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Ms. Linda Bridwell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40601-8294

RECEIVED

SEP 15 2023

PUBLIC SERVICE
COMMISSION

September 15, 2023

**Re: Jeffrey Jon Greenberg vs. Louisville Gas and Electric Company
CN 2023-00149**

Dear Ms. Bridwell:

Pursuant to the Commission's Order dated August 31, 2023, in the above-referenced case, Louisville Gas and Electric Company (LG&E) is providing the documents requested, as well as this chronological narrative to assist in reviewing the documents.

Chronological Summary

On February 15, 2023, a meter reader was conducting a regular monthly reading at the premise in question and found the meter upside down with no seal. Following LG&E's protocol in these situations, the meter reader recorded the meter read, obtained a photograph and entered a code that triggers what LG&E refers to as a "tampering order" for Field Services to disconnect the service. When meters are upside down, the registers run backwards, showing a decline in the customer's usage. This is a common example of theft of service/illegal use, given that the meter is not registering the customer's actual usage. LG&E's tariff, at Original Sheet 105.1, permits LG&E to discontinue service without advance notice in such circumstances:

When Company discovers evidence that by fraudulent or illegal means Customer has obtained unauthorized service or has diverted the service for unauthorized use or has obtained service without same being properly measured, the service to Customer may be discontinued without notice. Within twenty-four (24) hours after such termination, Company shall send written notification to Customer of the reasons for such discontinuance of service and of Customer's right to challenge the termination by filing a formal complaint with the Kentucky Public Service Commission.

This language is consistent with the applicable regulation, 807 KAR 5:006, Section 15 (g).

When the Field Services technician attempted to complete the tampering order on February 16, he was unable to disconnect the service at the meter because the meter was located in the

backyard and the gate was locked. (LG&E had been unable to access the meter for regular reads in the months leading up to the February reading as well, resulting in the estimated readings shown on those bills). By looking over the gate, however, the technician did visually confirm that the meter was upside down and the seal was missing. The technician knocked on the door to try to obtain access from the residents, but no one answered. On February 17, another technician completed a “re-read” order, which was issued by the billing department because the February 15 reading was lower than the prior month’s reading. (In those situations, the billing department issues orders to confirm the reading or determine whether the initial read was erroneous). Although the gate was locked, the meter reader was able to confirm again that the meter was upside down and therefore running backwards, which explained the “step down” reading that triggered the billing department’s re-read order. Due to the continued access issue, the technician initiated an order for the Electric Distribution Operations (EDO) team to cut the service “at the pole.” Because this premise is fed by an underground service, EDO terminated the service at the pedestal (which was located outside of the gated area) later on the afternoon of February 17.

807 KAR 5:006, Section 15 (g) and LG&E’s corresponding tariff provision require LG&E to provide written notice of the reasons for termination within 24 hours after disconnecting for tampering/illegal use. Typically, LG&E leaves a hang tag at the door immediately after they disconnect at the meter. In this situation the access issue complicated matters, as there was a transition from Field Services to EDO, resulting in LG&E’s failure to leave the notice.

The customer reported the outage via LG&E’s automated phone system on February 18 and then spoke with a customer service representative on February 19. The customer service representative reviewed the account and determined that the service was disconnected for tampering. The representative then called the customer back to advise of the reason for termination, but the customer did not answer.

When a customer has been disconnected for tampering, LG&E charges them an unauthorized reconnection fee of \$49 when the meter does not need to be replaced. See Original Sheet 45.1. When that fee has been paid and the tampering issue has been corrected, LG&E restores the service. As a result of the phone call from the customer, LG&E reviewed the account and saw an existing credit balance that could be used to cover the UAR fee. A representative then issued an order to reconnect, and a technician completed the order on February 19, installing the meter properly, resealing it, and restoring service. EDO later returned to move the pedestal because it needed to be raised. In connection with that, EDO also reseeded the grass to restore the area where they had had to dig.

On February 22, 2023, Jeffrey Greenberg filed an informal complaint with the PSC, alleging wrongful disconnection of service. LG&E’s customer commitment team engaged in extensive conversations with Mr. Greenberg and the PSC consumer inquiry division after researching the incident. LG&E explained that the applicable regulation and tariff provision permit LG&E to disconnect service without advance notice where a meter has been tampered with and installed upside down in a manner that does not allow the company to register the customer’s usage. In this

situation, the customer, apparently through their electrical contractor, did in fact cut the seal, remove the meter, and install it upside down with no notice to LG&E. Therefore, the disconnection was proper. In situations like these where an electrical contractor needs to remove the meter, the electrical contractor should have notified the designated LG&E locator of the work and informed LG&E of the need to reseal the meter when the work was complete. The contractor did not follow the proper notification procedure here; and LG&E also did not receive notice of a completed inspection from Louisville Metro as we should have. Therefore, when the meter reader found the meter upside down on February 15, there was nothing in LG&E's system showing that the meter had been pulled in connection with permitted work and needed to be resealed.

During the informal complaint process, LG&E also acknowledged the oversight in failing to leave the notice, expressing regret for that error. LG&E also took the opportunity to internally review their disconnection notice procedures and took steps to ensure a similar oversight would not occur in the future. LG&E agreed to waive the UAR fee. LG&E also arranged a time to replace the meter with an AMI meter, thus resolving the persistent access issue. Finally, due to the Greenberg's negative customer experience and the unusual circumstances caused by their contractor's failure to properly reinstall the meter and notify LG&E of the need to reseal the meter, LG&E even provided Mr. Greenburg with a monetary payment (from a limited "customer experience" budget funded with shareholder dollars), which he specifically requested and indicated would satisfactorily resolve his complaint.

Documents Provided

The Commission's August 31 Order requests four categories of documents.

a) All records pertaining to the basis of disconnecting Mr. Greenberg's service;

LG&E has attached the following responsive documents:

- A Summary Listing of the CCS Service Orders Associated with the Disconnection/Reconnection Activities
- 2/16/23 Tampering Service Order
- 2/17/23 Re-Read Order
- 2/17/23 Off at Pole Order
- 2/19/23 On at Pole Order
- A Summary of the EDO Work Order Entries
- EDO Construction Job Card
- Photograph of the meter installed upside down

b) Copies of Mr. Greenberg's bills regarding the disconnection of Mr. Greenberg's service on February 17, 2023;

Linda C. Bridwell, Executive Director
September 15, 2023

LG&E has attached the customer's bills from November 2022 – May 2023

- c) Copies of all written communication with Mr. Greenberg related to LG&E disconnecting his service on February 17, 2023;

LG&E has no records of written communications with Mr. Greenberg related to the disconnection of service

- d) All records of in person or telephonic communication with Mr. Greenberg related to LG&E disconnecting his service on February 17, 2023

LG&E has provided a Trouble Order Entry Screen Showing Customer Outage Inquiries via the customer service phone line. LG&E has one recorded phone call related to this incident. (This is the .webm file provided – open with a web browser). LG&E's Customer Commitment department had several other telephone conversations with Mr. Greenberg after we received the informal complaint. Those calls are not recorded but LG&E has attached a summary log of those conversations. We have also attached a copy of Mr. Greenberg's informal PSC complaint and LG&E's response.

