

SEP 10 2018

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

* CASE NO: 2018-00172

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Margaret Beaumont-Carver
Plaintiff,

-vs-

Louisville Gas and Electric
Defendant(s),

MOTION TO DENY THE REQUEST TO DISMISS

I wish for my complaint be heard and/or investigated.

An employee of Louisville Gas and Electric informed me on their recorded line that, "since you called the Public Service Commission, I am going to investigate you."

Since that time

- I was made to bring my Birth Certificate, SS Information, and Marriage License by the next day or my services would be turned off.
- I was charged for 2 deposits on the same account.
- Service Suspended while service was in my Business name and on that day, my Business name had no past due balance.
- Removed a bill from Bankruptcy Protection and charged this back to my account. The bill was protected by the Federal Courts at that time and paid to LG@E from my Attorney Jan Morris's office.
- Refused to accept funds from their own Program that assists Low-Income individuals in paying their bills. That was the subject of the last complaint. LG@E only accepted the funds that would give me a new start and zero balance when I filed a formal complaint.
- Reversed an extension made by Sisters Visitor's in April of this year, after I filed this complaint.

I am very appreciative to the Public Service Commission however I respectfully disagree; it is a little confusing when you have to translate a spreadsheet. However the above information is very serious and should be addressed. The Public Service Commission can verify that I contacted them on a regular basis about the above issues and more.

The former complaint was settled because LG@E agreed to the request that Affordable Energy and I made prior to the complaint.

Respectfully submitted,

Margaret Beaumont Carver
PO Box 2034 - Louisville, KY 40201

