



RECEIVED

JUN 07 2019

PUBLIC SERVICE  
COMMISSION

Ms. Gwen R. Pinson  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40601

**Louisville Gas and  
Electric Company**  
State Regulation and Rates  
220 West Main Street  
PO Box 32010  
Louisville, KY 40232  
www.lge-ku.com

Michael E. Hornung  
Manager Pricing/Tariffs  
T 502-627-4671  
F 502-627-3213  
mike.hornung@lge-ku.com

June 7, 2019

**Re: Margaret Beaumont-Carver v. Louisville Gas and Electric Company**  
**Case No. 2018-00172**

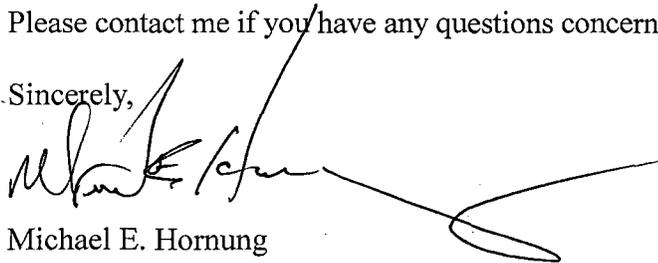
Dear Ms. Pinson:

Pursuant to the Commission's Order dated May 21, 2019, in the above-referenced case, enclosed please find an original and five (5) copies of the response to Commission Staff's First Request for information to Louisville Gas and Electric Company. Also included is a motion to schedule an Informal Conference.

A verification page for witness Timothy Melton, manager, Customer Commitment, will be sent to the Commission on Monday, June 10, 2019.

Please contact me if you have any questions concerning this filing.

Sincerely,

  
Michael E. Hornung

Enclosures

RECEIVED

JUN 07 2019

PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARGARET BEAUMONT-CARVER )  
 )  
COMPLAINANT )  
 )  
V. )  
 )  
LOUISVILLE GAS AND ELECTRIC )  
COMPANY )  
 )  
DEFENDANT )

CASE NO. 2018-00172

\* \* \* \* \*

**MOTION OF LOUISVILLE GAS AND ELECTRIC COMPANY  
TO SCHEDULE AN INFORMAL CONFERENCE**

Louisville Gas and Electric Company (“LG&E” or the “Company”) respectfully moves the Commission to schedule an informal conference in this proceeding between the parties and Commission Staff.

LG&E believes that an informal conference to discuss the case in person may help to further an understanding of the issues and lead to potential resolution of some or all of the issues in this case.

**WHEREFORE**, Louisville Gas and Electric Company respectfully requests that the Commission grant its Motion.

Dated: June 7, 2019

Respectfully submitted,



Allyson K. Sturgeon  
Managing Senior Counsel – Regulatory and  
Transactions  
LG&E Energy LLC  
220 West Main Street  
Louisville, Kentucky 40202  
(502) 627-2088  
allyson.sturgeon@lge-ku.com

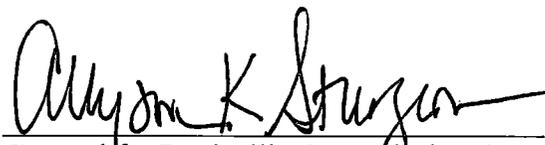
Sara Veeneman Judd  
Senior Corporate Attorney  
LG&E and KU Energy LLC  
220 West Main Street  
Louisville, Kentucky 40202  
Telephone: (502) 627-4850  
sara.judd@lge-ku.com

Counsel for Louisville Gas and Electric  
Company

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that a true and correct copy of the foregoing was served on the following on the 7<sup>th</sup> day of June, 2019, U.S. mail, postage prepaid:

Ms. Margaret Beaumont-Carver  
3906 Vermont Avenue  
Louisville, KY 40211



Counsel for Louisville Gas and Electric  
Company

**COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

<b>MARGARET BEAUMONT-CARVER</b>	)	
	)	
<b>COMPLAINANT</b>	)	
<b>V.</b>	)	<b>CASE NO. 2018-00172</b>
	)	
<b>LOUISVILLE GAS AND ELECTRIC</b>	)	
<b>COMPANY</b>	)	
	)	
<b>DEFENDANT</b>	)	

**RESPONSE OF  
LOUISVILLE GAS AND ELECTRIC COMPANY TO  
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION  
DATED MAY 21, 2019**

**FILED: JUNE 7, 2019**

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to the Commission Staff's First Request for Information  
Dated May 21, 2019**

**Case No. 2018-00172**

**Question No. 1**

**Witness: Timothy Melton**

Q-1. Provide a copy of the Complainant's bills in connection with her personal account for each month from May 2015 through June 2016.

A-1. Please see the attached bills from May 2015 through June 2016.

Please also see the attached spreadsheet labeled Exhibit A, which depicts the Customer's billing and account history from August 2014 through May 2019.

## Exhibit A - Summary of Customer's Account History

**Margaret Beaumont Carver - Account History**

Studio 550 LLC – 08/05/14 - 05/05/15

Margaret D Beaumont – 05/06/15 – 05/16/16

Studio 550 LLC – 05/07/16 – 06/06/17

Margaret Beaumont Carver – 06/07/17 – present

**Studio 550 LLC**

Bill Date	Transaction Description	Debit Amount	Credit Amount	Account Balance
8/5/2014	Bill due 8/28/14	\$73.71		\$73.71
8/5/2014	Deposit	\$230.00		\$303.71
8/5/2014	Installment Plan		-\$230.00	\$73.71
8/5/2014	Installment Plan	\$57.50		<b>\$131.21</b>
9/4/2014	Bill due 9/29/14	\$214.09		\$345.30
9/4/2014	Late Payment Charge	\$2.22		\$347.52
9/4/2014	Removal from IP	\$172.50		<b>\$520.02</b>
10/3/2014	Bill due 10/29/14	\$152.82		\$672.84
10/3/2014	Late Payment Charge	\$6.43		<b>\$679.27</b>
11/4/2014	Bill due 12/1/14	\$154.02		\$833.29
11/4/2014	Payments received 10/3-11/4		-\$490.00	<b>\$343.29</b>
12/4/2014	Bill due 12/31/14	\$242.34		\$585.63
12/4/2014	Payments received 11/4-12/4		-\$180.00	<b>\$405.63</b>
1/6/2015	Bill due 1/30/15	\$293.67		\$699.30
1/6/2015	Payments received 12/4-1/6		-\$165.00	\$534.30
1/6/2015	Late Payment Charge	\$7.27		<b>\$541.57</b>
2/3/2015	Bill due 3/2/15	\$322.99		\$864.56
2/3/2015	Payments received 1/6-2/3		-\$249.00	\$615.56
2/3/2015	Late Payment Charge	\$8.81		<b>\$624.37</b>
3/6/2015	Bill due 3/31/15	\$366.04		\$990.41
3/6/2015	Payments received 2/3-3/5		-\$500.00	\$490.41
3/6/2015	Returned Check Fee	\$10.00		\$500.41
3/6/2015	Returned Check	\$249.00		<b>\$749.41</b>
4/7/2015	Bill due 4/30/15	\$195.28		\$944.69
4/7/2015	Payments received 3/6-4/6		-\$383.00	\$561.69
4/7/2015	Late Payment Charge	\$10.98		<b>\$572.67</b>
5/5/2015	Bill due 5/29/15	\$133.95		\$706.62
5/5/2015	Payments received 4/7-5/4		-\$703.00	\$3.62
5/5/2015	Returned Check Fee	\$10.00		\$13.62
5/5/2015	Returned Check	\$333.00		<b>\$346.62</b>
5/28/2015	Final Bill due 6/19/15	\$1.34		\$347.96
5/28/2015	Payments received 5/5-5/27		-\$215.00	\$132.96
5/28/2015	Intersted for Sec. Dep.		-\$0.17	\$132.79
5/28/2015	Tansferred Balance	\$1,116.04		\$1,248.83
5/28/2015	Security Deposit		-\$230.00	<b>\$1,018.83</b>

<b>Margaret D Beaumont</b>				
<b>Bill Date</b>	<b>Transaction Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>	<b>Account Balance</b>
6/8/2015	Beginning Balance	\$1,018.83		\$1,018.83
6/8/2015	Modified Bill due 6/30/15	\$178.15		\$1,196.98
6/8/2015	Payments received 1/1-6/6		-\$132.00	\$1,064.98
6/8/2015	Pending Pledge		-\$400.00	\$664.98
6/8/2015	Security Deposit	\$230.00		\$894.98
6/8/2015	Installment Plan	\$57.50		\$952.48
6/8/2015	Installment Plan	\$100.00		\$1,052.48
6/8/2015	Installment Plan		-\$716.83	<b>\$335.65</b> *
7/7/2015	Modified Bill due 8/6/15	\$223.21		\$558.86
7/7/2015	Installment Plan	\$57.50		\$616.36
7/7/2015	Installment Plan	\$100.00		<b>\$716.36</b>
8/4/2015	Bill due 9/4/15	\$226.10		\$942.46
8/4/2015	Payments received 7/3-8/3		-\$335.65	\$606.81
8/4/2015	Installment Plan	\$57.50		\$664.31
8/4/2015	Installment Plan	\$100.00		\$764.31
8/4/2015				<b>\$232.31</b> **
9/3/2015	Bill due 10/7/15	\$193.40		\$425.71
9/3/2015	Payments received 8/4-9/2		-\$381.00	\$44.71
9/3/2015	Installment Plan	\$57.50		\$102.21
9/3/2015	Installment Plan	\$100.00		<b>\$202.21</b>
10/2/2015	Bill due 11/6/15	\$170.95		\$373.16
10/2/2015	Installment Plan	\$100.00		<b>\$473.16</b>
11/2/2015	Bill due 12/9/15	\$140.49		\$613.65
11/2/2015	Payments received 10/2-10/30		-\$203.00	\$410.65
11/2/2015	Installment Plan	\$118.83		<b>\$529.48</b>
12/4/2015	Bill due 1/11/16	\$224.34		\$753.82
12/4/2015	Payments received 10/31-12/3		-\$300.00	\$453.82
12/4/2015	Pending Pledge		-\$143.00	\$310.82
12/4/2015	Installment Plan	\$100.00		\$410.82
12/4/2015	Installment Plan		-\$229.48	<b>\$181.34</b>
1/6/2016	Bill due 2/9/16	\$291.57		\$472.91
1/6/2016	Installment Plan	\$100.00		<b>\$572.91</b>
2/5/2016	Bill due 3/9/16	\$325.00		\$897.91
2/5/2016	Payments received 1/6-2/4		-\$30.00	\$867.91
2/5/2016	Installment Plan	\$181.34		\$1,049.25
2/5/2016	Installment Plan		-\$181.34	\$867.91
2/5/2016	Installment Plan	\$100.00		\$967.91
2/5/2016	Pending Pledge		-\$253.21	\$714.70
3/4/2016	Bill due 4/7/16	\$260.73		\$975.43
3/4/2016	Installment Plan	\$100.00		<b>\$1,075.43</b>
4/5/2016	Bill due 5/6/16	\$169.98		\$1,245.41
4/5/2016	Payments received 3/4-4/4		-\$353.00	\$892.41
4/5/2016	Installment Plan	\$229.48		<b>\$1,121.89</b>
5/4/2016	Bill due 6/7/16	\$134.88		<b>\$1,256.77</b>

<b>Margaret D Beaumont (continued)</b>				
<b>Bill Date</b>	<b>Transaction Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>	<b>Account Balance</b>
6/7/2016	Corrected Final Bill due 7/8/16	\$56.57		\$1,313.34
6/7/2016	Payments received		-\$167.00	\$1,146.34
6/7/2016	Interest for Sec. Dep.		-\$0.44	\$1,145.90
6/7/2016	Transferred Balance	\$69.55		\$1,215.45
6/7/2016	Security Deposit		-\$230.00	<b>\$985.45</b>

<b>Studio 550 LLC</b>				
<b>Bill Date</b>	<b>Transaction Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>	<b>Account Balance</b>
6/7/2016	Bill due 6/19/16	\$78.63		\$78.63
6/7/2016	Payments received		-\$928.88	-\$850.25
6/7/2016	Security Deposit	\$260.00		-\$590.25
6/7/2016	Reconnect Charges	\$28.00		-\$562.25
6/7/2016	Installment Plan	\$43.33		-\$518.92
6/7/2016	Installment Plan		-\$260.00	-\$778.92
6/7/2016	Transferred Balance		-\$69.55	<b>-\$848.47</b>
7/6/2016	Bill due 7/29/16	\$215.74		-\$632.73
7/6/2016	Interest for Sec. Dep.		-\$0.01	-\$632.74
7/6/2016	Installment Plan	\$43.33		-\$589.41
7/6/2016	Transferred Balance	\$985.45		<b>\$396.04</b>
8/4/2016	Bill due 8/29/16	\$201.05		\$597.09
8/4/2016	Installment Plan	\$43.33		<b>\$640.42</b>
9/6/2016	Bill due 9/29/16	\$191.05		\$831.47
9/6/2016	Installment Plan		-\$439.37	\$392.10
9/6/2016	Installment Plan	\$94.89		<b>\$486.99</b>
10/5/2016	Bill due 10/28/16	\$156.27		\$643.26
10/5/2016	Returned Check Fee	\$10.00		\$653.26
10/5/2016	Installment Plan	\$474.49		<b>\$1,127.75</b>
11/3/2016	Bill due 11/30/16	\$120.76		\$1,248.51
11/3/2016	Payments received		-\$982.00	\$266.51
11/3/2016	Returned Check Fee	\$20.00		<b>\$286.51</b>
12/6/2016	Bill due 12/30/16	\$206.86		\$493.37
12/6/2016	Payments received		-\$35.00	\$458.37
12/6/2016	Pending Pledge		-\$112.00	<b>\$346.37</b>
1/5/2017	Bill due 1/31/17	\$282.19		<b>\$628.56</b>
2/6/2017	Bill due 3/1/17	\$263.72		\$892.28
2/6/2017	Pending Pledge		-\$389.61	<b>\$502.67</b>
3/3/2017	Bill due 3/29/17	\$214.08		<b>\$716.75</b>
4/4/2017	Bill due 4/28/17	\$193.97		\$910.72
4/4/2017	Pending Pledge		-\$10.39	<b>\$900.33</b>
5/4/2017	Bill due 6/1/17	\$119.70		<b>\$1,020.03</b>
6/6/2017	Bill due 6/19/17	\$145.07		<b>\$1,165.10</b>
6/20/2017	Bill due 7/13/17	\$1.54		\$1,166.64
6/20/2017	Payments Received		-\$23.00	\$1,143.64
6/20/2017	Interest for Sec. Dep.		-\$1.08	\$1,142.56
6/20/2017	Security Deposit		-\$260.00	<b>\$882.56</b>

<b>Margaret Beaumont Carver</b>				
<b>Bill Date</b>	<b>Transaction Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>	<b>Account Balance</b>
7/7/2017	Bill due 7/31/17	\$172.27		\$172.27
7/7/2017	Payments Received		-\$997.03	-\$824.76
7/7/2017	Security Deposit	\$260.00		-\$564.76
7/7/2017	Transferred Balance	\$882.56		<b>\$317.80</b>
8/4/2017	Bill due 8/29/17	\$196.42		\$514.22
8/4/2017	Payments Received		-\$50.00	<b>\$464.22</b>
9/5/2017	Bill due 9/28/17	\$160.93		\$625.15
9/5/2017	Payments Received		-\$223.00	<b>\$402.15</b>
10/5/2017	Bill due 11/7/17	\$139.50		\$541.65
10/5/2017	Payments Received		-\$291.22	<b>\$250.43</b>
11/3/2017	Bill due 12/7/17	\$163.17		\$413.60
11/3/2017	Payments Received		-\$140.00	<b>\$273.60</b>
12/5/2017	Bill due 1/9/18	\$230.72		\$504.32
12/5/2017	Payments Received		-\$50.00	\$454.32
12/5/2017	Pending Pledge		-\$112.00	<b>\$342.32</b>
1/5/2018	Bill due 2/7/18	\$386.96		\$729.28
1/5/2018	Returned Check Fee	\$10.00		<b>\$739.28</b>
2/5/2018	Bill due 3/8/18	\$356.24		\$1,095.52
2/5/2018	Payments Received		-\$332.00	\$763.52
2/5/2018	Pending Pledge		-\$205.09	<b>\$558.43</b>
3/5/2018	Bill Due 4/6/18	\$255.13		<b>\$813.56</b>
4/4/2018	Bill due 5/7/18	\$246.07		\$1,059.63
4/4/2018	Payments Received		-\$75.00	<b>\$984.63</b>
5/4/2018	Bill due 6/7/18	\$150.64		\$1,135.27
5/4/2018	Payments Received		-\$420.00	\$715.27
5/4/2018	Pending Pledge		-\$130.00	\$585.27
5/4/2018	Returned Check Fee	\$10.00		\$595.27
5/4/2018	Installment Plan	\$258.56		\$853.83
5/4/2018	Installment Plan		-\$258.56	<b>\$595.27</b>
6/6/2018	Bill due 6/6/18	\$204.28		<b>\$799.55</b>
7/11/2018	Bill due 8/10/18	\$174.94		\$974.49
7/11/2018	Payments Received		-\$595.27	<b>\$379.22</b>
8/7/2018	Bill due 9/7/18	\$233.84		\$613.06
8/7/2018	Payments Received		-\$50.00	<b>\$563.06</b>
9/5/2018	Bill due 10/9/18	\$172.51		\$735.57
9/5/2018	Payments Received		-\$155.00	<b>\$580.57</b>
10/5/2018	Bill due 11/7/18	\$160.93		\$741.50
10/5/2018	Payments Received		-\$235.00	<b>\$506.50</b>
11/5/2018	Bill due 12/10/18	\$163.43		\$669.93
11/5/2018	Payments Received		-\$80.00	\$589.93
11/5/2018	Pending Pledge		-\$143.00	<b>\$446.93</b>
12/5/2018	Bill due 1/10/19	\$251.92		<b>\$698.85</b>
1/7/2019	Bill due 2/8/19	\$284.26		\$983.11
1/7/2019	Payments Received		-\$50.00	<b>\$933.11</b>
2/6/2019	Bill due 3/11/19	\$326.01		\$1,259.12
2/6/2019	Payments Received		-\$295.00	<b>\$964.12</b>

<b>Margaret Beaumont Carver (continued)</b>				
<b>Bill Date</b>	<b>Transaction Description</b>	<b>Debit Amount</b>	<b>Credit Amount</b>	<b>Account Balance</b>
3/6/2019	Bill due 4/8/19	\$270.14		\$1,234.26
4/3/2019	Bill due 5/8/19	\$196.32		\$1,430.58
4/3/2019	Payments Received		-\$95.00	\$1,335.58
5/3/2019	Bill due 6/7/19	\$108.26		\$1,443.84
5/3/2019	Payments Received		-\$70.00	\$1,373.84
5/3/2019	Pending Pledge		-\$400.00	\$973.84

\* The Installment Plan signed by Ms. Carver for \$716.04 was filled out incorrectly by the Company. The correct installment plan amount is \$716.83 as shown above.

\*\* Due to a miscommunication internally regarding the Customer's payment history and a pending agency pledge (totaling \$532.00), the manually modified bill of \$764.31 dated July 7, 2015, does not accurately depict the Customer's correct account balance. The account balance of \$232.31 is correct as shown on the September 3, 2015, invoice. This situation was explained to the Customer and to the KPSC when the issue was encountered.



a PPL company

Customer Service:  
Telephone Payments:

(Mon-Fri 7a.m. to 7p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)

Walk-In Center Hours:  
Online Customer Self-Service:

Mon-Fri 8a.m. to 5p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

<b>FINAL PAY DATE</b>	<b>DELINQUENT AMOUNT DUE</b>
05/14/15	\$212.67

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	STUDIO 550 LLC
Service Address:	3906 VERMONT AVE LOUISVILLE KY
Date Notice Mailed:	05/04/15

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at [REDACTED] after payment is made in order to have your service restored.

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection: 212.67

**BILLING INFORMATION**

Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.

**RETURNED CHECKS**

Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date printed on this bill. Payments are accepted at one of our authorized payment agents or at our local office. ANY FUTURE PERSONAL CHECKS RECEIVED WILL NOT BE APPLIED TO YOUR ACCOUNT AND WILL BE RETURNED TO YOU.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
05/14/15	\$212.67	\$

OFFICE USE ONLY:  
MRU020000, G000000

#412303882 2#  
STUDIO 550 LLC  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

RECYCLED PAPER  
Rev. 15.02.16

Service Address: 3906 VERMONT AVE

Attachement to Response to PSC-1 Question No. 1

Page 1 of 65

Melton

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## CUSTOMER ASSISTANCE (cont)

Full payment of the delinquent amount due can be made:

- By telephone when you call [REDACTED] and press 1-2-3. Payment can be made any time day or night with electronic check, debit or credit card (transaction fees may apply).
- On-line at [my.lge-ku.com](http://my.lge-ku.com). Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fees may apply).
- At one of our Authorized Payment Agent locations. (Please present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED]

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -  
Louisville Community Action Partnership  
810 Barrett Ave.  
Louisville, Ky. 40204  
[REDACTED]

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
[REDACTED]

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
[REDACTED]



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3

(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
05/29/15	\$346.62

See the Billing Information section of this bill for important information regarding payment on this account.

Averages for Billing Period	This Year	Last Year
Average Temperature	61°	60°
Number of Days Billed	31	0
Electric/kwh per day	29.7	0.0
Gas/ccf per day	0.7	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	STUDIO 550 LLC
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	06/02/15 - 06/04/15
Date Bill Mailed:	05/05/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	572.67
Payment(s) Received 4/7 - 5/4	-703.00
Balance as of 5/4	-130.33
Current Electric Charges	98.69
Current Gas Charges	34.70
Current Taxes and Fees	0.56
Current Charges as of 5/4	133.95
Other Charges (See Other Charges Box)	343.00
<b>Total Amount Due</b>	<b>346.62</b>

### ELECTRIC CHARGES

**Rate Type: Residential Electric Service**

Basic Service Charge	10.75
Energy Charge (\$0.08076 x 922 kWh)	74.46
Electric DSM (\$0.00520 x 922 kWh)	4.79
Electric Fuel Adjustment (\$0.00241 x 922 kWh)	2.22
Environmental Surcharge (6.740% x \$92.22)	6.22
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$98.69</b>

**Meter Reading Information**

Meter # 760844	
Actual Reading on 5/4/15	79911
Previous Reading on 4/3/15	78989
<b>Current kwh Usage</b>	<b>922</b>
Meter Multiplier	1
<b>Metered kwh Usage</b>	<b>922</b>

### GAS CHARGES

**Rate Type: Residential Gas Service**

Basic Service Charge	13.50
Gas Distribution Charge (\$0.26419 x 24 ccf)	6.34
Gas Supply Component (\$0.49951 x 19 ccf)	9.49

**Meter Reading Information**

Meter # 475349	
Actual Reading on 5/4/15	6340
Previous Reading on 4/3/15	6316

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	05/29/15	\$346.62	\$350.64		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P572.67  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#112416652 9#  
STUDIO 550 LLC  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

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REV. 15/04/ZZ

Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Gas Supply Component (\$0.41597 x 5 ccf)	2.08	Current ccf Usage	24
Gas DSM (\$0.01311 x 24 ccf)	0.31	Meter Multiplier	1
Gas Line Tracker (\$2.53 x 26/31 Days)	2.12	Metered ccf Usage	24
Gas Line Tracker (\$3.77 x 05/31 Days)	0.61		
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$34.70</b>		

OTHER CHARGES	
Return charges receivable 1	10.00
Reversal Debit	333.00
<b>Total Other Charges Due</b>	<b>\$343.00</b>

TAXES AND FEES	
Franchise Fee-Louisville	0.56
<b>Total Taxes and Fees</b>	<b>\$0.56</b>

**BILLING INFORMATION**

Late Charge to be Assessed After Due Date	\$4.02
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**RETURNED CHECKS**  
 Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date printed on this bill. Payments are accepted at one of our authorized payment agents or at our local office. ANY FUTURE PERSONAL CHECKS RECEIVED WILL NOT BE APPLIED TO YOUR ACCOUNT AND WILL BE RETURNED TO YOU.

