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COMMISSION**

Before the Kentucky Public Service Commission  
In the Matter of:  
Melonie Smith, Complainant  
V.  
Louisville Gas and Electric Company, Defendant  
Case No. 2025-00146  
Filed Pursuant to Order Entered July 1, 2025

To the Kentucky Public Service Commission:

This amended complaint is submitted in response to the Commission's Order dated July 1, 2025, which determined that my original complaint did not meet the legal standard of a prima facie case under 807 KAR 5:001, Section 20(4)(a). I respectfully provide the following specific allegations and supporting facts to establish my case and request relief.

### **Background & Allegations**

Between December 2024 and March 2025, I was issued four consecutive estimated bills by Louisville Gas and Electric Company (LG&E), each marked as "ESTIMATED" rather than based on actual meter readings. These bills culminated in a retroactive adjustment totaling \$629.66, representing usage not billed in real-time and not verifiable by me as a customer. I was not notified that my meter would not be read, nor was I offered any alternative, such as self-reporting.

On January 22, 2025, LG&E installed a new meter and billing from that point forward should reflect actual usage. The continued issuance of estimated bills without notice or explanation, however, left me with no opportunity to monitor or adjust my usage, resulting in significant financial strain.

While LG&E was granted a waiver in Case No. 2020-00350 relieving it from manually reading meters once per quarter during its AMI transition, this does not exempt the utility from its obligation to act transparently, reasonably, and fairly under Kentucky law and its own tariffs.

### **Legal and Regulatory Violations**

I allege LG&E's conduct violates the following provisions:

- 807 KAR 5:006, Section 7(5): Requires that utilities render bills based on actual readings at regular intervals unless impracticable. LG&E estimated usage for four consecutive months without notifying me, and then applied a lump-sum adjustment, which is inconsistent with reasonable interval billing.
- 807 KAR 5:006, Section 13(2): Requires utilities to adopt reasonable billing practices and to clearly explain any deviations. LG&E failed to notify me of extended estimated billing or offer a customer-facing solution, such as a self-read option. The lack of

communication and transparency violated this section.

- KRS 278.160(2): States that deviations from filed rates or practices may not be exercised in a discriminatory or non-transparent manner. LG&E's retroactive billing and failure to provide timely communication or recourse constitutes a non-transparent deviation.

In addition, LG&E's own customer billing materials explain that meter reads may be classified as:

- "R" (Actual) — physically read by an employee,
- "E" (Estimated) — based on historical usage and weather, with discrepancies to be "trued up" at the next actual read, and
- "S" (Self-Read) — when a customer provides their own reading during an allowed window.

LG&E's materials state that if a meter cannot be read in a given month, the bill will be based on an estimate, and then reconciled once the actual usage is obtained. In my case, LG&E failed to offer or notify me of a self-read option, failed to inform me of extended estimation, and applied a lump-sum adjustment without transparency. These actions contradict both LG&E's own stated procedures and the reasonable billing expectations of 807 KAR 5:006 Section 13(2).

Even if LG&E was legally permitted to estimate bills, the duration, lack of notice, and absence of customer support mechanisms caused financial harm and rises to a level of unreasonableness and customer detriment that justifies relief.

### **Requested Relief**

I respectfully request that the Commission:

1. Require LG&E to provide a detailed accounting of the estimated versus actual usage during December 2024–March 2025.
2. Request LG&E to write off all or a significant portion of the \$629.66, not on the basis of disputing usage, but to remedy:
  - The financial hardship caused by consolidated and delayed billing;
  - The utility's failure to notify me of the prolonged estimation period or allow self-reporting;
  - The violation of reasonable billing expectations and statutory duties under 807 KAR 5:006 and KRS 278.160(2).

This is not a request to avoid payment for actual energy consumed. Rather, I am seeking a partial write-off as fair compensation for the procedural and billing failures that left me unable to track or verify my usage and that resulted in a retroactive financial burden.

Respectfully submitted,

Melonie Smith  
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