

The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case. Therefore, LG&E shall file its responses to Commission Staff's request for information, attached to this Order as Appendix A, on or before the date set forth by Commission Staff in the request. A copy of Mr. Marnhout's complaint is attached to this Order as Appendix B to inform LG&E of the subject of the complaint and to assist in identifying Mr. Marnhout's account.

IT IS THEREFORE ORDERED that:

1. A copy of this Order shall be served on LG&E for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.

2. LG&E shall respond to Commission Staff's request for information as provided in Appendix A attached to this Order.

3. A copy of this Order shall be served on the Complainant Michael Marnhout by U.S. Postal Service, First-Class mail, at 4010 Woodstone Way, Louisville, Kentucky 40241.

Entered on this 5th day of May, 2026.

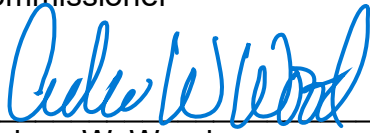
PUBLIC SERVICE COMMISSION



Angie Hatton
Chair



Mary Pat Regan
Commissioner



Andrew W. Wood
Commissioner

ATTEST:

Linda C. Bridwell, PE
Executive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2026-00079 DATED MAY 05 2026

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO LOUISVILLE GAS AND ELECTRIC COMPANY

Louisville Gas and Electric Company (LG&E), pursuant to 807 KAR 5:001, shall file with the Commission with an electronic version of the following information. The information requested is due on May 11, 2026. The Commission directs LG&E to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

LG&E shall make timely amendment to any prior response if LG&E obtains information that indicates the response was incorrect or incomplete when made or,

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

though correct and complete when made, is now incorrect or incomplete in any material respect.

For any request to which LG&E fails or refuses to furnish all or part of the requested information, LG&E shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, LG&E shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide copies of all communications between LG&E and the residents at 4010 Woodstone Way, Louisville KY 40241 (service address), including but not limited to email messages, written communications, and notes of telephonic or other oral communications concerning service, billing, payment plans and automatic payments from March 2025 to present.

2. Provide copies of all agreements related to any monthly installment payment plan(s).

3. Provide the self-service online account history for the service address beginning December 3, 2025 to present, including but not limited to all enrollment and de-enrollment in Auto Pay.

4. All other information that LG&E deems relevant to the matters raised in Michael Marnhout's Complaint.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2026-00079 DATED MAY 05 2026

ELEVEN PAGES TO FOLLOW

RECEIVED

MAR 16 2026

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

PUBLIC SERVICE
COMMISSION

In the matter of:

MICHAEL WAYNE MARNHOUT
(Your Full Name)

COMPLAINANT

VS.

LOUISVILLE GAS + ELECTRIC COMPANY
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of MICHAEL WAYNE MARNHOUT respectfully shows:
(Your Full Name)

(a) MICHAEL WAYNE MARNHOUT
(Your Full Name)
4010 WOODSTONE WAY LOUISVILLE, KY. 40241
(Your Address)

(b) LOUISVILLE GAS + ELECTRIC COMPANY
(Name of Utility)
820 W BROADWAY LOUISVILLE, KY. 40202
(Address of Utility)

(c) That: On 12/1/25 I got an email
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,
or facts that are the reason and basis for the complaint.)
from LG&E that showed I
owed them \$8623.92. My
bill for the previous
cycle was \$274.80. I



Marnhout vs. LG+E

immediately contacted them about this crazy charge. I was told it was a mistake but I did owe them \$3678.62. After a few more calls to them

(additional pages)

Wherefore, complainant asks LG+E to honor
(Specifically state the relief desired.)

our agreement of 12 equal payments at 0% interest due to their faulty equipment after they refund or credit my account in the amount of \$3678.62. This situation has created a financial hardship.

Dated at LOUISVILLE Kentucky, this 10th day of

(Your City)

MARCH, 2026.

(Month)

Michael Marnhout
(Your Signature*)

(Name and Address of Attorney, if any)

3/10/26
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.

I was told that the meter was faulty and I had not been being charged for usage for previous months. I took them at their word.

They installed a new meter. Because of their faulty meter they agreed to a 12 month interest free payment plan on the \$3678.62 amount. They never informed me that they put this on autopay. When I went online to setup autopay it kicked the entire amount onto the next bill (\$4176.10). This was taken out of my account on 2/2/26. I made numerous calls and emails

to the president (John Crockett)
and Customer Relations and
they would not honor
our agreement caused by
their faulty equipment.
They don't even reply to
my calls and emails 2
now.

Billing Statement

Your billing statement as of 11/14/2025 is now available.

The total amount due will be automatically deducted on the due date.

Bill details

Account owner:	MR. MIKE MARNHOUT
Last four digits of account:	████
Current bill amount:	\$274.80
Total amount due:	\$274.80 (Auto Pay)
Due date:	12/11/2025

[View account](#)

Sign in to view your statement, account details, and payment options.

Check out this month's bill insert and Power Source newsletter.

Billing Statement

12/1/25

Your billing statement as of 11/26/2025 is now available.

The total amount due will be automatically deducted on the due date.

Bill details

Account owner:	MR. MIKE MARNHOUT
Last four digits of account:	■■■■
Current bill amount:	\$8,623.92
Total amount due:	\$3,628.62 (Auto Pay)
Due date:	12/22/2025

[View account](#)

Sign in to view your statement, account details, and payment options.

Check out this month's bill insert and Power Source newsletter.

[REDACTED] Your current LG&E bill is available for viewing

[MailId:39605437]

1 message

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

Thu, Dec 18, 2025 at 1:00 PM

To: [REDACTED]



Billing Statement

Your billing statement as of 12/17/2025 is now available.