**Environmental Surcharge:** A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Auto Pay requests can take up to two billing cycles. **Attachment to Response to PSC-1 Question No. 1**  
 until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date. **Page 4 of 65**  
**Melton**

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,844 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
06/19/15	\$1,018.83

This is a final bill

**Current due date applies to the current bill only. Previous amount due may be subject to disconnection.**

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	STUDIO 550 LLC
Service Address:	3906 Vermont Ave LOUISVILLE KY
Date Bill Mailed:	05/28/15

Averages for Billing Period	This Year	Last Year
Average Temperature	74°	72°
Number of Days Billed	1	0

BILLING SUMMARY	
Previous Balance	346.62
Payment(s) Received 5/5 - 5/27	-215.00
Balance as of 5/27	131.62
Current Electric Charges	0.63
Current Gas Charges	0.83
Current Taxes and Fees	-0.12
Current Charges as of 5/27	1.34
Other Charges (See Other Charges Box)	885.87
<b>Total Amount Due</b>	<b>1,018.83</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge (\$10.75 x 01/30 Days)	0.36	Meter # 760844	
Energy Charge (\$0.08076 x 0 kWh)	0.00	Actual Reading on 5/5/15	79911
Environmental Surcharge (6.740% x \$0.36)	0.02	Previous Reading on 5/4/15	79911
Home Energy Assistance Fund Charge	0.25	Current kwh Usage	0
<b>Total Electric Charges</b>	<b>\$0.63</b>	Meter Multiplier	1
		Metered kwh Usage	0

### GAS CHARGES

Rate Type: Residential Gas Service		Meter Reading Information	
Basic Service Charge (\$13.50 x 01/30 Days)	0.45	Meter # 475349	
Gas Line Tracker (\$3.77 x 01/30 Days)	0.13	Actual Reading on 5/5/15	6340
Home Energy Assistance Fund Charge	0.25	Previous Reading on 5/4/15	6340

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	06/19/15	\$1,018.83	\$1,018.83		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P346.62  
PF:Y eB:P



#114714428 9#  
STUDIO 550 LLC  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PO BOX 9001960  
LOUISVILLE, KY 40290-1960

Attachement to Response to PSC-1 Question No. 1

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Melton

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Service Address: 3906 Vermont Ave

GAS CHARGES (cont)			
Total Gas Charges	\$0.83	Current ccf Usage	0
		Meter Multiplier	1
		Metered ccf Usage	0
OTHER CHARGES			
Interest for Cash Sec. Deposit	-0.17		
Transferred Balance	1116.04		
Security Deposit	-230.00		
<b>Total Other Charges Due</b>	<b>\$885.87</b>		
TAXES AND FEES			
Franchise Fee-Louisville	-0.12		
<b>Total Taxes and Fees</b>	<b>\$-0.12</b>		
BILLING INFORMATION			
<b>RETURNED CHECKS</b>			
<p>Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&amp;E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date printed on this bill. Payments are accepted at one of our authorized payment agents or at our local office. <b>ANY FUTURE PERSONAL CHECKS RECEIVED WILL NOT BE APPLIED TO YOUR ACCOUNT AND WILL BE RETURNED TO YOU.</b></p> <p>ATTENTION: Your electric or gas meter did not register usage for the month. <u>If you were not using this service, please disregard this message unless you wish to discontinue this service.</u> However, if you are using service at this location, there may be a meter malfunction. Please contact our Customer Service Department at [REDACTED] A Company representative will then come by to test the meter's accuracy and condition. By finding these problems early, we can minimize your future liability for any unbilled service.</p>			
<b>FINAL BILL</b>			
<p>This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed to be applied to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than \$1 will only be refunded upon request.</p> <p><b>Environmental Surcharge:</b> A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.</p>			

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**IMPORTANT INFORMATION**

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 13 ccf)	3.43	Actual Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 13 ccf)	5.41	Previous Reading on 5/6/15	6340
Gas DSM (\$0.01311 x 13 ccf)	0.17	<b>Current ccf Usage</b>	<b>13</b>
Gas Line Tracker	3.77	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	<b>Metered ccf Usage</b>	<b>13</b>
<b>Total Gas Charges</b>	<b>\$26.53</b>		
OTHER CHARGES			
Inst Plan-Monthly	100.00		
Transfer to Installment Plan	-1018.83		
Transferred Balance	1018.83		
<b>Total Other Charges Due</b>	<b>\$100.00</b>		
TAXES AND FEES			
Franchise Fee-Louisville	0.40		
<b>Total Taxes and Fees</b>	<b>\$0.40</b>		
BILLING INFORMATION			
Initial bill			
<p><b>Installment Plan:</b> Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.</p> <p>Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.</p> <p>Remaining installment plan balance after this month's payment: \$918.83</p>			

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BILLING INFORMATION (cont)**

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.

Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.

The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,944 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 13 ccf)	3.43	Actual Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 13 ccf)	5.41	Previous Reading on 5/6/15	6340
Gas DSM (\$0.01311 x 13 ccf)	0.17	<b>Current ccf Usage</b>	<b>13</b>
Gas Line Tracker	3.77	Meter Multiplier	<u>1</u>
Home Energy Assistance Fund Charge	0.25	<b>Metered ccf Usage</b>	<b>13</b>
<b>Total Gas Charges</b>	<b>\$26.53</b>		

OTHER CHARGES	
Cash Deposit Request	230.00
Inst Plan-Deposit Monthly	57.50
Inst Plan-Monthly	100.00
Transfer to Installment Plan	-1248.83
Transferred Balance	1018.83
<b>Total Other Charges Due</b>	<b>\$157.50</b>

TAXES AND FEES	
Franchise Fee-Louisville	0.40
<b>Total Taxes and Fees</b>	<b>\$0.40</b>

BILLING INFORMATION
Initial bill
<p><b>Installment Plan:</b> Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.</p> <p>Remaining installment plan balance after this month's payment: \$1091.33</p>

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BILLING INFORMATION (cont)**

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.

Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.

The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,944 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
06/30/15	\$335.65

This is a modified bill

### ACCOUNT INFORMATION

Account Number: [REDACTED]  
 Account Name: MARGARET D BEAUMONT  
 Service Address: 3906 Vermont Ave  
 LOUISVILLE KY  
 Next Read Will Occur: 07/01/15 - 07/06/15  
 Date Bill Mailed: 06/09/15 (Meter Read Portion 02)  
 Reprint Date: 06/08/15

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	71°	72°
Number of Days Billed	29	0
Electric/kwh per day	50.7	0.0
Gas/ccf per day	0.4	0.0

### BILLING SUMMARY

Previous Balance	1,018.83
Payment(s) Received 1/1 - 6/6	-132.00
Balance as of 6/6	886.83
Current Electric Charges	151.22
Current Gas Charges	26.53
Current Taxes and Fees	0.40
Current Charges as of 6/6	178.15
Other Charges (See Other Charges Box)	-329.33
<b>Total Amount Due</b>	<b>735.65</b>
Pending Pledges	-400.00
<b>Total Pending Balance</b>	<b>335.65</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service

Basic Service Charge	10.75
Energy Charge (\$0.08076 x 1,472 kWh)	118.88
Electric DSM (\$0.00520 x 1,472 kWh)	7.65
Electric Fuel Adjustment (\$0.00221 x 1,472 kWh)	3.25
Environmental Surcharge (7.430% x \$140.53)	10.44
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$151.22</b>

Meter Reading Information

Meter # 760844	
Actual Reading on 6/3/15	81383
Previous Reading on 5/6/15	79911
<b>Current kwh Usage</b>	<b>1472</b>
Meter Multiplier	1
<b>Metered kwh Usage</b>	<b>1472</b>

### GAS CHARGES

Rate Type: Residential Gas Service

Meter Reading Information

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	06/30/15	\$335.65	\$335.65		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY: MB  
MRU02823004, G000000  
P1,018.83  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#011590013 6#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

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Rev. 15.05.20

Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 13 ccf)	3.43	Actual Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 13 ccf)	5.41	Previous Reading on 5/6/15	6340
Gas DSM (\$0.01311 x 13 ccf)	0.17	<b>Current ccf Usage</b>	<b>13</b>
Gas Line Tracker	3.77	Meter Multiplier	<u>1</u>
Home Energy Assistance Fund Charge	0.25	<b>Metered ccf Usage</b>	<b>13</b>
<b>Total Gas Charges</b>	<b>\$26.53</b>		
OTHER CHARGES			
Cash Deposit Request	230.00		
Inst Plan-Deposit Monthly	57.50		
Inst Plan-Monthly	100.00		
Transfer to Installment Plan	-716.83		
Transferred Balance	0.00		
<b>Total Other Charges Due</b>	<b>\$-329.33</b>		
TAXES AND FEES			
Franchise Fee-Louisville	0.40		
<b>Total Taxes and Fees</b>	<b>\$0.40</b>		
BILLING INFORMATION			
Initial bill			
<p><b>Installment Plan:</b> Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.</p>			
<p>Remaining installment plan balance after this month's payment: \$1091.33</p>			

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**BILLING INFORMATION (cont)**

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.

Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.

The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,944 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



a PPL company

Customer Service:  
Telephone Payments:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3

Walk-In Center:  
Online Customer Self-Service:

(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
08/06/15	\$184.36

Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	79°	78°
Number of Days Billed	29	0
Electric/kwh per day	69.4	0.0
Gas/ccf per day	0.4	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	07/31/15 - 08/04/15
Date Bill Mailed:	07/06/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	203.65
Payment(s) Received 6/6 - 7/2	-400.00
Balance as of 7/2	-196.35
Current Electric Charges	196.89
Current Gas Charges	25.81
Current Taxes and Fees	0.51
Current Charges as of 7/2	223.21
Other Charges (See Other Charges Box)	157.50
<b>Total Amount Due</b>	<b>184.36</b>

### ELECTRIC CHARGES

**Rate Type: Residential Electric Service**

Basic Service Charge	10.75
Energy Charge (\$0.08076 x 1,850 kWh)	149.41
Energy Charge (\$0.08082 x 164 kWh)	13.25
Electric DSM (\$0.00356 x 2,014 kWh)	7.17
Electric Fuel Adjustment (\$0.00058 x 2,014 kWh)	1.17
Environmental Surcharge (8.190% x \$181.75)	14.89
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$196.89</b>

**Meter Reading Information**

Meter # 760844	
Actual Reading on 7/2/15	83397
Previous Reading on 6/3/15	81383
Current kwh Usage	2014
Meter Multiplier	1
Metered kwh Usage	2014

### GAS CHARGES

**Rate Type: Residential Gas Service**

**Meter Reading Information**

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	08/06/15	\$184.36	\$184.36		\$

Check here if plan(s) requested on back of stub

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MRU02823004, G000000  
P203.65  
PF:Y eB:P



#118300078 3#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PO BOX 9001960  
LOUISVILLE, KY 40290-1960

Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 11 ccf)	2.91	Actual Reading on 7/2/15	6365
Gas Distribution Charge (\$0.28693 x 1 ccf)	0.29	Previous Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 12 ccf)	4.99	<b>Current ccf Usage</b>	<b>12</b>
Gas DSM (\$0.00838 x 12 ccf)	0.10	Meter Multiplier	<u>1</u>
Gas Line Tracker	3.77	<b>Metered ccf Usage</b>	<b>12</b>
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$25.81</b>		

OTHER CHARGES	
Inst Plan-Deposit Monthly	57.50
Inst Plan-Monthly	100.00
<b>Total Other Charges Due</b>	<b>\$157.50</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$25.56)	0.51
<b>Total Taxes and Fees</b>	<b>\$0.51</b>

**BILLING INFORMATION**

**Installment Plan:** Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.

Remaining installment plan balance after this month's payment: \$933.83

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 4,028 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

New enrollment only - **Please check box(es) below and on front of stub.**

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Attachement to Response to PSC-1 Question No. 1  
until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
08/06/15	\$716.36

This is a modified bill

**Current due date applies to the current bill only. Previous amount due may be subject to disconnection.**

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	07/31/15 - 08/04/15
Date Bill Mailed:	07/07/15 (Meter Read Portion 02)
Reprint Date:	07/06/15

Averages for Billing Period	This Year	Last Year
Average Temperature	79°	78°
Number of Days Billed	29	0
Electric/kwh per day	69.4	0.0
Gas/ccf per day	0.4	0.0

BILLING SUMMARY	
Previous Balance	735.65
Payment(s) Received 6/6 - 7/2	-400.00
Balance as of 7/2	335.65
Current Electric Charges	196.89
Current Gas Charges	25.81
Current Taxes and Fees	0.51
Current Charges as of 7/2	223.21
Other Charges (See Other Charges Box)	157.50
<b>Total Amount Due</b>	<b>716.36</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service

Basic Service Charge	10.75
Energy Charge (\$0.08076 x 1,850 kWh)	149.41
Energy Charge (\$0.08082 x 164 kWh)	13.25
Electric DSM (\$0.00356 x 2,014 kWh)	7.17
Electric Fuel Adjustment (\$0.00058 x 2,014 kWh)	1.17
Environmental Surcharge (8.190% x \$181.75)	14.89
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$196.89</b>

Meter Reading Information

Meter # 760844	
Actual Reading on 7/2/15	83397
Previous Reading on 6/3/15	81383
Current kwh Usage	2014
Meter Multiplier	1
Metered kwh Usage	2014

### GAS CHARGES

Rate Type: Residential Gas Service

Meter Reading Information

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	08/06/15	\$716.36	\$716.36		\$

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MRU02823004, G000000  
P735.65  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#011870027 7#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

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Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 11 ccf)	2.91	Actual Reading on 7/2/15	6365
Gas Distribution Charge (\$0.28693 x 1 ccf)	0.29	Previous Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 12 ccf)	4.99	<b>Current ccf Usage</b>	<b>12</b>
Gas DSM (\$0.00838 x 12 ccf)	0.10	Meter Multiplier	1
Gas Line Tracker	3.77	<b>Metered ccf Usage</b>	<b>12</b>
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$25.81</b>		

OTHER CHARGES	
Inst Plan-Deposit Monthly	57.50
Inst Plan-Monthly	100.00
<b>Total Other Charges Due</b>	<b>\$157.50</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$25.56)	0.51
<b>Total Taxes and Fees</b>	<b>\$0.51</b>

**BILLING INFORMATION**

**Installment Plan:** Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.

Remaining installment plan balance after this month's payment: \$933.83

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 4,028 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Auto Pay requests can take up to two billing cycles. **Attachment to Response to PSC-1 Question No. 1**  
 until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date. **Page 21 of 65**



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Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
09/04/15	\$232.31

Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	80°	76°
Number of Days Billed	32	0
Electric/kwh per day	64.8	0.0
Gas/ccf per day	0.3	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	09/01/15 - 09/03/15
Date Bill Mailed:	08/04/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	184.36
Payment(s) Received 7/3 - 8/3	-335.65
Balance as of 8/3	-151.29
Current Electric Charges	199.77
Current Gas Charges	25.82
Current Taxes and Fees	0.51
Current Charges as of 8/3	226.10
Other Charges (See Other Charges Box)	157.50
<b>Total Amount Due</b>	<b>232.31</b>

### ELECTRIC CHARGES

**Rate Type: Residential Electric Service**

Basic Service Charge	10.75
Energy Charge (\$0.08082 x 2,074 kWh)	167.62
Electric DSM (\$0.00356 x 2,074 kWh)	7.38
Electric Fuel Adjustment (\$-0.00064 x 2,074 kWh)	-1.33
Environmental Surcharge (8.190% x \$184.42)	15.10
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$199.77</b>

**Meter Reading Information**

Meter # 760844	
Actual Reading on 8/3/15	85471
Previous Reading on 7/2/15	83397
<b>Current kwh Usage</b>	<b>2074</b>
Meter Multiplier	1
<b>Metered kwh Usage</b>	<b>2074</b>

### GAS CHARGES

**Rate Type: Residential Gas Service**

Basic Service Charge	13.50
Gas Distribution Charge (\$0.28693 x 12 ccf)	3.44
Gas Supply Component (\$0.41597 x 10 ccf)	4.16

**Meter Reading Information**

Meter # 475349	
Actual Reading on 8/3/15	6377
Previous Reading on 7/2/15	6366

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
09/04/15	\$232.31	\$232.31		\$

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P184.36  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#121500014 0#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

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Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Gas Supply Component (\$0.29800 x 2 ccf)	0.60	<b>Current ccf Usage</b>	<b>12</b>
Gas DSM (\$0.00838 x 12 ccf)	0.10	Meter Multiplier	<u>1</u>
Gas Line Tracker	3.77	<b>Metered ccf Usage</b>	<b>12</b>
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<u><b>\$25.82</b></u>		

OTHER CHARGES			
Inst Plan-Deposit Monthly	57.50		
Inst Plan-Monthly	100.00		
<b>Total Other Charges Due</b>	<u><b>\$157.50</b></u>		

TAXES AND FEES			
Franchise Fee-Louisville (2.00% x \$25.57)	0.51		
<b>Total Taxes and Fees</b>	<u><b>\$0.51</b></u>		

**BILLING INFORMATION**

**Environmental Surcharge:** A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

**Installment Plan:** Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.

Remaining installment plan balance after this month's payment: \$776.33

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 4,148 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

New enrollment only - **Please check box(es) below and on front of stub.**

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Attachments to Response to PSC-1 Question No. 1  
until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



a PPL company

Customer Service:  
Telephone Payments:

Walk-in Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
10/07/15	\$202.21

Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	76°	79°
Number of Days Billed	30	0
Electric/kwh per day	56.7	0.0
Gas/ccf per day	0.4	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	10/01/15 - 10/05/15
Date Bill Mailed:	09/03/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	232.31
Payment(s) Received 8/4 - 9/2	-381.00
Balance as of 9/2	-148.69
Current Electric Charges	168.27
Current Gas Charges	24.64
Current Taxes and Fees	0.49
Current Charges as of 9/2	193.40
Other Charges (See Other Charges Box)	157.50
<b>Total Amount Due</b>	<b>202.21</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge	10.75	Meter # 760844	
Energy Charge (\$0.08082 x 1,702 kWh)	137.56	Actual Reading on 9/2/15	87173
Electric DSM (\$0.00356 x 1,702 kWh)	6.06	Previous Reading on 8/3/15	85471
Electric Fuel Adjustment (\$-0.00020 x 1,702 kWh)	-0.34	Current kwh Usage	1702
Environmental Surcharge (9.080% x \$154.03)	13.99	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered kwh Usage	1702
<b>Total Electric Charges</b>	<b>\$168.27</b>		

### GAS CHARGES

Rate Type: Residential Gas Service		Meter Reading Information	
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 12 ccf)	3.44	Actual Reading on 9/2/15	6389
Gas Supply Component (\$0.29800 x 12 ccf)	3.58	Previous Reading on 8/3/15	6377

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	10/07/15	\$202.21	\$202.21		\$

Check here if plan(s) requested on back of stub

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P232.31  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#124500083 9#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

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Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1  
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Melton

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GAS CHARGES (cont)			
Gas DSM (\$0.00838 x 12 ccf)	0.10	Current ccf Usage	12
Gas Line Tracker	3.77	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered ccf Usage	12
<b>Total Gas Charges</b>	<b>\$24.64</b>		

OTHER CHARGES	
Inst Plan-Deposit Monthly	57.50
Inst Plan-Monthly	100.00
<b>Total Other Charges Due</b>	<b>\$157.50</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$24.39)	0.49
<b>Total Taxes and Fees</b>	<b>\$0.49</b>

**BILLING INFORMATION**

**Installment Plan:** Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.

Remaining installment plan balance after this month's payment: \$618.83

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 3,404 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Attachments to Response to PSC-1 Question No. 1*



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
11/06/15	\$473.16

Please see the "Billing Information" section for details about the payment arrangement, late payment charges and service disconnection.  
Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	73°	71°
Number of Days Billed	29	0
Electric/kwh per day	49.7	0.0
Gas/ccf per day	0.4	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	10/30/15 - 11/03/15
Date Bill Mailed:	10/02/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	202.21
Payment(s) Received 9/3 - 10/1	0.00
Balance as of 10/1	202.21
Current Electric Charges	144.61
Current Gas Charges	25.83
Current Taxes and Fees	0.51
Current Charges as of 10/1	170.95
Other Charges (See Other Charges Box)	100.00
<b>Total Amount Due</b>	<b>473.16</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge	10.75	Meter # 760844	
Energy Charge (\$0.08082 x 1,443 kWh)	116.62	Actual Reading on 10/1/15	88616
Electric DSM (\$0.00356 x 1,443 kWh)	5.14	Previous Reading on 9/2/15	87173
Electric Fuel Adjustment (\$-0.00012 x 1,443 kWh)	-0.17	Current kwh Usage	1443
Environmental Surcharge (9.080% x \$132.34)	12.02	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered kwh Usage	1443
<b>Total Electric Charges</b>	<b>\$144.61</b>		

### GAS CHARGES

Rate Type: Residential Gas Service		Meter Reading Information	

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	11/06/15	\$473.16	\$473.16		\$

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MRU02823004, G000000  
P202.21  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#127400011 4#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

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Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1  
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Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 14 ccf)	4.02	Actual Reading on 10/1/15	6403
Gas Supply Component (\$0.29800 x 14 ccf)	4.17	Previous Reading on 9/2/15	6389
Gas DSM (\$0.00838 x 14 ccf)	0.12	<b>Current ccf Usage</b>	<b>14</b>
Gas Line Tracker	3.77	Meter Multiplier	<u>1</u>
Home Energy Assistance Fund Charge	0.25	<b>Metered ccf Usage</b>	<b>14</b>
<b>Total Gas Charges</b>	<b>\$25.83</b>		

OTHER CHARGES	
Inst Plan-Monthly	100.00
<b>Total Other Charges Due</b>	<b>\$100.00</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$25.58)	0.51
<b>Total Taxes and Fees</b>	<b>\$0.51</b>

**BILLING INFORMATION**

**Installment Plan:** Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.

Remaining installment plan balance after this month's payment: \$518.83

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,886 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Attachments to Response to PSC-1 Question No. 1  
 until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



a PPL company

Customer Service: [REDACTED] (Mon-Fri 7a.m. to 7p.m. ET)  
 Telephone Payments: [REDACTED] press 1-2-3  
 (24 hours a day; \$2.25 fee)  
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
10/22/15	\$202.21

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 VERMONT AVE LOUISVILLE KY
Date Notice Mailed:	10/09/15

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at [REDACTED] after payment is made in order to have your service restored.

Unauthorized reconnection of service is a crime - punishable by law.

