

FEB 08 2022

PUBLIC SERVICE  
COMMISSION

**From:** [REDACTED]  
**To:** [PSC Electronic Filings Mailbox](mailto:PSC.Electronic.Filings.Mailbox)  
**Cc:** [asturgeon@pplweb.com](mailto:asturgeon@pplweb.com); [robert.conroy@lge-ku.com](mailto:robert.conroy@lge-ku.com); [statereg@lge-ku.com](mailto:statereg@lge-ku.com); [brian.neal@wlex.tv](mailto:brian.neal@wlex.tv); [Stevenson, Cherlynn \(State Rep.\) \(LRC\)](#); [PSC Executive Director](#)  
**Subject:** Re: Item Logged For Case: 2021-00456  
**Date:** Monday, February 7, 2022 9:26:44 PM  
**Attachments:** [KU-One-Rate.pdf](#)  
[KU-TODR.pdf](#)  
[KU-App-Mailing.pdf](#)

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites. Please contact the COT Service Desk [ServiceCorrespondence@ky.gov](mailto:ServiceCorrespondence@ky.gov) for any assistance.**

The first word that comes to my mind is flabbergasted. The net of your finding is that it would have been too expensive for KU to have filed complete documentation of their rate change, so you allowed them to file an abbreviated version, which allowed some KU customers to unknowingly be gouged on their rates. I remind you that the increase in rate was 284%. Two hundred eighty-four percent, not the approximately 10% that KU stated in their abbreviated filing. I do so love how your findings state, "the balancing of reasonable notice was necessary to save ratepayers from being assessed greater cost associated with publishing long form notice." Which rate payers? because that decision ended up costing me money. The Public Service Commission was founded to protect the "little man" from monopolistic practices that non-competitive utilities can utilize to maximize their bottom line. To be honest, I'm not feeling protected in this scenario as KU was allowed to collect even more money from me.

In stating that it would be too expensive for KU to have filed complete documentation, you are indirectly stating that KU had no other means to notify customers, especially time-of-day rate customers, of the impending rate increase. Are you aware that time-of-day rate customers receive a different style bill than one-rate customers? Please see the attached KU-One-Rate.pdf which demonstrates a regular, one-rate bill, and KU-TODR.pdf which demonstrates a time-of-day rate bill. Clearly, KU knows which type of customer they are sending the bill to and could easily have added a notification of the upcoming rate change. Even though they are already sending a different bill, they chose to not do so. Didn't stop them from including advertisements on the bills, like for their app. Knowing that they were changing the peak time of day rates, and knowing that I was a time-of-day rate customer, and choosing to not notify me is negligence. They could have very easily included verbiage on the bill, rather than advertising for their app of questionable usefulness.

Continuing on the expense of notifying their customers, the reason for which they were allowed the abbreviated filing, please see the attached KU-App-Mailing.pdf, a scan of a mailing that I recently received. I have to conclude that this mailing was sent to every single KU customer. How much did this cost to send? If KU can afford to send this to all of their customers, why was it too hard or expensive to notify their time-of-day rate customers that the peak times were changing?

Upon receiving the rate change insert in my bill back in 2020, I read it, and there was absolutely nothing in it to make me think that I needed to look elsewhere. It is not a reasonable expectation for someone to have to go to a web site to learn the truth. It is a reasonable expectation that KU provide clear and truthful information about rates in their insert. They knew that I was a time-of-day rate subscriber and had an obligation to inform me of the change. They had the opportunity to notify me with simple printed statements on my bill, yet they still chose to not do so. They had the knowledge and they knew that the repercussions to me, and potentially to all time-of-day rate subscribers, would be unexpected utilization at peak rate times. Yet, still, they took no action. This is negligence at best. Any rationalization that it was due to expense is null and void, because KU had no cost options that they did not utilize. Further, they spent money informing me of an app that I have no interest in, so it's just not reasonable that they could not afford to notify me of the rate change. What KU actually did do, though, was pocket more money from me and other unsuspecting time-of-day rate subscribers.