In addition, a copy of this response has been sent via US Mail to Mr. Greenberg at 7000 Hadley Court, Louisville, Kentucky 40241.

Please contact me if you have any questions concerning these documents.

Sincerely,



Michael E. Hornung

CCS Service Orders Associated with the Disconnection/Reconnection Activities:

Related Orders										
For BP	For Premise	All	Open	Filter:						
Order No.	Order Type	Description	Status	Basic Start D...	BP Name	Premise Address	Notes (Long Text)			
16458271	ZONP	TURN ELEC...	Cancelled...	02/19/2023	JEFF GREE...	7000 HADLEY CT, LOU...	TURN ELECTRIC SERVICE ON (I.E. A			
16457369	ZOFP	TURN ELEC...	Pending, ...	02/17/2023	JEFF GREE...	7000 HADLEY CT, LOU...	TURN ELECTRIC SERVICE OFF (I.E. /			
16441707	ZORR	OFFICE REQ...	Complete,...	02/17/2023	JEFF GREE...	7000 HADLEY CT, LOU...	OFFICE REQUESTED READ Meter sh			
16438218	ZUAR	UNAUTHORI...	Complete,...	02/16/2023	JEFF GREE...	7000 HADLEY CT, LOU...	UNAUTHORIZED RECONNECT; TAMF			

Tampering Order for Field Services to check for Unauthorized Reconnect

SAP Interaction Center

JEFF GREENBERG / [REDACTED]
7000 HADLEY CT / LOUISVILLE KY 40241-6250

Contact Customer Commitment @ 502-627-2202

End / Save

IS-U Service Order: 16438218 [ERP]
Display in CRM

Display Order header text: Alternative Language EN

Menu [dropdown] [dropdown] Back Exit Cancel System [dropdown] Select Text Symbol Definition

F...	L...	Row Text
.....1.....2.....3.....4.....5.....6.....7..
*		UNAUTHORIZED RECONNECT; TAMPERING
*		Meter Upside Down (ZUAR)
*		7000 HADLEY CT
*		Completion remarks by: N110793 on 02/16/2023 1:34 PM
*		gate locked from inside can confirm meter is upside down. dog was inside
		but no access
*		Meter Reading Uploads for Order:
*		Device: 543560 Reg: 1 -- KWH (CGI)

IS-U Premise [dropdown]

Office-Requested Read

The screenshot displays the SAP Interaction Center interface for a service order. At the top, the SAP logo and 'Interaction Center' are visible. The user information bar shows 'JEFF GREENBERG / [REDACTED]' and '7000 HADLEY CT / LOUISVILLE KY 40241-6250'. A contact number '502-627-2202' is also present. The main header identifies the 'IS-U Service Order: 16441707 [ERP]' and includes a 'Display in CRM' link. A left-hand navigation menu lists various options such as Identification, Customer Fact Sheet, BP Overview, and Service Order. The main content area features a table with columns 'F...', 'L...', and 'Row Text'. The table contains several rows of text, including 'OFFICE REQUESTED READ', 'Meter showed over 88,000 kwh last month. Please get reread.', and 'Completion remarks by: N115670 on 02/17/2023 2:41 PM'. A control bar at the top of the table area includes buttons for 'Back', 'Exit', 'Cancel', 'System', 'Select Text', and 'Symbol Definition'.

JEFF GREENBERG / [REDACTED]
7000 HADLEY CT / LOUISVILLE KY 40241-6250
Contact Customer Commitment @ 502-627-2202

End / Save

IS-U Service Order: 16441707 [ERP]
Display in CRM

Display Order header text: Alternative Language

Menu [dropdown] [dropdown] [Back] [Exit] [Cancel] [System] [dropdown] [Select Text] [Symbol Definition]

F...	L...	Row Text
1.....2.....3.....4.....5.....6.....7..	
*		OFFICE REQUESTED READ
*		Meter showed over 88,000 kwh last month. Please get reread.
*		Contact Phone: 0
*		7000 HADLEY CT
*		Completion remarks by: N115670 on 02/17/2023 2:41 PM
*		could not get to meter, had get picture of read from over fence, meter is upside down, no seal, called dispatch to have service cut at pole, I believe the read I put on form is accurate 78871
*		Meter Reading Uploads for Order:
*		Device: 543560 Reg: 1 -- 78871 kWh (CMP)
*		Completion remarks by: N115670 on 02/17/2023 2:47 PM

IS-U Premise [dropdown]

Off-at-Pole Order

SAP Interaction Center

JEFF GREENBERG [REDACTED]
7000 HADLEY CT / LOUISVILLE KY 40241-6250
End / Save

Contact Customer Commitment @ 502-627-2202

IS-U Service Order: 16457369 [ERP]
Display in CRM

Display Order header text: Alternative Language EN

Menu | Back | Exit | Cancel | System | Select Text | Symbol Definition

F...	L...	Row Text				
.....1....2....3....4....5....6....7..
*		TURN ELECTRIC SERVICE OFF (I.E. AT POLE)				
*		no access to meter customer has gate locked can tell customer cut seal				
*		and has meter upside running backwards needs cut at pole for tampering				
*		Contact Phone: 99999999999999				
*		7000 HADLEY CT				
*		OMS INCIDENT-23013657 02/17/2023 @ 143557				
*		ARM WR-7206794-CREATED IN ARM-02/17/2023 @17:22:06				

IS.U Premise

On-at-Pole Order

SAP Interaction Center

JEFF GREENBERG / [REDACTED]
7000 HADLEY CT / LOUISVILLE KY 40241-6250 Contact Customer Commitment @ 502-627-2202

End / Save

IS-U Service Order: 16458271 [ERP]
Display in CRM

Display Order header text: Alternative Lang

Menu [] [] [Back] [Exit] [Cancel] [System] [Select Text] [Symbol Definition]

F...	L...	Row Text
	1.....2.....3.....4.....5.....6.....7..
"		TURN ELECTRIC SERVICE ON (I.E. AT POLE)
"		/ Cust entitled to service / Off due to tech stating meter was in upside
"		down / Cust home / Verify/Document position of meter and correct if
"		needed / Generator Running / KIMBERLY GREENBERG / 5023816426 /
"		Contact Phone: 5023816426
"		7000 HADLEY CT
"		OMS INCIDENT-23014015 02/19/2023 @ 104528
"		ARM WR-7206945-CREATED IN ARM-02/19/2023 @13:32:05
"		Completion remarks by: on 02/20/2023 07:05 AM
"		DW

IS-U Premise []