DISCONNECTION NOTICE	
Payment required by the final payment date to avoid disconnection:	202.21
BILLING INFORMATION	
Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.	
CUSTOMER ASSISTANCE	
If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.	
Full payment of the delinquent amount due can be made:	
<ul style="list-style-type: none"> <li>• By telephone when you call [REDACTED] and press 1-2-3. Payment can be made any time day or night with electronic check, debit or credit card (transaction fees may apply).</li> <li>• On-line at <a href="http://my.lge-ku.com">my.lge-ku.com</a>. Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fees may apply).</li> <li>• At one of our Authorized Payment Agent locations. (Please present a recent bill at the time you make your payment.)</li> <li>• At your local LG&amp;E Customer Service Center.</li> </ul>	
The final pay date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED]	

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
10/22/15	\$202.21	\$

OFFICE USE ONLY:  
MRU020000, G000000



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#428102336 8#  
 MARGARET D BEAUMONT  
 3906 VERMONT AVE  
 LOUISVILLE KY 40211-3019

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Rev. 15.05.01

Service Address: 3906 VERMONT AVE

Attachement to Response to PSC-1 Question No. 1

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Melton

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**CUSTOMER ASSISTANCE (cont)**

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -  
Louisville Community Action Partnership  
810 Barrett Ave.  
Louisville, Ky. 40204  
[REDACTED]

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
[REDACTED]

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
[REDACTED]



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
12/09/15	\$529.48

Please see the "Billing Information" section for details about the payment arrangement, late payment charges and service disconnection.  
Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	62°	60°
Number of Days Billed	29	0
Electric/kwh per day	34.7	0.0
Gas/ccf per day	0.9	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	12/02/15 - 12/04/15
Date Bill Mailed:	11/02/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	473.16
Payment(s) Received 10/2 - 10/30	-203.00
Balance as of 10/30	270.16
Current Electric Charges	104.89
Current Gas Charges	34.91
Current Taxes and Fees	0.69
Current Charges as of 10/30	140.49
Other Charges (See Other Charges Box)	118.83
<b>Total Amount Due</b>	<b>529.48</b>

### ELECTRIC CHARGES

**Rate Type: Residential Electric Service**

Basic Service Charge	10.75
Energy Charge (\$0.08082 x 1,008 kWh)	81.47
Electric DSM (\$0.00356 x 1,008 kWh)	3.59
Electric Fuel Adjustment (\$-0.00022 x 1,008 kWh)	-0.22
Environmental Surcharge (9.470% x \$95.59)	9.05
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$104.89</b>

**Meter Reading Information**

Meter # 760844	
Actual Reading on 10/30/15	89624
Previous Reading on 10/1/15	88616
Current kwh Usage	1008
Meter Multiplier	1
Metered kwh Usage	1008

### GAS CHARGES

**Rate Type: Residential Gas Service**

**Meter Reading Information**

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	12/09/15	\$529.48	\$529.48		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P473.16  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#130314697 9#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PRINTED ON RECYCLED PAPER  
REV. 12/08/09

Service Address: 3906 Vermont Ave

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Melton

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**GAS CHARGES (cont)**

Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 26 ccf)	7.46	Actual Reading on <b>10/30/15</b>	<b>6429</b>
Gas Supply Component (\$0.29800 x 26 ccf)	7.75	Previous Reading on <b>10/1/15</b>	<b>6403</b>
Weather Normalization Adjustment (\$0.28693 x 6.816 ccf)	1.96	<b>Current ccf Usage</b>	<b>26</b>
Gas DSM (\$0.00838 x 26 ccf)	0.22	Meter Multiplier	<u>1</u>
Gas Line Tracker	3.77	<b>Metered ccf Usage</b>	<b>26</b>
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$34.91</b>		

**OTHER CHARGES**

Inst Plan-Monthly	118.83		
<b>Total Other Charges Due</b>	<b>\$118.83</b>		

**TAXES AND FEES**

Franchise Fee-Louisville (2.00% x \$34.66)	0.69		
<b>Total Taxes and Fees</b>	<b>\$0.69</b>		

**BILLING INFORMATION**

**Environmental Surcharge:** A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Attachments to Response to PSC-1 Question No. 1  
until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*

**BILLING INFORMATION (cont)**

**Service Deposit Receipt - Please retain for your records.**

**Deposit Receipt Number: 001680001086**

**Deposit Amount: \$230.00**

**Deposit Paid In Full Date: October 23, 2015**

The requested deposit for service has been paid in full. The deposit will be held a minimum of 1 year and will earn interest at the rate prescribed by law. After 1 year, the deposit and interest earned will be applied to your account, provided a satisfactory payment history has been established. Satisfactory payment is defined as having received no disconnect notices, no disconnects for nonpayment, no payments returned for insufficient funds, no defaulted payment arrangements, and no energy theft or diversion.

If the payment history is not satisfactory after 1 year, your account will continue to be reviewed monthly. Interest earned will be applied annually to your account if your deposit is held longer than 12 months, except that no refund or credit will be made if your bill is delinquent on the anniversary date of the deposit. When the satisfactory payment criteria outlined above has been met for the most recent 12-month period, the deposit and interest earned will be applied to your account.

The Kentucky Public Service Commission requires that, upon customer request, deposits held over 18 months shall be recalculated based on the customer's actual usage. The deposit amount should represent 2/12 of an annual bill. If the deposit on hand differs from the calculated amount by more than \$10.00, the Company will refund any over collection, and may also collect any underpayment of a deposit based on actual usage. The Company is not required to refund any over collection if your account is delinquent by more than one billing period.

If service is discontinued and no new service is needed, the deposit plus interest earned will be applied to your account, and any remaining balance will be refunded to you by check.

**Installment Plan:** Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.

Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.

Remaining installment plan balance after this month's payment: \$400.00

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,016 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



Customer Service: [REDACTED] (Mon-Fri 7a.m. to 7p.m. ET)  
 Telephone Payments: [REDACTED] press 1-2-3  
 (24 hours a day; \$2.25 fee)  
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
11/23/15	\$788.99

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at [REDACTED] after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 VERMONT AVE LOUISVILLE KY
Date Notice Mailed:	11/10/15

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection: 788.99

**BILLING INFORMATION**

Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.

Full payment of the delinquent amount due can be made:

- By telephone when you call [REDACTED] and press 1-2-3. Payment can be made any time day or night with electronic check, debit or credit card (transaction fees may apply).
- On-line at [my.lge-ku.com](http://my.lge-ku.com). Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fees may apply).
- At one of our Authorized Payment Agent locations. (Please present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED]

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
11/23/15	\$788.99	\$

OFFICE USE ONLY:  
MRU020000, G000000



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#431301980 6#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PRII  
 RECYCLED PAPER  
 Rev. 15.10.20

Service Address: 3906 VERMONT AVE

Attachement to Response to PSC-1 Question No. 1

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Melton

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**CUSTOMER ASSISTANCE (cont)**

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -  
Louisville Community Action Partnership  
810 Barrett Ave.  
Louisville, Ky. 40204  
[REDACTED]

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
[REDACTED]

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
[REDACTED]



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
01/11/16	\$181.34

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	52°	42°
Number of Days Billed	34	0
Electric/kwh per day	35.0	0.0
Gas/ccf per day	3.5	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	01/04/16 - 01/06/16
Date Bill Mailed:	12/04/15 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	529.48
Payment(s) Received 10/31 - 12/3	-300.00
Balance as of 12/3	229.48
Current Electric Charges	119.58
Current Gas Charges	102.71
Current Taxes and Fees	2.05
Current Charges as of 12/3	224.34
Other Charges (See Other Charges Box)	-129.48
<b>Total Amount Due</b>	<b>324.34</b>
Pending Pledges	-143.00
<b>Total Pending Balance</b>	<b>181.34</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge	10.75	Meter # 760844	
Energy Charge (\$0.08082 x 1,192 kWh)	96.34	Actual Reading on 12/3/15	90816
Electric DSM (\$0.00356 x 1,192 kWh)	4.24	Previous Reading on 10/30/15	89624
Electric Fuel Adjustment (\$-0.00207 x 1,192 kWh)	-2.47	Current kwh Usage	1192
Environmental Surcharge (9.620% x \$108.86)	10.47	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered kwh Usage	1192
<b>Total Electric Charges</b>	<b>\$119.58</b>		

### GAS CHARGES

Rate Type: Residential Gas Service	Meter Reading Information

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	01/11/16	\$181.34	\$181.34		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P529.48  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#133718949 0#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

Attachement to Response to PSC-1 Question No. 1

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Melton

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New 10/09/05

Service Address: 3906 Vermont Ave

GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 119 ccf)	34.14	Actual Reading on 12/3/15	6548
Gas Supply Component (\$0.29800 x 3 ccf)	0.89	Previous Reading on 10/30/15	6429
Gas Supply Component (\$0.34068 x 116 ccf)	39.52	<b>Current ccf Usage</b>	<b>119</b>
Weather Normalization Adjustment (\$0.28693 x 33.596 ccf)	9.64	Meter Multiplier	1
Gas DSM (\$0.00838 x 119 ccf)	1.00	<b>Metered ccf Usage</b>	<b>119</b>
Gas Line Tracker	3.77		
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$102.71</b>		

OTHER CHARGES	
Inst Plan-Monthly	100.00
Transfer to Installment Plan	-229.48
<b>Total Other Charges Due</b>	<b>\$-129.48</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$102.46)	2.05
<b>Total Taxes and Fees</b>	<b>\$2.05</b>

**BILLING INFORMATION**

**Installment Plan:** Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.  
 Remaining installment plan balance after this month's payment: \$529.48

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.  
 The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Auto Pay requests can take up to two billing cycles. **Attachment to Response to PSC-1 Question No. 1**  
 until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date. **Page 36 of 65**

**BILLING INFORMATION (cont)**

low income LPC Waiver will expire 12/05/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,384 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount:
02/09/16	\$572.91

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	49°	40°
Number of Days Billed	33	0
Electric/kwh per day	38.1	0.0
Gas/ccf per day	5.3	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	02/02/16 - 02/04/16
Date Bill Mailed:	01/06/16 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	324.34
Payment(s) Received 12/4 - 1/5	0.00
Balance as of 1/5	324.34
Current Electric Charges	125.44
Current Gas Charges	162.88
Current Taxes and Fees	3.25
Current Charges as of 1/5	291.57
Other Charges (See Other Charges Box)	100.00
<b>Total Amount Due</b>	<b>715.91</b>
Pending Pledges	-143.00
<b>Total Pending Balance</b>	<b>572.91</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service

Basic Service Charge	10.75
Energy Charge (\$0.08082 x 1,259 kWh)	101.75
Electric DSM (\$0.00397 x 1,259 kWh)	5.00
Electric Fuel Adjustment (\$-0.00271 x 1,259 kWh)	-3.41
Environmental Surcharge (9.730% x \$114.09)	11.10
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$125.44</b>

Meter Reading Information

Meter # 760844	
Actual Reading on 1/5/16	92075
Previous Reading on 12/3/15	90816
<b>Current kwh Usage</b>	<b>1259</b>
Meter Multiplier	1
<b>Metered kwh Usage</b>	<b>1259</b>

### GAS CHARGES

Rate Type: Residential Gas Service

Meter Reading Information

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	02/09/16	\$572.91	\$572.91		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P324.34  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#100506096 5#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PRINTED  
CYCLED PAPER  
REV. 10.12.02

Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 176 ccf)	50.50	Actual Reading on 1/5/16	6724
Gas Supply Component (\$0.34068 x 176 ccf)	59.96	Previous Reading on 12/3/15	6548
Weather Normalization Adjustment (\$0.28693 x 116.046 ccf)	33.30	<b>Current ccf Usage</b>	<b>176</b>
Gas DSM (\$0.00907 x 176 ccf)	1.60	Meter Multiplier	<u>1</u>
Gas Line Tracker	3.77	<b>Metered ccf Usage</b>	<b>176</b>
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$162.88</b>		

OTHER CHARGES	
Inst Plan-Monthly	100.00
<b>Total Other Charges Due</b>	<b>\$100.00</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$162.63)	3.25
<b>Total Taxes and Fees</b>	<b>\$3.25</b>

**BILLING INFORMATION**

**Installment Plan:** Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.

Remaining installment plan balance after this month's payment: \$429.48

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.  
 The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

Low income LPC Waiver will expire 12/05/16.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Auto Pay requests can take up to two billing cycles. Attachments to Response to PSC-1 Question No. 1  
 until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date. Page 39 of 65

**IMPORTANT INFORMATION**

**he power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,518 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



a PPL company

Customer Service: [REDACTED] (Mon-Fri 7a.m. to 7p.m. ET)  
 Telephone Payments: [REDACTED] press 1-2-3  
 (24 hours a day; \$2.25 fee)  
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
01/26/16	\$181.34

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at [REDACTED] after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 VERMONT AVE LOUISVILLE KY
Date Notice Mailed:	01/13/16

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection: 181.34

**BILLING INFORMATION**

Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.

Full payment of the delinquent amount due can be made:

- By telephone when you call [REDACTED] and press 1-2-3. Payment can be made any time day or night with electronic check, debit or credit card (transaction fees may apply).
- On-line at [my.lge-ku.com](http://my.lge-ku.com). Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fees may apply).
- At one of our Authorized Payment Agent locations. (Please present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED]

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
01/26/16	\$181.34	\$

OFFICE USE ONLY:  
MRU020000, G000000



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#401202225 9#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

RECYCLED PAPER  
Rev. 16.01.08

PR11

Service Address: 3906 VERMONT AVE

Attachement to Response to PSC-1 Question No. 1

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Melton

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**CUSTOMER ASSISTANCE (cont)**

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -  
Louisville Community Action Partnership  
810 Barrett Ave.  
Louisville, Ky. 40204  
[REDACTED]

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
[REDACTED]

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
[REDACTED]



a PPL company

Customer Service:  
Telephone Payments:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

Walk-In Center:  
Online Customer Self-Service:

DUE DATE	Pay This Amount
03/09/16	\$714.70

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	36°	34°
Number of Days Billed	30	0
Electric/kwh per day	38.6	0.0
Gas/ccf per day	9.1	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	03/02/16 - 03/04/16
Date Bill Mailed:	02/05/16 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	715.91
Payment(s) Received 1/6 - 2/4	-173.00
Balance as of 2/4	542.91
Current Electric Charges	125.88
Current Gas Charges	195.22
Current Taxes and Fees	3.90
Current Charges as of 2/4	325.00
Other Charges (See Other Charges Box)	100.00
<b>Total Amount Due</b>	<b>967.91</b>
Pending Pledges	-253.21
<b>Total Pending Balance</b>	<b>714.70</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service

Basic Service Charge	10.75
Energy Charge (\$0.08639 x 1,158 kWh)	100.04
Electric DSM (\$0.00397 x 1,158 kWh)	4.60
Electric Fuel Adjustment (\$-0.00153 x 1,158 kWh)	-1.77
Environmental Surcharge (10.570% x \$113.62)	12.01
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$125.88</b>

Meter Reading Information

Meter # 760844	
Actual Reading on 2/4/16	93233
Previous Reading on 1/5/16	92075
<b>Current kwh Usage</b>	<b>1158</b>
Meter Multiplier	1
<b>Metered kwh Usage</b>	<b>1158</b>

### GAS CHARGES

Rate Type: Residential Gas Service

Meter Reading Information

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	03/09/16	\$714.70	\$714.70		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P715.91  
PF:Y eB:P



#103503538 3#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PO BOX 9001960  
LOUISVILLE, KY 40290-1960

PRINTED ON RECYCLED PAPER  
Rev. 10.12.02

Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1

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Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 274 ccf)	78.62	Actual Reading on 2/4/16	6998
Gas Supply Component (\$0.34068 x 242 ccf)	82.44	Previous Reading on 1/5/16	6724
Gas Supply Component (\$0.32343 x 32 ccf)	10.35	<b>Current ccf Usage</b>	<b>274</b>
Weather Normalization Adjustment (\$0.28693 x 12.252 ccf)	3.52	Meter Multiplier	1
Gas DSM (\$0.00907 x 274 ccf)	2.49	<b>Metered ccf Usage</b>	<b>274</b>
Gas Line Tracker (\$3.77 x 22/30 Days)	2.76		
Gas Line Tracker (\$4.85 x 08/30 Days)	1.29		
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$195.22</b>		
OTHER CHARGES			
Inst Plan-Daily	181.34		
Inst Plan-Monthly	100.00		
Transfer to Installment Plan	-181.34		
<b>Total Other Charges Due</b>	<b>\$100.00</b>		
TAXES AND FEES			
Franchise Fee-Louisville (2.00% x \$194.97)	3.90		
<b>Total Taxes and Fees</b>	<b>\$3.90</b>		
BILLING INFORMATION			
<p><b>Environmental Surcharge:</b> A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.</p> <p><b>Installment Plan:</b> Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.</p> <p>Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.</p> <p>Remaining installment plan balance after this month's payment: \$329.48</p>			

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Auto Pay requests can take up to two billing cycles. **Attachment to Response to PSC-1 Question No. 1**  
 until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date. **Page 44 of 65**

Melton

**BILLING INFORMATION (cont)**

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.

Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.

The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

Low income LPC Waiver will expire 02/03/17.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,316 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



a PPL company

Customer Service:  
Telephone Payments:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

Walk-In Center:  
Online Customer Self-Service:

DUE DATE	Pay This Amount
04/07/16	\$1,075.43

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	40°	28°
Number of Days Billed	28	0
Electric/kwh per day	34.3	0.0
Gas/ccf per day	7.6	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	04/01/16 - 04/05/16
Date Bill Mailed:	03/04/16 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	967.91
Payment(s) Received 2/5 - 3/3	0.00
Balance as of 3/3	967.91
Current Electric Charges	107.68
Current Gas Charges	150.05
Current Taxes and Fees	3.00
Current Charges as of 3/3	260.73
Other Charges (See Other Charges Box)	100.00
<b>Total Amount Due</b>	<b>1,328.64</b>
Pending Pledges	-253.21
<b>Total Pending Balance</b>	<b>1,075.43</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge	10.75	Meter # 760844	
Energy Charge (\$0.08639 x 962 kWh)	83.11	Actual Reading on 3/3/16	94195
Electric DSM (\$0.00397 x 962 kWh)	3.82	Previous Reading on 2/4/16	93233
Electric Fuel Adjustment (\$-0.00022 x 962 kWh)	-0.21	<b>Current kwh Usage</b>	<b>962</b>
Environmental Surcharge (10.220% x \$97.47)	9.96	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	<b>Metered kwh Usage</b>	<b>962</b>
<b>Total Electric Charges</b>	<b>\$107.68</b>		

### GAS CHARGES

Rate Type: Residential Gas Service		Meter Reading Information	

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	04/07/16	\$1,075.43	\$1,075.43		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P967.91  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#106311472 0#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PRINTED: Rev. 15.12.02

Service Address: 3906 Vermont Ave

Attachement to Response to PSC-1 Question No. 1  
Page 46 of 65

Melton

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GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 215 ccf)	61.69	Actual Reading on 3/3/16	7213
Gas Supply Component (\$0.32343 x 215 ccf)	69.54	Previous Reading on 2/4/16	<u>6998</u>
Weather Normalization Adjustment (\$0.28693 x -6.025 ccf)	-1.73	<b>Current ccf Usage</b>	<b>215</b>
Gas DSM (\$0.00907 x 215 ccf)	1.95	Meter Multiplier	<u>1</u>
Gas Line Tracker	4.85	<b>Metered ccf Usage</b>	<b>215</b>
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$150.05</b>		

OTHER CHARGES	
Inst Plan-Monthly	100.00
<b>Total Other Charges Due</b>	<b>\$100.00</b>

TAXES AND FEES	
Franchise Fee-Louisville (2.00% x \$149.80)	3.00
<b>Total Taxes and Fees</b>	<b>\$3.00</b>

**BILLING INFORMATION**

**Installment Plan:** Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.  
 Remaining installment plan balance after this month's payment: \$229.48

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.  
 Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.  
 The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.  
 Low income LPC Waiver will expire 02/03/17.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**IMPORTANT INFORMATION**

**the power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,924 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



Customer Service: [REDACTED] (Mon-Fri 7a.m. to 7p.m. ET)  
 Telephone Payments: [REDACTED] press 1-2-3  
 (24 hours a day; \$2.25 fee)  
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
03/23/16	\$1,044.18

**Reconnection of Service:**  
 Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at [REDACTED] after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 VERMONT AVE LOUISVILLE KY
Date Notice Mailed:	03/11/16

Unauthorized reconnection of service is a crime - punishable by law.

DISCONNECTION NOTICE	
Payment required by the final payment date to avoid disconnection:	1,044.18
BILLING INFORMATION	
Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.	
CUSTOMER ASSISTANCE	
If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.	
Full payment of the delinquent amount due can be made:	
<ul style="list-style-type: none"> <li>By telephone when you call [REDACTED] and press 1-2-3. Payment can be made any time day or night with electronic check, debit or credit card (transaction fees may apply).</li> <li>On-line at <a href="http://my.lge-ku.com">my.lge-ku.com</a>. Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fees may apply).</li> <li>At one of our Authorized Payment Agent locations. (Please present a recent bill at the time you make your payment.)</li> <li>At your local LG&amp;E Customer Service Center.</li> </ul>	
The final pay date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED]	

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
03/23/16	\$1,044.18	\$

OFFICE USE ONLY:  
 MRU020000, G000000



#407002378 5#  
 MARGARET D BEAUMONT  
 3906 VERMONT AVE  
 LOUISVILLE KY 40211-3019

PO BOX 9001960  
 LOUISVILLE, KY 40290-1960

PRII RECYCLED PAPER Rev. 16.01.06

Service Address: 3906 VERMONT AVE

Attachement to Response to PSC-1 Question No. 1  
 Page 49 of 65  
 Melton

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**CUSTOMER ASSISTANCE (cont)**

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -  
Louisville Community Action Partnership  
810 Barrett Ave.  
Louisville, Ky. 40204  
[REDACTED]

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
[REDACTED]

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
[REDACTED]



a PPL company

Customer Service:  
Telephone Payments:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

Online Customer Self-Service:

DUE DATE	Pay This Amount
05/06/16	\$1,121.89

**Current due date applies to the current bill only. Previous amount due may be subject to disconnection.**

Averages for Billing Period	This Year	Last Year
Average Temperature	56°	49°
Number of Days Billed	32	0
Electric/kwh per day	27.3	0.0
Gas/ccf per day	2.2	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	05/02/16 - 05/04/16
Date Bill Mailed:	04/05/16 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	1,328.64
Payment(s) Received 3/4 - 4/4	-606.21
Balance as of 4/4	722.43
Current Electric Charges	94.36
Current Gas Charges	75.62
Current Charges as of 4/4	169.98
Other Charges (See Other Charges Box)	229.48
<b>Total Amount Due</b>	<b>1,121.89</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge	10.75	Meter # 760844	
Energy Charge (\$0.08639 x 876 kWh)	75.68	Actual Reading on 4/4/16	95071
Electric DSM (\$0.00346 x 876 kWh)	3.03	Previous Reading on 3/3/16	94195
Electric Fuel Adjustment (\$-0.00064 x 876 kWh)	-0.56	Current kwh Usage	876
Environmental Surcharge (5.860% x \$88.90)	5.21	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered kwh Usage	876
<b>Total Electric Charges</b>	<b>\$94.36</b>		

### GAS CHARGES

Rate Type: Residential Gas Service		Meter Reading Information	
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 73 ccf)	20.95	Actual Reading on 4/4/16	7286
Gas Supply Component (\$0.32343 x 73 ccf)	23.61	Previous Reading on 3/3/16	7213

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	05/06/16	\$1,121.89	\$1,121.89		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P1,328.64  
PF:Y eB:P



#109510362 6#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PO BOX 9001960  
LOUISVILLE, KY 40290-1960

Service Address: 3906 Vermont Ave

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Melton

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Rev. 16.03.18

GAS CHARGES (cont)			
Weather Normalization Adjustment (\$0.28693 x 40.664 ccf)	11.67	Current ccf Usage	73
Gas DSM (\$0.01084 x 73 ccf)	0.79	Meter Multiplier	1
Gas Line Tracker	4.85	Metered ccf Usage	73
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$75.62</b>		

OTHER CHARGES	
Removal from Installment Plan	229.48
<b>Total Other Charges Due</b>	<b>\$229.48</b>

**BILLING INFORMATION**

Low income LPC Waiver will expire 02/03/17.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,752 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

Did you know you are required to notify LG&E if you have installed or plan to install a generator that runs on natural gas? Doing so will help us provide an adequate supply of natural gas to serve your generator. Contact Customer Service for additional information or to notify us of your plans for a natural gas generator.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.

