

## Case No. 2021-00457 Amended Complaint

### Facts:

PSC notes correctly the filing the filing of the Dec 7<sup>th</sup> complaint focused on LG&E failed to repair streetlights in the area of my residence and neighborhood. Reporting was done via the LG&E reporting portal as required by LG&E. In an email follow up, sent Nov 16<sup>th</sup>, when at the time, LG&E failed to repair any streetlights, LG&E claimed to have repaired all reported items.

LG&E emailed again to advise repairs were not made, LG&E responded in email (dated 11/29) that a team would 'ride the route' and report back and it "may take LG&E a couple days to complete." After followup on 12/26, LG&E stated "The original 12 locations that you stated in your complaint had been repaired within the two business days allotted.

You also listed an additional 22 locations to me via email. To ensure these lights were repaired, I utilized 3 crews to check each additional address and every light in close proximity. I have also had the area patrolled at night to look for additional lights out that may have not been listed by you. These repairs are also complete."

In response to further emails LG&E claimed on 1/4/22 "The lights out at 235 Abraham Flexner, upon further investigation, we found that another department had to disconnect the power so Metro could safely replace the traffic light pole that was hit at Chestnut & Brook."

### Amended complaint:

The PSC notes the original complaint of 12/20/21 did not make a prima facie case before the PSC. The dismissal of the case cited maintenance of lighting is outside of jurisdiction.

Pursuant to KRS 278.260 (1) "The commission shall have jurisdiction over... any regulation, measurement, practice or act affecting or relating to the service of the utility or any service in connection therewith is unreasonable, unsafe, insufficient or unjustly discriminatory, or that any service is inadequate or cannot be obtained, the commission shall proceed..."

As defined by KRS 278.010 (12) "'Service' includes any practice or requirement in any way relating to the service of any utility..."

As LG&E has sole control, discretion, and authority over their public street-lighting, in addition to non-working lighting causing an 'unsafe' environment, the PSC in its enabling legislation has authority over the complaint. The aforementioned definition of service, as written by the Kentucky General Assembly, is broadly stated. Narrowing the scope of the PSC to only pertain to specific residential electric service, only enables the monopolistic practices of services such as outdoor lighting.

The order of Dec 20, 2021 deems the maintenance of exterior light fixtures is beyond the PSC role to regulate referring to the definition of service which the PSC denies its connection to the original complaint. Per KRS as noted above, the definition of service broadly includes not specific examples, but wide definitions that would suppose exterior lighting provided by LG&E also constitutes a service of LG&E.

The PSC order noted the history where, by LG&E's own admission, the work was not wholly completed. This amended complaint further notes that LG&E has pending work that falls outside of its regulation to complete work within 48 hours.

The order and the attachment in the amended response also indicates that LG&E's reporting is not accurate and not complete. The amended complaint questions if this isn't a service, why is LG&E reporting to the PSC if it is outside the scope of the PSC.

Additionally, the comments by LG&E show a lack of proper work or no work being completed by them or their contractors. They immediately state that all work was completed in the allotted time frame, then renege and later state that some did not have power connected to them at all, which raises the question if the lights were ever inspected to begin with.

Amended Relief:

Pursuant to 807 KAR 5:001, Section 4(4) as referenced by the PSC in the Dec 20, 2021, Order, relief should be directed towards Mr. Tallio instead of the non-profit organization previously noted in the original complaint.

The previously noted damages of \$5000 remains. The complaint seeks relief for Mr. Tallio as the work completed by him is volunteer work for his community. Having working lighting was the desired outcome, however after completing all the reporting requirements, as required by LG&E, the situation was not corrected in 48 hours as stated by LG&E. Mr. Tallio turned to the PSC due to their oversight of services rendered by LG&E. The \$5000 request is a punitive fine for LG&E due to their lack of communication, misinformation shared in correspondence with Mr. Tallio and the PSC, and continued failure as of the writing of this amended complaint to repair lighting.

Attached:

Email communications with LG&E



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**FW: PSC RESPONSE -- Tallio**

18 messages

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**Hunter, Tara** <Tara.Hunter@lge-ku.com>

Mon, Nov 29, 2021 at 11:39 AM

To: 

Cc: "Stovall, Brian" <Brian.Stovall@lge-ku.com>

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

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**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](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

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**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.wlky.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 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

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**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

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**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!

