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Chairman

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Vice Chairman

Marianne Butler
Commissioner

September 1, 2021

PARTIES OF RECORD

Re: Case No. 2021-00204

Attached is a copy of a memorandum, which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the memorandum, please do so within five days of receipt of this letter.

If you have any questions, please contact Nancy J. Vinsel, Assistant General Counsel, at 502-782-2528 or at nancy.vinsel@ky.gov.

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell".

Linda C. Bridwell, P.E.
Executive Director

Attachments

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File No. 2021-00204

FROM: Nancy J. Vinsel, General Counsel

DATE: September 1, 2021

RE: Informal Conference of September 1, 2021

Pursuant to a Staff Notice issued on August 26, 2021, a telephonic informal conference (IC) was conducted on September 1, 2021. Attached is a copy of the attendance roster.

The purpose of the IC was to discuss the potential resolution of a complaint filed by Joe A. Browder against Louisville Gas and Electric Company (LG&E). In brief, LG&E had issues accessing Mr. Browder's meter, which was located behind a locked door, beginning in December 2020. The key LG&E had to the locked door did not work, apparently because ownership of Mr. Browder's residence had changed. Because he was moving to a new residence, Mr. Browder contacted LG&E on February 9, 2021, to turn off service at that location on February 12, 2021, which he subsequently changed to February 16, 2021, which is the last day that Mr. Browder resided at that location. LG&E issued estimated bills between December 2020 and April 2021. LG&E was able to contact the current owner, obtain a new key, and complete Mr. Browder's request to terminate service on April 29, 2021.

During the IC, LG&E made an offer to credit Mr. Browder's account for a specific amount. Mr. Browder rejected the offer, asserting that the offered amount did not cover the full amount he was overbilled.

At the request of Staff, LG&E will provide a written explanation of the billing, both estimated and actual, and actual meter reads on Mr. Browder's account between December 2020 and May 2021. LG&E will file the document on or before September 15, 2021. Mr. Browder will be given the opportunity to respond to LG&E's filing. Staff will review the filings and make a determination regarding the next steps.

There being no further discussion, the IC was then adjourned.

cc: Parties of Record

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOE A. BROWDER, JR.)	
)	CASE NO.
V.)	2021-00204
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	

September 1, 2021

Please sign in:

NAME	REPRESENTING
Nancy Vinsel	PSC
Joe A. Browder	Complainant
Sara Judd	LG&E/KU
Shannon Montgomery	LG&E/KU
Mimi Kelly	LG&E/KU
Tim Melton	LG&E/KU
Jerry Martin	LG&E/KU
Mike Hornung	LG&E/KU

*Joe A. Browder, Jr.
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