**Please deduct my Auto Pay Payment from my Checking Account.**  
 I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.



Mailed 5/3/16 for Account # [REDACTED]

**DELINQUENT AMOUNT DUE**  
**\$951.91**

**FINAL PAY DATE**  
**5/13/16**

**Account Name:** MARGARET D BEAUMONT  
**Service Address:** 3906 VERMONT AVE  
LOUISVILLE KY

**Online Payments:** lge-ku.com  
**Telephone Payments:** (502) [REDACTED], press 1-2-3  
24 hours a day; \$2.25 fee

**Customer Service:** (502) [REDACTED]  
M-F, 7am-7pm ET

**Walk-in Center:** 820 W. Broadway  
Louisville, KY 40202  
M-F, 8am-5pm ET

### **DISCONNECTION NOTICE**

Your account is past due. If the **Delinquent Amount Due** is not received by the **Final Pay Date**, your service will be subject to disconnection.

**Reconnection:** Your service will be reconnected within 24 hours after verification of full payment of the Delinquent Amount Due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection.

**Unauthorized reconnection of service is punishable by law.**

### **CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.

If you need financial assistance during the heating season, please contact one of the **Community Assistance Agencies** near you, listed on the back of this notice.

### **PAYMENT OPTIONS**

Full payment of the delinquent amount due can be made:

- o **Authorized Payment Agent Locations:** Please present this bill at the time of payment.
- o **LGE Customer Service Walk In Center.**

The Final Pay Date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED].

Delinquent Amount Due **5/13/16** **\$951.91**

**Total Amount Enclosed:**



PO Box 9001960  
Louisville, KY 40290-1960

Account # [REDACTED]  
Service Address: 3906 VERMONT AVE

#412303198 3#

MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE, KY 40211-3019

Attachment to Response to PSC-1 Question No. 1

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Melton

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## CUSTOMER ASSISTANCE (Continued)

### **Kentucky Cabinet for Health and Family Services**

State Government Office  
275 E Main Street  
Frankfort, KY 40621  
[REDACTED]

### **Central Jefferson County**

#### **Louisville Community Action Partnership**

810 Barrett Ave.  
Louisville, KY 40204  
[REDACTED]

### **East Jefferson County**

#### **Louisville Community Action Partnership**

4810 Exeter Ave.  
Louisville, KY 40218  
[REDACTED]

### **South Jefferson County**

#### **Louisville Community Action Partnership**

7219 Dixie Hwy.  
Louisville, KY 40258  
[REDACTED]

OFFICE USE ONLY:  
MRU02823, G000000  
PF:N eB:P



a PPL company

**BILLING SUMMARY**

Previous Balance	1,121.89
Payment(s) Received	0.00
<b>Balance as of 5/3/16</b>	<b>\$1,121.89</b>
Current Electric Charges	89.37
Current Gas Charges	45.51
<b>Total Current Charges as of 5/3/16</b>	<b>\$134.88</b>
<b>Total Amount Due</b>	<b>\$1,256.77</b>

Past Due Balance Subject to Disconnection

Mailed 5/4/16 for Account #

**AMOUNT DUE**  
**\$1,256.77**

**DUE DATE**  
**6/7/16**

**Account Name:** MARGARET D BEAUMONT  
**Service Address:** 3906 Vermont Ave  
LOUISVILLE KY

**Online Payments:** lge-ku.com  
**Telephone Payments:** (502) [REDACTED], press 1-2-3  
24 hours a day; \$2.25 fee

**Customer Service:** (502) [REDACTED]  
M-F, 7am-7pm ET

**Walk-in Center:** 820 W. Broadway  
Louisville, KY 40202  
M-F, 8am-5pm ET

Next read will occur 6/1/16 - 6/3/16 (Meter Read Portion 02)

**CURRENT USAGE**

ELECTRIC	
<b>Meter Reading Information</b>	<b>Meter # 760844</b>
Actual (R) kWh Reading on 5/3/16	95926
Previous (R) kWh Reading on 4/4/16	95071
Current kWh Usage	855
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>855</b>

GAS	
<b>Meter Reading Information</b>	<b>Meter # 475349</b>
Actual (R) ccf Reading on 5/3/16	7329
Previous (R) ccf Reading on 4/4/16	7286
Current ccf Usage	43
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>43</b>

**CURRENT CHARGES**

ELECTRIC		Rate: Residential Electric Service	
Basic Service Charge	10.75		
Energy Charge (\$0.08639 x 855 kWh)	73.86		
Electric DSM (\$0.00346 x 855 kWh)	2.96		
Electric Fuel Adjustment (\$-0.00257 x 855 kWh)	-2.20		
Environmental Surcharge (4.390% x \$85.37)	3.75		
Home Energy Assistance Fund Charge	0.25		
<b>Total Charges</b>	<b>\$89.37</b>		

GAS		Rate: Residential Gas Service	
Basic Service Charge	13.50		
Gas Distribution Charge (\$0.28693 x 43 ccf)	12.34		
Gas Supply Component (\$0.32343 x 38 ccf)	12.29		
Gas Supply Component (\$0.35130 x 5 ccf)	1.76		
Gas DSM (\$0.01084 x 43 ccf)	0.47		
Gas Line Tracker (\$4.85 x 24/29 Days)	4.01		
Gas Line Tracker (\$5.14 x 05/29 Days)	0.89		
Home Energy Assistance Fund Charge	0.25		
<b>Total Charges</b>	<b>\$45.51</b>		

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due <b>6/7/16</b>	<b>\$1,256.77</b>
After Due Date, Pay this Amount:	\$1,256.77
Winterhelp Donation:	
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
Service Address: 3906 Vermont Ave

#112401464 6#

MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE, KY 40211-3019



a PPL company

PO Box 9001960  
Louisville, KY 40290-1960

Attachment to Response to PSC-1 Question No. 1

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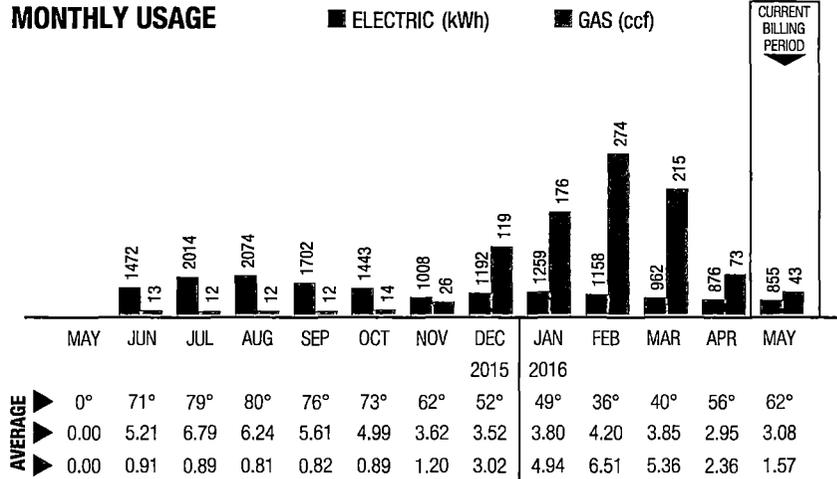
Melton

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**BILLING PERIOD AT-A-GLANCE**

	THIS YEAR	LAST YEAR
Average Temperature	62°	0°
Number of Days Billed	29	0
■ Avg. Electric Charges per Day	\$3.08	\$0.00
■ Avg. Gas Charges per Day	\$1.57	\$0.00
Avg. Electric Usage per Day (kWh)	29.48	0.00
Avg. Gas Usage per Day (ccf)	1.48	0.00

**MONTHLY USAGE**



**BILLING INFORMATION**

**Rate Schedules**

For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**IMPORTANT INFORMATION**

**Past Due Balance Subject to Disconnection**

The due date shown on this statement only applies to the current charges. The payment due date shown on your Disconnection Notice has not been extended. If the amount due on your Disconnection Notice has not been paid, your service is subject to disconnection. If you need assistance, please call Customer Service at the number on the front of your bill to speak with one of our representatives.

**Late Payment Charge Waiver**

The Late Payment Charge waiver on this account will expire on 02/03/17.



**MY NOTIFICATIONS**

Sign up for My Notifications

[lge-ku.com/notifications](http://lge-ku.com/notifications)

OFFICE USE ONLY:  
MRU02823004, G000000  
P1121.89  
PF:Y eB:P



**Other Charges**

Interest for Cash Sec. Deposit	-0.44
Security Deposit	-230.00
<b>Total Other Charges Due</b>	<b>-\$230.44</b>

**BILLING INFORMATION**

**Rate Schedules**

For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**IMPORTANT INFORMATION**

**Final Bill**

This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed us to apply to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than \$1 will only be refunded upon request.

**Late Payment Charge Waiver**

The Late Payment Charge waiver on this account will expire on 02/03/17.



**MY NOTIFICATIONS**

Sign up for My Notifications

[lge-ku.com/notifications](http://lge-ku.com/notifications)

OFFICE USE ONLY:  
MRU02823004, G000000  
P1256.77  
PF:Y eB:P



a PPL company

**BILLING SUMMARY**

Previous Balance	1,256.77
Payment(s) Received	-167.00
<b>Balance as of 6/6/16</b>	<b>\$1,089.77</b>
Current Electric Charges	41.10
Current Gas Charges	15.47
<b>Total Current Charges as of 6/6/16</b>	<b>\$56.57</b>
Other Charges (See Other Charges on back)	-160.89
<b>Total Amount Due</b>	<b>\$985.45</b>

This Is A Corrected Final Bill

Mailed 6/7/16 for Account #

AMOUNT DUE  
**\$985.45**

DUE DATE  
**7/8/16**

Account Name: **MARGARET D CARVER**  
Service Address: 3906 Vermont Ave  
LOUISVILLE KY

Online Payments: lge-ku.com  
Telephone Payments: (502) [redacted], press 1-2-3  
24 hours a day, \$2.25 fee

Customer Service: (502) [redacted]  
M-F, 7am-7pm ET

Walk-in Center: 820 W. Broadway  
Louisville, KY 40202  
M-F, 8am-5pm ET

**CURRENT USAGE**

ELECTRIC	
Meter Reading Information	Meter # 760844
Actual (R) kWh Reading on 5/16/16	96321
Previous (R) kWh Reading on 5/3/16	95926
Current kWh Usage	395
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>395</b>

GAS	
Meter Reading Information	Meter # 475349
Estimated (E) ccf Reading on 5/16/16	7340
Previous (R) ccf Reading on 5/3/16	7329
Current ccf Usage	11
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>11</b>

**CURRENT CHARGES**

ELECTRIC		Rate: Residential Electric Service	
Basic Service Charge (\$10.75 x 13/30 Days)	4.66		
Energy Charge (\$0.08639 x 395 kWh)	34.12		
Electric DSM (\$0.00346 x 395 kWh)	1.37		
Electric Fuel Adjustment (\$-0.00257 x 395 kWh)	-1.02		
Environmental Surcharge (4.390% x \$39.13)	1.72		
Home Energy Assistance Fund Charge	0.25		
<b>Total Charges</b>	<b>\$41.10</b>		

GAS		Rate: Residential Gas Service	
Basic Service Charge (\$13.50 x 13/30 Days)	5.85		
Gas Distribution Charge (\$0.28693 x 11 ccf)	3.16		
Gas Supply Component (\$0.35130 x 11 ccf)	3.86		
Gas DSM (\$0.01084 x 11 ccf)	0.12		
Gas Line Tracker (\$5.14 x 13/30 Days)	2.23		
Home Energy Assistance Fund Charge	0.25		
<b>Total Charges</b>	<b>\$15.47</b>		

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due <b>7/8/16</b>	<b>\$985.45</b>
After Due Date, Pay this Amount:	\$985.45
Winterhelp Donation:	
<b>Total Amount Enclosed:</b>	

Account # [redacted]  
Service Address: 3906 Vermont Ave

#115820669 8#

MARGARET D CARVER  
3906 VERMONT AVE  
LOUISVILLE, KY 40211-3019



a PPL company

PO Box 9001960  
Louisville, KY 40290-1960

Attachment to Response to PSC-1 Question No. 1

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Melton

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**Other Charges**

Interest for Cash Sec. Deposit	-0.44
Transferred Balance	69.55
Security Deposit	-230.00
<b>Total Other Charges Due</b>	<b>-\$160.89</b>

**BILLING INFORMATION****Corrected Bill**

After preparing your original bill, we discovered an error. We have made the necessary changes to correct the bill. Please accept our apologies for any confusion or inconvenience this may have caused. Contact our Customer Service Department if you have any questions.

**Rate Schedules**

For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**IMPORTANT INFORMATION****Final Bill**

This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed us to apply to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than \$1 will only be refunded upon request.

## HOME ENERGY REBATES



Earn cash rebates on qualifying energy-efficient Energy Star® appliances.

Visit [lge-ku.com/rebates](http://lge-ku.com/rebates)

**Attachement to Response to PSC-1 Question No. 1**

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**Melton**

OFFICE USE ONLY:  
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PF:Y eB:P



Mailed 5/24/16 for Account # [REDACTED]

**DELINQUENT AMOUNT DUE**  
**\$928.77**

**FINAL PAY DATE**  
**6/6/16**

**Account Name:** STUDIO 550 LLC  
**Service Address:** 3906 VERMONT AVE  
LOUISVILLE KY

**Online Payments:** lge-ku.com  
**Telephone Payments:** (502) [REDACTED], press 1-2-3  
24 hours a day; \$2.25 fee

**Customer Service:** (502) [REDACTED]  
M-F, 7am-7pm ET

**Walk-in Center:** 820 W. Broadway  
Louisville, KY 40202  
M-F, 8am-5pm ET



### DISCONNECTION NOTICE

Your account is past due. If the **Delinquent Amount Due** is not received by the **Final Pay Date**, your service will be subject to disconnection.

**Reconnection:** Your service will be reconnected within 24 hours after verification of full payment of the Delinquent Amount Due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection.

**Unauthorized reconnection of service is punishable by law.**



### CUSTOMER ASSISTANCE

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at [REDACTED] for information about the availability of local, state or federal programs for assistance.

If you need financial assistance during the heating season, please contact one of the **Community Assistance Agencies** near you, listed on the back of this notice.

### \$ PAYMENT OPTIONS

Full payment of the delinquent amount due can be made:

- o **Authorized Payment Agent locations:** Please present this bill at the time of payment.
- o **LGE Customer Service Walk-in Center:**

The Final Pay Date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at [REDACTED].

Delinquent Amount Due **6/6/16** **\$928.77**

**Total Amount Enclosed:**

Account # [REDACTED]  
Service Address: 3906 VERMONT AVE

#414400189 0#

STUDIO 550 LLC  
3906 VERMONT AVE  
LOUISVILLE, KY 40211-3019



PO Box 9001960  
Louisville, KY 40290-1960

Attachment to Response to PSC-1 Question No. 1

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Melton

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**CUSTOMER ASSISTANCE** (Continued)

**Kentucky Cabinet for Health and Family Services**

State Government Office  
275 E Main Street  
Frankfort, KY 40621  
[REDACTED]

**Central Jefferson County**

**Louisville Community Action Partnership**

810 Barrett Ave.  
Louisville, KY 40204  
[REDACTED]

**East Jefferson County**

**Louisville Community Action Partnership**

4810 Exeter Ave.  
Louisville, KY 40218  
[REDACTED]

**South Jefferson County**

**Louisville Community Action Partnership**

7219 Dixie Hwy.  
Louisville, KY 40258  
[REDACTED]

OFFICE USE ONLY:  
MRU02823, G000000  
PF:N eB:P



**BILLING PERIOD AT-A-GLANCE**

	THIS YEAR	LAST YEAR
Average Temperature	70°	0°
Number of Days Billed	17	0
■ Avg. Electric Charges per Day	\$3.61	\$0.00
■ Avg. Gas Charges per Day	\$1.02	\$0.00
Avg. Electric Usage per Day (kWh)	35.53	0.00
Avg. Gas Usage per Day (ccf)	0.59	0.00

**MONTHLY USAGE**

■ ELECTRIC (kWh)    ■ GAS (ccf)



	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
							2015	2016					
AVERAGE ▶	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	70°
▶	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.61
▶	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.02

<b>Other Charges</b>	
Cash Deposit Request	260.00
Reconnect Charges	28.00
Inst Plan-Deposit Monthly	43.33
Transfer to Installment Plan	-260.00
Transferred Balance	-69.55
<b>Total Other Charges Due</b>	<b>\$1.78</b>

**BILLING INFORMATION**

**Rate Schedules**  
 For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**HOME ENERGY REBATES**



Earn cash rebates on qualifying energy-efficient Energy Star® appliances.

Visit [lge-ku.com/rebates](http://lge-ku.com/rebates)

**Attachement to Response to PSC-1 Question No. 1**

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**Melton**

OFFICE USE ONLY:  
 MRU02823004, G000000  
 PF:Y eB:P

**IMPORTANT INFORMATION**

**Installment Payment Plan**

Our records indicate there is a payment arrangement for this account. You can avoid service disconnection by ensuring we receive payment by the date(s) established in your arrangement.

Late payment charges will be applied if we do not receive payment for the current charges by the payment due date on this bill. This is the case even if you have made payment arrangements.

**Payment Plan Balance**

The remaining balance on your payment/installment plan after this month's payment: \$216.67

**Late Payment Charge Waiver**

The Late Payment Charge waiver on this account will expire on 01/26/17.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to the Commission Staff's First Request for Information  
Dated May 21, 2019**

**Case No. 2018-00172**

**Question No. 2**

**Witness: Timothy Melton**

- Q-2. Provide copies of all correspondence between the Complainant and LG&E relating to the billing issues raised in the complaint in this matter.
- A-2. With the exception of payment plan letters, the Company does not have a record of any written correspondence directly between the Company and the Customer. The Company's communications with the Customer during this time period were verbal. See Response to Question No. 3, in which the Company is producing approximately 150 recorded phone conversations with the Customer since 2015.

The Company did have written communications with the Public Service Commission's Consumer Affairs Division related to several prior informal complaints made by the Customer and the Company also responded to a customer complaint the Customer filed with the Consumer Protection Division of the Attorney General's Office. See attached for copies of those communications.

**Sammons, Richard**

---

**From:** Cummins, Carol J (PSC) [REDACTED]  
**Sent:** Monday, May 18, 2015 3:21 PM  
**To:** PSC Complaints  
**Subject:** Studio 550 LLC -- 2015-842  
**Attachments:** 2015\_842.pdf

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

**Categories:** Janet

Thanks!

PSC Consumer Inquiry System

5/18/2015

---

**Complaint:** 2015-00842    **Entry Date:** 5/18/2015    **Closed Date:**    **Contact Type:** Hotline  
**Name:** Studio 550 LLC    **Utility:** Louisville Gas and Electric Company  
**Address:** Contact: Denise Carver    **Utility Nbr:** 500    **Location:** Residence  
3906 Vermont Avenue    **Utility Type:** Investor-Own  
Louisville, KY 40211    **Reason:** Disconnection ( Refused reasonable  
arrangements )  
**County:** Jefferson    (none) ( none )  
**Home:**    **Work:**  
**Fax:**    **CBR Nbr:** [REDACTED]    **Complaint referred by:**  
**Cell:**    **Email:**  
**Contacted Utility?**     **Spoke with:** customer service  
**Cust Relations:** Failed To Correct Problem  
**Utility Contact:**    **Contact's**  
**Preliminary Description:**    **Other Contacts:**  
needs extension until the 31st  
**Processor:** CAROLJ  
**See File**     **Case Related**     **Staff Referral**     **Confidential**   
**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied** Yes   
No

---

**PSC Narratives:**

**Investigator:** CAROLJ

**Date:** 5/18/2015 3:20:50 PM

Customer made a \$360 payment via money order on 5/1. Just like she does every month, she made a payment arrangement to pay the balance on the last day of the month. Today someone came to disconnect her service. She advised she made an arrangement. She called LG&E and they couldn't find anything. Someone was supposed to research her call and then call the customer back. She hasn't heard anything. She is concerned she will be disconnected.

---

**Sammons, Richard**

---

**From:** Cummins, Carol J (PSC) <[REDACTED]>  
**Sent:** Tuesday, May 19, 2015 8:49 AM  
**To:** Wickline, Janet  
**Subject:** Studio 550 Complaint from 2010  
**Attachments:** 2010\_8930.pdf

FYI – Here is a Studio 550 complaint from 2010. The contact identified herself as Dee Dee Carver with a phone number of [REDACTED], which is the same number for the latest contact we had from Margaret Beaumont. The address for the 2010 complaint, the February 2015 complaint, and yesterday's complaint was 3906 Vermont Avenue.

PSC Consumer Inquiry System

5/19/2015

**Complaint:** 2010-08930    **Entry Date:** 10/21/2010    **Closed Date:** 10/21/2010    **Contact Type:** Hotline

**Name:** Studio 550    **Utility:** Louisville Gas and Electric Company

**Address:** Contact: DeeDee Carver    **Utility Nbr:** 500    **Location:** Residence  
3906 Vermont Avenue  
Louisville, KY 40211    **Utility Type:** Investor-Owned

**County:** Jefferson    **Reason:** Disconnection ( Broken arrangements )  
(none) ( none )

**Home:** [REDACTED]    **Work:**    **Complaint referred by:**

**Fax:**    **CBR Nbr:**

**Cell:**    **Email:**

**Contacted Utility?**     **Spoke with:** customer service

**Cust Relations:** Failed To Correct Problem

**Utility Contact:** Customer Commitment Staff    **Contact's** [REDACTED]

**Preliminary Description:**    **Other Contacts:**  
services disconnected

**Processor:** CAROLJ

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied**    Yes     No

**PSC Narratives:**

**Investigator:** CAROLJ

**Date:** 10/21/2010 12:20:24 PM

On 10/5 customer said she made arrangements to pay \$200 that day and roll the \$91 balance to the next month. She didn't have a specific date but said the rep said she could roll over the balance to the next month. She said the next month's bill of \$271 was due on 10/18. Customer did not make the \$91 payment by the due date of 10/18, although she doesn't feel that made her delinquent on her arrangement.

She has another disconnect notice for \$271 that also includes the \$91 from payment arrangement. She said the disconnect date is 10/29 although her services was cut off today anyway. Customer was advised that from the facts she provided, she was disconnected due to breaking an arrangement. Customer said LG&E shouldn't have disconnected before the 29th. Advised that I believed the disconnect notice states that customer could be disconnected for a previous delinquent amount. Customer stated that is not anywhere on the disconnect notice.

Customer is also upset because the man who came to disconnect her services did not look professional and looked like a criminal lurking around with no credentials and no marked vehicle. She said he could get killed in the west end.

**Date:** 10/21/2010 1:03:58 PM

Customer called back and said she paid \$271.15. She was told she only needed to pay \$91 to get the service back on. She already has a deposit on her account. Even though LG&E has 24 hours by law, she said she needs the service back on ASAP because if she doesn't finish her work, she will lose \$3300 in business. I advised I had not heard from LG&E but that it had only been about a half hour. I told her I would pass this information along.