7000 Hadley Ct - Drew

September 1, 2022 to May 31, 2023

Date	Incident #		# of Customers Affected	Circuit	Cause	Interrupting Device	Device Code	Weather	Customer Notes / Public Information	Dispatcher Info Notes
2/19/2023 10:43:21 AM	23014015	163.02	0	HK1235			xfm_11144_op (OP# -11144)			ARM WR#:7206945, Status:INIT, Assigned To:LGE CABLE REPL AND REPAIR (LGECBLRR), WorkType/Code:MTNRPLDEUN/OMN WR JOB COMMENT: Need crew to raise pedestal,Meter was upside down still Reconnected at pedestal Voltage test good Uprighted meter
2/19/2023 8:20:15 AM	23013998	139.35	1	HK1235			xfm_11144_op (OP# -11144)			
2/18/2023 5:07:18 PM	23013947	189.25	0	HK1235	--	--	xfm_11144_op (OP# -11144)	--	7000 HADLEY CT Repaired/Restored --	There not supposed to have power is why they don't
2/17/2023 2:32:30 PM	23013657	165.55	0	HK1235			xfm_11144_op (OP# -11144)			ARM WR#:7206794, Status:INIT, Assigned To:LGE CABLE REPL AND REPAIR (LGECBLRR), WorkType/Code:MTNRPLDEUN/OMN WR JOB COMMENT: Need pedestal replaced in front of 7000 Hadley Ct.,Customer turned off ok in pedestal.
2/17/2023 3:26:40 AM	23013456	103.98	896	HK1235	Equipment Failure	Line Fuse	rec_scada_475000_op	Calm/Mild	Repaired/Restored No Action Required	23013453 was related to 23013456.,23013454 was related to 23013456.,23013456 was related to 23013453.,23013456 was related to 23013454.,23013456 was related to 23013455.,23013456 was un-related to 23013455.,23013473 was related to 23013456.,Tree fell on transmission and distribution along 42 near 123395

WR#: 7240364

CONSTRUCTION JOB CARD

4/14/2023

7:02:30 AM

GENERAL

Source: Work Manager

Local District: EOCE	WR Name: BRING PEDESTAL UP TO GRAGE	Requested Completion: 12/22/2023
Taxing District: XXX	Job Address: 7000 HADLEY CT	Premise ID:
WR Type: MTNRPLDEUN	LOUISVILLE, KY 40241	Ext Sys ID:
WR Sub-Type: LMUW	Unit No:	Contract Acct No:
CCS Code:	Customer Phone: --	Meter Number:
Est. Hours: 2	Contact:	Meter Reading / Loc: /
Circuit:	Contact Phone:	Rd Rte:
		Rd Seq:
Description:		

COMMENTS - CREW INSTRUCTIONS - BRING PEDESTAL UP TO GRADE. SEED & STRAW. *****

JOB BRIEFING	FINANCIAL	SUBSTATION INFO:				
<input type="checkbox"/> Hazards Assoc With Job <input type="checkbox"/> Special Precautions <input type="checkbox"/> P. P. E. Required <input type="checkbox"/> Work Procs involved <input type="checkbox"/> Energy Source Controls	<table border="1"> <thead> <tr> <th>Project #</th> <th>Task #</th> </tr> </thead> <tbody> <tr> <td>ORDD343U</td> <td>0</td> </tr> </tbody> </table>	Project #	Task #	ORDD343U	0	Name: TLM Number: Asset Number:
Project #	Task #					
ORDD343U	0					

COMPLETION DETAILS

Comments: Complete

Job Start Date: 4-14-23 Crew Size: 4 Completed By: Harvey

Completion Date: 4-14-23 Man Hours: _____



02/15/2023 15:08:41 30.3039333 -85.6177717

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 543560
Estimated (E) kWh Reading on 11/12/22	85777
Actual (R) kWh Reading on 10/13/22	84602
Current kWh Usage	1175
Meter Multiplier	1
Metered kWh Usage	1175

GAS

Meter Reading Information	Meter # 524186
Actual (R) ccf Reading on 11/12/22	8137
Verified (V) ccf Reading on 10/13/22	8116
Current ccf Usage	21
Meter Multiplier	1
Metered ccf Usage	21

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 30 Days)	13.50
Energy Charge (\$0.10092 x 1,175 kWh)	118.58
Electric DSM (\$0.00137 x 1,175 kWh)	1.61
Electric Fuel Adjustment (\$0.00875 x 1,175 kWh)	10.28
Environmental Surcharge (1.710% x \$143.97)	2.46
Home Energy Assistance Fund Charge	0.30
Total Charges	\$146.73

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 30 Days)	19.50
Gas Distribution Charge (\$0.51809 x 21 ccf)	10.88
Gas Supply Component (\$0.89017 x 13 ccf)	11.57
Gas Supply Component (\$0.97569 x 8 ccf)	7.81
Weather Normalization Adjustment (\$0.51809 x 2.586 ccf)	1.34
Gas DSM (\$0.00412 x 21 ccf)	0.09
Gas Line Tracker (\$1.39 + (\$0.00256 x 21 ccf))	1.44
Home Energy Assistance Fund Charge	0.30
Total Charges	\$52.93

BILLING INFORMATION**Rate Schedules**

For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

Community Winterhelp



Help your neighbors stay warm with LG&E's Community Winterhelp program. LG&E matches customers' donations. Make your donation TODAY!

lge-ku.com/winterhelp

OFFICE USE ONLY:
MRU10831059, G000000
P-507.95
PF:Y eB:P



a PPL company

BILLING SUMMARY

Previous Balance	-308.29
Payment(s) Received	0.00
Balance as of 12/15/22	-\$308.29
Current Electric Charges	270.62
Current Gas Charges	172.34
Total Current Charges as of 12/15/22	\$442.96
Total Amount Due	\$134.67

This bill includes an estimated meter reading.

Mailed 12/16/22 for Account # [REDACTED]

AMOUNT DUE
\$134.67

DUE DATE
1/12/23

App, online or phone payments made before 7 pm ET will be posted same day

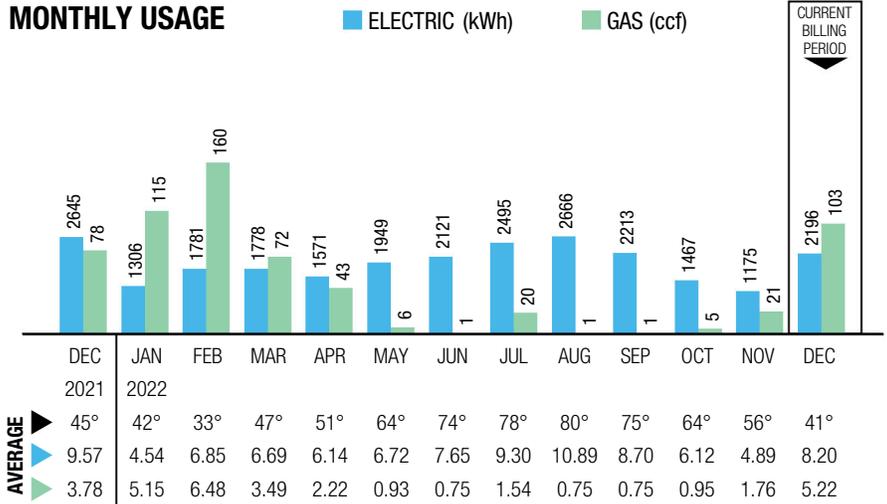
Account Name: JEFF GREENBERG
Service Address: 7000 Hadley Ct
 LOUISVILLE KY
Payment Options (fees may apply)
 Mobile app - LG&E KU ODP mobile app
 Online - lge-ku.com
 Phone - (502) 589-1444, press 1-2-3
Customer Service: For fastest service, use our mobile app, website or automated phone system (502) 589-1444 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 1/13/23 - 1/18/23 (Meter Read Portion 10)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	41°	45°
Number of Days Billed	33	30
Avg. Electric Charges per Day	\$8.20	\$9.57
Avg. Gas Charges per Day	\$5.22	\$3.78
Avg. Electric Usage per Day (kWh)	66.55	88.17
Avg. Gas Usage per Day (ccf)	3.12	2.60

