

**Michael E. Hornung**

Manager, Pricing/Tariffs

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Mike.hornung@lge-ku.com



a PPL company

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

RECEIVED

OCT 13 2023

PUBLIC SERVICE  
COMMISSION

October 13, 2023

**Re: Lesley Vowels vs. Louisville Gas and Electric Company  
CN 2023-00288**

Dear Ms. Bridwell:

Please find enclosed and accept for filing Louisville Gas and Electric Company's ("LG&E") Responses to the Commission Staff's First Request for Information in the above-referenced case.

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

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael E. Hornung', is written over a light blue horizontal line.

Michael E. Hornung

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

**In the Matter of:**

<b>LESLEY VOWELS</b>	)	
	)	
<b>COMPLAINANT</b>	)	
	)	
<b>V.</b>	)	<b>CASE NO. 2023-00288</b>
	)	
<b>LOUISVILLE GAS AND ELECTRIC COMPANY</b>	)	
	)	
<b>DEFENDANT</b>	)	

**RESPONSE OF  
LOUISVILLE GAS AND ELECTRIC COMPANY  
TO  
THE COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION  
DATED OCTOBER 4, 2023**

**FILED: OCTOBER 13, 2023**



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's First Request for Information  
Dated October 4, 2023**

**Case No. 2023-00288**

**Question No. 1**

**Responding Witness: Mimi Kelly**

Q-1. Provide copies of bills from any accounts in the name of Lesley Vowels issued from June 2023 to September 2023. Account numbers should be redacted.

A-1. Please see attachment for copy of the invoices and disconnection notices. The narrative chronology below includes an explanation of the invoices, disconnection notices and customer payments made during the time period in question.

On June 2, 2023, LG&E issued a disconnect notice advising the customer that the account would be disconnected if the unpaid balance of \$1,474.30 was not paid on or before June 14, 2023.

On June 8, 2023, LG&E issued a bill that included the still unpaid arrearage of \$1,474.30, plus the current's month charges of \$171.86.

On June 15, 2023, LG&E disconnected the electric service on the account because the customer had not paid the arrearage of \$1,474.30.

On June 29, 2023, the customer made a web payment in the amount of \$171.86.

On July 3, 2023, LG&E issued another disconnect notice due to the \$1,474.30 still remaining unpaid. Although the electric service was disconnected, this notice was automatically generated because the account was not officially closed/final bill had not yet been sent.

On July 5, 2023, the customer called LG&E requesting reconnection of service. LG&E advised that she must pay the \$1,474.30 arrearage to be reconnected per the terms and conditions of its tariff. See Original Sheet 105, paragraph 7. The customer then made two payments through LG&E's online Paymentus dashboard. Paymentus does not allow transactions over \$800. So the customer made one payment of \$800 and a second payment of \$674.30. LG&E then reconnected the electric service to the premise, opening a new account number.

On July 6, 2023, LG&E issued a final bill in the amount of \$122.01 on the initial account that was closed due to the disconnection. That bill included charges for

usage from the last meter read on June 2 through the disconnection date of June 15. Per LG&E's tariff on Original Sheet 105, paragraph 7, LG&E transferred that balance to the customer's new account.

On July 31, 2023, LG&E received payment of \$122.01 via Paymentus.

On August 8, 2023, LG&E issued an initial bill for the new account in the amount of \$289.19. That bill included the current charges on the account and a \$43.33 installment payment for the \$260 deposit that was charged upon opening of the new account. LG&E permitted the customer to split that deposit into 6 monthly payments.

On August 22, 2023, the \$800 and \$674.30 payments were returned by Paymentus, with a note that the customer had disputed the payments. That same day, LG&E sent the customer its standard "return payment" letter for those two payments, notifying the customer that the payments were returned and because LG&E did not receive payment, the charges would go back on her bill. Those charges from the initial account were transferred to the new account per LG&E's tariff. See Original Sheet 105, paragraph 7.

On September 7, LG&E issued a bill for \$1,748.28, which included the current charges of \$230.65 on the new account, an installment payment of \$43.33 for the deposit, and the transferred balance of \$1,474.30 from the customer's original account, resulting from the returned payment.