----- The information contained in this transmission is intended only for the person or entity to which it is directly addressed or copied. It may contain material of confidential and/or private nature. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is not allowed. If you received this message and the information contained therein by error, please contact the sender and delete the material from your/any storage medium.

----- The information contained in this transmission is intended only for the person or entity to which it is directly addressed or copied. It may contain material of confidential and/or private nature. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is not allowed. If you received this message and the information contained therein by error, please contact the sender and delete the material from your/any storage medium.

----- Forwarded message -----

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](mailto: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](mailto: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](mailto:pscfilings@ky.gov)>

**Sent:** Monday, November 15, 2021 7:30 AM

**To:** PSC Consumer Web Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto: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

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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:  
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]

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#### 4 attachments

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

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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]

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**Hunter, Tara** <Tara.Hunter@lge-ku.com>

Mon, Nov 29, 2021 at 1:11 PM

To: Justin Tallio [REDACTED]

Cc: "Stovall, Brian" <Brian.Stovall@lge-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]

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**Justin Tallio** [REDACTED]

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]

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**Justin Tallio** [REDACTED]

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]

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

Wed, Dec 1, 2021 at 8:33 AM

To: Justin Tallio [REDACTED]

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]

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 **Formal Complaint Form1.pdf**  
21K

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**Justin Tallio** [REDACTED]  
To: PSC Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>

Wed, Dec 1, 2021 at 8:35 AM

Awesome. Thank you!

[Quoted text hidden]

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**Justin Tallio** [REDACTED]  
To: "Hunter, Tara" <Tara.Hunter@lge-ku.com>

Sun, Dec 26, 2021 at 2:05 PM

Cc: "Stovall, Brian" <Brian.Stovall@lge-ku.com>, "carol.cummins@ky.gov" <carol.cummins@ky.gov>, Brianna Wright <Brianna.Wright@louisvilleky.gov>, "Taylor, Shalanna" <shalanna.taylor@louisvilleky.gov>, Jecorey Arthur <jecorey.arthur@louisvilleky.gov>, Chip Rogalinski <charles.rogalinski@ky.gov>

We are now nearly another month past our last correspondence and these lights are still not all working.

On 11/29 you said "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." Has that been completed?

I don't understand why these lights have still not been fixed.

[Quoted text hidden]

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**Rogalinski, Charles E (DPA)** <charles.rogalinski@ky.gov>  
To: "justintallio@gmail.com" [REDACTED]

Mon, Jan 3, 2022 at 4:58 PM

Next step? I did no see an documents attached.

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**From:** Customer Commitment <Customer.Commitment@lge-ku.com>

**Sent:** Monday, December 27, 2021 10:55 AM

[REDACTED] Brianna Wright <Brianna.Wright@louisvilleky.gov>; Taylor, Shalanna <shalanna.taylor@louisvilleky.gov>; Jecorey Arthur <jecorey.arthur@louisvilleky.gov>; Rogalinski, Charles E (DPA) <charles.rogalinski@ky.gov>

**Cc:** Hunter, Tara <Tara.Hunter@lge-ku.com>; Stovall, Brian <Brian.Stovall@lge-ku.com>; Customer Commitment <Customer.Commitment@lge-ku.com>

**Subject:** PSC RESPONSE -- Tallio

**Importance:** High

Mr. Tallio,

Good morning!

The original 12 locations that you stated in your complaint had been repaired within the two business days allotted.

You also listed an additional 22 locations to me via email. To ensure these lights were repaired, I utilized 3 crews to check each additional address and every light in close proximity.

I have also had the area patrolled at night to look for additional lights out that may have not been listed by you. These repairs are also complete.



Also, the lights you are complaining about at the intersection of Brook and Broadway have been disconnected for the safety of the construction workers digging in the area.

I have reached out to you to discuss our findings but you have not returned my calls. I feel that we have tried to work with you regarding this matter. If you would like to meet with me and show me the lights you are now referring to, please let me know.

