

DEC 07 2021

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Justin Tallio)
_____)
(Your Full Name))
COMPLAINANT)
VS.)
)
Louisville Gas & Electric)
_____)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Justin Tallio respectfully shows:
(Your Full Name)

(a) Justin Tallio
(Your Full Name)

432 E Ormsby Ave, Louisville, KY 40203
(Your Address)

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

820 W Broadway, Louisville, KY 40202
(Address of Utility)

(c) That: On Oct 13th and 14th, Mr. Tallio reported non-functioning street
(Describe here, attaching additional sheets if necessary,
lights to LG&E via the online reporting tool. He recieved confirmation of
the specific act, fully and clearly, or facts that are the reason
both reports being received. On Nov 10th he contacted an LG&E employee who
and basis for the complaint.)
previously managed outdoor lighting. On Nov 15th, with none of the lights being

Continued on Next Page

Formal Complaint

Tallio vs. Louisville Gas & Electric

Page 2 of 2

repaired still, Mr. Tallio filed an inquiry with the Public Service Commission. On Nov
16th Mr. Tallio spoke to Brian Stovall, who stated he was unable to find the
information from the aforementioned reports. Mr. Tallio shared 24 locations with
Brian on November 16th. LG&E claimed "All the work orders generated from his
reports, were repaired within the two business days allotted." As of Dec 6th, no
less than 6 of the lights were still yet to be in working order

Wherefore, complainant asks As compensation for inability or unwillingness to repair
(Specifically state the relief desired.)

items under their sole control, Mr. Tallio request LG&E be required to make a
donation of no less than \$5000 to the Shelby Park Neighborhood Association.
This will compensate the neighbors for LG&E's delays and inability to maintain
their equipment in proper working order to ensure safer neighborhoods.

Dated at Louisville, Kentucky, this 6th day
(Your City)
of December, 2021.
(Month)

Justin Tallio
(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.

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

- (1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:
 - (a) The full name and post office address of the complainant.
 - (b) The full name and post office address of the defendant.
 - (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).
- (2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. **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.
- (3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.
- (4) **Procedure on filing of complaint.**
 - (a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.
 - (b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.
- (5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.
- (6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the Commission, the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
 - (b) Answer.
 - (c) Application.
 - (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
 - (3) Form of answer to formal complaint.
 - (4) Form of application.
 - (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

Justin Tallio

(Insert name of complainant))
Complainant)

No. _____
(To be inserted by the secretary)

vs.)
Louisville Gas & Electric)
(Insert name of each defendant))
Defendant)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

- (a) That (here state name, occupation and post office address of each complainant).
- (b) That (here insert full name, occupation and post office address of each defendant).
- (c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at Louisville, Kentucky, this 6th day
of December, 20 21.

Justin Tallio
(Name of each complainant)

(Name and address of attorney, if any)



Justin Talli d [REDACTED]

**Your email 'FORM: Report a streetlight outage' was accepted
[InteractionID:5ce86b7c-176f-4d38-93f5-97476b6a6d86]**

1 message

lighting@lge-ku.com <lighting@lge-ku.com>

Tue, Oct 12, 2021 at 7:23 AM

Reply-To: lighting@lge-ku.com

To: [REDACTED]

PLEASE DO NOT RESPOND TO THIS MESSAGE - This is an automated response.

Thank you for contacting us by email. We have received your request to repair the streetlight. We have entered the streetlight outage information into our system and our crews will repair it as soon as possible. Some repairs may take longer due to unforeseen circumstances, such as the nature of the repair or weather-related events. Please do not hesitate to contact us again if this repair is not made within seven (7) days. If you have any questions, please visit our website at lge-ku.com.

IF YOU HAVE RECEIVED A DISCONNECT NOTICE, please contact Customer Service by phone at the telephone numbers listed below.

