

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELONIE SMITH	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V	)	2025-00146
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER

On May 15, 2025, complainant, Melonie Smith, tendered a formal complaint with the Commission against Louisville Gas and Electric Company (LG&E) alleging that she received a bill of \$629.66 as a result of consecutive estimated meter reads, and requesting the bill be written off.¹ On July 1, 2025, the Commission entered an Order which found that the complaint did not establish a *prima facie* case.²

On July 14, 2025, Ms. Smith tendered a response to the Commission's July 1, 2025, Order. In the response Ms. Smith stated that between December 2024 and March 2025 she was issued four consecutive estimated bills by LG&E, that each were marked "ESTIMATED", and that as a result of those estimated reads, Ms. Smith received a bill totaling \$629.66. Ms. Smith alleged that on January 22, 2025, LG&E installed a new meter.³ Ms. Smith requested two forms of relief—first that LG&E provide a detailed

¹ Melonie Smith's Complaint (filed May 15,2025).

² Order (Ky. PSC July 1, 2025).

³ Melonie Smith's Response to Commission Order (filed July 14,2025).

accounting of the estimated versus actual usage during the December 2024 through March 2025 period in which she was issued estimated bills, and second that LG&E write off all or a significant portion of the \$629.66 bill she received during that period.

On April 16, 2026, the Commission entered an Order finding that Ms. Smith had established a *prima facie* case pursuant to 907 KAR 5:001, Section 20, in that she alleged the LG&E failed to perform an actual meter read for four consecutive months between December 2024 through March 2025 and she requested a detailed accounting of the estimated versus actual usage during that period.⁴ The Commission further found that a *prima facie* case was not established in regards to Ms. Smith's request to write off all or a significant portion of the \$629.66 bill, as the Commission does not have the authority to Order the requested relief based solely on LG&E's alleged failure to perform an actual meter reading during the relevant period.⁵ The Order required LG&E to satisfy the matters complained of by providing the detailed accounting of the time period in question or file a written answer to the complaint. Ms. Smith was given 20 days after LG&E filed the detailed accounting to amend her Complaint with respect to the requested relief.

LG&E tendered a notice of satisfaction of complaint and motion to dismiss on April 16, 2026.⁶ LG&E provided the detailed accounting through the narrative in the motion, as well as providing an account detail,⁷ copies of the bills sent to Ms. Smith for the requested time period,⁸ and the AMR meter data from January 23, 2025 through March

⁴ Order (Ky. PSC Apr. 06, 2026).

⁵ Order (Ky. PSC Apr. 06, 2026).

⁶ Notice of Satisfaction of Complaint and Motion to Dismiss (filed Apr. 16, 2026).

⁷ Notice of Satisfaction of Complaint and Motion to Dismiss, Exhibit 1.

⁸ Notice of Satisfaction of Complaint and Motion to Dismiss, Exhibit 2.

18, 2025.⁹ Based on the tendered information, LG&E moved the Commission to dismiss the complaint with prejudice as fully satisfied and remove the case from the docket.¹⁰ As of August 25, 2026, Ms. Smith has not filed a response to the motion.

Based on the information provided, the Commission finds that LG&E has complied with the Commission's April 6, 2026 Order to satisfy the complaint, and that Ms. Smith's complaint should be dismissed and the case closed. The Commission further finds that Ms. Smith failed to amend the portions of the Complaint requesting LG&E to write off all or a significant portion of the \$629.66 bill and thus that portion of the Complaint should be dismissed. This Order should not be construed as limiting or impeding Ms. Smith's ability to seek recourse, if any, in a court of law.

IT IS THEREFORE ORDERED that:

1. LG&E's motion to dismiss is granted.
2. Ms. Smith's complaint is dismissed.
3. The case is closed and removed from the Commission's docket.
4. A copy of this Order shall be served by U.S. First-Class mail to Melonie Smith, 1108 Harmony Lane, Goshen, KY 40026.

⁹ Notice of Satisfaction of Complaint and Motion to Dismiss, Exhibit 3.

¹⁰ Notice of Satisfaction of Complaint and Motion to Dismiss at 4.

Entered on this 2nd day of September, 2026.

PUBLIC SERVICE COMMISSION



Angie Hatton
Chair



Mary Pat Regan
Vice Chair



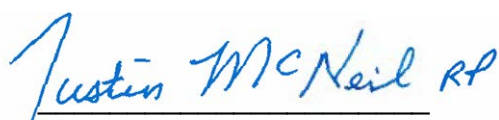
Andrew W. Wood
Commissioner



Barry L. Mayfield
Commissioner

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ATTEST:



Justin McNeil
Executive Director

Service List for Case 2025-00146

* Melonie Smith
1108 Harmony Lane
Goshen, KY 40026

* Louisville Gas and Electric Company
2701 Eastpoint Parkway
Louisville, KY 40223

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Louisville, KY 40223