In summary, the customer's payments of \$800 and \$674.30, which were originally made on July 5, were returned on August 22, due to the customer initiating a dispute through Paymentus. Since LG&E never received those payments, the charges for that usage remain on her new account.



DELINQUENT AMOUNT DUE <b>\$1,474.30</b>	FINAL PAY DATE <b>6/14/23</b>
--	----------------------------------

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

**Account Name:** LESLEY A VOWELS  
**Service Address:** 1153 ELLERHOLT 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.

### DISCONNECTION NOTICE

Your account is past due. If the Delinquent Due Amount is not received by the **Final Pay Date**, your service will be subject to disconnection. Please refer to the information on this notice for details to help you avoid disconnection.

**If disconnected:** The ENTIRE Delinquent Amount Due must be paid and you must request reconnection through our mobile app, online My Account, or our automated phone system. For same day reconnection, requests must be made by 5 p.m. ET. Requests received after 5 p.m. ET will be reconnected next day. A reconnect fee and deposit may be required as a condition of reconnection.

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

**NEED ASSISTANCE?**  

You may be eligible to receive financial assistance to help you pay your bill.

Please see the back of this notice for community assistance agencies near you.

More information can be found at [lge-ku.com/assistance-programs](http://lge-ku.com/assistance-programs).

**TO AVOID DISCONNECTION**  

**Make your payment** using our mobile app or one of the options listed above.

**Avoid disconnection** by paying the entire Delinquent Amount Due; OR by making a Partial Payment AND setting up a Payment Arrangement on the remaining balance before the Final Pay Date on this notice.

**Payment Arrangements** on eligible past due balances can be made through our mobile app, online via My Account, or by phone (press 1-2-2-1).

**Unpaid payment arrangements** MUST be paid before a new arrangement can be established.

**To avoid future disconnection**, pay the agreed-upon payment arrangement amount in addition to the current bill each month by the due date.

Delinquent Amount Due 6/14/23	<b>\$1,474.30</b>
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
Service Address: 1153 ELLERHOLT CT



PO Box 25211  
Lehigh Valley, PA 18002-5211

LESLEY A VOWELS  
1153 ELLERHOLT CT  
LOUISVILLE, KY 40211-2422



## CUSTOMER ASSISTANCE (Continued)

### **West Louisville Community Ministries**

3146 W. Broadway  
Louisville, KY 40211  
(502) 409-7371

### **Sister Visitors Center**

2235 West Market Street  
Louisville, KY 40212  
(502) 776-0155

### **Central Jefferson County**

#### **Office of Resilience and Community Services**

LiHEAP Season 502-991-8391    Off Season (502) 574-1157  
[www.louisvilleky.cascheduler.com](http://www.louisvilleky.cascheduler.com)

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



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**BILLING SUMMARY**

Previous Balance	1,619.30
Payment(s) Received	-145.00
<b>Balance as of 6/7/23</b>	<b>\$1,474.30</b>
Current Electric Charges	136.29
Current Gas Charges	35.57
<b>Total Current Charges as of 6/7/23</b>	<b>\$171.86</b>
<b>Total Amount Due</b>	<b>\$1,646.16</b>

**Past due balance subject to disconnection. See IMPORTANT INFORMATION.**

<b>AMOUNT DUE</b> <b>\$1,646.16</b>	<b>DUE DATE</b> <b>6/29/23</b>
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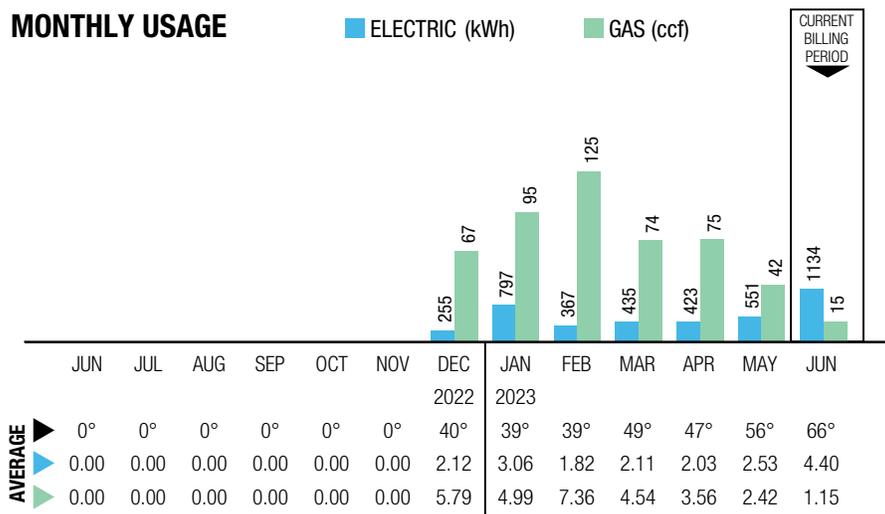
*App, online or phone payments made before 7 pm ET will be posted same day*