KU's abbreviated filing was incomplete and should never have been allowed. The net result is that KU's time-of-day rate customers got surcharged/gouged for some of their electric usage, to the tune of a 284% increase. It is simply not fathomable that this could even remotely be considered ok.

Vic Mollett

On Mon, Feb 7, 2022 at 9:29 AM KY\_PSC Filings <[PSCFilings@ky.gov](mailto:PSCFilings@ky.gov)> wrote:

Confirmation of Posting.

This notification is sent regarding the recent filing for case# 2021-00456 on 2/7/2022 at 9:28 AM

Filed by: PSC

Date/Time Filed: 2/7/2022 9:28:56 AM

The following Document(s) have been posted to the Case File

Linked below is a document from the Kentucky Public Service Commission from case number 2021-00456. This is an official document and service is rendered based upon this email. Pursuant to KRS 278.380 amended by the Kentucky General Assembly during the 2014 General Session, the electronic delivery of all Kentucky Public Service Commission orders is now allowed. This includes data requests, as well as all other case-related documents. Electronic transmission may include either an electronic version of the order or document or a hyperlink to the order or document on the PSC website. The mailing date of the order or document will be the date of the electronic transmission. Any applicant or party desiring delivery of orders or documents by postal mail may request such delivery on a per case basis from the PSC and demonstrate good cause for the request.

[PSC\\_ORDER File](#)

You are receiving this message as a member of the service list or participating utility on case: 2021-00456 For more information or if you have problems opening a link received through an electronic notice from the Commission, contact the PSC Filings Branch.

Kentucky Public Service Commission

Address: P.O. Box 615 , 211 Sower Boulevard, Frankfort, Kentucky 40602-0615

Phone: (502) 564-3940, Fax: (502) 564-3460

Office Hours: Monday - Friday 8am - 5pm

SERVICE LIST:

LG&E and KU Energy LLC Honorable Allyson K Sturgeon - [asturgeon@pplweb.com](mailto:asturgeon@pplweb.com)

LG&E and KU Energy LLC Robert Conroy - [robert.conroy@lge-ku.com](mailto:robert.conroy@lge-ku.com)

Kentucky Utilities Company - [statereg@lge-ku.com](mailto:statereg@lge-ku.com)

Victor L. Mollett - [REDACTED]



a PPL company

# BILLING SUMMARY

Previous Balance	76.76
Payment(s) Received	-76.76
<b>Balance as of 1/25/22</b>	<b>\$0.00</b>
Current Electric Charges	65.56
Current Taxes and Fees	4.57
<b>Total Current Charges as of 1/25/22</b>	<b>\$70.13</b>
<b>Total Amount Due</b>	<b>\$70.13</b>

Mailed 1/26/22 for Account # [REDACTED]

AMOUNT DUE

**\$70.13**

DUE DATE

**2/18/22**

Online or phone payments made before 7 pm ET will be posted same day

Account Name: **VICTOR LINN MOLLETT**

Service Address: 3837 Muirfield Pl  
LEXINGTON KY

Online Payments: lge-ku.com

Telephone Payments: (859) 255-0394, press 1-2-3  
24 hours a day, \$2.00 fee

Customer Service: (859) 255-0394

M-F, 7am-7pm ET

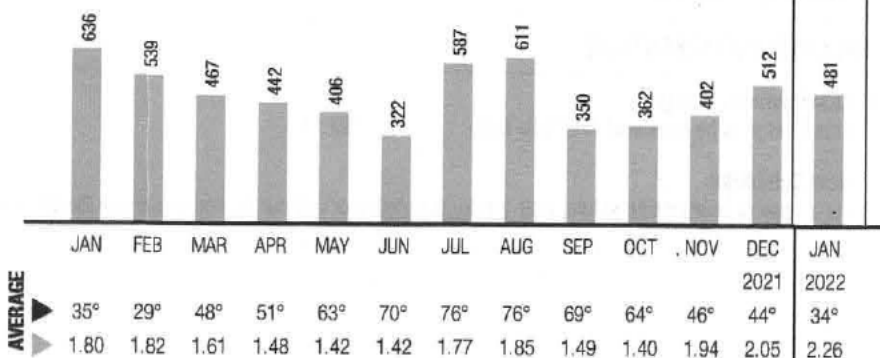
Walk-in Center: 1 Quality Street  
Lexington, KY 40507  
M-F, 9am-5pm ET

