

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

OCT 15 2019

PUBLIC SERVICE
COMMISSION

In the matter of:

Yvonne N. Wilson)
(Your Full Name))
COMPLAINANT)

VS.

Louisville Gas & Electric Co.)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Yvonne N. Wilson respectfully shows:
(Your Full Name)

(a) Yvonne N. Wilson
APT 156 (Your Full Name) Louisville, Ky. 40299
9403 Hurstbourne Crossing Drive
(Your Address)

(b) Louisville Gas & Electric Co.
(Name of Utility) Louisville, Ky. 40232
820 W. BROADWAY-- P.O BOX 32020
(Address of Utility)

(c) That: I AM disputing MY August 15, 2019 bill which
(Describe here, attaching additional sheets if necessary,
Shows MY service Actual 6-21-19 to Estimated
the specific act, fully and clearly, or facts that are the reason
7-23-19. I talked to (5) LG&E employees to
and basis for the complaint.)
Advise them I was ^{NOT} At home 9-10 days of that cycle.

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Yvonne N. Wilson vs. Louisville Gas & Electric Co.

I CALLED LG+E -7-31-2019 ^{2:10 PM} 2:16 pm talked to (Rep) Jenny who advised me she would send someone out to read the meter and get back to me. No call back. I called LG+E 8-6-2019 ^{3:30 PM} 4:56 pm talked to (Rep) Meisa. She said the meter was read 8-1-19 (3233). She waited as I went out to read the meter (3347). She also agreed with me ^{power/svc off} twice in July B4 the 23rd. SEE PAGES 3-4

Wherefore, complainant asks _____
(Specifically state the relief desired.)

I AM REQUESTING THAT \$30.00 BE DEDUCTED FROM MY ACCT # [REDACTED] AND TO BE PUT BACK IN GOOD STANDING WITH ^{THRS} COMPANY. TO REPEAT, I WAS ^{NOT} AT HOME 9-10 DAYS AND THE POWER WENT OFF 2 DAYS (AT HOME) DURING THE JULY 2019 BILLING PERIOD.

Dated at Louisville, Kentucky, this 10th day
(Your City)
of October, 2019.
(Month)

Yvonne N. Wilson
(Your Signature*)

October 10, 2019
Date

(Name and address of attorney, if any)

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the Commission.

(3) My Account Number is # [REDACTED]
I have been an LG+E customer for nearly 50 years. As I take pride in having good credit, I pay this bill before the due date. I do NOT receive the late/brown bill. I do not call to make payment arrangements, I do not have return checks. I am not one looking ^{for} monetary gain; just to pay for services (actually) rendered.

I am a retired 77 yrs old widow and I live alone. I have had in the past a grandchild that while attending school and working, stayed with me off and on because the job was nearby. The grandchild now stays on the U of L campus. Having been in a horrific personal situation for several years, my lifestyle was at a standstill. Just a year ago, things changed for the better; freeing me up and enabling a routine change. As my neighbors can confirm, I recently have been away more than in the past.

In July 2019, I was not in my apartment 9-10 days. Specifically 4th of July week and 16th of July week. When I received my Estimated Bill due date 8-15-19, I was shocked at the enormous increase. The kilowatts alone were more than double than the previous months pattern where I was not there! From LG+E's actual reads, the last 10 months shows an approximate average of 7-9 kilowatts a day.

Being on a strict budget, this overcharge has killed my personal efforts to save on energy usage.

④ To Quote Ad insert -- "Every Little Bit Helps! A Few Ideas To Help Reduce Your Home's ~~ENERGY~~ Usage?"
Look For Gaps
Keep An Eye ON Your filters
MANAGE Your thermostat

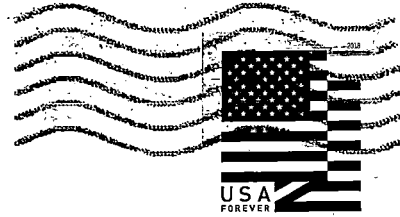
As AN experienced Residential customer for decades, I have in place MANY ways to reduce my energy usage to suit MY needs. However, young people or families' use of service MAY differ from myself. Also, As A "settler" I thoroughly read AND stay focused with my bills, whereas the "sleepers" -- (workers) ARE passive AND just miss the fine print. I AM familiar with Gas/Elec meters, transformers, underground ~~CABLE~~ (FIBER optic) power poles, thermostats, circuit breakers, fuse boxes, shorts, power surges, change of filters, gas leaks.

This LG&E Estimation of 3225 ON 7-23-19 from AN Actual Read of 2660 ON 6-21-19 is incorrect. The Actual Read per the September bill promptly went up to 3558 with 3225 setup to MATCH THE Estimate. By AND large, we're looking at A Ruse! This company wasted money on Ads for reducing usage, then during extreme/severe weather patterns pulls their legal weapon of A tariff AND overcharge the customers. To repeat I WAS NOT AT Home 9-10 days during ^{THE} overcharge, Also 2 days while here the power WAS out. I feel this company should deduct \$30.⁰⁰ from my Bill.

Yvonne Wilson
9403 Hurstbourne Crossings Dr., Apt. 156
Louisville, KY 40299

LOUISVILLE KY 400

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Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Ky. 40602-3940

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