MONTHLY USAGE



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

Amount Due 1/12/23	\$134.67
After Due Date, Pay this Amount:	\$147.96
Winterhelp Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 7000 Hadley Ct



PO Box 25211
Lehigh Valley, PA 18002-5211

JEFF GREENBERG
KIMBERLY GREENBERG
7000 HADLEY CT
LOUISVILLE, KY 40241-6250

010 [REDACTED] 0000000014796000000134670000000000017

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 543560
Estimated (E) kWh Reading on 12/15/22	87973
Estimated (E) kWh Reading on 11/12/22	85777
Current kWh Usage	2196
Meter Multiplier	1
Metered kWh Usage	2196

GAS

Meter Reading Information	Meter # 524186
Actual (R) ccf Reading on 12/15/22	8240
Actual (R) ccf Reading on 11/12/22	8137
Current ccf Usage	103
Meter Multiplier	1
Metered ccf Usage	103

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 33 Days)	14.85
Energy Charge (\$0.10092 x 2,196 kWh)	221.62
Electric DSM (\$0.00137 x 2,196 kWh)	3.01
Electric Fuel Adjustment (\$0.01109 x 2,196 kWh)	24.35
Environmental Surcharge (2.460% x \$263.83)	6.49
Home Energy Assistance Fund Charge	0.30
Total Charges	\$270.62

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 33 Days)	21.45
Gas Distribution Charge (\$0.51809 x 103 ccf)	53.36
Gas Supply Component (\$0.97569 x 103 ccf)	100.50
Weather Normalization Adjustment (\$0.51809 x -10.304 ccf)	-5.34
Gas DSM (\$0.00412 x 103 ccf)	0.42
Gas Line Tracker (\$1.39 + (\$0.00256 x 103 ccf))	1.65
Home Energy Assistance Fund Charge	0.30
Total Charges	\$172.34

BILLING INFORMATION**Late Payment Charge**

Late Charge to be Assessed After Due Date \$13.29

Rate SchedulesFor a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.**IMPORTANT INFORMATION****Meter Access Requested**

We have estimated one or more meter readings to bill service for this account. We need your cooperation to help us read the meter(s). Please call us at the phone number listed on your bill to discuss other options for reading your meter(s). Let's work together to ensure continued service for this account.

**Give them
something
powerful**



Looking for the perfect gift for that hard-to-buy-for person? Give them a Home Utility Gift (HUG) certificate. A Power HUG is a unique, convenient and practical gift for anyone.

lge-ku.com/hug

OFFICE USE ONLY:

MRU10831059, G000000

P-308.29

PF:Y eB:P

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 543560
Estimated (E) kWh Reading on 1/18/23	90387
Estimated (E) kWh Reading on 12/15/22	87973
Current kWh Usage	2414
Meter Multiplier	1
Metered kWh Usage	2414

GAS

Meter Reading Information	Meter # 524186
Estimated (E) ccf Reading on 1/18/23	8370
Actual (R) ccf Reading on 12/15/22	8240
Current ccf Usage	130
Meter Multiplier	1
Metered ccf Usage	130

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 34 Days)	15.30
Energy Charge (\$0.10092 x 2,414 kWh)	243.62
Electric DSM (\$0.00137 x 1,200 kWh)	1.64
Electric DSM (\$0.00116 x 1,214 kWh)	1.41
Electric Fuel Adjustment (\$0.00603 x 2,414 kWh)	14.56
Environmental Surcharge (2.190% x \$276.53)	6.06
Home Energy Assistance Fund Charge	0.30
Total Charges	\$282.89

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 34 Days)	22.10
Gas Distribution Charge (\$0.51809 x 130 ccf)	67.35
Gas Supply Component (\$0.97569 x 130 ccf)	126.84
Weather Normalization Adjustment (\$0.51809 x 9.991 ccf)	5.18
Gas DSM (\$0.00412 x 64 ccf)	0.26
Gas DSM (\$0.00422 x 66 ccf)	0.28
Gas Line Tracker (\$1.39 + (\$0.00256 x 130 ccf))	1.72
Home Energy Assistance Fund Charge	0.30
Total Charges	\$224.03

BILLING INFORMATION**Rate Schedules**

For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

COLD WEATHER TIPS



Replace furnace filters every 30 days or so. Use the day you receive your bill from us as a reminder!

Visit lge-ku.com for more cool weather tips.



a PPL company

BILLING SUMMARY

Previous Balance	-158.41
Payment(s) Received	0.00
Balance as of 3/7/23	-\$158.41
Current Electric Charges	172.74
Current Gas Charges	174.05
Total Current Charges as of 3/7/23	\$346.79
Total Amount Due	\$188.38

This bill includes an estimated meter reading.

Mailed 3/8/23 for Account # [REDACTED]

AMOUNT DUE
\$188.38

DUE DATE
3/30/23

App, online or phone payments made before 7 pm ET will be posted same day

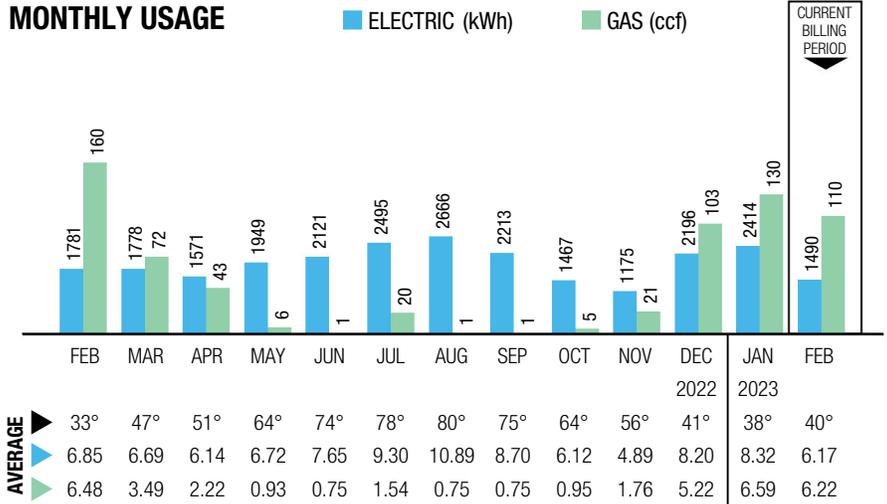
Account Name: JEFF GREENBERG
Service Address: 7000 Hadley Ct
 LOUISVILLE KY
Payment Options (fees may apply)
 Mobile app - LG&E KU ODP mobile app
 Online - lge-ku.com
 Phone - (502) 589-1444, press 1-2-3
Customer Service: For fastest service, use our mobile app, website or automated phone system (502) 589-1444 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 3/14/23 - 3/16/23 (Meter Read Portion 10)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	40°	33°
Number of Days Billed	28	29
Avg. Electric Charges per Day	\$6.17	\$6.85
Avg. Gas Charges per Day	\$6.22	\$6.48
Avg. Electric Usage per Day (kWh)	53.21	61.41
Avg. Gas Usage per Day (ccf)	3.93	5.52