Thanks,

Brian

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[Quoted text hidden]

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**Justin Tallio** [REDACTED]

Mon, Jan 3, 2022 at 5:16 PM

To: Customer Commitment <Customer.Commitment@lge-ku.com>

Cc: "Rogalinski, Charles E (DPA)" <charles.rogalinski@ky.gov>, Brianna Wright <Brianna.Wright@louisvilleky.gov>, Jecorey Arthur <jecorey.arthur@louisvilleky.gov>, Tara <Tara.Hunter@lge-ku.com>, Brian <Brian.Stovall@lge-ku.com>, Justin Tallio <justintallio@gmail.com>, Shalanna <shalanna.taylor@louisvilleky.gov>

Happy New Year, and thank you for the response Brian. I did not get your email for some reason until Charles just forwarded it to me. I see I was on the to line, so not sure what happened.

The information those teams are providing is not correct. I drive the same route nearly every morning and there are still at least 5 lights out that were on that list outside of the ones in the Broadway intersection.

The lights reported on E St Catherine near Preston are still not working, the one near that on Preston is not working, 235 Abraham Flexner Way is not working, and 551 S Brook is not working. I have pictures of all of these from this morning showing none of them working.

I do not believe I missed calls from you unless they were marked as spam for some reason, and I explicitly stated in the first communication with the PSC that I preferred email communication over phone calls.

If you would like to set up a time to talk I would be happy to schedule a specific time to do so.

Justin

[Quoted text hidden]

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**Justin Tallio** [REDACTED]

Mon, Jan 3, 2022 at 5:17 PM

To: "Rogalinski, Charles E (DPA)" <charles.rogalinski@ky.gov>

Here is the document we worked on. You should be able to edit it. Once it's good I will send it in

[https://docs.google.com/document/d/1lQpWANRt\\_q3wY3lsaAemWNlhpMQXUfBVi6GOGw1ZwU/edit?usp=sharing](https://docs.google.com/document/d/1lQpWANRt_q3wY3lsaAemWNlhpMQXUfBVi6GOGw1ZwU/edit?usp=sharing)

[Quoted text hidden]

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**Justin Tallio** [REDACTED]

Mon, Jan 3, 2022 at 8:34 PM

To: Customer Commitment <Customer.Commitment@lge-ku.com>

Cc: "Rogalinski, Charles E (DPA)" <charles.rogalinski@ky.gov>, Brianna Wright <Brianna.Wright@louisvilleky.gov>, Jecorey Arthur <jecorey.arthur@louisvilleky.gov>, Tara <Tara.Hunter@lge-ku.com>, Brian <Brian.Stovall@lge-ku.com>, Shalanna <shalanna.taylor@louisvilleky.gov>

On the chance the lights are in working order at night, but turn off or overheat by the morning I just went out and checked. The 3 that I checked are not operational.







[Quoted text hidden]

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Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Mon, Jan 3, 2022 at 8:34 PM



## Message too large

Your message couldn't be delivered to **charles.rogalinski@ky.gov** because it exceeds the size limit. Try reducing the message size and resending.

The response from the remote server was:

550 5.7.0 Message Size Violation

Final-Recipient: rfc822; [charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)  
Action: failed  
Status: 5.7.0  
Remote-MTA: dns; [mxb-00377201.gslb.pphosted.com](https://mxb-00377201.gslb.pphosted.com). (148.163.139.176, the server for the domain [ky.gov](https://ky.gov).)  
Diagnostic-Code: smtp; 550 5.7.0 Message Size Violation  
Last-Attempt-Date: Mon, 03 Jan 2022 17:34:52 -0800 (PST)