**Account Name:** LESLEY A VOWELS  
**Service Address:** 1153 Ellerholt 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 7/3/23 - 7/6/23 (Meter Read Portion 02)

**BILLING PERIOD AT-A-GLANCE**

	THIS YEAR	LAST YEAR
Average Temperature	66°	0°
Number of Days Billed	31	0
<span style="color: blue;">■</span> Avg. Electric Charges per Day	<b>\$4.40</b>	<b>\$0.00</b>
<span style="color: green;">■</span> Avg. Gas Charges per Day	<b>\$1.15</b>	<b>\$0.00</b>
Avg. Electric Usage per Day (kWh)	36.58	0.00
Avg. Gas Usage per Day (ccf)	0.48	0.00



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>6/29/23</b>	<b>\$1,646.16</b>
<b>After Due Date, Pay this Amount:</b>	<b>\$1,646.16</b>
<b>Winterhelp</b> Donation:	
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
 Service Address: 1153 Ellerholt Ct



a PPL company

PO Box 25211  
 Lehigh Valley, PA 18002-5211

LESLEY A VOWELS  
 1153 ELLERHOLT CT  
 LOUISVILLE, KY 40211-2422

**CURRENT USAGE****ELECTRIC**

Meter Reading Information	Meter # 1036753
Actual (R) kWh Reading on 6/2/23	1493
Actual (R) kWh Reading on 5/2/23	359
Current kWh Usage	1134
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>1134</b>

**GAS**

Meter Reading Information	Meter # 534381
Actual (R) ccf Reading on 6/2/23	43
Actual (R) ccf Reading on 5/2/23	28
Current ccf Usage	15
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>15</b>

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

Basic Service Charge (\$0.45 x 31 Days)	13.95
Energy Charge (\$0.10092 x 1,134 kWh)	114.44
Electric DSM (\$0.00104 x 1,134 kWh)	1.18
Electric Fuel Adjustment (\$0.00315 x 1,134 kWh)	3.57
Environmental Surcharge (2.140% x \$133.14)	2.85
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$136.29</b>

**GAS****Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 31 Days)	20.15
Gas Distribution Charge (\$0.51809 x 15 ccf)	7.77
Gas Supply Component (\$0.39365 x 15 ccf)	5.90
Gas DSM (\$0.00337 x 15 ccf)	0.05
Gas Line Tracker (\$1.57 + (\$0.01126- x 15 ccf))	1.40
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$35.57</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****Past Due Balance Subject to Disconnection - Immediate Action Required**

The due date shown above applies only to the current charges. To avoid disconnection, the ENTIRE past due balance must be paid in full. You may be eligible for a new payment arrangement if previous arrangements have been paid in full. Use our mobile app, online My Account or our automated phone system for payments and/or arrangements.

**Late Payment Charge Waiver**

The Late Payment Charge waiver on this account will expire on 01/25/24.

**Use Your Senses**

If you **smell** a rotten egg odor, **hear** hissing or whistling sounds, or **see** dying vegetation, continual bubbling in a pond or creek, or dirt spraying into the air, leave the area immediately and call LG&E at 502-589-1444.

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



a PPL company

DELINQUENT AMOUNT DUE <b>\$1,474.30</b>	FINAL PAY DATE <b>7/14/23</b>
--	----------------------------------

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

**Account Name:** LESLEY A VOWELS  
**Service Address:** 1153 ELLERHOLT 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.