MONTHLY USAGE



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

Amount Due 3/30/23	\$188.38
After Due Date, Pay this Amount:	\$198.78
Winterhelp Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 7000 Hadley Ct



PO Box 25211
Lehigh Valley, PA 18002-5211

JEFF GREENBERG
KIMBERLY GREENBERG
7000 HADLEY CT
LOUISVILLE, KY 40241-6250

010 [REDACTED] 00000000198780000001883800000000000015

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 543560
Estimated (E) kWh Reading on 2/15/23	91877
Estimated (E) kWh Reading on 1/18/23	90387
Current kWh Usage	1490
Meter Multiplier	1
Metered kWh Usage	1490

GAS

Meter Reading Information	Meter # 524186
Actual (R) ccf Reading on 2/15/23	8480
Estimated (E) ccf Reading on 1/18/23	8370
Current ccf Usage	110
Meter Multiplier	1
Metered ccf Usage	110

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 28 Days)	12.60
Energy Charge (\$0.10092 x 1,490 kWh)	150.37
Electric DSM (\$0.00116 x 1,490 kWh)	1.73
Electric Fuel Adjustment (\$0.00346 x 1,490 kWh)	5.16
Environmental Surcharge (1.520% x \$169.86)	2.58
Home Energy Assistance Fund Charge	0.30
Total Charges	\$172.74

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 28 Days)	18.20
Gas Distribution Charge (\$0.51809 x 110 ccf)	56.99
Gas Supply Component (\$0.97569 x 51 ccf)	49.76
Gas Supply Component (\$0.67619 x 59 ccf)	39.90
Weather Normalization Adjustment (\$0.51809 x 13.070 ccf)	6.77
Gas DSM (\$0.00422 x 110 ccf)	0.46
Gas Line Tracker (\$1.39 + (\$0.00256 x 110 ccf))	1.67
Home Energy Assistance Fund Charge	0.30
Total Charges	\$174.05

BILLING INFORMATION**Late Payment Charge**

Late Charge to be Assessed After Due Date \$10.40

Rate SchedulesFor a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

Set it and never forget it



My Notifications gives you the option of receiving timely notifications about your monthly utility bill by email, text, and/or voice call.

lge-ku.com/notifications

OFFICE USE ONLY:

MRU10831059, G000000

P-158.41

PF:Y eB:P

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 543560
Estimated (E) kWh Reading on 3/15/23	93308
Estimated (E) kWh Reading on 2/15/23	91877
Current kWh Usage	1431
Meter Multiplier	1
Metered kWh Usage	1431

GAS

Meter Reading Information	Meter # 524186
Actual (R) ccf Reading on 3/15/23	8622
Actual (R) ccf Reading on 2/15/23	8480
Current ccf Usage	142
Meter Multiplier	1
Metered ccf Usage	142

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 28 Days)	12.60
Energy Charge (\$0.10092 x 1,431 kWh)	144.42
Electric DSM (\$0.00116 x 1,431 kWh)	1.66
Electric Fuel Adjustment (\$0.00558 x 1,431 kWh)	7.98
Environmental Surcharge (1.710% x \$166.66)	2.85
Home Energy Assistance Fund Charge	0.30
Total Charges	\$169.81

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 28 Days)	18.20
Gas Distribution Charge (\$0.51809 x 142 ccf)	73.57
Gas Supply Component (\$0.67619 x 142 ccf)	96.02
Weather Normalization Adjustment (\$0.51809 x 48.705 ccf)	25.23
Gas DSM (\$0.00422 x 142 ccf)	0.60
Gas Line Tracker (\$1.39 + (\$0.00256 x 142 ccf))	1.75
Home Energy Assistance Fund Charge	0.30
Total Charges	\$215.67

BILLING INFORMATION**Rate Schedules**

For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

IMPORTANT INFORMATION**Meter Access Requested**

We have estimated one or more meter readings to bill service for this account. We need your cooperation to help us read the meter(s). Please call us at the phone number listed on your bill to discuss other options for reading your meter(s). Let's work together to ensure continued service for this account.

**TOUCH-FREE
WAYS TO PAY**

OFFICE USE ONLY: SP
MRU10831059, G000000
P188.38
PF:Y eB:P

Try the fast, secure and convenient ways to pay your bill online or by phone. View all payment options at:

lge-ku.com/paymybill



a PPL company

BILLING SUMMARY

Previous Balance	-226.14
Payment(s) Received	0.00
Balance as of 4/18/23	-\$226.14
Current Electric Charges	176.64
Current Gas Charges	62.33
Total Current Charges as of 4/18/23	\$238.97
Total Amount Due	\$12.83

Mailed 4/19/23 for Account # [REDACTED]

AMOUNT DUE

\$12.83

DUE DATE

5/11/23

App, online or phone payments made before 7 pm ET will be posted same day

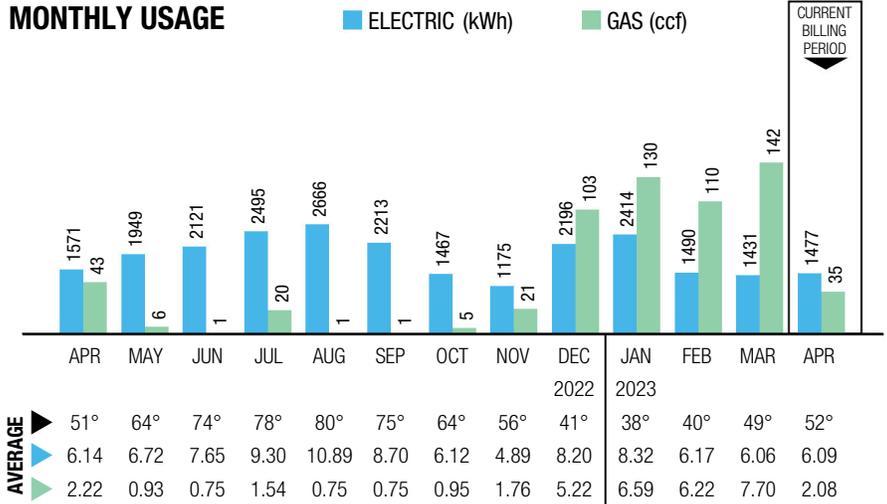
Account Name: JEFF GREENBERG
Service Address: 7000 Hadley Ct
 LOUISVILLE KY
Payment Options (fees may apply)
 Mobile app - LG&E KU ODP mobile app
 Online - lge-ku.com
 Phone - (502) 589-1444, press 1-2-3
Customer Service: For fastest service, use our mobile app, website or automated phone system (502) 589-1444 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 5/12/23 - 5/16/23 (Meter Read Portion 10)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	52°	51°
Number of Days Billed	30	29
Avg. Electric Charges per Day	\$6.09	\$6.14
Avg. Gas Charges per Day	\$2.08	\$2.22
Avg. Electric Usage per Day (kWh)	50.93	54.17
Avg. Gas Usage per Day (ccf)	1.17	1.48

MONTHLY USAGE



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

Amount Due 5/11/23	\$12.83
After Due Date, Pay this Amount:	\$20.00
Winterhelp Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 7000 Hadley Ct