**Utility Response:**

**Date:** 10/21/2010 3:08:51 PM

She is back on. I will send you the resolution here shortly.

Lisa

**2010-08930 (Continued)**

From: Cummins, Carol J (PSC) [mailto:████████████████████]  
Sent: Thursday, October 21, 2010 1:04 PM  
To: PSC Complaints  
Subject: FW: 2010\_8930 -- Studio 550

Customer called back and said she paid \$271.15. She was told she only needed to pay \$91 to get the service back on. She already has a deposit on her account. Even though LG&E has 24 hours by law, she said she needs the service back on ASAP because if she doesn't finish her work, she will lose \$3300 in business. I advised I had not heard from LG&E but that it had only been about a half hour. I told her I would pass this information along.

**Date: 10/21/2010 3:09:58 PM**

**Issue:** On 10/5 customer said she made arrangements to pay \$200 that day and roll the \$91 balance to the next month. She didn't have a specific date but said the rep said she could roll over the balance to the next month. She said the next month's bill of \$271 was due on 10/18. Customer did not make the \$91 payment by the due date of 10/18, although she doesn't feel that made her delinquent on her arrangement. She has another disconnect notice for \$271 that also includes the \$91 from payment arrangement. She said the disconnect date is 10/29 although her services was cut off today anyway. Customer was advised that from the facts she provided, she was disconnected due to breaking an arrangement. Customer said LG&E shouldn't have disconnected before the 29th. Advised that I believed the disconnect notice states that customer could be disconnected for a previous delinquent amount. Customer stated that is not anywhere on the disconnect notice. Customer is also upset because the man who came to disconnect her services did not look professional and looked like a criminal lurking around with no credentials and no marked vehicle. She said he could get killed in the west end.

**Background:** customer called 9/27 and agreed to pay \$291.45 on 10/1/10

customer called 10/4 and she was advised if paid today they would be ok

customer called 10/5 paid \$200.00 and was given time till 10/12 for the remaining \$91.45

The payment of \$91.45 was not made and service was disconnected.

The disconnect notice customer is referring to is dated 10/29 but this is on the current bill that was due 10/13 of \$171.14

**Policy, Regulation, Tariff:** PSC Sheet Number 105

**Resolution:** Lisa contacted customer and went over why service was disconnected. She knows she defaulted on the installment plan, she just thought she had until 10/29 due to the disconnect notice she had received. Lisa has sent an email to the Service Department Manager to address her complaint of person who disconnected her not have company ID (or at least she says she did not see one, she did not ask to see one). Ms. Carver is glad the service has been restored and went ahead and paid the bill also that was due 10/13. She thanked Lisa for calling her to discuss.

Thanks,

Lisa Craft

**Sammons, Richard**

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**From:** Wickline, Janet  
**Sent:** Wednesday, May 20, 2015 7:01 PM  
**To:** 'Cummins, Carol J (PSC)'  
**Cc:** 'Smith, Virginia L (PSC)'  
**Subject:** RE: Studio 550 LLC -- 2015-842

**Issue:** Customer made a \$360 payment via money order on 5/1. Just like she does every month, she made a payment arrangement to pay the balance on the last day of the month. Today someone came to disconnect her service. She advised she made an arrangement. She called LG&E and they couldn't find anything. Someone was supposed to research her call and then call the customer back. She hasn't heard anything. She is concerned she will be disconnected.

**Background: 3906 Vermont Avenue Louisville KY 40211**

**5/27/2010- 12/9/2010 3906 Vermont Avenue -** Studio 550 LLC was on service leaving a balance of \$186.69. Denise Carver was the contact person. Phone [REDACTED]. With a tax ID has the identification for the account.

**12/10/2010-7/23/2014-** Margaret Beaumont was on service leaving a balance of \$1,116.04. Ms. Beaumont had defaulted on a payment arrangement at that time and had returned checks under her name. A disconnect notice was due on 7/23/2014 for \$1079.95 and LG&E would not give any more time.

**7/24/2010-** Studio 550 LLC wanted to come back on service and was asked to pay the old debt of \$186.89. Denise Carver paid the \$186.69 bill and called to have service transferred into Studio 550 LLC name again with the Tax ID number as an identifier.

**Current information:**

**5/14/2015-** A disconnect notice for \$212.67 was due on 5/14/2015

**5/18/2015 -** A disconnect order was pending on the account when LG&E received this complaint from Dee Carver with, which was cancelled. We recently have had two return checks in February and April. There have been seven installment plans and each have defaulted due to nonpayment.

\*The last call on the account was on 5/1/2015 when caller Dee Carver was informed that she had \$367.39 past due and \$205.28 that was due on 4/30/2015.

\*The last installment plan was created on 4/14/2015 for \$710.39 to be paid on 4/30/2015.

\*The installment plan deactivated on 5/1/2015 when it was not paid on time.

**\*5/19/2015-** After investigating this account we asked that Denise Carver come to the office with her identification as well as the business tax ID information to accurately determine who our customer was for Studio 550 LLC. Denise Carver revealed that she was really Margaret Beaumont. Ms. Beaumont was advised that she would owe the combined bill under Margaret Beaumont for \$1,116.04 and the past due balance at Studio 550 LLC to obtain any resolution to her complaint.

**Regulation, Policy, Tariff: PSC Sheet No. 95**

**Resolution:** Margaret Denise Beaumont-Carver contacted Virginia Smith at the PSC who worked out the following plan for this customer issue.

**5/20/2015-** A new account [REDACTED] was established under Margaret D. Beaumont's name as of 5/20/2015 (per her ID). The debts accumulated for Margaret Beaumont for \$1,116.04 and Studio 550 LLC for \$131.62 will be transferred to this account. Margaret Beaumont signed a payment plan to pay \$131.62 on 5/29/2015. She also agreed to pay \$100.00 of the old balance of \$716.04, along with her regular bills on the due date of those bills each month, until the old balance is paid. She understands that while this installment plan is in place, if she does not pay by the due date, the installment plan will default the next day and LG&E will not set up a new agreement. The full balance will become due and will need to be paid or pledged by an agency to keep the service on.

*Janet Wickline*

**Customer Commitment**

**LGE-KU**  
[REDACTED]

**From:** Cummins, Carol J (PSC) [mailto:[REDACTED]]

**Sent:** Monday, May 18, 2015 3:21 PM

**To:** PSC Complaints

**Subject:** Studio 550 LLC -- 2015-842

**Importance:** High

Thanks!

**Sammons, Richard**

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**From:** Wickline, Janet  
**Sent:** Thursday, November 19, 2015 4:04 PM  
**To:** 'Smith, Virginia L (PSC)'  
**Subject:** Margaret Beaumont  
**Attachments:** Margaret Beaumont June bill.pdf; Margaret Beaumont July bill.pdf; Margaret Beaumont Aug bill.pdf; Margaret Beaumont Sept bill.pdf; Margaret Beaumont Oct bill.pdf; Disconnect Notice \$788.99 Due 11-23-2015 Margaret Beaumont.pdf

Ginny,  
These are the bill sent to Ms. Beaumont.

*Janet Wickline*  
*Customer Commitment*  
*LGE-KU*





GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 13 ccf)	3.43	Actual Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 13 ccf)	5.41	Previous Reading on 5/6/15	6340
Gas DSM (\$0.01311 x 13 ccf)	0.17	Current ccf Usage	13
Gas Line Tracker	3.77	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered ccf Usage	13
<b>Total Gas Charges</b>	<b>\$26.53</b>		
OTHER CHARGES			
Cash Deposit Request	230.00		
Inst Plan-Deposit Monthly	57.50		
Inst Plan-Monthly	100.00		
Transfer to Installment Plan	-716.83		
Transferred Balance	0.00		
<b>Total Other Charges Due</b>	<b>\$-329.33</b>		
TAXES AND FEES			
Franchise Fee-Louisville	0.40		
<b>Total Taxes and Fees</b>	<b>\$0.40</b>		
BILLING INFORMATION			
Initial bill			
<p><b>Installment Plan:</b> Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.</p>			
<p>Remaining installment plan balance after this month's payment: \$1091.33</p>			

New enrollment only - Please check box(es) below and on front of stub.

Budget Plan

Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*

**BILLING INFORMATION (cont)**

The amount displayed in the "Pay This Amount" section reflects a pending pledge, which had not been received at the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is cancelled. When the pledge payment is received, the amount of the pledge payment is reflected in the "Payments" section of your next bill. If the pledge payment is not received within 40 days from the date of the pledge, the pledge is cancelled and the total amount of the pledge is added to your next bill.

Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a pledge is pending on the account.

The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.

Low income LPC Waiver will expire 06/23/16.

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,944 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.



GAS CHARGES (cont)			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.26419 x 11 ccf)	2.91	Actual Reading on 7/2/15	6365
Gas Distribution Charge (\$0.28693 x 1 ccf)	0.29	Previous Reading on 6/3/15	6353
Gas Supply Component (\$0.41597 x 12 ccf)	4.99	Current ccf Usage	12
Gas DSM (\$0.00838 x 12 ccf)	0.10	Meter Multiplier	1
Gas Line Tracker	3.77	Metered ccf Usage	12
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$25.81</b>		
OTHER CHARGES			
Inst Plan-Deposit Monthly	57.50		
Inst Plan-Monthly	100.00		
<b>Total Other Charges Due</b>	<b>\$157.50</b>		
TAXES AND FEES			
Franchise Fee-Louisville (2.00% x \$25.56)	0.51		
<b>Total Taxes and Fees</b>	<b>\$0.51</b>		
BILLING INFORMATION			
<p><b>Installment Plan:</b> Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.</p> <p>Remaining installment plan balance after this month's payment: \$933.83</p> <p>Low income LPC Waiver will expire 06/23/16.</p>			
IMPORTANT INFORMATION			
<p><b>The power to save. It's in your hands.</b> The amount of electricity you consumed during this billing cycle resulted in the production of approximately 4,028 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at <a href="http://www.lge-ku.com/savingenergy">www.lge-ku.com/savingenergy</a> for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.</p> <p>For a copy of your rate schedule, visit <a href="http://www.lge-ku.com">www.lge-ku.com</a> or call our Customer Service Department.</p>			

New enrollment only - Please check box(es) below and on front of stub.

Budget Plan

Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



a PPL company

Customer Service:  
Telephone Payments:

(M-F, 7 a.m. to 7 p.m. ET)  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
www.lge-ku.com (24 hours a day)

Walk-In Center:  
Online Customer Self-Service:

DUE DATE	Pay This Amount
09/04/15	\$232.31

Please have your account number available when calling to discuss your account.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARGARET D BEAUMONT
Service Address:	3906 Vermont Ave LOUISVILLE KY
Next Read Will Occur:	09/01/15 - 09/03/15
Date Bill Mailed:	08/04/15 (Meter Read Portion 02)

Averages for Billing Period	This Year	Last Year
Average Temperature	80°	76°
Number of Days Billed	32	0
Electric/kwh per day	64.8	0.0
Gas/ccf per day	0.3	0.0

BILLING SUMMARY	
Previous Balance	184.36
Payment(s) Received 7/3 - 8/3	-335.65
Balance as of 8/3	-151.29
Current Electric Charges	199.77
Current Gas Charges	25.82
Current Taxes and Fees	0.51
Current Charges as of 8/3	226.10
Other Charges (See Other Charges Box)	157.50
<b>Total Amount Due</b>	<b>232.31</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service

Basic Service Charge	10.75
Energy Charge (\$0.08082 x 2,074 kWh)	167.62
Electric DSM (\$0.00356 x 2,074 kWh)	7.38
Electric Fuel Adjustment (\$-0.00064 x 2,074 kWh)	-1.33
Environmental Surcharge (8.190% x \$184.42)	15.10
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$199.77</b>

Meter Reading Information

Meter # 760844	
Actual Reading on 8/3/15	85471
Previous Reading on 7/2/15	83397
Current kwh Usage	2074
Meter Multiplier	1
Metered kwh Usage	2074

### GAS CHARGES

Rate Type: Residential Gas Service

Basic Service Charge	13.50
Gas Distribution Charge (\$0.28693 x 12 ccf)	3.44
Gas Supply Component (\$0.41597 x 10 ccf)	4.16

Meter Reading Information

Meter # 475349	
Actual Reading on 8/3/15	6377
Previous Reading on 7/2/15	6365

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	09/04/15	\$232.31	\$232.31		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY: ST  
MRU02823004, G000000  
P184.36  
PF:Y eB:P



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#121500014 0#  
MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PRINTED ON RECYCLED PAPER  
Rev. 15/06/23

Service Address: 3906 Vermont Ave

0103000317167420000000022231000000222700000000000000016  
Attachment to Response to PSC Question No. 2

<b>GAS CHARGES (cont)</b>			
Gas Supply Component (\$0.29800 x 2 ccf)	0.60	Current ccf Usage	12
Gas DSM (\$0.00838 x 12 ccf)	0.10	Meter Multiplier	1
Gas Line Tracker	3.77	Metered ccf Usage	12
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$25.82</b>		
<b>OTHER CHARGES</b>			
Inst Plan-Deposit Monthly	57.50		
Inst Plan-Monthly	100.00		
<b>Total Other Charges Due</b>	<b>\$157.50</b>		
<b>TAXES AND FEES</b>			
Franchise Fee-Louisville (2.00% x \$25.57)	0.51		
<b>Total Taxes and Fees</b>	<b>\$0.51</b>		
<b>BILLING INFORMATION</b>			
<p><b>Environmental Surcharge:</b> A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.</p> <p><b>Installment Plan:</b> Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.</p> <p>Remaining installment plan balance after this month's payment: \$776.33</p> <p>Low income LPC Waiver will expire 06/23/16.</p>			
<b>IMPORTANT INFORMATION</b>			
<p><b>The power to save. It's in your hands.</b> The amount of electricity you consumed during this billing cycle resulted in the production of approximately 4,148 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at <a href="http://www.lge-ku.com/savingenergy">www.lge-ku.com/savingenergy</a> for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.</p> <p>For a copy of your rate schedule, visit <a href="http://www.lge-ku.com">www.lge-ku.com</a> or call our Customer Service Department.</p>			

New enrollment only - Please check box(es) below and on front of stub.

Budget Plan

Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

***Please deduct my Auto Pay Payment from my Checking Account.***

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



GAS CHARGES (cont)			
Gas DSM (\$0.00638 x 12 ccf)	0.10	Current ccf Usage	12
Gas Line Tracker	3.77	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.25	Metered ccf Usage	12
<b>Total Gas Charges</b>	<b>\$24.64</b>		
OTHER CHARGES			
Inst Plan-Deposit Monthly	57.50		
Inst Plan-Monthly	100.00		
<b>Total Other Charges Due</b>	<b>\$157.50</b>		
TAXES AND FEES			
Franchise Fee-Louisville (2.00% x \$24.39)	0.49		
<b>Total Taxes and Fees</b>	<b>\$0.49</b>		
BILLING INFORMATION			
<p><b>Installment Plan:</b> Your deposit is being billed in installments. For your deposit to remain on an installment plan, we must receive each payment by the payment due date. If a payment is not received by the payment due date, the entire balance of the deposit will be due immediately and your service may be subject to disconnection.</p> <p>Remaining installment plan balance after this month's payment: \$618.83</p> <p>Low income LPC Waiver will expire 06/23/16.</p>			
IMPORTANT INFORMATION			
<p><b>The power to save. It's in your hands.</b> The amount of electricity you consumed during this billing cycle resulted in the production of approximately 3,404 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at <a href="http://www.lge-ku.com/savingenergy">www.lge-ku.com/savingenergy</a> for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.</p> <p>For a copy of your rate schedule, visit <a href="http://www.lge-ku.com">www.lge-ku.com</a> or call our Customer Service Department.</p>			

New enrollment only - Please check box(es) below and on front of stub.

Budget Plan

Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



<b>GAS CHARGES (cont)</b>			
Basic Service Charge	13.50	Meter # 475349	
Gas Distribution Charge (\$0.28693 x 14 ccf)	4.02	Actual Reading on 10/1/15	6403
Gas Supply Component (\$0.29800 x 14 ccf)	4.17	Previous Reading on 9/2/15	6389
Gas DSM (\$0.00838 x 14 ccf)	0.12	<b>Current ccf Usage</b>	<b>14</b>
Gas Line Tracker	3.77	Meter Multiplier	<u>1</u>
Home Energy Assistance Fund Charge	0.25	<b>Metered ccf Usage</b>	<b>14</b>
<b>Total Gas Charges</b>	<b>\$25.83</b>		
<b>OTHER CHARGES</b>			
Inst Plan-Monthly	100.00		
<b>Total Other Charges Due</b>	<b>\$100.00</b>		
<b>TAXES AND FEES</b>			
Franchise Fee-Louisville (2.00% x \$25.58)	0.51		
<b>Total Taxes and Fees</b>	<b>\$0.51</b>		
<b>BILLING INFORMATION</b>			
<p><b>Installment Plan:</b> Our records indicate this account is set up on a payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.                      Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.</p> <p>Remaining installment plan balance after this month's payment: \$518.83</p> <p>Low income LPC Waiver will expire 06/23/16.</p>			
<b>IMPORTANT INFORMATION</b>			
<p><b>The power to save. It's in your hands.</b> The amount of electricity you consumed during this billing cycle resulted in the production of approximately 2,886 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at <a href="http://www.lge-ku.com/savingenergy">www.lge-ku.com/savingenergy</a> for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.</p> <p>For a copy of your rate schedule, visit <a href="http://www.lge-ku.com">www.lge-ku.com</a> or call our Customer Service Department.</p>			

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay Payment from my Checking Account.**

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*



### **CUSTOMER ASSISTANCE (cont)**

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -  
Louisville Community Action Partnership  
810 Barrett Ave.  
Louisville, Ky. 40204  
[REDACTED]

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
[REDACTED]

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
[REDACTED]



MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

Louisville Gas and  
Electric Company  
Customer Service  
820 West Broadway  
Louisville, KY 40202  
www.lge-ku.com

T 8  
T 8  
F 8

May 28, 2015

Installment Plan Number: [REDACTED]  
Account Number: [REDACTED]  
Plan Amount: \$1,018.83

Service Address:  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

Dear Customer,

**You recently agreed to an installment plan consisting of 7 payment(s) totaling \$1,018.83. Monthly payments of \$100.00 will be due on your bill due date each month from June 2015 through October 2015. A payment of \$118.83 will be due on your bill due date in November 2015. A payment of \$400.00 will be due on your bill due date in December 2015.**

The monthly installment plan amount must be paid in addition to the current amount due on your bill each month.

**It is very important that you make these payments on time. If you fail to make any of the installment plan payments, your account will be in default and your service will be subject to disconnection without further notice.**

If service is disconnected, you will be required to pay the entire past-due balance owed at the time of disconnection before service will be restored.

Please sign this agreement in the space provided and return it to us at the address listed above as soon as possible.

Sincerely,

Revenue Collection Department

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Sammons, Richard**

---

**From:** Wickline, Janet  
**Sent:** Friday, November 20, 2015 3:55 PM  
**To:** 'Smith, Virginia L (PSC)'  
**Subject:** Spreadsheet- Beaumont.xlsx  
**Attachments:** Spreadsheet- Beaumont.xlsx

Margaret Beaumont

3906 Vermont Ave

Louisville, KY 40211

							0
							Transferred in Old Balance from same address under different name -Studio 550 LLC 7/24/2014- 5/5/2015
		1,018.83				1,018.83	
6/30/2015	178.15		230.00		-132.00	1,294.98	
8/6/2015	223.21				-400.00	1,118.19	
9/4/2015	226.10				-335.65	1,008.64	
10/7/2015	193.40				-381.00	821.04	
11/6/2015	170.95					991.99	
12/9/0015	140.49				-203.00	929.48	
				-143.00		786.48	

Looking at the 12/9/2015 Due date past due is \$270.16

Current installment plan due \$118.83

Remaining Installment Plan Balance after paying the Current IP amount was \$400.00

Disconnect Notice \$788.99



MARGARET D BEAUMONT  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

Louisville Gas and  
Electric Company  
Customer Service  
820 West Broadway  
Louisville, KY 40202  
www.lge-ku.com

T  
T  
F

December 01, 2015

Installment Plan Number: [REDACTED]  
Account Number: [REDACTED]  
Plan Amount: \$629.48

Service Address:  
3906VERMONT AVE  
LOUISVILLE KY 40211-3019

Dear Customer,

You recently agreed to an installment plan consisting of 7 payment(s) totaling \$629.48. **Monthly payments of \$100.00 will be due on your bill due date each month from December 2015 through May 2016. A payment of \$29.48 will be due on your bill due date in June 2016.**

The monthly installment plan amount must be paid in addition to the current amount due on your bill each month.

It is very important that you make these payments on time. **If you fail to make any of the installment plan payments, your account will be in default and your service will be subject to disconnection without further notice.**

If service is disconnected, you will be required to pay the entire past-due balance owed at the time of disconnection before service will be restored.

Please sign this agreement in the space provided and return it to us at the address listed above as soon as possible.

Sincerely,

Revenue Collection Department

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Sammons, Richard**

---

**From:** Smith, Virginia L (PSC) <[REDACTED]>  
**Sent:** Monday, January 25, 2016 12:19 PM  
**To:** PSC Complaints  
**Subject:** FW: Thank you so much!!!

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Margaret Beaumont called and stated she called LG&E to let them know she has an appointment on February 2, 2016 with CAA. According to Margaret she was placed on hold for 20 minutes and no one answered Margaret requested that I forward this e-mail to you.

Thanks.  
Ginny

**From:** Margaret Beaumont [mailto:[REDACTED]]  
**Sent:** Monday, January 25, 2016 12:16 PM  
**To:** Smith, Virginia L (PSC)  
**Subject:** Thank you so much!!!

**LIHEAP APPOINTMENT REMINDER**  
**Louisville Metro Community Services**



DEPARTMENT OF  
**COMMUNITY  
 SERVICES**

Today's Date 11/16/11

Where Appointment Was Scheduled (if not at CAP office) \_\_\_\_\_

Client Name: <u>Margaret Beaumont</u>			
Appointment Date: <u>2/1/12</u>		Time: <u>3:00 PM</u>	
Location (Circle One):	Urban Government Center 810 Barrett Avenue [Redacted]	Newburg Community Center 4810 Exeter Avenue	Southwest Government Center 7218 Dixie Highway

**On Your Appointment Date**

**Please arrive no more than 10 minutes prior to your appointment time. If you arrive more than 15 minutes after your scheduled time, your appointment may be cancelled.** Applicants must be Jefferson County residents within 130% of the federal poverty guidelines. Please bring this slip along with:

- \_\_\_\_\_ Picture ID
- \_\_\_\_\_ Social Security card(s) or official documentation with social security numbers or Permanent Resident Card Numbers for everyone living in the household
- \_\_\_\_\_ Most recent LG&E brown bill or an eviction notice with verification from your landlord that heating expenses are included in your rent
- \_\_\_\_\_ Documentation showing the amount of your utility allowance check AND proof that it has been credited on your utility bill (if applicable)
- \_\_\_\_\_ Proof of household income from the previous month or proof of zero income
  - Check stubs (MUST have all check stubs showing pay dates and gross income for the calendar month prior to your appointment date and verification that you did not receive the maximum number of checks issued by your employer)
  - SSI/Social Security Award letter showing previous month's income or Current Food Stamp Award letter with names of all individuals on the food stamp case
  - Unemployment Check Stubs
 (Examples of items which cannot be accepted are previous LIHEAP applications, bank statements, copies of benefit checks, and 1099 tax forms. We cannot accept K-TAP letters or Medical Coverage Letters as proof of other income.)