### DISCONNECTION NOTICE

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**If disconnected:** The ENTIRE Delinquent Amount Due must be paid and you must request reconnection through our mobile app, online My Account, or our automated phone system. For same day reconnection, requests must be made by 5 p.m. ET. Requests received after 5 p.m. ET will be reconnected next day. A reconnect fee and deposit may be required as a condition of reconnection.

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**NEED ASSISTANCE?**

You may be eligible to receive financial assistance to help you pay your bill.

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**Payment Arrangements** on eligible past due balances can be made through our mobile app, online via My Account, or by phone (press 1-2-2-1).

**Unpaid payment arrangements** MUST be paid before a new arrangement can be established.

**To avoid future disconnection**, pay the agreed-upon payment arrangement amount in addition to the current bill each month by the due date.

Delinquent Amount Due **7/14/23** **\$1,474.30**

**Total Amount Enclosed:**

Account # [REDACTED]  
Service Address: 1153 ELLERHOLT CT



a PPL company

PO Box 25211  
Lehigh Valley, PA 18002-5211

LESLEY A VOWELS  
1153 ELLERHOLT CT  
LOUISVILLE, KY 40211-2422



## CUSTOMER ASSISTANCE (Continued)

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Louisville, KY 40211  
(502) 409-7371

### **Sister Visitors Center**

2235 West Market Street  
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### **Central Jefferson County**

#### **Office of Resilience and Community Services**

LiHEAP Season 502-991-8391    Off Season (502) 574-1157  
[www.louisvilleky.cascheduler.com](http://www.louisvilleky.cascheduler.com)

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



a PPL company

**BILLING SUMMARY**

Previous Balance	1,646.16
Payment(s) Received	-1,646.16
<b>Balance as of 7/5/23</b>	<b>\$0.00</b>
Current Electric Charges	89.15
Current Gas Charges	32.86
<b>Total Current Charges as of 7/5/23</b>	<b>\$122.01</b>
<b>Total Amount Due</b>	<b>\$122.01</b>

**This is a final bill.**

<b>AMOUNT DUE</b>	<b>DUE DATE</b>
<b>\$122.01</b>	<b>7/28/23</b>

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

**Account Name:** LESLEY A VOWELS  
**Service Address:** 1153 Ellerholt 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.

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

Amount Due 7/28/23	<b>\$122.01</b>
<b>After Due Date, Pay this Amount:</b>	\$122.01
Winterhelp Donation:	
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
 Service Address: 1153 Ellerholt Ct



a PPL company

PO Box 25211  
Lehigh Valley, PA 18002-5211

LESLEY A VOWELS  
 1153 ELLERHOLT CT  
 LOUISVILLE, KY 40211-2422

### CURRENT USAGE

⚡ ELECTRIC	
<b>Meter Reading Information</b>	<b>Meter # 1036753</b>
Actual (R) kWh Reading on 7/3/23	2196
Actual (R) kWh Reading on 6/2/23	1493
Current kWh Usage	703
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>703</b>

🔥 GAS	
<b>Meter Reading Information</b>	<b>Meter # 534381</b>
Actual (R) ccf Reading on 7/3/23	55
Actual (R) ccf Reading on 6/2/23	43
Current ccf Usage	12
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>12</b>

### CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Electric Service
Basic Service Charge (\$0.45 x 31 Days)	13.95	
Energy Charge (\$0.10092 x 703 kWh)	70.95	
Electric DSM (\$0.00104 x 703 kWh)	0.73	
Electric Fuel Adjustment (\$0.00173 x 703 kWh)	1.22	
Environmental Surcharge (2.300% x \$86.85)	2.00	
Home Energy Assistance Fund Charge	0.30	
<b>Total Charges</b>	<b>\$89.15</b>	

🔥 GAS		Rate: Residential Gas Service
Basic Service Charge (\$0.65 x 31 Days)	20.15	
Gas Distribution Charge (\$0.51809 x 12 ccf)	6.22	
Gas Supply Component (\$0.39365 x 12 ccf)	4.72	
Gas DSM (\$0.00337 x 12 ccf)	0.04	
Gas Line Tracker (\$1.57 + (\$0.01126- x 12 ccf))	1.43	
Home Energy Assistance Fund Charge	0.30	
<b>Total Charges</b>	<b>\$32.86</b>	