Customer Service by phone is available:
Monday - Friday from 7 am to 7 pm

Emergencies 24 hours 7 days a week
LG&E Residential
502-589-1444
800-331-7370

KU/ODP Residential
800-981-0600
859-255-0394

Sign up for paperless billing and eliminate your energy bills - at least on paper. It makes life easy on you and the environment. Paperless billing is secure, reliable and free.

If you already have an online account, select "Paperless" as your billing preference. Don't have online account access? Sign up today at my.lge-ku.com.

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**Your email 'FORM: Report a streetlight outage' was accepted
[InteractionID:a122b25a-dab6-49c7-a45a-600b198f40db]**

5 messages

lighting@lge-ku.com <lighting@lge-ku.com>
Reply-To: lighting@lge-ku.com
To: [REDACTED]

Wed, Oct 13, 2021 at 8:03 AM

PLEASE DO NOT RESPOND TO THIS MESSAGE - This is an automated response.

Thank you for contacting us by email. We have received your request to repair the streetlight. We have entered the streetlight outage information into our system and our crews will repair it as soon as possible. Some repairs may take longer due to unforeseen circumstances, such as the nature of the repair or weather-related events. Please do not hesitate to contact us again if this repair is not made within seven (7) days. If you have any questions, please visit our website at lge-ku.com.

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KU/ODP Residential
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859-255-0394

Sign up for paperless billing and eliminate your energy bills - at least on paper. It makes life easy on you and the environment. Paperless billing is secure, reliable and free.

If you already have an online account, select "Paperless" as your billing preference. Don't have online account access? Sign up today at my.lge-ku.com.

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Justin Tallio [REDACTED]
To: lighting@lge-ku.com

Mon, Nov 1, 2021 at 2:03 PM

I have two reports that have not been addressed. This one from 10/13 and another one (InteractionID:5ce86b7c-176f-4d38-93f5-97476b6a6d86) from 10/12.

Can I get an update on these? The two reports cover ~15 street lights, none of which have been repaired

[Quoted text hidden]

--
Justin Tallio [REDACTED]

Justin Tallio [REDACTED]
To: Laura Thurman <Laura.Thurman@lge-ku.com>

Wed, Nov 10, 2021 at 9:44 AM

Hi Laura,

I have reported 15 lights that have not been addressed since 10/13 and 10/14. Could you please let me know why these have not been fixed yet and when they should be fixed?

Thanks!

Justin

[Quoted text hidden]

Thurman, Laura [Contractor] <Laura.Thurman@lge-ku.com>
To: Justin Tallio [REDACTED]

Wed, Nov 10, 2021 at 9:47 AM

Good Morning,

I am no longer in outdoor lighting. Do you have addresses and I can forward to the correct person.

Thanks,

Laura

From: Justin Tallio [REDACTED]
Sent: Wednesday, November 10, 2021 9:44 AM
To: Thurman, Laura [Contractor] <Laura.Thurman@lge-ku.com>
Subject: Fwd: Your email 'FORM: Report a streetlight outage' was accepted [InteractionID:a122b25a-dab6-49c7-a45a-600b198f40db]

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

[Quoted text hidden]

[Quoted text hidden]

Justin Tallio [REDACTED]
To: "Thurman, Laura [Contractor]" <Laura.Thurman@lge-ku.com>

Wed, Nov 10, 2021 at 9:49 AM

Thanks for the quick response

They should be in the reports...It doesn't send a copy of the form so I don't have them easily available without having to map them all again.

5ce86b7c-176f-4d38-93f5-97476b6a6d86

a122b25a-dab6-49c7-a45a-600b198f40db

[Quoted text hidden]



Justin Tallio [REDACTED]

Street light outages

2 messages

Stovall, Brian <Brian.Stovall@lge-ku.com>
To: "justintallio@gmail.com" [REDACTED]

Tue, Nov 16, 2021 at 8:29 AM

Justin,

I wanted to follow up from our conversation this morning. As I stated I am unable to research your request using the Interaction ID 5ce86b7c-176f-4d38-93f5-97476b6a6d86 & a122b25a-dab6-49c7-a45a-600b198f40db.

