

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SHAWN J. RIDLEY	)	
	)	
COMPLAINANT	)	CASE NO.
	)	2017-00163
V.	)	
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER

On March 29, 2017, Shawn J. Ridley (“Mr. Ridley”) tendered a formal complaint (“Complaint”) with the Commission against Louisville Gas and Electric Company (“LG&E”) in which he alleges that LG&E has continuously overcharged him for the past ten years. Mr. Ridley states that his LG&E bill has been “too high” for years even though he has taken the following steps to lower his bill: insulated his attic, pipes in the basement, and garage in addition to covering his windows with plastic in the wintertime.<sup>1</sup> Mr. Ridley alleges that despite these efforts his LG&E bill has always been “erratic.”<sup>2</sup> Mr. Ridley asserts that last summer he requested LG&E to perform an audit of his home in order to determine why his electricity usage had risen, but LG&E advised that everything “looked fine.”<sup>3</sup>

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<sup>1</sup> Complaint at unnumbered page 3.

<sup>2</sup> *Id.*

<sup>3</sup> *Id.*

Mr. Ridley further alleges that LG&E has not read his meter since he purchased his home in July 2003, and has instead been estimating his bills based upon the prior owners' usage. Mr. Ridley asserts that his understanding was that his meter was being read electronically, but in November 2016, an LG&E technician advised that Mr. Ridley does not have a meter capable of being electronically read, but instead must be physically read by LG&E. Mr. Ridley further states that in February 2017, an LG&E contractor advised him that he was unable to obtain a meter reading at his home. In order to remedy this situation, Mr. Ridley requests that LG&E be required to reimburse him \$12,000 dollars, representing an average overpayment of \$100 dollars per month for the past ten years.

Pursuant to 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint the Commission must determine whether the complaint states a *prima facie* case. To establish a *prima facie* case under 807 KAR 5:001, Section 20(1)(c), the complaint must state:

Fully, clearly, and with reasonable certainty, the act or omission, of which complaint is made, with a reference, if practicable, to the law, order, or administrative regulation, of which a failure to comply is alleged, and other matters, or facts, if any, as necessary to acquaint the commission fully with the details of the alleged failure.

Based on a review of the Complaint, the Commission is unable to determine at this time whether the Complaint establishes a *prima facie* case. In order to support his claim against LG&E, the Commission finds that Mr. Ridley should file, within 20 days of the date of this Order, copies of the electric and gas bills issued to Mr. Ridley by LG&E for each month of 2015, 2016, and 2017 to date.

When filing a paper containing personal information, Mr. Ridley should, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information, including an account number or Social Security number, cannot be read.

IT IS THEREFORE ORDERED that within 20 days of the date of this Order, Mr. Ridley shall file copies of the electric and gas bills issued to Mr. Ridley by LG&E for each month of 2015, 2016, and 2017 to date.

By the Commission



ATTEST:

  
Executive Director

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