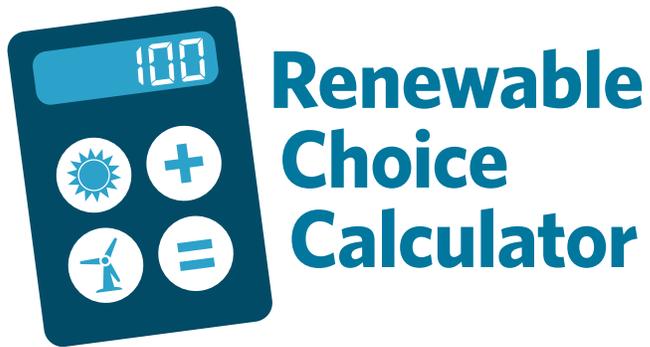
### BILLING INFORMATION

**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 01/25/24.



# Renewable Choice Calculator

Supporting 100% renewables is easier than ever. By combining our Solar Share and Green Energy Programs, you can support local solar and regional renewable energy for less than \$1 per day.

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

OFFICE USE ONLY:  
 MRU02823010, G000000  
 P1646.16  
 PF:N eB:E



a PPL company

**BILLING SUMMARY**

Previous Balance	0.00
Payment(s) Received	-122.01
<b>Balance as of 8/7/23</b>	<b>-\$122.01</b>
Current Electric Charges	216.91
Current Gas Charges	28.95
<b>Total Current Charges as of 8/7/23</b>	<b>\$245.86</b>
Other Charges (See Other Charges on back)	165.34
<b>Total Amount Due</b>	<b>\$289.19</b>

This is your initial bill, please refer to our Welcome Home Checklist at [lge-ku.com/welcome](http://lge-ku.com/welcome).

AMOUNT DUE  
**\$289.19**

DUE DATE  
**8/30/23**

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

Account Name: **LESLEY A VOWELS**

Service Address: 1153 Ellerholt Ct  
LOUISVILLE KY

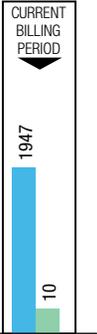
Payment Options (fees may apply)  
Mobile app - LG&E KU ODP mobile app  
Online - lge-ku.com  
Phone - (502) 589-1444, press 1-2-3

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 8/31/23 - 9/5/23 (Meter Read Portion 02)

**MONTHLY USAGE**

■ ELECTRIC (kWh) ■ GAS (ccf)



**BILLING PERIOD AT-A-GLANCE**

	THIS YEAR	LAST YEAR
Average Temperature	78°	0°
Number of Days Billed	28	0
<b>Avg. Electric Charges per Day</b>	<b>\$7.75</b>	<b>\$0.00</b>
<b>Avg. Gas Charges per Day</b>	<b>\$1.03</b>	<b>\$0.00</b>
Avg. Electric Usage per Day (kWh)	69.54	0.00
Avg. Gas Usage per Day (ccf)	0.36	0.00

	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
					2022	2023							
AVERAGE	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	78°
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.75
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.03

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

Amount Due 8/30/23	<b>\$289.19</b>
After Due Date, Pay this Amount:	\$289.19
Winterhelp Donation:	
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
Service Address: 1153 Ellerholt Ct



a PPL company

PO Box 25211  
Lehigh Valley, PA 18002-5211

LESLEY A VOWELS  
1153 ELLERHOLT CT  
LOUISVILLE, KY 40211-2422

### CURRENT USAGE

⚡ ELECTRIC	
<b>Meter Reading Information</b>	<b>Meter # 1036753</b>
Actual (R) kWh Reading on 8/2/23	4143
Actual (R) kWh Reading on 7/5/23	2196
Current kWh Usage	1947
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>1947</b>

🔥 GAS	
<b>Meter Reading Information</b>	<b>Meter # 534381</b>
Actual (R) ccf Reading on 8/2/23	65
Actual (R) ccf Reading on 7/6/23	55
Current ccf Usage	10
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>10</b>

### CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Electric Service
Basic Service Charge (\$0.45 x 28 Days)	12.60	
Energy Charge (\$0.10092 x 1,947 kWh)	196.49	
Electric DSM (\$0.00104 x 1,947 kWh)	2.02	
Electric Fuel Adjustment (\$0.00089 x 1,947 kWh)	1.73	
Environmental Surcharge (1.770% x \$212.84)	3.77	
Home Energy Assistance Fund Charge	0.30	
<b>Total Charges</b>	<b>\$216.91</b>	

🔥 GAS		Rate: Residential Gas Service
Basic Service Charge (\$0.65 x 28 Days)	18.20	
Gas Distribution Charge (\$0.51809 x 10 ccf)	5.18	
Gas Supply Component (\$0.39365 x 9 ccf)	3.54	
Gas Supply Component (\$0.34338 x 1 ccf)	0.34	
Gas DSM (\$0.00337 x 10 ccf)	0.03	
GLT ((\$1.57 x 28/30 Days) + (\$0.01126- x 10 ccf))	1.36	
Home Energy Assistance Fund Charge	0.30	
<b>Total Charges</b>	<b>\$28.95</b>	

Other Charges	
Cash Deposit Request	260.00
Inst Plan-Deposit Monthly	43.33
Transfer to Installment Plan	-260.00
Transferred Balance	122.01
<b>Total Other Charges Due</b>	<b>\$165.34</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.

OFFICE USE ONLY:  
 MRU02823010, G000000  
 PF:Y eB:P



**Know what's below.  
 811 before you dig.**

Call 811 or visit [Kentucky811.org](http://Kentucky811.org)

**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 01/25/24.



a PPL company

**BILLING SUMMARY**

Previous Balance	289.19
Payment(s) Received	-289.19
<b>Balance as of 9/6/23</b>	<b>\$0.00</b>
Current Electric Charges	199.69
Current Gas Charges	30.96
<b>Total Current Charges as of 9/6/23</b>	<b>\$230.65</b>
Other Charges (See Other Charges on back)	1,517.63
<b>Total Amount Due</b>	<b>\$1,748.28</b>

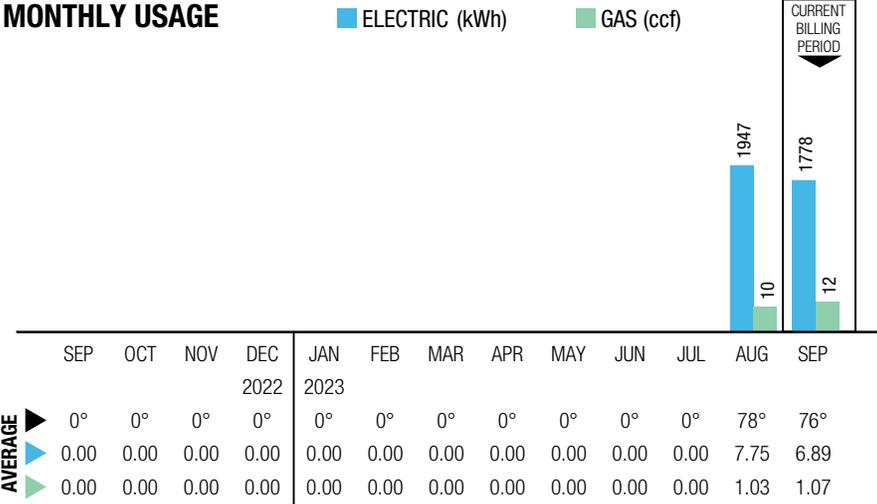
<b>AMOUNT DUE</b> <b>\$1,748.28</b>	<b>DUE DATE</b> <b>9/28/23</b>
--	-----------------------------------

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

**Account Name:** LESLEY A VOWELS  
**Service Address:** 1153 Ellerholt 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 10/2/23 - 10/4/23 (Meter Read Portion 02)

**MONTHLY USAGE**



**BILLING PERIOD AT-A-GLANCE**

	THIS YEAR	LAST YEAR
<b>Average Temperature</b>	<b>76°</b>	<b>0°</b>
<b>Number of Days Billed</b>	29	0
<b>Avg. Electric Charges per Day</b>	<b>\$6.89</b>	<b>\$0.00</b>
<b>Avg. Gas Charges per Day</b>	<b>\$1.07</b>	<b>\$0.00</b>
<b>Avg. Electric Usage per Day (kWh)</b>	61.31	0.00
<b>Avg. Gas Usage per Day (ccf)</b>	0.41	0.00