PO Box 25211
Lehigh Valley, PA 18002-5211

JEFF GREENBERG
KIMBERLY GREENBERG
7000 HADLEY CT
LOUISVILLE, KY 40241-6250

010 [REDACTED] 000000002000000000012830000000000012

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 1009696
Actual (R) kWh Reading on 4/13/23	1477
Actual (R) kWh Reading on 3/16/23	0
Current kWh Usage	1477
Meter Multiplier	1
Metered kWh Usage	1477

GAS

Meter Reading Information	Meter # 524186
Actual (R) ccf Reading on 4/14/23	8657
Actual (R) ccf Reading on 3/15/23	8622
Current ccf Usage	35
Meter Multiplier	1
Metered ccf Usage	35

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 29 Days)	13.05
Energy Charge (\$0.10092 x 1,477 kWh)	149.06
Electric DSM (\$0.00116 x 889 kWh)	1.03
Electric DSM (\$0.00104 x 588 kWh)	0.61
Electric Fuel Adjustment (\$0.00585 x 1,477 kWh)	8.64
Environmental Surcharge (2.290% x \$172.39)	3.95
Home Energy Assistance Fund Charge	0.30
Total Charges	\$176.64

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 30 Days)	19.50
Gas Distribution Charge (\$0.51809 x 35 ccf)	18.13
Gas Supply Component (\$0.67619 x 35 ccf)	23.67
Weather Normalization Adjustment (\$0.51809 x -1.690 ccf)	-0.88
Gas DSM (\$0.00422 x 20 ccf)	0.08
Gas DSM (\$0.00337 x 15 ccf)	0.05
Gas Line Tracker (\$1.39 + (\$0.00256 x 35 ccf))	1.48
Home Energy Assistance Fund Charge	0.30
Total Charges	\$62.33

BILLING INFORMATION**Late Payment Charge**

Late Charge to be Assessed After Due Date \$7.17

Rate SchedulesFor a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.**TOUCH-FREE
WAYS TO PAY**

OFFICE USE ONLY:
MRU10831059, G000000
P-226.14
PF:Y eB:P

Try the fast, secure and convenient ways to pay your bill online or by phone. View all payment options at:

lge-ku.com/paymybill

CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # 1009696
Actual (R) kWh Reading on 5/12/23	2975
Actual (R) kWh Reading on 4/13/23	1477
Current kWh Usage	1498
Meter Multiplier	1
Metered kWh Usage	1498

🔥 GAS	
Meter Reading Information	Meter # 524186
Verified (V) ccf Reading on 5/15/23	8674
Actual (R) ccf Reading on 4/14/23	8657
Current ccf Usage	17
Meter Multiplier	1
Metered ccf Usage	17

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Electric Service
Basic Service Charge (\$0.45 x 29 Days)	13.05	
Energy Charge (\$0.10092 x 1,498 kWh)	151.18	
Electric DSM (\$0.00104 x 1,498 kWh)	1.56	
Electric Fuel Adjustment (\$0.00425 x 1,498 kWh)	6.37	
Environmental Surcharge (2.160% x \$172.16)	3.72	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$176.18	

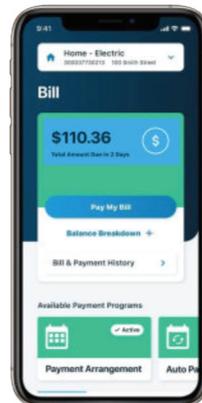
🔥 GAS		Rate: Residential Gas Service
Basic Service Charge (\$0.65 x 31 Days)	20.15	
Gas Distribution Charge (\$0.51809 x 17 ccf)	8.81	
Gas Supply Component (\$0.67619 x 9 ccf)	6.09	
Gas Supply Component (\$0.39365 x 8 ccf)	3.15	
Gas DSM (\$0.00337 x 17 ccf)	0.06	
GLT ((\$1.39 x 16/31 Days) + (\$0.00256 x 9 ccf))	0.74	
GLT ((\$1.57 x 15/31 Days) + (\$0.01126- x 8 ccf))	0.67	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$39.97	

BILLING INFORMATION

Rate Schedules

For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

Account access on-the-go



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

lge-ku.com/app



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 MRU10831059, G000000
 P12.83
 PF:Y eB:P

Trouble Order Entry Screen Showing Customer Outage Inquiries:

Call History for JEFF GREENBERG 7000 HADLEY CT Home #: 502-742-6526 Outage #: 502-381-6426

Account Number: <input type="text"/>	CCS Notes: <input type="text"/>	Outage #: <input type="text" value="5023816426"/>	Home #: <input type="text" value="5027426526"/>
Last Name: <input type="text" value="GREENBERG"/>		Work #: <input type="text"/>	Contact #: <input type="text"/>
First Name: <input type="text" value="JEFF"/> MI: <input type="text"/>		Mobile #: <input type="text"/>	
Business Name: <input type="text"/>	Mailing Address: <input type="text" value="7000 HADLEY CT"/>		
Service Address: <input type="text" value="7000 HADLEY CT"/>	Mailing City: <input type="text" value="LOUISVILLE"/>		
Service City: <input type="text" value="LOUISVILLE"/>	Meter No: <input type="text" value="E543560"/>		
Service Zip: <input type="text" value="402416250"/>	Co: LGE	Medical Alert: No	
<input type="radio"/> Electric <input type="radio"/> Gas <input checked="" type="radio"/> Both	Office #: 401	Service Off: Electric - No	
	Acct Type: 01	Gas - No	

ilics means call logged only

type	Call Time	Agent	Trouble Code	Comments	Ref #	Home #	Work #
E	02/19/2023 08:44:06a ET	Holly, Jenny	All Out	PER TECH NOTES / METER WAS FOUND UPSIDEDOWN AND SERVICE WAS TURNED OFF AT POLE / ATTEMPTED TO CALL CUST / N/A		502-742-6526	
E	02/19/2023 08:20:15a ET	Holly, Jenny	All Out	ON FRIDAY LGE WAS DIGGING IN YARD NEAR GREEN BOX IN YARD / WHILE DIGGING CUST SERVICE WENT OUT AND GENERATOR CAME ON / LGE LEFT AND SERVICE STILL OUT		502-742-6526	
E	02/18/2023 05:13:45p ET	IVR	Unknown	Customer heard Automated Outage Information		502-742-6526	
E	02/18/2023 05:07:18p ET	IVR	All Out			502-742-6526	
E	02/09/2023 02:57:36p ET	SMS - SEW	All Out	Customer reported outage via SMS.		502-742-6526	
E	07/07/2022 09:03:18p ET	IVR	CALLBACK - No Answer			502-742-6526	
E	07/07/2022 05:33:10p ET	SMS - SEW	Unknown	Customer requested status update via		502-742-6526	

Greenberg Contact Log

2/22/23 – Jerry left a voice message asking Mr. Greenberg to call him back.