If you could send me the address or at least the streets of the lights you reported, I will research and get back with you ASAP.

Thanks,

Brian Stovall

Team Leader | Electric Distr| Line Construction & Maint | LG&E and KU

6900 Enterprise Dr. Louisville. KY 40214

M: 502-631-1632

brian.stovall@lge-ku.com

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Justin Tallio [REDACTED]
To: "Stovall, Brian" <Brian.Stovall@lge-ku.com>

Tue, Nov 16, 2021 at 8:32 AM

Hi Brian,

Thanks for following up. There are actually 24 locations. I used Google maps to try to get the closest address possible, although some of them don't have an exact address association with them.

298 E Chestnut St

610 S Floyd St

669 S Floyd

314 E College

765 Preston

963 S Preston

422 E Oak

721 S Brook St

Both lights in Brook & Broadway intersection

551 S Brook

235 Abraham Flexner Way

551 S Floyd St

620 S Floyd St

639 S Floyd

College & Floyd

434 Lampton

511 Lampton

810 S Hancock

540 E Kentucky

1030 S Hancock

1221 KY-61

Both lights between Carroll Construction Supply and Metro 1 on E St Catherine near Preston St

[Quoted text hidden]

--
Justin Tallio 

FW: PSC RESPONSE -- Tallio

7 messages

Hunter, Tara <Tara.Hunter@lge-ku.com>
To: "justintallio@gmail.com" <justintallio@gmail.com>
Cc: "Stovall, Brian" <Brian.Stovall@lge-ku.com>

Mon, Nov 29, 2021 at 11:39 AM

Mr. Tallio,

I understand you would like LG&E to respond to you by email rather than over the phone. When our lighting department is out in the field and need assistance locating a light that has been reported, LG&E reaches out to the customer by phone to get assistance. Per your email there still lights out, since we can't contact you by phone. We have assigned a team to ride the route that the light has been reported out on, to see if we can locate it. This may take LG&E a couple days to complete. Once the lighting department has advised the lights have been located and fixed, I will reach out to advise.

Thank You,

Tara Hunter

From: Hunter, Tara <Tara.Hunter@lge-ku.com>
Sent: Monday, November 22, 2021 8:57 AM
To: Cummins, Carol J (PSC) <carol.cummins@ky.gov>
Subject: PSC RESPONSE – Tallio

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

Issue:

I have had pathetic responses from LGE about getting street lights replaced in our district. Last year I reported 8 street lights to LGE which did not get fixed. I called and got connected to the person in charge of them. I emailed her on December 30th 2021 with the exact pole numbers and addresses. Those did not get completed until August 2020, after I followed up after the two shootings that happened around that area in one night <https://www.wtky.com/article/twoshootings-in-shelby-park-occur-minutes-apart-late-friday-night-1-man-killed/37364766> Fast forward to more current times...my wife is a nurse at UofL. Her parking lot is far from her work and she leaves around 6:30 AM, so I have been driving her as the weather gets cold and the mornings were dark before daylight savings. While driving between Shelby Park and UofL, downtown hospital there are a remarkable number of lights out. I took a few mornings to collect all the information just on my route. I reported ~15 street lights on 10/12 and 10/13. As of today none of them have been fixed. I have replied to the email asking for follow up, and emailed the contact who was previously in charge of outdoor lighting

Background:

10/12/2021

Email received from Justin-LG&E received an email on 10-12-2021 and 10-13-2021 with a list lights that were out and needed to be fixed. This light request was entered into LG&E's system for repair then forwarded to the lighting department.