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

<b>Amount Due 9/28/23</b>	<b>\$1,748.28</b>
<b>After Due Date, Pay this Amount:</b>	<b>\$1,748.28</b>
<b>Winterhelp Donation:</b>	
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
 Service Address: 1153 Ellerholt Ct



a PPL company

PO Box 25211  
 Lehigh Valley, PA 18002-5211

LESLEY A VOWELS  
 1153 ELLERHOLT CT  
 LOUISVILLE, KY 40211-2422

**CURRENT USAGE**

⚡ ELECTRIC	
<b>Meter Reading Information</b>	<b>Meter # 1036753</b>
Actual (R) kWh Reading on 8/31/23	5921
Actual (R) kWh Reading on 8/2/23	4143
Current kWh Usage	1778
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>1778</b>

🔥 GAS	
<b>Meter Reading Information</b>	<b>Meter # 534381</b>
Actual (R) ccf Reading on 8/31/23	77
Actual (R) ccf Reading on 8/2/23	65
Current ccf Usage	12
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>12</b>

**CURRENT CHARGES**

⚡ ELECTRIC		Rate: Residential Electric Service	
Basic Service Charge (\$0.45 x 29 Days)	13.05		
Energy Charge (\$0.10092 x 1,778 kWh)	179.44		
Electric DSM (\$0.00104 x 1,778 kWh)	1.85		
Electric Fuel Adjustment (\$0.00114 x 1,778 kWh)	2.03		
Environmental Surcharge (1.540% x \$196.37)	3.02		
Home Energy Assistance Fund Charge	0.30		
<b>Total Charges</b>	<b>\$199.69</b>		

🔥 GAS		Rate: Residential Gas Service	
Basic Service Charge (\$0.65 x 29 Days)	18.85		
Gas Distribution Charge (\$0.51809 x 12 ccf)	6.22		
Gas Supply Component (\$0.34338 x 12 ccf)	4.12		
Gas DSM (\$0.00337 x 12 ccf)	0.04		
Gas Line Tracker (\$1.57 + (\$0.01126- x 12 ccf))	1.43		
Home Energy Assistance Fund Charge	0.30		
<b>Total Charges</b>	<b>\$30.96</b>		

Other Charges	
Inst Plan-Deposit Monthly	43.33
Transferred Balance	1,474.30
<b>Total Other Charges Due</b>	<b>\$1,517.63</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.

**Want to pay cash?** Visit [checkfreepay.com/en/payment-locator](http://checkfreepay.com/en/payment-locator) to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at [vanilladirect.com/pay/terms](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](http://lge-ku.com/inperson).



799366144580006371688319632220

OFFICE USE ONLY: IO  
 MRU02823010, G000000  
 P289.19  
 PF:Y eB:P

This barcode can be used at locations such as:



**Simplify your life**

Who needs more paper? Simplify your life with our convenient paperless billing option. You'll receive your utility bill through a safe and secure email every month.

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

**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: \$173.34

**Late Payment Charge Waiver**

The Late Payment Charge waiver on this account will expire on 01/25/24.

**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff’s First Request for Information  
Dated October 4, 2023**

**Case No. 2023-00288**

**Question No. 2**

**Responding Witness: Mimi Kelly**

- Q-2. Provide copies of any documents indicating that any attempted payment by Ms. Vowels was dishonored by her bank. Account numbers should be redacted.
  
- A-2. On August 22, 2023, the July 5 payments referenced in response to Question No. 1 above, were charged back by the payment processor (Paymentus) with the Returns Reason: Dispute as cancelled merchandise/services (cardholder claims they did not receive their services from the merchant and did not receive a refund).