2/23/23 – Jerry spoke with Mr. and Mrs. Greenberg who advised that when meter reader was at the home on 2/15/23, he spoke with him and was advised that his meter was upside down. Mr. Greenberg explained that recently, Corrigan Electric installed a new generator and that is most likely they put the meter in upside down while performing their work. While there the meter reader made phone calls regarding the situation, so Mr. Greenberg assumed it was being taken care of. On 2/17/23, while Mrs. Greenberg was home, she saw technicians digging in her yard but assumed it was related to the recent outage issues in her neighborhood. Mrs. Greenberg states that when the power went out, she went outside but the techs drove away without speaking with her. Mrs. Greenberg states that she made many attempts to reach LG&E from 2/17/23 to 2/19/23, when she was finally able to speak with someone and get the service turned back on. Jerry explained the process for when meter tampering is discovered, explaining that this was an unusual situation that led to their service being disconnected.

Mr. Greenberg advised that he has consulted with their attorney, stating that LG&E did not comply with regulation requirements by not giving them 24-hour notice about the situation and what occurred.

Mr. Greenberg is also upset that they will now be billed for additional gas used while their generator ran all weekend because the electric service was off. Jerry advised he is investigating the issue and will follow up.

2/28/23 - Jerry spoke with Mr. Greenberg...Mr. Greenburg stated that no hang tag was left. Mr. Greenberg advised that his wife spoke to the techs that disconnected the service but they there was an issue with phone lines instead of advising what they were doing. When the Greenberg spoke with a tech that came out later, he told them they were trying to avoid confrontation.

Mr. Greenberg stated that LG&E needs to compensate him for the gas charges from his generator running for two days until their service was reconnected as well as the time and aggravation dealing with this situation. Mr. Greenberg stated that he would give LG&E an opportunity to do the right thing but if not, his attorney will be suing for this compensation. Mr. Greenberg also stated that if he is not satisfied with the outcome of our current investigation, he will be filing a formal complaint with the PSC.

3/6/23 – Jerry left a voice message asking Mr. Greenberg to call him back.

3/9/23 - Jerry spoke with Mr. Greenberg, advised that due to the situation we will compensate for the additional gas usage caused by his not having electricity. Jerry advised that we need to get an actual meter reading and will need access. Jerry explained that due to access issues, the readings have been estimated. Jerry advised that LG&E would like to install an AMI meter so it will no longer have access issue in the future. Mr. Greenberg agreed and advised that 3/16/23 or 3/17/23 in the morning would be a suitable time to change the meter. Jerry advised Mr. Greenberg he will check with our field service dept. to see if these dates work then get back with him.

3/14/23 – Jerry left voice message asking Mr. Greenberg to call him back. Advised we need to arrange a date to install AMI meter.

3/15/23 - Confirmed with Mr. Greenberg that he can be there to exchange the meter 3/16/23 between 9-11. Also confirmed access for meter reading today. Emailed meter reading obtained today to Mike Hornung so he can move forward with calculating billing correction.

3/27/23 - Left voice message updating Mr. Greenberg. Advised we would calculate an estimate for the gas used by generator to determine compensation and asked him to call back to discuss.

3/30/23 - Jerry spoke with Mr. Greenberg to discuss our offer of compensation. Advised we would provide a check for \$85.00 to cover the gas usage that occurred when using generator. Mr. Greenberg stated it was not enough and would need to be at least \$500.00 or he will take us to court. Advised I would check then get back with him. Mr. Greenberg also stated that his lawn had been damaged when the underground service was disconnected. Emailed Drew Hershner to see if we could send someone out to check and make repairs.

4/3/23 - Jerry left a voice message asking Mr. Greenberg to call him back.

4/6/23 - Jerry spoke with Mr. Greenberg. Advised management is still reviewing and I will follow up early next week with decision. Mr. Greenberg was good with this.

4/10/23-Jerry left a voice message asking Mr. Greenberg to call him back.

4/11/23 - Jerry spoke with Mr. Greenberg. Advised that management has finished review and given the circumstances agreed to provide compensation to Mr. Greenberg in the amount of \$500.00. Mr. Greenberg advised that this is a satisfactory resolution to the matter and thanked Jerry for looking into the matter and for the compensation. Mr. Greenberg advised that he preferred us to mail the check to him instead of hand delivery. Jerry advised the request for check has been entered and will be mailed the next week. Jerry verified the mailing address and advised the check would be sent as soon as it is ready.

PSC Consumer Inquiry System

2/22/2023

Complaint: 2023-00298 **Entry Date:** 2/22/2023 **Closed Date:** **Contact Type:** E-Mail
Name: Greenberg, Jeffrey **Utility:** Louisville Gas and Electric Company
Address: 7000 Hadley Court **Utility Nbr:** 500 **Location:** Residence
Louisville, KY 40241 **Utility Type:** Investor-
County: Jefferson **Reason:** Disconnection (No or improper notice given)
Home: **Work:** (none) (none)
Fax: **CBR Nbr:** **Complaint referred by:**
Cell: (937) 232-0066 **Email:** greenbergjeff@yahoo.com
Contacted Utility? **Spoke with:** Customer Service
Cust Relations: None

Utility Contact: Customer Commitment Staff **Contact's** (502) 627-2202

Preliminary Description: **Other Contacts:**
Disconnected without notice

Processor: STACEY

See File **Case Related** **Staff Referral** **Confidential**
Info Only **Formal Forms** **Ref to Util** **Customer Satisfied** Yes
No

PSC Narratives: **Investigator:** STACEY

Date: 2/22/2023 11:33:14 AM

Email from Customer:

We had a backup generator professionally installed at our house. The installers (Corrigan Electric) mistakenly put the electric meter upside-down when they finished the installation. The next time the meter-reader came, he reported it as installed upside down. A few days later (approx Feb 17) LG&E shut off our electricity at the house, with NO PRIOR WARNING. It took 2+ days for my wife to get in touch with someone at LG&E. They (LG&E) told my wife that they thought we were trying to steal electricity. LG&E did not provide ANY notice prior to disconnection, in violation of the Kentucky Laws and Regulations.

From: [Martin, Jerry](#)
To: [Varney, Stacey L \(PSC\)](#)
Subject: PSC Response - Greenberg, Jeffrey
Attachments: [PSC Complaint.pdf](#)

Issue: We had a backup generator professionally installed at our house. The installers (Corrigan Electric) mistakenly put the electric meter upside-down when they finished the installation. The next time the meter-reader came, he reported it as installed upside down. A few days later (approx. Feb 17) LG&E shut off our electricity at the house, with NO PRIOR WARNING. It took 2+ days for my wife to get in touch with someone at LG&E. They (LG&E) told my wife that they thought we were trying to steal electricity. LG&E did not provide ANY notice prior to disconnection, in violation of the Kentucky Laws and Regulations.

Background: Mr. Greenberg had a natural gas generator installed by Corrigan Electric. When Corrigan was doing the work, it was necessary to remove the electric meter to complete the job. When the meter was replaced, it was installed upside down. Corrigan also failed to notify LG&E that they completed the work and that a new seal needed to be placed on the meter. Because of this, when our meter reader went to obtain the monthly meter reading, it was discovered that there was no seal on the meter, and it was upside down. When meter tampering is discovered, it is LG&E's normal practice to disconnect the service and remove the meter, so this was done on 2/17/23. Once the tampering fees are paid, the service can be restored.