**All individuals 18 or over in the household with no income -- and no way to document that status such as a Food Stamp Award letter -- must have a Proof of No Income Form completed prior to applying for benefits.** (Forms are available at Community Services' offices or by entering LIHEAP in the search bar at [www.louisvilleky.gov](http://www.louisvilleky.gov).)

Note: If you are coming on someone else's behalf, you must have the above information for them as well as a letter, signed and dated from them, giving you permission to handle their affairs along with your photo I.D.

**YOU NEED TO BRING ALL REQUIRED DOCUMENTATION EVEN IF YOU HAVE RECEIVED LIHEAP BENEFITS BEFORE.**

*A scheduled LIHEAP appointment does not guarantee that LIHEAP benefits will be approved.*

**Client Responsibility**

LG&E would like to remind customers it is their responsibility to make arrangements to ensure continued service. Please contact LG&E's customer service office at [Redacted] if you cannot make a payment in full and need to set up payment arrangements.

**ALL LIHEAP appointments are contingent on the availability of funds.**

**Sammons, Richard**

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**From:** Clark, Katrina  
**Sent:** Thursday, April 07, 2016 2:03 PM  
**To:** Ginny Smith ( [REDACTED] )  
**Cc:** Stethen, Julie  
**Subject:** Margaret Beaumont  
**Attachments:** Copy of Spreadsheet- Beaumont2.xlsx

Ginny,

I've attached a billing and payment history for Ms. Beaumont's current account.

In our recent conversation, you mentioned that Ms. Beaumont didn't think that we had refunded her deposit, when the service was in her name. I've included, on the spreadsheet, the final bill for Vermont Avenue, when the service was in her name, which shows the deposited to that final bill. I also included, the final bill for Vermont Avenue, when the service was in Studio 550 LLC, which shows the deposit was applied to the final bill, before the remaining balance was transferred to her current account.

I trust this information will address Ms. Beaumont's concerns and that she will find the payments that she has made have been applied to her account. If Ms. Beaumont states she has made payments, that are not listed on the spreadsheet, we would ask that she supply the receipt, to ensure she gets the credit that she deserves.

Let us know, if you need further information.

Thanks!  
Katrina

  
**Margaret D. Beaumont**  
**3906 Vermont Avenue**  
**Louisville, KY 40211-3019**  
**Service from: 12/10/10 - 07/23/14**

Billing Period	Electric KWH	Amount	Gas CCF	Amount	Final Amount Billed	Description of Charge	Payments Received	Total Amount Owed
					909.45	Balance		
					129.79	Deposit Interest -0.02 Removal from IP 379.81 Security Deposit -230.00		
2014/06	1189	115.07	10	18.73	<del>1,173.04</del>			1,173.04
2014/09							57.00	<del>1,116.04</del>

  
**Studio 550 LLC**  
**3906 Vermont Avenue**  
**Louisville, KY 40211-3019**  
**Service From: 07/24/14 - 05/05/15**

Billing Period	Electric KWH	Amount	Gas CCF	Amount	Final Amount Billed	Description of Charge	Payments Received	Total Amount Owed
					131.62	Balance		
					885.87	Deposit Interest -0.17 Transfer Balance: 1,116.04 CA# Security Deposit -230.00		
2015/05	0	0.63	0	0.71	<del>1,018.83</del>			<del>1,018.83</del>

  
**Margaret D. Beaumont**  
**3906 Vermont Avenue**  
**Louisville, KY 40211-3019**  
**Service from: 05/06/15 - Present**

Billing Period	Electric KWH	Amount	Gas CCF	Amount	Total Amount Billed	Description of Charge	Payments Received	Total Amount Owed
					1,018.83	Transfer Balance: CA#		1,018.83
					230.00	Security Deposit		230.00
2015/06	1,472	151.22	13	26.93	178.15		132.00	1,294.98
2015/06							400.00	894.98
2015/07	2,014	196.89	12	26.32	223.21		335.65	782.54
2015/08	2,074	199.77	12	26.33	226.10		381.00	627.64
2015/09	1,702	168.27	12	25.13	193.40		0	821.04
2015/10	1,443	144.61	14	26.34	170.95		203.00	788.99
2015/11	1,008	104.89	26	35.60	140.49		300.00	629.48
2015/12	1,192	119.58	119	104.76	224.34		0	853.82
2016/01	1,259	125.44	176	166.13	291.57		143.00	1,002.39
2016/02	1,158	125.88	274	199.12	325.00		30.00	1,297.39
2016/03	962	107.68	215	153.05	260.73		353.00	1,205.12
2016/03							253.21	951.91
2016/04	876	94.36	73	75.62	169.98			1,121.89
<b>Total Billed</b>	<b>14,284</b>	<b>1,444.23</b>	<b>873</b>	<b>789.71</b>	<b>3,652.75</b>		<b>2,530.86</b>	<b>1,121.89</b>

**Sammons, Richard**

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**From:** Clark, Katrina  
**Sent:** Thursday, April 14, 2016 9:35 AM  
**To:** 'Smith, Virginia L (PSC)'  
**Subject:** RE: Margaret Beaumont  
**Attachments:** 6-19-15 Studio 550 LLC.pdf

Ginny,

Studio 550 LLC's final bill, in the amount of \$1.34 (\$.63 electric + \$.71 gas), was usage for service used from: 5/4/15 to 5/5/15. (See Attached)

Thanks!  
Katrina

**From:** Smith, Virginia L (PSC) [mailto:██████████]  
**Sent:** Wednesday, April 13, 2016 12:08 PM  
**To:** Clark, Katrina  
**Subject:** Margaret Beaumont

On the breakdown for ██████████ – Studio 550 LLC account there is an electric charge of 0.63 and a gas charge of 0.71 for the billing period 05/2015. I assume this is a late payment penalty? Is there a bill copy for this amount?

Thanks.

Ginny



a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

M-F, 7 a.m. to 7 p.m. ET  
press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
06/19/15	\$1,018.83

This is a final bill

**Current due date applies to the current bill only. Previous amount due may be subject to disconnection.**

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	STUDIO 550 LLC
Service Address:	3906 Vermont Ave LOUISVILLE KY
Date Bill Mailed:	05/28/15

Averages for Billing Period	This Year	Last Year
Average Temperature	74°	72°
Number of Days Billed	1	0

BILLING SUMMARY	
Previous Balance	346.62
Payment(s) Received 5/5 - 5/27	-215.00
Balance as of 5/27	131.62
Current Electric Charges	0.63
Current Gas Charges	0.83
Current Taxes and Fees	-0.12
Current Charges as of 5/27	1.34
Other Charges (See Other Charges Box)	885.87
<b>Total Amount Due</b>	<b>1,018.83</b>

### ELECTRIC CHARGES

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge (\$10.75 x 01/30 Days)	0.36	Meter # 760844	
Energy Charge (\$0.08076 x 0 kWh)	0.00	Actual Reading on 5/5/15	79911
Environmental Surcharge (6.740% x \$0.36)	0.02	Previous Reading on 5/4/15	79911
Home Energy Assistance Fund Charge	0.25	Current kwh Usage	0
<b>Total Electric Charges</b>	<b>\$0.63</b>	Meter Multiplier	1
		Metered kwh Usage	0

### GAS CHARGES

Rate Type: Residential Gas Service		Meter Reading Information	
Basic Service Charge (\$13.50 x 01/30 Days)	0.45	Meter # 475349	
Gas Line Tracker (\$3.77 x 01/30 Days)	0.13	Actual Reading on 5/5/15	6340
Home Energy Assistance Fund Charge	0.25	Previous Reading on 5/4/15	6340

Please see reverse side for additional charges.

Customer Service [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	06/19/15	\$1,018.83	\$1,018.83		\$

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU02823004, G000000  
P346.62  
PF:Y eB:P



#114714428 9#  
STUDIO 550 LLC  
3906 VERMONT AVE  
LOUISVILLE KY 40211-3019

PO BOX 9001960  
LOUISVILLE, KY 40290-1960

Service Address: 3906 Vermont Ave

PRINTED ON RECYCLED PAPER  
Rev. 15.05.20

0103000292049260500000101113000001011130000000000012  
Attachment to Response to PSC P Question No. 2

GAS CHARGES (cont)			
Total Gas Charges	\$0.83	Current ccf Usage	0
		Meter Multiplier	1
		Metered ccf Usage	0
OTHER CHARGES			
Interest for Cash Sec. Deposit	-0.17		
Transferred Balance	1116.04		
Security Deposit	-230.00		
<b>Total Other Charges Due</b>	<b>\$885.87</b>		
TAXES AND FEES			
Franchise Fee-Louisville	-0.12		
<b>Total Taxes and Fees</b>	<b>\$-0.12</b>		
BILLING INFORMATION			
<b>RETURNED CHECKS</b>			
<p>Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&amp;E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date printed on this bill. Payments are accepted at one of our authorized payment agents or at our local office. ANY FUTURE PERSONAL CHECKS RECEIVED WILL NOT BE APPLIED TO YOUR ACCOUNT AND WILL BE RETURNED TO YOU.</p> <p>ATTENTION: Your electric or gas meter did not register usage for the month. <u>If you were not using this service, please disregard this message unless you wish to discontinue this service.</u> However, if you are using service at this location, there may be a meter malfunction. Please contact our Customer Service Department at [REDACTED] A Company representative will then come by to test the meter's accuracy and condition. By finding these problems early, we can minimize your future liability for any unbilled service.</p> <p><b>FINAL BILL</b>                      This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed to be applied to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than \$1 will only be refunded upon request.</p> <p><b>Environmental Surcharge:</b> A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.</p>			

New enrollment only - Please check box(es) below and on front of stub.

Budget Plan

Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

***Please deduct my Auto Pay Payment from my Checking Account.***

*I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.*

**IMPORTANT INFORMATION**

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

**Sammons, Richard**

---

**From:** Smith, Virginia L (PSC) <[REDACTED]>  
**Sent:** Friday, April 29, 2016 9:34 AM  
**To:** Clark, Katrina  
**Subject:** RE: Margaret D. Beaumont

Katrina,  
That is fine with me, I think she needs a disconnect notice. Margaret has not called me back.

Thanks.  
Ginny

**From:** Clark, Katrina [mailto:[REDACTED]]  
**Sent:** Thursday, April 28, 2016 2:52 PM  
**To:** Smith, Virginia L (PSC)  
**Cc:** Melton, Timothy; Stethen, Julie  
**Subject:** Margaret D. Beaumont  
**Importance:** High

[REDACTED]  
Margaret D. Beaumont  
3906 Vermont Ave  
Louisville, KY 40211-3019

Ginny,

FYI --

The following charges were on Ms. Beaumont's current bill:

\$ 722.43 Balance  
\$ 229.48 Removal from Installment  
**\$ 951.91 Total Amount Past Due**  
\$ 169.98 Current Charges from: 03/03/16 – 04/04/16  
**\$ 1,121.89 Current Charges Due: 05/06/16**

I've been asked to remove the lock from Ms. Beaumont's account, so that a disconnect notice can be issued.

Sincerely,

Katrina Clark  
Customer Commitment  
[REDACTED]

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----- The information contained in this transmission is intended only for the person or entity to which it is directly addressed or copied. It may contain material of confidential and/or private

Attachment to Response to PSC-1 Question No. 2  
Page 35 of 58  
Melton

nature. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is not allowed. If you received this message and the information contained therein by error, please contact the sender and delete the material from your/any storage medium.



PPL companies

Mr. Rick Morris  
Commonwealth of Kentucky  
Office of the Attorney General  
Consumer Protection Division  
310 Whittington Parkway, Suite 101  
Louisville, Kentucky 40222

LGE and KU Energy LLC  
Corporate Law Department  
220 W. Main Street  
Louisville, Kentucky 40202

Sara Veeneman  
Corporate Attorney

T [REDACTED]  
F [REDACTED]

December 20, 2016

RE: File No.: [REDACTED]  
Consumer Name: Margaret Beaumont-Carver

Dear Mr. Morris:

I am responding to your letter of December 1, 2016 in regards to the above-referenced complaint filed by Ms. Beaumont-Carver concerning her Louisville Gas & Electric Company account. We have reviewed this account and do not believe there are any current issues to be resolved with the customer.

When Ms. Beaumont-Carver filed her complaint on October 24 2016, her account was in arrears in the amount of \$1,147.75. She had made two payments by check (in the amounts of \$485.00 and \$480.74) on October 14, 2016; but those checks were returned for insufficient funds on October 19. Since filing the complaint with your office, Ms. Beaumont-Carver has submitted cash payments and has also received a pledge for monetary assistance from an organization that assists eligible customers with their utility bills. That recent activity has brought her outstanding past-due balance down to \$139.51, and her next payment (which will include current charges for this month in the amount of \$206.86) is not due until December 30. For your reference, I have included a spreadsheet that shows her recent account activity and the current balance.

Please let us know if you have any questions or need anything further. Otherwise, we consider this matter to be closed.

Sincerely,

Sara Veeneman  
Enclosure

1 | 1



**PPL companies**

Contract Account Number [REDACTED]

**Billing & Payment History**

	Date	Transaction Description	Debit Amount	Credit Amount	Account Balance
<b>Starting Balance</b>	<b>5/17/2016</b>				<b>0.00</b>
	5/20/2016	Transferred balance	985.45		985.45
	5/28/2016	Payment		(928.88)	56.57
	6/6/2016	Transferred balance		(69.55)	(12.98)
	6/7/2016	Bill due 6/29/2016	78.63		65.65
	6/7/2016	Deposit installment #1	43.33		108.98
	6/7/2016	Reconnection fee	28.00		136.98
	6/18/2016	Deposit interest payment		(0.01)	136.97
	7/6/2016	Bill due 7/29/2016	215.74		352.71
	7/6/2016	Deposit installment #2	43.33		396.04
	8/4/2016	Bill due 8/29/2016	201.05		597.09
	8/4/2016	Deposit installment #3	43.33		640.42
	9/6/2016	Bill due 9/29/2016	191.05		831.47
	9/18/2016	Payment		(202.00)	629.47
	9/21/2016	Returned payment	202.00		831.47
	9/21/2016	Deposit installment default	130.01		961.48
	10/5/2016	Bill due 10/28/2016	156.27		1,117.75
	10/5/2016	Returned payment fee	10.00		1,127.75
	10/14/2016	Payment		(485.00)	642.75
	10/14/2016	Payment		(480.74)	162.01
	10/19/2016	Returned payment	485.00		647.01
	10/19/2016	Returned payment	480.74		1,127.75
	10/19/2016	Returned payment fee	10.00		1,137.75
	10/19/2016	Returned payment fee	10.00		1,147.75
	10/26/2016	Payment	982.00		165.75
	11/3/2016	Bill due 11/30/16	120.75		286.51
	11/30/2016	Pledge	112.00		174.51
	11/30/2016	Payment	35.00		139.51
	12/6/2016	Bill due 12/30/16	206.86		346.37
<b>Balance</b>	<b>12/21/2016</b>				<b>346.37</b>



PPL companies

Mr. Rick Morris  
Commonwealth of Kentucky  
Office of the Attorney General  
Consumer Protection Division  
310 Whittington Parkway, Suite 101  
Louisville, Kentucky 40222

LG&E and KU Energy LLC  
Corporate Law Department  
220 W. Main Street  
Louisville, Kentucky 40202

Sara Voaneman  
Corporate Attorney

T [REDACTED]  
F [REDACTED]

January 31, 2017

RE: File No.: [REDACTED]  
Consumer Name: Margaret Beaumont-Carver

Dear Mr. Morris:

I am responding to your letter of January 19, 2017 in regards to the above-referenced complaint filed by Ms. Beaumont-Carver concerning her Louisville Gas & Electric Company ("the Company") account. We have reviewed the additional information provided to you by Ms. Beaumont-Carver, and have again reviewed her account. We are not entirely clear on the basis for her complaints against the Company, although we understand from her letter that she is requesting a refund. We have reviewed her account several times in response to her communications with the Company and to your office. We are confident that she is not entitled to a refund. She has not presented any evidence that she has overpaid on her account.

Ms. Beaumont-Carver seems to suggest that the issues with her account started in May of 2015. At that time, there was an existing balance on the account for her residence (3906 Vermont Ave) in the amount of \$1,018.83. The account was then in the name of her business, Studio 550, LLC. In accordance with our tariff, the Company issued a disconnect notice as a result of the unpaid balance. Ms. Beaumont-Carver then requested that the account be transferred into her personal name and agreed to pay the past due amount (in addition, of course, to staying current on the bills going forward) in installments. She then fell behind again on her payments and the Company issued a disconnect notice in March of 2016. I have included a spreadsheet showing the account billing and payment history from June 2015-April 2016. (This spreadsheet was prepared in April of last year in response to questions the customer raised with our Customer Commitment department at that time).

As you will see, the total amount owed as of March 2016 was \$951.91, which was the balance at the time of the disconnect notice. In response to that disconnect notice, Ms. Beaumont-Carver again requested that the accountholder's name be changed – this time

1 | 2



**PPL companies**

from her personal name back into the Studio 550 entity's name. The account currently remains in the name of Studio 550, LLC. The account was not disconnected in the spring of last year because Ms. Beaumont-Carver then made a payment to get the account current again. Since that time, the Company has continued to work with the customer, providing her with five different installment plans to allow her to pay down past due balances that have accrued since the spring of last year. The current balance on the account is \$238.95 with nothing past due.

We trust this provides you with all the information you need on this matter. But please contact me if you any questions or do need anything further.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sara Veeneman', written in a cursive style.

Sara Veeneman

Enclosure

cc: Margaret Beaumont-Carver (w/ encl)

  
**Margaret D. Beaumont**  
**3906 Vermont Avenue**  
**Louisville, KY 40211-3019**  
**Service from: 05/06/15 - Present**

Billing Period	Electric KWH	Amount	Gas CCF	Amount	Total Amount Billed	Description of Charge	Payments Received	Total Amount Owed
					1,018.83	Transfer Balance: CAF# [REDACTED]		1,018.83
					230.00	Security Deposit		230.00
2015/06	1,472	151.22	13	26.93	178.15		132.00	1,294.98
2015/06							400.00	894.98
2015/07	2,014	196.89	12	26.32	223.21		335.65	782.54
2015/08	2,074	199.77	12	26.33	226.10		381.00	627.64
2015/09	1,702	168.27	12	25.13	193.40		0	821.04
2015/10	1,443	144.61	14	26.34	170.95		203.00	788.99
2015/11	1,008	104.89	26	35.60	140.49		300.00	629.48
2015/12	1,192	119.58	119	104.76	224.34		0	853.82
2016/01	1,259	125.44	176	166.13	291.57		143.00	1,002.39
2016/02	1,158	125.88	274	199.12	325.00		30.00	1,297.39
2016/03	962	107.68	215	153.05	260.73		353.00	1,205.12
2016/03							253.21	951.91
2016/04	876	94.36	73	75.62	169.98			1,121.89
<b>Total Billed</b>	<b>14,284</b>	<b>1,444.23</b>	<b>873</b>	<b>789.71</b>	<b>3,662.75</b>		<b>2,530.86</b>	<b>1,121.89</b>

**Sammons, Richard**

---

**From:** Tutt, Rosemary (PSC) <[REDACTED]>  
**Sent:** Monday, March 27, 2017 4:55 PM  
**To:** PSC-Complaints  
**Subject:** Studio Five Fifty/Margaret Beaumont  
**Attachments:** 2017\_1345.pdf



## Sammons, Richard

---

**From:** Sammons, Richard  
**Sent:** Tuesday, March 28, 2017 1:29 PM  
**To:** 'Tutt, Rosemary (PSC)'  
**Subject:** RE: Studio Five Fifty/Margaret Beaumont  
**Attachments:** Signed IP Agreement.pdf

Rosemary,

I have attached a copy of the signed agreement dated 05/20/15 for the payment arrangement.

Ms. Beaumont called LG&E on 03/13/17 requesting a time extension on her past due balance of \$502.67. LG&E agreed to extend time until 03/29/17 which is the due date for her current bill. During the conversation Ms. Beaumont stated this extension would be good for her as she had an appointment for her orientation with Affordable Energy.

Thanks,  
Richard

**From:** Tutt, Rosemary (PSC) [mailto:████████████████████]  
**Sent:** Tuesday, March 28, 2017 12:01 PM  
**To:** Sammons, Richard  
**Subject:** RE: Studio Five Fifty/Margaret Beaumont

Richard,  
Can you get me a copy of the payment plan she signed on May 29, 2015? In her conversation with LG&E what was the purpose of giving the date of March 29<sup>th</sup>?  
Thanks,  
Rosemary

**From:** Sammons, Richard [mailto:████████████████████]  
**Sent:** Tuesday, March 28, 2017 9:59 AM  
**To:** Tutt, Rosemary (PSC) <████████████████████>  
**Subject:** Studio Five Fifty/Margaret Beaumont

**Issue:**

Customer states she has been to Affordable Energy, part of LG&E, for help paying her bill. Customer has been told the account must be in her name in order for payment to be made on the account in full. Customer went to a LG&E office and was told by an employee that they didn't think that could be done. Please research and contact customer with response.

**Background:**

Ms. Beaumont contact LG&E to have service changed into her personal name, since she was told by Affordable Energy that they could not accept her into their program if the account was in a business name. Ms. Beaumont contacted LG&E to see about getting the name changed on her account. LG&E explained to Ms. Beaumont the entire past due balance must be paid in full to transfer service into her personal name. Ms. Beaumont said she would call the PSC to get it done. Our reps explained that this is what any customer would have to do to transfer service into a different name. Ms. Beaumont left the office and then came back in and said she called the PSC. She told the representative that the PSC would take care of it for her.

**PSC Tariffs and Regulations: PSC LGE Sheet 95**

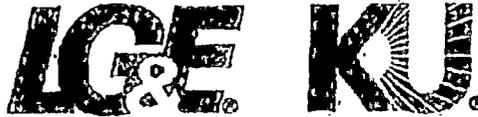
**Resolution:**

03/28/17 - Richard called and spoke with Ms. Beaumont and advised that the balance on the account would need to be brought to zero in order to change the account to her personal name. Ms. Beaumont was not happy because she believes that Affordable Energy would pay her bill off if the service would be placed into her name.

Thanks,  
Richard

**From:** Tutt, Rosemary (PSC) [mailto: [REDACTED]]  
**Sent:** Monday, March 27, 2017 4:55 PM  
**To:** PSC-Complaints < [REDACTED] >  
**Subject:** Studio Five Fifty/Margaret Beaumont

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PPL companies

Customer Name: Margaret D. Beaumont

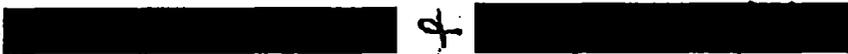
Service Address: 3906 Vermont Ave.

City, State, Zip Code: Louisville, Ky. 40211

Date: 5-20-15

Installment Plan Number:

Account Number:



Plan Amount: \$716.04

Dear Customer,

You recently agreed to an installment plan consisting of 7 payment(s) totaling \$ 716.04. Monthly payments of \$ 105.00 will be due on your bill due date each month from June through December. Current Bill due, 131.62 due 5/29/15.

The monthly installment plan amount must be paid in addition to the current amount due on your bill each month.

It is very important that you make these payments on time. If you fail to make any of the installment plan payments, your account will be in default and your service will be subject to disconnection without further notice.

If service is disconnected, you will be required to pay the entire past due balance owed at the time of disconnection before service will be restored.

Please sign this agreement in the space provided and return it to us at the address listed above as soon as possible.