Next read will occur 2/22/22 - 2/24/22 (Meter Read Portion 16)

## MONTHLY USAGE

ELECTRIC (kWh)

CURRENT BILLING PERIOD



## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	34°	35°
Number of Days Billed	29	35
<b>Avg. Electric Charges per Day</b>	<b>\$2.26</b>	<b>\$1.80</b>
Avg. Electric Usage per Day (kWh)	16.59	18.17

AVERAGE

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

Amount Due 2/18/22 **\$70.13**

After Due Date, Pay this Amount: **\$72.24**

WinterCare Donation:

Total Amount Enclosed: **AUTOPAY**

\$70.13 will be deducted from your account on payment due date

Account # [REDACTED]

Service Address: 3837 Muirfield Pl

AV 01 010020 56667H 31 A\*\*5DGT



VICTOR LINN MOLLETT  
3837 MUIRFIELD PL  
LEXINGTON, KY 40509-2110



a PPL company

PO Box 25212  
Lehigh Valley, PA 18002-5212



**CURRENT USAGE****ELECTRIC****Meter Reading Information**

Meter #

Actual (R) kWh Reading on 1/25/22	834
Verified (V) kWh Reading on 12/27/21	353
Current kWh Usage	481
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>481</b>

**CURRENT CHARGES****ELECTRIC**

Rate: Residential Service

Basic Service Charge (\$0.53 x 29 Days)	15.37
Energy Charge (\$0.09699 x 481 kWh)	46.65
Electric DSM (\$0.00083 x 32 kWh)	0.03
Electric DSM (\$0.00086 x 449 kWh)	0.39
Fuel Adjustment (\$0.00293 x 481 kWh)	1.41
Economic Relief Surcredit (\$-0.00068 x 481 kWh)	-0.33
Environmental Surcharge (2.740% x \$63.52)	1.74
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$65.56</b>

**Taxes & Fees**

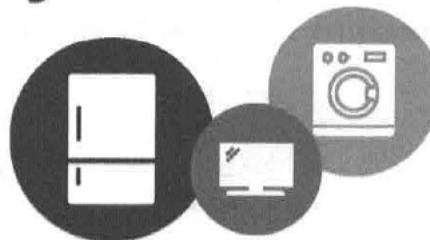
Rate Increase For School Tax (3.00% x \$65.26)	1.96
Franchise Fee-Lexington-Fayette (4.00% x \$65.26)	2.61
<b>Total Taxes and Fees</b>	<b>\$4.57</b>

**BILLING INFORMATION****Late Payment Charge**

Late Charge to be Assessed After Due Date \$2.11

**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.

# Empowering you to save



Our online Marketplace lets you compare costs and long-term energy savings on 10,000+ appliances and electronics all in one place.

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

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a PPL company

## BILLING SUMMARY

Previous Balance	50.81
Payment(s) Received	-50.81
<b>Balance as of 5/28/21</b>	<b>\$0.00</b>
Current Electric Charges	45.47
Current Taxes and Fees	3.17
<b>Total Current Charges as of 5/28/21</b>	<b>\$48.64</b>
<b>Total Amount Due</b>	<b>\$48.64</b>

Mailed 6/1/21 for Account # [REDACTED]

AMOUNT DUE

**\$48.64**

DUE DATE

**6/23/21**

Online or phone payments made before 7 pm ET will be posted same day

**Account Name:** VICTOR LINN MOLLETT  
**Service Address:** 3837 Muirfield Pl  
 LEXINGTON KY  
**Online Payments:** lge-ku.com  
**Telephone Payments:** (859) 255-0394, press 1-2-3  
 24 hours a day; \$2.00 fee  
**Customer Service:** (859) 255-0394  
 M-F, 7am-7pm ET  
**Walk-in Center:** 1 Quality Street  
 Lexington, KY 40507  
 M-F, 9am-5pm ET