Mr. and Mrs. Greenberg state that they were unable to reach anyone at LG&E to resolve the matter and get their electric service turned back on. They were able to speak with someone in customer service on 2/19/23 and get the issue resolved. During the time that Mr. and Mrs. Greenberg's electric service was off, they still had power because their gas generator supplied power to the whole house until it was restored.

2/15/23 - While meter was read at Mr. and Mrs. Greenberg's home, it was discovered that the meter was installed upside down and the seal had been removed by someone other than LG&E.

2/16/23 - Confirmed the meter was upside down from over the fence. Technician could not access the meter at that time due to gate and dog in yard. Sent to Electric Trouble Group to turn service off at the pole.

2/17/23 - Service turned off at underground.

2/19/23 - Electric service turned on.

It was not until after the service was restored and the matter was investigated that it was determined that Mr. and Mrs. Greenberg had not tampered with their electric meter. It is not uncommon for LG&E customers to tamper with their meter or service. Therefore, it was not unusual for LG&E to turn off service and remove a meter due to tampering.

After further review it was determined by management that due to the circumstances LG&E would compensate Mr. Greenberg to the additional gas used by the generator when the electric service was off, and the time and energy spent sorting out the situation. Since LG&E is a regulated utility, it is not possible to make any sort of billing correction for this compensation. Instead, it was decided that LG&E would compensate Mr. and Mrs. Greenberg \$500.00 in the form of a check using company shareholder funds.

Policy, Regulations and Tariff: LG&E PSC Sheet Number 98

Resolution: Jerry spoke with Mr. Greenberg regarding his concerns. Jerry explained to Mr. Greenberg what meter tampering was and how it was typically handled. Mr. Greenberg was not aware that customers tampered with LG&E equipment or stole electric service. Jerry advised Mr. Greenberg that this was a very unique situation in that typically when a meter seal is found removed or a meter is upside down, the customer has tampered or stolen electric service.

Jerry advised Mr. Greenberg that after investigating further we can see now that they did not intentionally tamper with the meter or attempt to steal service. Jerry advised Mr. Greenberg that while this all occurred due to the fault of Corrigan Electric, LG&E would be willing to compensate him for the situation. Jerry advised Mr. Greenberg that after discussing with management, LG&E would offer a check in the amount of \$500.00 for compensation in the form of a check. Mr. Greenberg accepted this offer and Jerry advised Mr. Greenberg that the check should be mailed to him early next week.

Mr. Greenberg was satisfied with this resolution and thanked Jerry for investigating the matter and following up with him.

Thanks,

Jerry Martin
Customer Relations Specialist | Customer Commitment | LG&E and KU
820 West Broadway, Louisville, KY 40202
O: 502-627-2202 | F: 502-217-3008 | M: 502-822-0995
jerry.martin@lge-ku.com

Business Use

From: Martin, Jerry
Sent: Thursday, April 6, 2023 1:20 PM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: FW: Greenberg, Jeffrey - complaint

Stacey,

Wanted to provide an update on Mr. Greenberg's complaint. We have been in communication with Mr. Greenberg and advised that our Billing Integrity Department used his previous two years of usage to calculate an estimate on the amount of gas that was used when his gas generator ran for two days after his electric service had been disconnected. We offered to provide a check in the amount of \$85.00 to cover the estimated additional gas usage that occurred. Mr. Greenberg did not believe this was enough, advising that it would need to be at least \$500.00. I advised that I would check with management to see what was possible then get back with him. This is still being reviewed by management and I advised Mr. Greenberg that I would follow up early next week. Mr. Greenberg was ok with this course of action.

I will follow up with our response once a final decision has been made.

Please let me know if you have any questions.

Thanks,

Jerry Martin
Customer Relations Specialist | Customer Commitment | LG&E and KU
820 West Broadway, Louisville, KY 40202
O: 502-627-2202 | F: 502-217-3008 | M: 502-822-0995
jerry.martin@lge-ku.com

Business Use

From: Martin, Jerry
Sent: Thursday, March 9, 2023 10:12 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Greenberg, Jeffrey - complaint

Hi Stacey,

I just spoke with Mr. Greenberg this morning regarding our decision after our meeting. We decided that due to the situation we would be willing to compensate Mr. Greenberg for a portion of the gas that was used when his generated had to run because the electric service was off. I explained that we need actual meter readings so a bill can be issued that reflects how much gas was used during that particular billing period. I also advised that we would like to install an AMI meter so there would be no need to estimate readings due to access issues going forward. Mr. Greenberg was satisfied with this course of action and advised that he would be available to provide access on 3/16/23 or 3/17/23 to install the AMI meter and get actual reads. I explained that I will check with our Field Service Dept. to see if those dates will work then follow up with him.

I will keep you posted on our progress.

Please let me know if you have any questions.

Thanks,

Jerry Martin
Customer Relations Specialist | Customer Commitment | LG&E and KU
820 West Broadway, Louisville, KY 40202
O: 502-627-2202 | F: 502-217-3008 | M: 502-822-0995
jerry.martin@lge-ku.com

Business Use

From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Thursday, March 9, 2023 9:59 AM
To: Martin, Jerry <Jerry.Martin@lge-ku.com>
Subject: RE: Greenberg, Jeffrey - complaint

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

Hi Jerry,

Any update on this one?

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574

stacey.varney@ky.gov

From: Martin, Jerry <Jerry.Martin@lge-ku.com>
Sent: Thursday, March 2, 2023 8:57 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Subject: RE: Greenberg, Jeffrey - complaint

I've spoken with Mr. Greenberg several times. I asked that before he filed a formal complaint that he allow us to try to resolve the informal complaint he filed first. I advised we needed a few more days then would get back him and he agreed was fine with that.

Jerry Martin
Customer Relations Specialist | Customer Commitment | LG&E and KU
820 West Broadway, Louisville, KY 40202
O: 502-627-2202 | F: 502-217-3008 | M: 502-822-0995
jerry.martin@lge-ku.com

Business Use

From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>
Sent: Thursday, March 2, 2023 8:54 AM
To: Martin, Jerry <Jerry.Martin@lge-ku.com>
Subject: RE: Greenberg, Jeffrey - complaint

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

I don't know if you've spoken to him yet but he has already called and asked for formal complaint forms. He says he was never given notice of disconnection. If that isn't the case, I'll need you to send me that notice.

Just complete your investigation and we'll go from there.

Thanks.

Stacey Varney
KY Public Service Commission
Consumer Services
(502) 782-2574
stacey.varney@ky.gov

From: Martin, Jerry <Jerry.Martin@lge-ku.com>
Sent: Thursday, March 2, 2023 8:45 AM
To: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Subject: RE: Greenberg, Jeffrey - complaint

Stacey,

Wanted to give you an update on this one. We are still working on this one but should be able to get back with you by mid-next week.

Thanks,

Jerry Martin

Customer Relations Specialist | Customer Commitment | LG&E and KU

820 West Broadway, Louisville, KY 40202

O: 502-627-2202 | F: 502-217-3008 | M: 502-822-0995

jerry.martin@lge-ku.com

Business Use

From: Varney, Stacey L (PSC) <stacey.varney@ky.gov>

Sent: Wednesday, February 22, 2023 11:34 AM

To: PSC Complaints <PSCComplaints@lge-ku.com>

Subject: Greenberg, Jeffrey - complaint

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

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