Sincerely,

Revenue Collection Department

Customer Signature:

Date:

5/20/15

**Sammons, Richard**

---

**From:** Sammons, Richard  
**Sent:** Tuesday, March 28, 2017 2:05 PM  
**To:** 'Tutt, Rosemary (PSC)'  
**Subject:** RE: Studio Five Fifty/Margaret Beaumont  
**Attachments:** Payment History.pdf

Rosemary,

Not a problem at all. I have attached a copy of the payment history for this account. This account became active 05/16/16, so this payment history only goes back to that date.

Thanks,  
Richard

**From:** Tutt, Rosemary (PSC) [mailto: [REDACTED]]  
**Sent:** Tuesday, March 28, 2017 1:58 PM  
**To:** Sammons, Richard  
**Subject:** RE: Studio Five Fifty/Margaret Beaumont

I know I am being a pest but trying to get all my ducks in a row. May I get a payment history on this account for the past 24 months, thank you.

Rosemary

**From:** Sammons, Richard [mailto: [REDACTED]]  
**Sent:** Tuesday, March 28, 2017 1:29 PM  
**To:** Tutt, Rosemary (PSC) < [REDACTED] >  
**Subject:** RE: Studio Five Fifty/Margaret Beaumont

Rosemary,

I have attached a copy of the signed agreement dated 05/20/15 for the payment arrangement.

Ms. Beaumont called LG&E on 03/13/17 requesting a time extension on her past due balance of \$502.67. LG&E agreed to extend time until 03/29/17 which is the due date for her current bill. During the conversation Ms. Beaumont stated this extension would be good for her as she had an appointment for her orientation with Affordable Energy.

Thanks,  
Richard

**From:** Tutt, Rosemary (PSC) [mailto: [REDACTED]]  
**Sent:** Tuesday, March 28, 2017 12:01 PM  
**To:** Sammons, Richard < [REDACTED] >  
**Subject:** RE: Studio Five Fifty/Margaret Beaumont

Richard,

Can you get me a copy of the payment plan she signed on May 29, 2015? In her conversation with LG&E what was the purpose of giving the date of March 29<sup>th</sup>?

Thanks,  
Rosemary

**From:** Sammons, Richard [mailto: [REDACTED]]  
**Sent:** Tuesday, March 28, 2017 9:59 AM  
**To:** Tutt, Rosemary (PSC) < [REDACTED] >  
**Subject:** Studio Five Fifty/Margaret Beaumont

**Issue:**

Customer states she has been to Affordable Energy, part of LG&E, for help paying her bill. Customer has been told the account must be in her name in order for payment to be made on the account in full. Customer went to a LG&E office and was told by an employee that they didn't think that could be done. Please research and contact customer with response.

**Background:**

Ms. Beaumont contact LG&E to have service changed into her personal name, since she was told by Affordable Energy that they could not accept her into their program if the account was in a business name. Ms. Beaumont contacted LG&E to see about getting the name changed on her account. LG&E explained to Ms. Beaumont the entire past due balance must be paid in full to transfer service into her personal name. Ms. Beaumont said she would call the PSC to get it done. Our reps explained that this is what any customer would have to do to transfer service into a different name. Ms. Beaumont left the office and then came back in and said she called the PSC. She told the representative that the PSC would take care of it for her.

**PSC Tariffs and Regulations:** PSC LGE Sheet 95

**Resolution:**

03/28/17 - Richard called and spoke with Ms. Beaumont and advised that the balance on the account would need to be brought to zero in order to change the account to her personal name. Ms. Beaumont was not happy because she believes that Affordable Energy would pay her bill off if the service would be placed into her name.

Thanks,  
Richard

**From:** Tutt, Rosemary (PSC) [mailto: [REDACTED]]  
**Sent:** Monday, March 27, 2017 4:55 PM  
**To:** PSC-Complaints < [REDACTED] >  
**Subject:** Studio Five Fifty/Margaret Beaumont

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Louisville Gas and Electric Company  
820 West Broadway  
Louisville, KY 40202-2218

a PPL company

STUDIO 550 LLC  
3906 VERMONT AVE  
Contract Account [REDACTED]

Payment History (02/28/2016 to 03/28/2017)

Date Received	Payment Type	Amount	Clearing Reason
05/25/2016	Cash Desk-Cash	\$928.88	Incoming Payment
09/18/2016	Paymentus	\$202.00	Incoming Payment
10/14/2016	Paymentus	\$480.74	Incoming Payment
10/14/2016	Paymentus	\$485.00	Incoming Payment
10/26/2016	Cash Desk-Check	\$982.00	Incoming Payment
12/01/2016	Global Express	\$35.00	Incoming Payment
01/18/2017	Manual Check Payment	\$112.00	Incoming Payment
03/03/2017	Manual Check Payment	\$389.61	Incoming Payment

Type	Create Date	Long Text
001)Telephone-RSC	3/27/2017	LATASHA DOWNS WITH AFFORDABLE ENERGY CORP [REDACTED] ADV ACNT IS IN A BUSINESS NAME DOS 3/27/2017 [REDACTED] MARGARET BEAUMONT [REDACTED] SHE OWNS THE COMPANY NAME OF STUDIO 550 LLC [REDACTED] OWES 502.67 DUE ON IP BY 3/29/2017 ADV CUR BAL IS 214.08 DUE 3/29/2017 CA [REDACTED] ADV TO PAY BOTH
001)Telephone-RSC	3/27/2017	BALANCES AND REAPPLY  MARGARET CARVER IN THE OFFICE WANTED TO PLACE SERVICE IN HER NAME AT THIS PREMISE. SHE IS THE BUSINESS OWNER PER PREVIOUS PSC COMPLAINT SERVICE WAS PUT INTO HER BUSINESS NAME. I ADVISED THE CUSTOMER THAT I WOULD NEED TO CALL CUSTOMER COMMITMENT PRIOR TO STARTING SERVICE IN HER NAME. SHE STATED SHE WOULD CALL PSC. SHE LEFT THE OFFICE BEFORE I COULD ADVISE HER FURTHER. PER CUSTOMER COMMITMENT PSC ADVISED US TO NOT SWITCH IT BACK INTO HER PERSONAL NAME. CUSTOMER COMMITMENT
02) Office Visit	3/27/2017	HAS BEEN NOTIFIED



## **Sammons, Richard**

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**From:** Sammons, Richard  
**Sent:** Monday, June 18, 2018 9:40 AM  
**To:** 'Tutt, Rosemary (PSC)'  
**Subject:** Beaumont  
**Attachments:** 2018\_1553.pdf; Usage and Payment history.pdf

### **Issue:**

Customer called about a pledge that was made in April. When customer first called she was told there was no record of a pledge, customer checked with the charity and they confirmed the pledge was made. Customer called back and was told it did show on her account, with that pledge she was supposed to get an extension but was told that she had defaulted on her payment arrangement. She is tired of every time she complains she gets investigated. Please provide background on this issue to PSC, along with a billing and payment history for the past 6 months and a copy of the payment arrangement. Thanks.

### **Background:**

**04/04/18**

LG&E mailed the current bill of \$984.63 due 05/07/18. This bill consists of the current charges \$246.07 and the past due balance \$738.56.

A payment of \$55.00 from KHEA posted to the account.

**04/06/18**

A payment of \$317.09 posted to the account.

**04/09/18**

A payment of \$425.00 posted to the account.

**04/10/18**

LG&E mailed a disconnect notice for the past due balance \$258.56 due 04/20/18

**04/13/18**

Ms. Carver called at 9:37 am to make a payment arrangement on the account. LG&E quoted the past due balance of \$258.56 and entered an installment plan to 05/07/18 and Ms. Carver said OK, great. Quoted the current balance of \$246.07 due 05/07/18. LG&E asked Ms. Carver if she wanted a confirmation number for the installment plan and she said no.

**04/19/18**

Sister Visitor entered a pledge of \$130.00 via the online portal.

**04/23/18**

Ms. Carver called to confirm the pledge posted to the account. LG&E confirmed a balance \$128.56 left from the arrangement with a due date of 05/20/17. Advised the new bill of \$246.07 due 05/07/18. Ms. Carver stated that is all she needed and thanked the representative.

The check payment of \$425.00 was returned due to account frozen. The \$425.00 was added back to the account along with a \$10.00 returned payment fee.

**04/24/18**

Ms. Carver called stating she received help from Sister Visitor and is going to get help from Neighborhood Place. Ms. Carver inquired what information she would need to take to show the balance due. LG&E advised the agency will call to confirm the balance due and make a pledge. Ms. Carver requested her account number. Also stated she knows she has until 05/20/18 for her past due balance. LG&E requested to place Ms. Carver on hold while reviews information

Ms. Carver called again to discuss her account. States she is going to Neighborhood Place for more assistance. LG&E advised there was a return check of \$425.00 that was received on 04/24/18 due to account frozen. Ms. Carver stated she

lost her card. States it's from another account with the same bank. LG&E advised the extension is to 05/20/18 for the \$128.56 and the returned payment of \$425.00 needs to be paid ASAP to guarantee services.

**04/25/18**

Ms. Carver called to verify if there is a pending disconnect order on her account. LG&E advised there is no pending disconnect on the account. LG&E advised \$305.00 cash needs to be paid in cash to guarantee the service. Quoted the installment plan amount \$258.86 due 05/20/18.

A payment of \$305.00 posted to the account at the local office.

**05/03/18**

A payment of \$60.00 from KHEA posted to the account.

**05/04/18**

LG&E mailed the current bill of \$595.27 due 06/07/18. This bill consists of the current charges \$150.64, the return check fee \$10.00 and the past due balance \$434.63.

**05/07/18**

A pledge payment of \$130.00 posted to the account.

**06/11/18**

LG&E mailed a disconnect notice for the past due balance \$595.27 due 06/21/18

**06/12/18**

Ms. Carver called to make payment arrangements on the account. LG&E advised a total past due balance of \$595.27 due 06/21/18 and the new balance of \$204.28 due 07/09/18. LG&E advised there is a remaining balance of \$188.56 from April's billing that would need to be paid to set up a payment arrangement on the balance. LG&E advised this payment arrangement was made back on 04/13/18. LG&E offered to pull the call from 04/13/18 and requested the phone number that Ms. Carver called from and Ms. Carver stated she did not remember and did not want to pursue that.

Ms. Carver called back stating she has filed a complaint with the PSC and was afraid to do so for fear that LG&E would not work with her. Also stated Sister Visitor made a pledge and that gave a time extension to 05/20/18 so there should not be a defaulted payment arrangement on the account. LG&E advised that the 30 day extension was added to the account for the date 05/20/18 and that has defaulted.

**PSC Tariffs and Regulations:** PSC LGE Sheet 95

**Resolution:**

06/18/18 – Richard called Ms. Carver and discussed her complaint. Richard reviewed the phone calls that took place from 04/13/18 to present and confirmed that a payment arrangement was made on 04/13/18 for the balance \$258.56. From that point she had a pledge of \$130.00 which applied to the returned payment of \$425.00. Confirmed the payment of \$305.00 that was made in the office and advised these two payments fulfilled the returned payment of \$425.00 and the \$10.00 return fee. Verified the minimum payment of \$188.56 needs to be paid by 06/21/18 and once that has posted to call back before 7pm EST on 06/21/18 to make an arrangement on the remaining balance. Ms. Carver said OK but feels LG&E is not working with her due to her previous complaints. Richard apologized and reiterated that we are trying to work with her once the minimum payment is made.

Thanks,  
Richard

**From:** Tutt, Rosemary (PSC) [mailto:████████████████████]  
**Sent:** Thursday, June 14, 2018 4:16 PM  
**To:** PSC-Complaints  
**Subject:** Beaumont

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

PSC Consumer Inquiry System

6/14/2018

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**Complaint:** 2018-01553    **Entry Date:** 6/14/2018    **Closed Date:**    **Contact Type:** Hotline

**Name:** Beaumont, Margaret    **Utility:** Louisville Gas and Electric Company

**Address:** 3906 Vermont Ave    **Utility Nbr:** 500    **Location:** Residence  
Louisville, KY 40211

**County:** Jefferson    **Utility Type:** Investor-

**Home:**    **Work:**    **Reason:** Billing ( Billing policies/practices )  
(none) ( none )

**Fax:**    **CBR Nbr:**    **Complaint referred by:**

**Cell:** [REDACTED]    **Email:**

**Contacted Utility?**     **Spoke with:** Customer Service

**Cust Relations:** Rude/Discourteous

**Utility Contact:** Customer Commitment Staff    **Contact's** [REDACTED]

**Preliminary Description:**    **Other Contacts:**  
pledge

**Processor:** ROSEMARY

**See File**     **Case Related**     **Staff Referral**     **Confidential**

**Info Only**     **Formal Forms**     **Ref to Util**     **Customer Satisfied**    Yes   
No

---

**PSC Narratives:**

**Investigator:** ROSEMARY

**Date:** 6/14/2018 4:15:55 PM

Customer called about a pledge that was made in April. When customer first called she was told there was no record of a pledge, customer checked with the charity and they confirmed the pledge was made. Customer called back and was told it did show on her account, with that pledge she was supposed to get an extension but was told that she had defaulted on her payment arrangement. She is tired of everytime she complains she gets investigated. Please provide background on this issue to PSC, along with a billing and payment history for the past 6 months and a copy of the payment arrangement. Thanks.

---



Louisville Gas and Electric Company  
 820 West Broadway  
 Louisville, KY 40202-2218

a PPL company

**MARGARET BEAUMONT CARVER**  
**3906 VERMONT AVE**  
 Contract Account [REDACTED]

**Payment History (12/31/2017 to 06/14/2018)**

Date Received	Payment Type	Amount	Clearing Reason
12/04/2017	HEA	\$50.00	Incoming Payment
12/24/2017	Paymentus	\$112.00	Incoming Payment
01/09/2018	Manual Check Payment	\$112.00	Incoming Payment
01/22/2018	HEA	\$130.00	Incoming Payment
02/02/2018	HEA	\$90.00	Incoming Payment
03/20/2018	HEA	\$75.00	Incoming Payment
04/04/2018	HEA	\$55.00	Incoming Payment
04/06/2018	Manual Check Payment	\$317.09	Incoming Payment
04/09/2018	Cash Desk-Check	\$425.00	Incoming Payment
04/25/2018	Cash Desk-Check	\$305.00	Incoming Payment
05/03/2018	HEA	\$60.00	Incoming Payment
05/07/2018	TransCentra Payment	\$130.00	Incoming Payment

**Usage & Billing History (12/01/2017 to 06/14/2018)**

Division: Electric

Device	Read Date	Usage	kw Demand	Bill Amount	Rate Category	Meter Reading Reason
760844	12/02/2017	1,021.00		\$112.13	Residential Electric Service	Periodic
760844	01/04/2018	1,388.00		\$152.22	Residential Electric Service	Periodic
760844	02/02/2018	1,287.00		\$145.93	Residential Electric Service	Periodic
760844	03/02/2018	979.00		\$104.22	Residential Electric Service	Periodic
760844	04/03/2018	1,110.00		\$122.48	Residential Electric Service	Periodic
760844	05/03/2018	792.00		\$85.18	Residential Electric Service	Periodic
760844	06/05/2018	1,754.00		\$176.26	Residential Electric Service	Periodic

Division: Gas



Louisville Gas and Electric Company  
820 West Broadway  
Louisville, KY 40202-2218

a PPL company

Device	Read Date	Usage	kw Demand	Bill Amount	Rate Category	Meter Reading Reason
475349	12/02/2017	122.00		\$118.59	Residential Gas Service	Periodic
475349	01/04/2018	279.00		\$234.74	Residential Gas Service	Periodic
475349	02/02/2018	235.00		\$210.31	Residential Gas Service	Periodic
475349	03/02/2018	148.00		\$150.91	Residential Gas Service	Periodic
475349	04/03/2018	147.00		\$123.59	Residential Gas Service	Periodic
475349	05/03/2018	66.00		\$65.46	Residential Gas Service	Periodic
475349	06/05/2018	15.00		\$28.02	Residential Gas Service	Periodic

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to the Commission Staff's First Request for Information  
Dated May 21, 2019**

**Case No. 2018-00172**

**Question No. 3**

**Witness: Timothy Melton**

- Q-3. Provide copies of all audio recordings of telephone conversations between the Complainant and representatives of LG&E relating to the billing issues raised in the complaint in this matter.
- A-3. Please see the attached CD containing the recorded telephone conversations. Please also see the attached Summary Log of those telephone conversations.

The attachments are  
being provided in  
separate files in the  
available electronic  
format.

Date of Call	Company Representative	Call Summary	Name of Caller
1/20/2014	Holly Powell	She has an appointment with Community Action on the 31st. Checking to see if she can get an extension. Claims she has 5 disabilities. Rep advises that LG&E is able to extend her due date.	Margaret Beaumont
2/17/2014	Amy McLoed	Calling to make payment arrangements and has questions about disconnection notices. Payment arrangement broken into 3 payments. She says she will call PSC and see if LG&E will do anything.	Margaret Beaumont
3/6/2014	Shaneeka Bell	Received a pledge from the Salvation Army. Checking to see if there is a cut-off on her account. Not at risk at being cut-off.	Margaret Beaumont
3/10/2014	Crystal McGruder	Claims her credit card expired and she did not receive another one. She went to the Salvation Army for assistance. She does not want to receive a brown bill. Claims she is disabled. Call was disconnected.	Margaret Beaumont
3/10/2014	Gwen Churn	Was on the phone with someone but she was disconnected. Wants to verify payment arrangement.	Margaret Beaumont
5/14/2014	Quinesha Taylor	She thought she made payment arrangements, but received a brown bill. Rep advised that she defaulted on a prior payment arrangement and therefore must pay that prior amount before a new payment plan can be set up. Claims she is on disability and can only pay on the 3rd of the month.	Margaret Beaumont
6/12/2014	Chesley Wilkerson	Claims someone illegally accessed her bank account and she will not have her money until next Friday. Rep advises LG&E is not able to set up any more arrangements because she has had payments returned and she has already been set up on arrangements.	Margaret Beaumont
6/12/2014	Deshawn Collie	Calling to make payment arrangements. Needs an extension until the 3rd.	Margaret Beaumont
7/23/2014	Matthew Christian	Trying to get service established in Studio 550's name. Rep advises there is a past balance that needs to be paid before service can be established.	Denise Carver
7/23/2014	Shannon Higgins	Called a little while ago and spoke to a gentlemen. Wants to transfer service to Studio 550 at same address. Rep advises that there will be a deposit on the new account and agrees, at customer's request, to set up installment for that in 4 monthly payments. Customer provides email address because she is interested in paperless billing.	D Carver
9/18/2014	Brandon Carnes	Moving and needs to make payment arrangements. Rep advises that LG&E cannot make payment arrangements on this final bill. About 90% of the bill amount is from prior payment arrangements that were not kept. Going to call PSC.	Margaret Beaumont
10/14/2014	Richard Sammons	Received cut-off notice. Would like to break payment up into two payments.	D. Carver - Studio 550
10/14/2014	Tara Hunter	Calling on bill and the amount. Would like to make payment arrangements. Needs two weeks.	Margaret Beaumont-Carver
12/12/2014	Sarah Denny	Calling to make payment arrangements on her bill. Would like to extend payment until the 31st.	Denise Carver
1/14/2015	Melissa Reed	Calling to make payment arrangements.	Denise Carver
2/2/2015	Mary Knight	Has to wait at home for a package and she only has cash, so she needs to pay in person. Rep making note in account that she will bring cash today by 7:00 p.m.	Studio 550 - Denise Carver
2/2/2015	Ronda Cornett	Called but she could not locate her Federal ID number, so rep could not release information on the account.	Studio 550
2/10/2015	Melissa Reed	Calling to make payment arrangements.	Denise Carver
2/27/2015	Holly Powell	Inquiring if Margaret Beaumont qualifies for a hardship reconnect and if so what amount? Rep advises she does not and provides amount due in order to establish for new service	Sonja Combs from Community Action
3/2/2015	Mary Knight	Needs to pay her bill and needs her account number and amount for Studio 550. Had a returned check on her account. She will need to pay by charge card. Claims she has accounting software and the person who set it up used the wrong account number and caused her not to receive some checks. Rep explained that once a payment arrangement has been set up, LG&E is unable to set up another one until that original arrangement is satisfied	Denise Carver
3/2/2015	Ronda Cornett	Was told to call back after she made her payment. The person that set up her banking on her computer used the wrong account number and she is waiting on some deposits and that is the reason a check was returned.	Studio 550

3/12/2015	Nicole Clay	Needs to make payment arrangements on bill. Claims the lady who did her Quickbooks used the wrong account number and caused her check to bounce. The bank said they will not correct the problem electronically; they are sending her a paper check.	Denise Carver
4/1/2015	Nicole Clay	Made payment and making sure it was the correct amount.	Denise Carver
4/14/2015	Andrew Riggs	Trying to pay her bill on the phone but pay-by-phone system is saying her debit card is not valid and not accepting account number. Has two returned checks on her account, so pay-by-phone does not let you use debit card. Claims her bookkeeper was taking her money and she did not receive disconnection notices.	Denise Carver
4/14/2015	Mary Knight	Needs to make payment arrangements on her business account. She is surprised check on her account has been returned. Someone is doing her books for her.	Denise Carver
4/14/2015	Peter Szajna	Calling to make payment arrangements. Was speaking to someone and they were disconnected. The lady that was doing her bookkeeping might be putting money in her pocket. Wasn't aware that she was bouncing checks. Claims account numbers were wrong in her accounting software. She is going to run an audit on the bookkeeper and turn it over to the police.	Denise Carver
5/1/2015	Elizabeth Despain	Wants to know the amount of bill. Has returned check fees on bill. Nothing pending for disconnect on her account. Claims someone was doing her Quickbooks and was stealing from her, and that is why she has the returned check fees on her bill.	D Carver
5/1/2015	Ronda Cornett	Wants to know the account number and amount owed. She was trying to pay last night but office was closed. She doesn't understand her payment arrangements.	Studio 550
5/1/2015	Shannon Higgins	Wants to verify that she isn't "out for cut-off". Claims she spoke to a Customer Service Rep earlier who said she isn't in danger of being cut-off. But she is going out of town today and wants to confirm. Rep advises she is up for disconnection because of outstanding balance from a disconnect order and it can process at any time	D Carver
5/18/2015	Sarah Denny	LG&E left message for Ms. Carver. All calls were pulled on the 1st and did not find a call where anyone made arrangements on the balance.	LG&E calling Studio 550
5/18/2015	Matthew Christian	Missed someones call. LG&E is there to turn off power. Business account.	B Carver
5/18/2015	Sarah Denny	Made payment arrangements, but claims she is scheduled for disconnect. Claims she always makes payment arrangements at the end of each month. She would have called from a 800 number. LG&E can not make any arrangements until we find the call. She might have called from her cell phone. LG&E having calls pulled and will call her back.	Studio 550
5/19/2015	Meghan Jones	Spoke to someone in the business office but doesn't remember their name and needs to follow up. She says she had payment arrangements and they weren't noted on the account. Called PSC and thinks she is suffering repercussions. Claims other rep wanted her to bring in something in person. Rep advises there would be no repercussions for calling the PSC. Rep trying to get other customer rep on the line who spoke with Ms. Carver earlier.	Denise Carver
5/19/2015	Nicole Clay	Needs her account number so she can pay her bill.	Denise Carver
5/19/2015	Ronda Cornett	Made payment arrangements, but didn't call from business phone and LG&E said we didn't have the arrangement. She will go to the bank and get money to pay. LG&E will note the account that she is coming in to pay.	Studio 550
5/26/2015	Debra Kirtley	LG&E combined business and personal accounts into one personal account. Claims she has a deposit coming back from her business account and wants to credit it towards her bill. Claims she spoke to someone in the office who said LG&E would be sending her a check. Rep does not see that on account notes. Wants to check with the Secretary of State about law on combining bills. Rep says notes show the business account owes \$1100. No indication of a refund on account. Customer would like a copy of notes on account to take to PSC. Rep connected her to the Business Service Center. This portion of the call was not recorded.	Margaret Beaumont
5/26/2015	Matthew Christian	Confused on account. Going to ask PSC to pull this call. Filed Complaint with PSC. Knows call is being recorded. Trying to find why LG&E pulled business account into her personal account.	Margaret Denise Carver Beaumont