This bill includes a past due amount. The total amount due will be automatically deducted on the due date.

Bill details

Account owner:	MR. MIKE MARNHOUT
Last four digits of account:	[REDACTED]
Past due amount:	\$3,628.62
Current bill amount:	(\$2,794.71)
Total amount due:	\$833.91 (Auto Pay)
Due date:	1/14/2026

[View account](#)

Sign in to view your statement, account details, and payment options.

Payment History

4010 Woodstone Way

Account: [REDACTED]

	Created On	Payment Date	Payment Amount	Delete
+	03/10/26	03/10/26	\$754.59	
+		02/19/26	\$305.94	
+		02/02/26	\$4,176.10	
+		11/10/25	\$734.56	
+		10/09/25	\$717.33	
+		09/10/25	\$832.16	
+		08/08/25	\$935.42	
+		07/11/25	\$727.32	
+		07/01/25	\$392.67	
+		05/09/25	\$246.46	

1 to 10 of 37

Helpful Hints

Payments made by 7 p.m. ET will be credited to your account today unless you cancel them prior to that time.

If you must cancel:

Web Payments before 7 p.m. ET on the scheduled payment date.

Paymentus Payments before 4 p.m. ET the day BEFORE the scheduled payment date. Otherwise, contact your financial institution or card issuer.

RE: LGE Credit/Billing [InteractionID:31d1c97b-640b-4a43-a0ef-7aa69da53fec]

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

Mon, Jan 5, 2026 at 12:25 PM

Hi Mike!

The easiest, and quickest, way for you to re-enroll in Auto Pay is through your online account. This is a two-step process: first, you will need to add the new bank information and then, you will need to enroll in the Auto Pay program. Please be sure to delete your old bank information to prevent accidentally selecting that account in the future for payments.

Once you have logged into your online account, please follow the below steps to register your bank information:

- Select the "Profile" tab on the right-hand side towards the top
- Select "Manage banks" under Profile Overview and click the red garbage can to remove any unwanted banks
- Click the link that says "Add new bank"
- Complete the remaining steps to fully add the bank information. Please be sure that the Account Owner section matches exactly the name that is printed on your check

Once you have registered the bank information, you will then need to enroll in the Auto Pay program. Please follow the below steps to enroll in the Auto Pay program:

- Select "Payment Programs" on the left-hand side
- Select "Auto Pay"
- Click the gray "Enroll in Auto Pay" button
- Complete the remaining steps to fully enroll in the Auto Pay program

Enrollment takes effect within the hour!

I also want to remind you that your current bill of \$833.91 is due on 1/14. This bill includes a payment for the paymnet arrangement, so payment will need to be made by 7pm ET on the due to avoid the arrangement defaulting. Keep in mind that Auto Pay goes into effect immediately, so there will be no need to make additional payments once you are enrolled.

Have a great day!

Josh
Customer Solutions Representative
LG&E 502-589-1444 (LG&E)
KU/ODP 800-981-0600 (KU/ODP)
lge-ku.com/contact

----- Original Message -----

From: "LG&E and KU Customer Service" <CustomerCare@lge-ku.com>
To: "RSCBillInquiry@lge-ku.com" <RSCBillInquiry@lge-ku.com>
Sent: 1/5/2026 11:45:26 AM
Subject: LGE Credit/Billing [InteractionID:8b18a19c-ae9b-46ba-9311-90c1928ad340]

- > Contract Account: [REDACTED]
- >
- > Business Partner: [REDACTED]
- >
- > Name: MIKE MARNHOUT
- >
- > E-mail Address: [REDACTED] (Verified)
- >
- > Telephone Number: [REDACTED]
- >
- > Street Address: 4010 WOODSTONE WAY

Fwd: acct.# [REDACTED]

Mike Marnhout [REDACTED]
To: Customer.Commitment@lge-ku.com, Mike Marnhout [REDACTED]

Thu, Feb 5, 2026 at 10:39 AM

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

From: **Mike Marnhout** [REDACTED]
Date: Wed, Feb 4, 2026 at 11:40 AM
Subject: Fwd: acct.# [REDACTED]
To: <john.crockett@lge-ku.com>, Mike Marnhout [REDACTED]
This is what I sent him and then I was called

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

From: **Mike Marnhout** [REDACTED]
Date: Wed, Feb 4, 2026 at 9:54 AM
Subject: Re: acct.# [REDACTED]
To: <john.crockett@lge-ku.com>, Mike Marnhout [REDACTED]

Mr.Crockett,, Somehow the full amount due(\$4176.10) was taken out of my checking on 2/3. For my bank to return the payment they need verification of our agreement to set up monthly payments. acct.# [REDACTED]

On Wed, Dec 3, 2025 at 1:38 PM Mike Marnhout [REDACTED] wrote:

Mr. Crockett, Yesterday I received notice that my bill due in December was \$3600+. I contacted customer service this morning and they told me that our gas meter was faulty since March. They could not tell me how you arrived at this dollar amount. Besides not being notified ahead of time about the amount I just see this dollar amount due with no explanation. No a good business practice. I would like to know how you arrived at this dollar amount. Mike Marnhout [REDACTED]
[REDACTED]

Fwd: acct.# [REDACTED]

Mike Marnhout [REDACTED]
To: Customer.Commitment@lge-ku.com, Mike Marnhout [REDACTED]

Thu, Feb 5, 2026 at 10:39 AM

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Service List for 2026-00079

* Michael Marnhout
4010 Woodstone Way
Louisville, KY 40241

* Louisville Gas and Electric Company
820 West Broadway
Louisville, KY 40203