Next read will occur 6/22/21 - 6/24/21 (Meter Read Portion 16)

## CURRENT METER AND USAGE INFORMATION

**Rate:** RTOD-E: Residential Time-of-Day Energy

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code*	Meter Multiplier	Usage kWh	Demand (kW)
kWhOFF	[REDACTED]	4/26/21	15749	5/28/21	16134	R	1	385	
kWhON	[REDACTED]	4/26/21	707	5/28/21	727	R	1	20	
kWhTOT	[REDACTED]	4/26/21	16456	5/28/21	16862	R	1	406	
kW-BS	[REDACTED]	4/26/21		5/28/21	6.8120	R	1		6.8
kW-PK	[REDACTED]	4/26/21		5/28/21	0.3040	R	1		0.3
<b>Total Usage</b>								<b>405</b>	

## CURRENT ELECTRIC CHARGES

**Rate:** RTOD-E: Residential Time-of-Day Energy

Basic Service Charge (\$0.53 x 32 Days)	16.96
Off-Peak Energy Charge (\$0.0576 x 385 kWh)	22.18
On-Peak Energy Charge (\$0.27542 x 20 kWh)	5.51
Electric DSM (\$0.00088 x 405 kWh)	0.36
Fuel Adjustment (\$-0.00244 x 405 kWh)	-0.99
Environmental Surcharge (2.610% x \$44.02)	1.15
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$45.47</b>

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

Amount Due 6/23/21 **\$48.64**

After Due Date, Pay this Amount: **\$50.10**

WinterCare Donation:

Total Amount Enclosed: **AUTOPAY**

\$48.64 will be deducted from your account on payment due date

Account # [REDACTED]  
 Service Address: 3837 Muirfield Pl

#214800002 5#  
 0000002  
 VICTOR LINN MOLLETT  
 3837 MUIRFIELD PL  
 LEXINGTON, KY 40509-2110



a PPL company

PO Box 25212  
 Lehigh Valley, PA 18002-5212

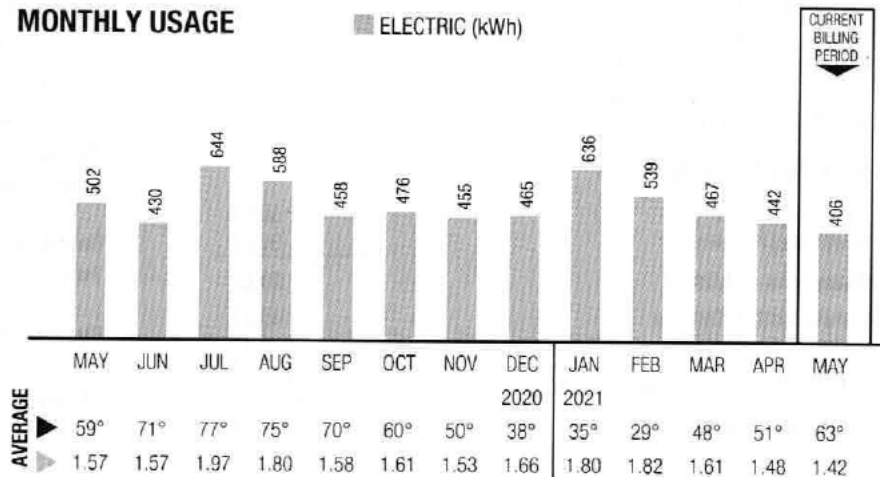


## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	63°	59°
Number of Days Billed	32	33
<b>Avg. Electric Charges per Day</b>	<b>\$1.42</b>	<b>\$1.57</b>
Avg. Electric Usage per Day (kWh)	12.69	15.21

## MONTHLY USAGE

ELECTRIC (kWh)



## Taxes &amp; Fees

Rate Increase For School Tax (3.00% x \$45.17)

