

it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief.

If a complaint fails to establish a prima facie case or conform to the administrative regulation, 807 KAR 5:001, Section 20(4)(a)(1) provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001, Section 20(4)(a)(2) provides that if the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed. Commission regulation 807 KAR 5:006 Section 7(5) requires, in part, that a customer's meter must be read at least quarterly, and that if for a reason beyond the utilities control, it is unable to comply the utility shall record the date, time, and the reason the utility was unable to read the meter.

DISCUSSION AND FINDINGS

In her complaint, Ms. Johnson alleges that LG&E overcharged her on an estimated bill. However, she did not provide any bills, and she did not clearly state the billing period in questions.

Based on a review of the complaint, the Commission is unable to determine, at this time, whether the complaint establishes a prima facie case because there are allegations but not specific details or documents regarding the basis for the bill or billing period. Because the allegations support further investigation into the merits of the complaint, the Commission finds that Ms. Johnson should file, within 20 days of service of this Order, certain information to support of her claim, including copies of her LG&E bills between January 2022 and June 2022, the date she requested her service be discontinued, a statement whether she made the request in person, by telephone, or by mail, and, if any,

documentation of the request. Because LG&E should have a copy of Ms. Johnson's bills, if Ms. Johnson cannot provide a copy of the bills, the Commission shall issue a separate Order for LG&E to provide a copy of the bills.

IT IS THEREFORE ORDERED THAT:

1. Ms. Johnson shall file the following within 20 days of service of this Order:
 - a. A copy of Ms. Johnson's LG&E bills for service from January 2022 through June 2022
 - b. The date of the request to discontinue service.
 - c. Whether the request was made in writing, by phone, or in person.
 - d. Documentation, if available, of the request to discontinue service.
2. Ms. Johnson shall file the documents pursuant to ordering paragraph 1 by electronic mail to PSCED@ky.gov or by US Mail to P.O. Box 615, Frankfort KY 40602-0615.

PUBLIC SERVICE COMMISSION



Chairman

Vice Chairman



Commissioner



ATTEST:



Executive Director

Tavonna L. Johnson
6916 Roseborough Court
Louisville, KENTUCKY 40202

*Honorable Allyson K Sturgeon
Managing Senior Counsel - Regulatory &
LG&E and KU Energy LLC
220 West Main Street
Louisville, KENTUCKY 40202

*Louisville Gas and Electric Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010