Payment List of initial account showing payments made on July 05, 2023 and the returns on August 22, 2023:

Payments				
Posting Date	Document Type	Document Number	Payment Amount	Text
08/22/2023	Returns	618700027758	800.00	Returns Reason: Dispute
08/22/2023	Returns	618700027754	674.30	Returns Reason: Dispute
07/05/2023	Paymentus	263003838139	800.00-	Posting on Account
07/05/2023	Paymentus	263003837998	674.30-	Posting on Account

Initial account contacts showing delivery of the return letter sent to the customer:

<a href="#">000152159337</a>	08/22/2023	Returned Check Letter 08/22/2023 / Returned Che...	FORM	0018	Sec. Return Item Notification was delivered by Batch
<a href="#">000152159331</a>	08/22/2023	Returned Check Letter 08/22/2023 / Returned Che...	FORM	0018	Sec. Return Item Notification was delivered by Batch
<a href="#">000152158772</a>	08/22/2023	Return Payment - Card Dispute Chargeback 08/22/...	COLL	0097	Return item reason code: Return Payment - Card Dispute Chargeback Dollar amount of \$ 8...
<a href="#">000152158766</a>	08/22/2023	Return Payment - Card Dispute Chargeback 08/22/...	COLL	0097	Return item reason code: Return Payment - Card Dispute Chargeback Dollar amount of \$ 6...

Please see attachment containing the customer return letters.



Louisville Gas & Electric Company  
820 West Broadway  
Louisville, KY 40202-2218

Form 01001  
**Case No. 2023-00288**  
**Attachment to Response to PSC-1 Question No. 2**  
**Page 1 of 2**  
**Kelly**

a PPL company

#148000001 10#

LESLEY A VOWELS  
1153 ELLERHOLT CT  
LOUISVILLE KY 40211-2422



August 22, 2023

**Account Number:** [REDACTED]

Dear LESLEY A VOWELS:

On August 22, 2023, a payment for \$674.30, submitted on your Louisville Gas and Electric Company account [REDACTED], returned due to Dispute. As a result, a returned payment charge of \$3.70 has been added to your account. We encourage you to take a moment to verify this information.

Since the original payment was returned, a new payment is required as soon as possible. Please note that the new payment cannot be made by personal check.

You can make a payment or check your account balance using the options below:

- Use our mobile app, available in the App store and Google Play.
- Visit my.lge-ku.com (My Account).
- Use our automated phone system 24/7 and press 1-2-3 (additional fees apply).
- Visit lge-ku.com/payment for authorized payment agent locations to pay by cash or debit card. You'll need your account number to make the payment (additional fees apply).
- Or mail a certified check, cashier's check or money order, including the account number to:

Louisville Gas and Electric Company  
P.O Box 25211  
Lehigh Valley, PA 18002-5211

If you need further assistance, contact Customer Service at 502-589-1444 or 800-331-7370.

Thank you for your prompt attention to this matter.

Sincerely,

Louisville Gas and Electric Company, Cash Remittance



Louisville Gas & Electric Company  
820 West Broadway  
Louisville, KY 40202-2218

Form 01001  
**Case No. 2023-00288**  
**Attachment to Response to PSC-1 Question No. 2**

**Page 2 of 2**

**Kelly**

a PPL company

#148000002 09#

LESLEY A VOWELS  
1153 ELLERHOLT CT  
LOUISVILLE KY 40211-2422



August 22, 2023

**Account Number:** [REDACTED]

Dear LESLEY A VOWELS:

On August 22, 2023, a payment for \$800.00, submitted on your Louisville Gas and Electric Company account [REDACTED], returned due to Dispute. As a result, a returned payment charge of \$3.70 has been added to your account. We encourage you to take a moment to verify this information.

Since the original payment was returned, a new payment is required as soon as possible. Please note that the new payment cannot be made by personal check.

You can make a payment or check your account balance using the options below:

- Use our mobile app, available in the App store and Google Play.
- Visit my.lge-ku.com (My Account).
- Use our automated phone system 24/7 and press 1-2-3 (additional fees apply).
- Visit lge-ku.com/payment for authorized payment agent locations to pay by cash or debit card. You'll need your account number to make the payment (additional fees apply).
- Or mail a certified check, cashier's check or money order, including the account number to:

Louisville Gas and Electric Company  
P.O Box 25211  
Lehigh Valley, PA 18002-5211

If you need further assistance, contact Customer Service at 502-589-1444 or 800-331-7370.

Thank you for your prompt attention to this matter.

Sincerely,

Louisville Gas and Electric Company, Cash Remittance