----- Forwarded message -----

From: Justin Tallio [REDACTED]  
To: Customer Commitment <Customer.Commitment@lge-ku.com>  
Cc: "Rogalinski, Charles E (DPA)" <[charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)>, Brianna Wright <[Brianna.Wright@louisvilleky.gov](mailto:Brianna.Wright@louisvilleky.gov)>, Jecorey Arthur <[jecorey.arthur@louisvilleky.gov](mailto:jecorey.arthur@louisvilleky.gov)>, Tara <[Tara.Hunter@lge-ku.com](mailto:Tara.Hunter@lge-ku.com)>, Brian <[Brian.Stovall@lge-ku.com](mailto:Brian.Stovall@lge-ku.com)>, Shalanna <[shalanna.taylor@louisvilleky.gov](mailto:shalanna.taylor@louisvilleky.gov)>  
Bcc:  
Date: Mon, 3 Jan 2022 20:34:17 -0500  
Subject: Re: FW: PSC RESPONSE -- Tallio  
----- Message truncated -----

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**Justin Tallio** [REDACTED] Mon, Jan 3, 2022 at 8:35 PM  
To: Customer Commitment <Customer.Commitment@lge-ku.com>  
Cc: "Rogalinski, Charles E (DPA)" <[charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)>, Brianna Wright <[Brianna.Wright@louisvilleky.gov](mailto:Brianna.Wright@louisvilleky.gov)>, Jecorey Arthur <[jecorey.arthur@louisvilleky.gov](mailto:jecorey.arthur@louisvilleky.gov)>, Tara <[Tara.Hunter@lge-ku.com](mailto:Tara.Hunter@lge-ku.com)>, Brian <[Brian.Stovall@lge-ku.com](mailto:Brian.Stovall@lge-ku.com)>, Shalanna <[shalanna.taylor@louisvilleky.gov](mailto:shalanna.taylor@louisvilleky.gov)>, [david.james@louisvilleky.gov](mailto:david.james@louisvilleky.gov)

+Councilman James  
[Quoted text hidden]

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**Mail Delivery Subsystem** <[mailer-daemon@googlemail.com](mailto:mailer-daemon@googlemail.com)> Mon, Jan 3, 2022 at 8:36 PM  
To [REDACTED]

[Quoted text hidden]

Final-Recipient: rfc822; [charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)  
Action: failed  
Status: 5.7.0  
Remote-MTA: dns; [mxa-00377201.gslb.pphosted.com](https://mxa-00377201.gslb.pphosted.com). (148.163.135.176, the server for the domain [ky.gov](https://ky.gov).)  
Diagnostic-Code: smtp; 550 5.7.0 Message Size Violation  
Last-Attempt-Date: Mon, 03 Jan 2022 17:36:05 -0800 (PST)

----- Forwarded message -----

From: Justin Tallio [REDACTED]  
To: Customer Commitment <Customer.Commitment@lge-ku.com>  
Cc: "Rogalinski, Charles E (DPA)" <[charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)>, Brianna Wright <[Brianna.Wright@louisvilleky.gov](mailto:Brianna.Wright@louisvilleky.gov)>, Jecorey Arthur <[jecorey.arthur@louisvilleky.gov](mailto:jecorey.arthur@louisvilleky.gov)>, Tara <[Tara.Hunter@lge-ku.com](mailto:Tara.Hunter@lge-ku.com)>, Brian <[Brian.Stovall@lge-ku.com](mailto:Brian.Stovall@lge-ku.com)>, Shalanna <[shalanna.taylor@louisvilleky.gov](mailto:shalanna.taylor@louisvilleky.gov)>, [david.james@louisvilleky.gov](mailto:david.james@louisvilleky.gov)  
Bcc:  
Date: Mon, 3 Jan 2022 20:35:27 -0500  
Subject: Re: FW: PSC RESPONSE -- Tallio  
----- Message truncated -----

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**Justin Talli** [REDACTED] Mon, Jan 3, 2022 at 8:39 PM  
To: [david.james@louisvilleky.gov](mailto:david.james@louisvilleky.gov)  
Cc: "Rogalinski, Charles E (DPA)" <[charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)>, Brianna Wright <[Brianna.Wright@louisvilleky.gov](mailto:Brianna.Wright@louisvilleky.gov)>, Jecorey Arthur <[jecorey.arthur@louisvilleky.gov](mailto:jecorey.arthur@louisvilleky.gov)>, Shalanna <[shalanna.taylor@louisvilleky.gov](mailto:shalanna.taylor@louisvilleky.gov)>



Hi Councilman James,

Happy new year. Wanted to give you a quick background on this issue. I reported 22 lights out between Shelby Park and the hospitals on 10/12 and 10/13. LG&E did not fix them so I followed up. They stated they could not pull the reports that were made from their website. I reshared the locations. Several of those locations have still yet to be repaired. I filed a complaint with the Public Service Commission, which they denied, citing that street lights do not qualify as a 'service' and are outside their jurisdiction. I am working on an amended complaint to the Public Service Commission regarding this.