PSC Tariffs and Regulations: PSC LG&E Sheet 35.4

LG&E's Response:

LG&E reviewed the twelve street light outages that Mr. Tallio reported on 10/12/2021 & 10/13/2021. All the work orders generated from his reports, were repaired within the two business days allotted. Mr. Stovall from LG&E's lighting department personally inspected each address and found the lights to be in working order. Mr. Stovall was attempting to reach Mr. Tallio about the lights he stated LG&E didn't fix until August of 2020, since the pole number provided during the call was incorrect. Mr. Tallio hasn't returned any of Mr. Stovall's calls. Since Mr. Tallio stated the light had been fixed in the complaint and not returning any calls, LG&E has concluded that the customer is satisfied with the repairs. Tara will mail the customer a letter asking him to contact LG&E if/when he wants to discuss the issue further.

Thank You,

Tara Hunter

From: Cummins, Carol J (PSC) <carol.cummins@ky.gov>
Sent: Monday, November 15, 2021 2:45:31 PM (UTC+00:00) Monrovia, Reykjavik
To: PSC Complaints <PSC.Complaints@lge-ku.com>
Subject: 2021_1877.pdf -- Tallio

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Thanks for your help!

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----- Forwarded -----
From: Justin Tallio [REDACTED]
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Cc:
Bcc:
Date: Fri, 26 Nov 2021 18:12:46 +0000
Subject: Re: KY PSC Utility Inquiry

****CAUTION** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.**

I was not able to send with the pictures of the lights out due to file sizes, but I can share them via other means if you would like

On Fri, Nov 26, 2021 at 1:10 PM Justin Tallio [REDACTED] wrote:
Hello,

Thanks for reaching out to LG&E and getting back to me.

I have the confirmations of the two initial reports attached as well as an email from Brian at LG&E after I spoke to him on the phone. On that phone call he stated (and is confirmed in the email from him) that he was unable to pull the information from the reports I had already submitted. I went through and re-mapped those items and sent them to him the same day we spoke (Nov 16th).

This morning I went out between 6-7 AM and found most of these lights are still not working. so not sure Tara is getting the information that these have been resolved.

Additionally, LG&E has my email address, so if they were unable to contact me via phone they could have attempted that means of communication as it is how I have communicated with them in the past with previous issues.

Thank you,
Justin

On Mon, Nov 22, 2021 at 9:07 AM PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov> wrote:

Thank you for contacting the Commission regarding LG&E. We contacted LG&E and received the following information:

Background:

10/12/2021

Email received from Justin-LG&E received an email on 10-12-2021 and 10-13-2021 with a list lights that were out and needed to be fixed. This light request was entered into LG&E's system for repair then forwarded to the lighting department.

LG&E's Response:

LG&E reviewed the twelve street light outages that Mr. Tallio reported on 10/12/2021 & 10/13/2021. All the work orders generated from his reports, were repaired within the two business days allotted. Mr. Stovall from LG&E's lighting department personally inspected each address and found the lights to be in working order. Mr. Stovall was attempting to reach Mr. Tallio about the lights he stated LG&E didn't fix until August of 2020, since the pole number provided during the call was incorrect. Mr. Tallio hasn't returned any of Mr. Stovall's calls. Since Mr. Tallio stated the light had been fixed in the complaint and not returning any calls, LG&E has concluded that the customer is satisfied with the repairs. Tara will mail the customer a letter asking him to contact LG&E if/when he wants to discuss the issue further.

From: KY Public Service Commission <pscfilings@ky.gov>
Sent: Monday, November 15, 2021 7:30 AM
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>
Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, November 15, 2021 at 7:30 AM





Name: Justin Tallio
Address: 432 E Ormsby Ave
City: Louisville
State: KY
Zip Code: 40203
Phone number where you can be reached: [REDACTED]
Home phone: [REDACTED]
Utility Name: LG&E