1.36

Franchise Fee-Lexington-Fayette (4.00% x \$45.17)

1.81

**Total Taxes and Fees****\$3.17**

## BILLING INFORMATION

## Late Payment Charge

Late Charge to be Assessed After Due Date \$1.46

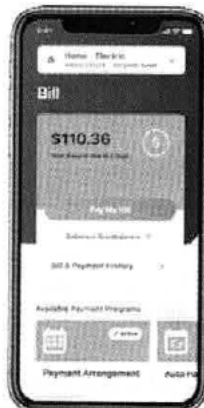
## Explanation of Meter Reading Codes

Meter Read Codes: R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

## 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.

## NEW MOBILE APP



Our new mobile app helps you view and pay your bill, track and report power outages – and more!

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

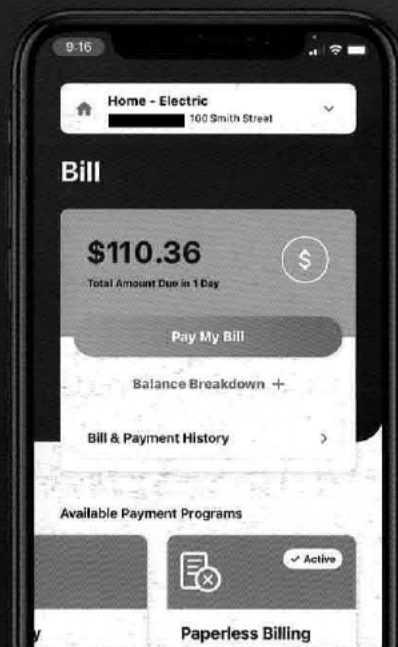

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a PPL company

Kentucky Utilities Company  
One Quality Street  
Lexington, KY 40507

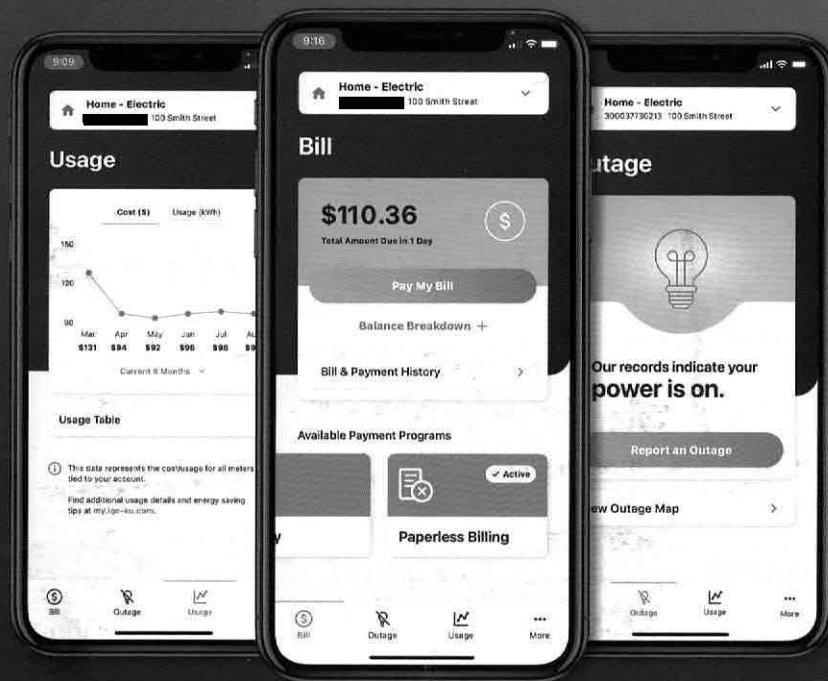
[lge-ku.com/app](https://lge-ku.com/app)



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VICTOR LINN MOLLETT  
3837 MUIRFIELD PL  
LEXINGTON KY 40509-2110

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The KU mobile app can make your life a little easier by giving you convenience wherever you go. It's a safe, secure and easy way to:

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- Pay your bill from anywhere
- View your usage history
- Sign up for paperless billing

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