LG&E has blatantly lied to myself and the public service commission about this and stated the repairs were all made promptly, although we are currently at 82 days since my second report was made.

I don't need any assistance right now, but wanted to make you aware.

Thanks,  
Justin  
[Quoted text hidden]

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**Mail Delivery Subsystem** <mailer-daemon@googlemail.com>

Mon, Jan 3, 2022 at 8:40 PM

To: [REDACTED]

[Quoted text hidden]

Final-Recipient: rfc822; [charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)  
Action: failed  
Status: 5.7.0  
Remote-MTA: dns; [mxb-00377201.gslb.pphosted.com](https://mxb-00377201.gslb.pphosted.com). (148.163.135.176, the server for the domain [ky.gov](https://ky.gov).)  
Diagnostic-Code: smtp; 550 5.7.0 Message Size Violation  
Last-Attempt-Date: Mon, 03 Jan 2022 17:40:10 -0800 (PST)

----- Forwarded message -----

From: Justin Tallio [REDACTED]  
To: [david.james@louisvilleky.gov](mailto:david.james@louisvilleky.gov)  
Cc: "Rogalinski, Charles E (DPA)" <[charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)>, Brianna Wright <[Brianna.Wright@louisvilleky.gov](mailto:Brianna.Wright@louisvilleky.gov)>, Jecorey Arthur <[jecorey.arthur@louisvilleky.gov](mailto:jecorey.arthur@louisvilleky.gov)>, Shalanna <[shalanna.taylor@louisvilleky.gov](mailto:shalanna.taylor@louisvilleky.gov)>  
Bcc:  
Date: Mon, 3 Jan 2022 20:39:34 -0500  
Subject: Re: FW: PSC RESPONSE -- Tallio  
----- Message truncated -----

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**Customer Commitment** <[Customer.Commitment@lge-ku.com](mailto:Customer.Commitment@lge-ku.com)>

Thu, Jan 6, 2022 at 11:59 AM

To: Justin Tallio [REDACTED]  
Cc: "Rogalinski, Charles E (DPA)" <[charles.rogalinski@ky.gov](mailto:charles.rogalinski@ky.gov)>, Brianna Wright <[Brianna.Wright@louisvilleky.gov](mailto:Brianna.Wright@louisvilleky.gov)>, Jecorey Arthur <[jecorey.arthur@louisvilleky.gov](mailto:jecorey.arthur@louisvilleky.gov)>, "Hunter, Tara" <[Tara.Hunter@lge-ku.com](mailto:Tara.Hunter@lge-ku.com)>, "Stovall, Brian" <[Brian.Stovall@lge-ku.com](mailto:Brian.Stovall@lge-ku.com)>, Shalanna <[shalanna.taylor@louisvilleky.gov](mailto:shalanna.taylor@louisvilleky.gov)>, Customer Commitment <[Customer.Commitment@lge-ku.com](mailto:Customer.Commitment@lge-ku.com)>

Mr. Tallio,

Thank you for attaching pictures of the lights out. This information helped us to determine the exact lights in question. We sent crews out to investigate the issues with all of these lights. What we found was that even though we previously replaced the bulb and the photocell in all of these lights, the ballast was bad in three of them. When this occurs the light will initially illuminate but after some time it will shut off. We have since replaced these lights with the new LED fixtures. This has taken care of the lights on E St. Catherine and on Preston.

The lights out at 235 Abraham Flexner, upon further investigation, we found that another department had to disconnect the power so Metro could safely replace the traffic light pole that was hit at Chestnut & Brook. Once Metro contacts us that all work is complete we will reconnect these lights and follow up with an inspection to ensure they are working properly.

Thanks,

Brian

[Quoted text hidden]

[Quoted text hidden]