his bill. KU/LG&E was notified that it has been named as defendant in a formal complaint, by Order of October 8, 2018.

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a *prima facie* case. To establish a *prima facie* case under 807 KAR 5:001, Section 20(1)(c), the complaint must state:

Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure.

Based on a review of the record, the Commission is unable to determine whether the Complaint establishes a *prima facie* case and, despite being afforded ample opportunities to do so, the Complainant has failed to file any supporting documents to his initial Complaint. Therefore, this matter should be dismissed without prejudice.

IT IS THEREFORE ORDERED that:

1. This Complaint is dismissed without prejudice.
2. This case is closed and removed from the Commission's docket.

By the Commission

ENTERED
FEB 05 2019
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:


Executive Director

Case No. 2018-00215

Paul Taylor
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