State the nature of your concern: I have had pathetic responses from LG&E about getting street lights replaced in our district. Last year I reported 8 street lights to LG&E which did not get fixed. I called and got connected to the person in charge of them. I emailed her on December 30th 2021 with the exact pole numbers and addresses. Those did not get completed until August 2020, after I followed up after the two shootings that happened around that area in one night <https://www.wlky.com/article/two-shootings-in-shelby-park-occur-minutes-apart-late-friday-night-1-man-killed/37364766> Fast forward to more current times...my wife is a nurse at UofL. Her parking lot is far from her work and she leaves around 630 AM, so I have been driving her as the weather gets cold and the mornings were dark before daylight savings. While driving between Shelby Park and UofL downtown hospital there are a remarkable number of lights out. I took a few mornings to collect all the information just on my route. I reported ~15 street lights on 10/12 and 10/13. As of today none of them have been fixed. I have replied to the email asking for follow up, and emailed the contact who was previously in charge of outdoor lighting.
Have you contacted the utility about the problem: Yes

Justin Tallio [REDACTED]

Justin Tallio [REDACTED]

4 attachments

-  Confirmation 6d86.pdf
71K
-  Confirmation 40db.pdf
102K
-  Email from LG&E.pdf
77K
-  Re: KY PSC Utility Inquiry.eml
373K

Justin Tallio [REDACTED]

Mon, Nov 29, 2021 at 11:44 AM

To: "Hunter, Tara" <tara.hunter@lge-ku.com>

Cc: "Stovall, Brian" <Brian.Stovall@lge-ku.com>, carol.cummins@ky.gov, Brianna Wright <Brianna.Wright@louisvilleky.gov>

The root of my problem is why does it take so much work to get these fixed? I did the work of getting the addresses submitted, then was told my reports were inaccessible so I had to go through and map them all again, and still at least 6 of these have not been fixed so if I didn't go through this process I would have to go through and collect all that information for a 3rd time?

However the process works it seems to be a huge burden on the consumer to have to make repeated follow ups to get these resolved.

[Quoted text hidden]

Justin Tallio [REDACTED]

Hunter, Tara <Tara.Hunter@je-ku.com>

Mon, Nov 29, 2021 at 1:11 PM

To: Justin Tallio

Cc: "Stovall, Brian" <Brian.Stovall@je-ku.com>, "carol.cummins@ky.gov" <carol.cummins@ky.gov>, Brianna Wright <Brianna.Wright@louisvilleky.gov>

Mr. Tallio,

I apologize for the time it has taken to get the light request completed. Our lighting department will make sure each light that has been reported is working properly. Sometimes delays may be due to equipment that's needed to complete the job. If we have any lights that may be waiting for equipment, we will advise in our response.

Thank You.

Tara Hunter

[Quoted text hidden]

[Quoted text hidden]

Justin Tallio

Mon, Nov 29, 2021 at 1:18 PM

To: "carol.cummins@ky.gov" <carol.cummins@ky.gov>

Hi Carol,

It's funny they said that when their initial response to the complaint was "All the work orders generated from his reports, were repaired within the two business days allotted."

Based on what Tara just said, what they reported in that response was a lie.

Thanks,

Justin

[Quoted text hidden]

Justin Tallio

Wed, Dec 1, 2021 at 7:22 AM

To: "carol.cummins@ky.gov" <carol.cummins@ky.gov>, PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>

Cc: Abby Long <along1897@gmail.com>, Katie Vollmer-Prince <Katherinevollmer@gmail.com>

Hello,

What are the next steps I can take here? LG&E is blatantly lying as they said "All the work orders generated from his reports, were repaired within the two business days allotted." However, I just drove around and at least a dozen of them are still not repaired. If it was an equipment based delay then why didn't they say that in the first place?

Today is 50 days since my original report.

Thank you,

Justin

[Quoted text hidden]

PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>

Wed, Dec 1, 2021 at 8:33 AM

To: Justin Tallio

Attached are Formal Complaint forms. The Commission may or may not elect to establish a case. Formal Forms must be mailed to: P.O. Box 615, Frankfort, KY 40602.

[Quoted text hidden]

 Formal Complaint Form1.pdf
21K

Justin Tallio

Wed, Dec 1, 2021 at 8:35 AM

To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>

Awesome. Thank you!

[Quoted text hidden]