6/1/2015	Christina Giveans	Made payment and needs to set up payment arrangement on remaining balance. Claims the PSC told her to pay \$132. Has not received pledge yet.	Margaret Beaumont-Carver
6/1/2015	Matthew Christian	Question about the deposit on her account. Had personal and business account and they were combined.	Margaret Denise Carver
9/3/2015	Tina Gary	Needs her account number and claims she didn't get her bill. She says she normally talks directly with the PSC, but decided to call LG&E. Going to call the PSC because she doesn't believe her bill is correct.	Margaret Beaumont
10/21/2015	Thomas Jackson	Calling to set up payment arrangements. Rep says he needs to transfer her to Customer Commitment. Rep contacts Customer Commitment. The person working on her account is out of office, get phone number and Customer Commitment will call her back. Ms. Beaumont feels she is being treated differently. Ms. Beaumont claims someone named Janet from LG&E told her that she was going to come after her because she contacted the PSC. Feels she is being discriminated against and her account is flagged. Claims Customer Commitment never called her, despite notes indicating they did. Asks for the name of Customer Commitment rep assigned to her case and claims she has had a problem with that particular rep. She is going to call the PSC.	Margaret Beaumont
1/25/2016	Michaela Finley	Has an appointment with community action agency coming up, but has questions about payment arrangements. Claims LG&E took out different amounts on the arrangement. Claims she didn't want account transferred from her business account and doesn't understand why the account needs to be in her personal name. Requests fax number to send in information. Rep provides fax number and explains origination of payment plan arrangement. Customer denies making payment plan arrangement.	Margaret Beaumont
1/25/2016	Nakia Lowery	Wants to make payment arrangements. Has a meeting with an agency later in the week. Rep called Customer Commitment. Call was disconnected.	Margaret Beaumont
1/25/2016	Nakia Lowery	Says yesterday she was disconnected. Wants to make payment arrangements. Discusses prior payment arrangement at length and mentions transferring her account. Claims PSC and LG&E agreed to payment plan without her knowledge. Requests a supervisor return her call	Margaret Beaumont
1/26/2016	Kenneth Winburn	Had a return call back from a supervisor, but missed the call. Doesn't understand why all the fees added to her account. She thinks the fees were added because she called the PSC. She has an appointment with an agency and we can move the payment until after her meeting with the agency. Claims she did not set up payment arrangements.	Margaret Beaumont
1/26/2016	Naquashir Williams	Disputing balance on the account. Transferred to billing department. Not recorded.	Margaret Beaumont
1/26/2016	Neil Arnold	LG&E leaving message for Ms. Carver.	Neil Arnold - LG&E
5/16/2016	Shannon Buchanan	She has a personal account, but needs to put it in business name. She is moving to Indiana. Her residence is going to be used to work with at risk young people. LG&E will need to run a soft credit check to waive deposit. New account was created.	Margaret Carver - Studio 550
5/25/2016	Adrien Vance	Calling because electricity is out.	Margaret Carver
5/25/2016	Ashley Mills	Wants to know why electricity was cut off. Rep asks if her last name has changed. She says her last name is Beaumont Carver. Business name is Studio 550. Account is in business name. Bills transferred from other account. In order to reconnect, must pay by cash or cashier's check. Going to bring payment to office. Claims she is not receiving bills.	Margaret Beaumont
5/25/2016	Donna Saylor	Wants to pay her bill and needs her account number. Her balance transferred to another account at the same address on May 20th. Had a bankruptcy filing. Her electricity is off.	Margaret Beaumont
5/25/2016	William Pargen	Electric has been turned off and her mother is on oxygen. Wants to know if she needs to take her mother somewhere else until the electric is turned back on. Discussion about whether account name has been changed. Rep advises that this address has been changed to a business name and that there is a tech. in the area already assigned to turn the service back on. She does not know whether service should be in business name. She is getting an attorney involved to resolve the issues that are going on. She is getting billed for ridiculous amounts that she does not owe.	Margaret Beaumont

7/8/2016	Angela Sitgraves	Question about transferred amount on bill. Claims there should not be a payment arrangement on her account. Has a bill with LG&E in bankruptcy. Claims she has been overbilled continuously by LG&E and that it is probably a computer glitch. Does not want to come to office, will probably turn this over to someone. Will have LG&E pull this conversation. Feels she is being cheated.	Margaret Carver
8/12/2016	Jeremy Fletcher	Calling to make payment arrangements for Studio 550. Rep extends due date. Claims she has been overcharged. Claims she is exhausted because she is being harrassed by neighbors. They did something to her dog's neck, shot gun in front of her house. She went to the police and the police sent someone over. The detective is watching. She wants to do a commerical because she is grateful for the police. She can't deal with paying bill today. Would like an extension.	Margaret Beaumont-Carver
8/15/2016	Jeremy Fletcher	She made arrangements on her business on Friday. Checking to see if arrangements are still in place.	Margaret Beaumont-Carver
9/12/2016	Carolyn Johnson	Made payment arrangements. Claims she received a large check and deposited into her bank account, but there is a 3-day hold on the check and she would not be able to pay her bill until Friday. When rep asked for her name the call was disconnected.	
9/12/2016	Carolyn Johnson	Called back, but there seems to be a problem with her phone.	
9/12/2016	Ta'nosha Spillman	Calling to make payment arrangements until Friday. She deposited a large check and there is a 3-day hold on the check. Can pay bill on Friday.	Margaret Carver
10/19/2016	Travis Noland	Calling to inform LG&E she has filed a complaint with the PSC and the Attorney General's Office regarding her billing issues at her business. She wants to make sure this is noted on her account.	Margaret Carver
10/25/2016	Meghan Jones	Business service was cut off in June. Going to call the PSC.	Margaret Beaumont-Carver
10/25/2016	Meghan Jones	Claims she has been overcharged. Service was cut off in June, but she paid the bill.	Margaret Beaumont
10/25/2016	Michieal Simpson	Trying to get bill straighten out. Call disconnected.	Margaret Carver
10/25/2016	Peter Constant	Needs to check on her service. Claims she is being overcharged. Turned it over to the PSC and Attorney General's Office. Wants to make sure her service isn't cut off. There is a return check fee on her account. Went to Community Action and received a \$400 pledge. Rep transferred Ms. Carver to a Billing Specialist. This was not recorded.	Margaret Carver
10/26/2016	Ahmed Hossain	Wanted to come in to discuss her business account. There was a returned check on her account. There is no pending disconnection notice on her account.	Studio 550
10/26/2016	Melissa Reed	She has been trying to pay her bill, but the system keep declining her card. Business account. She does not want to pay cash because she could lose the receipt. She has a returned check on her account, so she is not able to use debit card to pay.	Margaret Beaumont
11/10/2016	Gerald Brooker	Wants to make payment arrangements. Claims she was overcharged. Her bank statements are not online. She had to order them. Payment arrangements were made.	Margaret Carver - Studio 550
11/30/2016	Gerald Brooker	She would like to make payment today.	Margaret Carver - Studio 550
1/11/2017	Ahmed Hossain	Calling because she was disconnected while talking to customer service regarding payment arrangements on her business account. Wanted to make sure payment arrangements were set up on her account.	Margaret Carver
1/11/2017	Carolyn Johnson	Calling to make payment arrangements for her business. Would like to move payment until the 31st. She has a \$112 pledge that has not be paid yet, through Community Action.	Margaret Carver
1/30/2017	Carolyn Johnson	Calling to check on service for her business, Studio 550. LG&E did receive the pledge. Confused about bill. She will come in to discuss.	Margaret Carver
1/31/2017	Denisha Vinegar	Claims she got a call from LG&E about her bill from 627-3313. Rep tells her customers were receiving scam calls, but the call she received was an actual LG&E rep. Pledge was received.	Margaret Beaumont-Carver
1/31/2017	Matthew Christian	LG&E leaving message for Ms. Carver regarding her Community Action pledge and how they are allocated. Also, told her the funds have not been received.	LG&E leaving message for Ms. Carver

1/31/2017	Matthew Christian	Question on Studio 550 bill. Is very confused about her arrangement amount. Claims she has a case with the Attorney General where LG&E has overcharged her \$2,500. She is going to report this to the President of LG&E and go to the news. She will also go to the City on this issue and will call the PSC. Several illegal acts that the Federal government needs to look into.	Margaret Carver
3/13/2017	Jami Coffman	Calling on her business. Would like to make payment arrangements. She has been put on the "Affordable Energy Program". Has to go to their orientation and then they will pay the bill. Wants to extend to March 29th.	Margaret Carver
3/27/2017	Jessica Ferrell	Wants to put business account in her personal name so agency will pay her bill. Has to pay business account bill before she can switch to personal account.	Margaret Beaumont
3/28/2017	Gerald Brooker	Wants to know the date of the payment arrangement. Will have money on Friday. Claims agencies were going to pay off all of her bills and put something on them every month. LG&E does not have assistance programs for businesses. Rep want to transfer her to residential team. She claims the residential team will not speak with her. Claims she will have money on Friday.	Margaret - Studio 550
5/10/2017	Ahmed Hossain	Trying to figure out what to do. Has an organization that is paying her balance. The PSC wanted this in writing, so she sent it to the PSC. Filed Complaint with the PSC on 5/9/17. Discussion about bill being in her name. Rep explains that she has a past due amount before she can put bill in her personal name. She was set up on payment arrangements.	Margaret Carver
5/17/2017	Ahmed Hossain	Wanted to make sure she had the correct account number. Account changed from personal to business.	Studio 550 - Margaret Carver
5/30/2017	Jessi Carnes	Filed complaint with PSC. Wanted to make sure we had it on record. She qualifies for Affordable Energy. Claims LG&E would not let Affordable Energy pay her bill. Told to call back because our system has been down.	Margaret Carver
5/31/2017	Tiffany Berry	Filed complaint with PSC. Calling to see if LG&E had record of it. She is disputing the bill that is due tomorrow. Claims PSC told her to do nothing. Bill is for her business. Call was disconnected.	Margaret Carver
7/10/2017	Melissa Kelly	Checking to see if she has a past due balance that was incorporated into her current balance.	Affordable Energy Corporation
8/11/2017	Suzanne Tapp	Claims LG&E transferred bankruptcy amount, her attorney Jan Morris faxed paperwork. She is trying to close her bankruptcy plan. She is in the affordable energy program. Call was disconnected.	Margaret Carver
8/14/2017	Tamara Burris	Calling to make sure service is not going to be disconnected. Claims LG&E transferred balance from bankruptcy and attorney faxed over paperwork. In the meantime would like to make payment arrangements. Rep gave her the phone number to fax bankruptcy paperwork to.	Margaret Carver
8/28/2017	Jami Hendrickson	Calling regarding her Chapter 13 Bankruptcy. She has an arrangement and bill due tomorrow. There is nothing that would disconnect her.	Sebastian
8/28/2017	Vickie Garrett	Calling on behalf of Margaret Beaumont regarding her bankruptcy listing LG&E. She received a notice that her electric was going to be turned off and he wanted to make sure that her electric was not going to be turned off. Rep advised that customer should call back and discuss the matter.	Sebastian Jenkins- Bankruptcy Law firm
8/28/2017	Wendy Hancock	Calling to find out the status of her bill. She has filed for Chapter 13 bankruptcy and included an LG&E bill. LG&E received the paperwork today and it has been sent over to the revenue collections department. Per Angela in revenue collections, the bankruptcy is from 2010 and is for a different account. The new account is not included in the bankruptcy (business account). Customer is going to call her attorney because this information is not correct. Her business has never been in bankruptcy. She expected this from LG&E. She is going to file a formal complaint with the PSC. Disputing the amount on her bill. Should be removed because of the bankruptcy. She is being harassed by LG&E. Call disconnected.	Margaret Beaumont-Carver

8/30/2017	April Mason	Wants to make payment arrangements. LG&E cannot set up payment arrangement because there is no disconnection notice. She says according to PSC and her attorney she did not owe amount. Going to call PSC. LG&E told her attorney she owed \$172.00.	Margaret Beaumont-Carver
9/11/2017	Brandon Carnes	Wants to make payment arrangements. Has PSC looking into billing issues. Talks about balance being put into bankruptcy. Claims LG&E made her pay deposit in cash. LG&E extended her payment arrangement. Wants to be enrolled in flex payments. Claims LG&E is doing bad stuff.	Margaret Beaumont
9/29/2017	Barry Tinsley	Wants to know the amount of her payment arrangement.	Margaret Beaumont
10/10/2017	Tamycha Burrell	Calling to make payment arrangements. Claims she gets help from Affordable Energy and LG&E charged her a deposit. The deposit is putting her behind on her bill. Payment arrangements made.	Margaret Beaumont-Carver
10/13/2017	Denisha Vinegar	Calling regarding a business account. Checking to see if she has a disconnection notice. Claims she doesn't know where balance came from.	Margaret Carver
10/30/2017	Bruce Best	Verifying payment arrangements. Loves "Affordable Energy Program".	Margaret Beaumont-Carver
11/3/2017	Chad Chrisman	She called the other day, but needs to know what she needs to pay. Has extension due Monday. Has a meeting with Community Action on Tuesday.	Margaret Beaumont-Carver
11/6/2017	Brittony Cardine	Would like to pay bill late (Friday) for Studio 550. We are not able to extend payment. It has been extended to the max.	Margaret Carver
12/12/2017	Tiara Clay	She has a forward on her mail and wants to make sure electricity isn't cut-off.	Margaret Beaumont-Carver
12/16/2017	Daliness Webb	Claims she is not receiving her mail and wants to know the status of account. She is going to check with the post office and see why she is not receiving her mail. Going to file complaint with the Post Office.	Margaret Beaumont-Carver
1/4/2018	Daliness Webb	Needs to change her address, claims she is not receiving bills. LG&E shows check was returned; she claims check shows it went through. Affordable Energy paid \$50 in December. Claims someone at LG&E told her the bills were returned from the Post Office. Gave a Post Office Box Address for new bill.	Margaret Beaumont
1/9/2018	Whitney Seals	She wanted to see if she is in danger of getting her electric cut-off. There is not a disconnect notice at this time. It will probably be issued in the next few days.	Margaret Beaumont
1/11/2018	Angela Rhoades	Checking on her account balance. Extended her payment, so she can set up her pledge.	Margaret Beaumont
1/22/2018	Dasha Garrison	Had a two pledges on her bill and she received a brown bill. Checking on the amount of her bill.	Margaret Beaumont-Carver
2/7/2018	Tiara Clay	Would like the address that is on her account. She is not getting her bills. She is not receiving cut-off notices. LG&E did not get notice of returned mail.	Margaret Beaumont-Carver
3/6/2018	Ashley Mills	Wants to make payment arrangements. Claims she is not getting bills. There is no disconnection notice until March 23rd.	Margaret Beaumont-Carver
3/19/2018	Sergio Torres	Needs to make payment arrangements. There is a February arrangement that has been made. Received a pledge on her account. Extended to April 6th.	Margaret Beaumont
4/2/2018	Christy Smith	Has an appointment with Sister Vistor on Monday, will make note on account.	Margaret Beaumont-Carver
4/6/2018	Misty Mills	Has appointment with Sister Vistors on Monday, spoke to someone and they said they would note the account. It is noted on the account.	Margaret Beaumont-Carver
4/9/2018	Brooklyn Sutton	Calling to see if she is scheduled for a disconnect. Has an appointment with Sister Vistors.	Margaret Beaumont-Carver
4/9/2018	Dasha Garrison	Claims she just made a payment and wanted to make sure her account is OK.	Margaret Beaumont-Carver
4/13/2018	Michael Jackson	Calling to make payment arrangements.	Margaret Carver
4/16/2018	Jennifer Adams	Calling to see if she has payment arrangements.	Margaret Beaumont-Carver
4/17/2018	Rebecca Smith	Needs to know the amount. She made payment arrangements.	Margaret Beaumont-Carver
4/18/2018	April Brazier	Had a question about her payment arrangement.	Margaret Beaumont-Carver
4/19/2018	Jessi Carnes	Claims she overpaid LG&E by thousands of dollars. If she gets assistance from Neighborhood Place, how do they pay pledge? Rep explained how it works.	Margaret Beaumont-Carver
4/20/2018	Heather Myers	Called Gas Emergency Line. She is having gutter work. The workers need her to get a boot for the lines.	Margaret Beaumont-Carver
4/23/2018	Traci Stephens	Calling to check on her payment extension.	Margaret Beaumont-Carver

4/24/2018	Gerrica Avery	Claims she filed a PSC complaint. Wants to know if she needs to bring us a copy. Claims she was overcharged. Rep will make a note on the account. Claims she lost her credit card and the credit card froze the account.	Margaret Beaumont-Carver
4/24/2018	Kim Klee	Called earlier and was disconnected. Getting help from Neighborhood Place. Wants to know what she needs to give to LG&E to show she is getting help.	Margaret Beaumont-Carver
4/24/2018	Misty Mills	She said she spoke to someone and they said something was going on with her account. LG&E received a return check. Claims she lost the card and the bank froze her account.	Margaret Beaumont-Carver
4/25/2018	Aisha Goodwin	Needs her account number and the amount owed on the account.	Margaret Beaumont-Carver
4/25/2018	April Brazier	Filed PSC Complaint. Questions about her account. Questions about how much is due. Lost her debit card and someone "tapped" into it, she can not pay until bank account is unfrozen.	
4/25/2018	Mary Beth Burke	Checking to see if there is an order for disconnect. Claims someone tapped into her checking account. Someone in California got into her checking account.	Margaret Beaumont-Carver
4/25/2018	Samantha Rich	Made payment and calling to make sure payment was posted.	Margaret Beaumont-Carver
4/30/2018	Kim Durham	LG&E came to put boots on wire for contractor doing work on gutter. Contractor says wire still needs another boot.	Margaret Beaumont-Carver
6/12/2018	Eronda Burton	Problem with bill. Doesn't recall missing any payment arrangements. Filed complaint with PSC. Claims LG&E talks to her badly now that she has filed with PSC. Maybe software issue? Claims LG&E overcharged her \$1K; charged double deposit. Claims she is a victim of identity theft. Has police report. People have tapped into her alarm system and internet. She knows who they are. They have taken out loans in her name; they have her driver's license and SS card. Doesn't think her payment should have counted as a default. She said everyone at SS office has been hacked. Rep tell hers the extension was defaulted. Rep calls someone else to look at account. Call cuts off.	Margaret Beaumont-Carver
6/12/2018	Kayla Jo McKendree	Needs to make payment arrangements. Claims she has a case at PSC. She does not recall making payment arrangements and she would not miss a payment and would not have a returned check. Claims she knew that once she made a complaint at the PSC, LG&E would stop being cooperative.	Margaret Beaumont-Carver
6/21/2018	Stevie Markham	Calling to make payment arrangements. Disconnection is today. Claims she has never broken payment arrangements. If there is a problem she will call the PSC. Payment arrangement plan created.	Margaret Carver
6/21/2018	Stevie Markham	LG&E called Ms. Carver back. LG&E misquoted the balance. Ms. Carver claims that once she filed complaint with PSC, LG&E has made it hard on her. Claims that LG&E violated Bankruptcy Law and LG&E will never treat her fair.	Stevie Markam - LG&E
6/21/2018	Teresa Pollack	Cut-off is today. She is getting help with the Neighborhood Place. Mother had to have surgery. There is already a payment arrangement on the account.	Margaret Carver
7/3/2018	Breanna Benham	Wants to know bill amount.	Margaret Carver
7/9/2018	Amanda Hicks	Calling to see if we are able to determine if she ever called from 502-609-2951. Claims she called and we said we didn't have a record of her calling to make payment arrangements. We searched and found that on July 5th she called to set up payment arrangements and she was transferred to agent to set up the arrangements.	Margaret Carver
7/9/2018	Lynne Roland	Checking on the status of her service. Wants to know if LG&E is about to cut off her service.	Margaret Beaumont-Carver
7/9/2018	Michael Jackson	Checking to see if she got her pledge.	Margaret Carver
7/9/2018	Shannon Williams	She was disconnected on earlier call. Checking on pledge to account. Has payment due today. Account is already under an extension. Claims LG&E will cut-off her power because she filed a PSC complaint. Rep gave her the numbers to several agencies to help with bill.	Margaret Carver
7/9/2018	Teresa Pollack	Calling about her service. Received Summer Assistance Cooling. Payment arrangement due today. Rep explains that if a payment arrangement is defaulted, power can be turned off without notice.	Margaret Carver
7/16/2018	Waynetta Elliott	Calling to request payment arrangements. Rep extended her past due amount to August 10th. She also wanted to see if Affordable Energy had paid anything towards her bill this month.	Margaret Carver

8/3/2018	Matha Dunn	Calling to check on her bill and the amount.	Margaret Carver
8/8/2018	Toianda Smith	Calling to find out when her next payment is due and how much.	Margaret Carver
8/22/2018	Tameisha Willett	Calling to make payment arrangements. She is just now receiving the cut-off notice. She believes something is wrong with her mail. Rep called Customer Commitment. Payment arrangements made.	Margaret Carver
9/6/2018	Joya Rogers	Checking on her payment arrangements.	Margaret Carver
9/7/2018	Daliness Webb	Question about her bill. We are showing her balance as \$0. She got a bill saying she owes \$583, due October 9th. Rep calls Customer Commitment. She already has a payment arrangement. The amount due is the payment arrangement.	Margaret Beaumont
9/7/2018	Felisha Holloway	Wants clarification on her bill. Doesn't know what she needs to pay.	Margaret Beaumont-Carver
9/18/2018	Waynetta Elliott	Calling to see if she needs to make payment arrangements. Zero balance on her account.	Margaret Beaumont
11/20/2018	Matha Dunn	Checking on balance. Rep had to call Customer Commitment because there was a notation on the account to call. Checking to see if there is a disconnection notice.	Margaret Beaumont-Carver
1/8/2019	Briana Livingston	Wants to make payment arrangements. Rep called Customer Commitment and there is a note on her account that she has a special condition/Complaint with PSC. She can discuss balance amounts only with customer.	Margaret Beaumont
1/25/2019	Tamara Burris	Calling to check on the status of her account. Claims she did not get a cut-off notice and ASAP put money on her bill. She sees the meter man outside and is scared. Rep calls Customer Commitment. LG&E can discuss the balance of account.	Margaret Beaumont-Carver
2/20/2019	Janet Crosser	Man was at her house changing out her meter. She claims man told her that LG&E was cracking down on people stealing. She was upset and said she never has stole service. She said PSC sent him and she was the only one on the street that was getting a new meter. Rep transferring her to Customer Commitment. Call was not recorded.	Margaret Beaumont-Carver
4/30/2019	William Pargen	Ms. Middleton with Resilience and Community Service calling on behalf of Margaret Beaumont regarding a past due amount of \$1,069.26. Ms. Middleton wanted to see if they would be able to assist her today with payment.	Lorea Middleton with Resilience and Community Service on behalf of Margaret Beaumont