

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

APR 21 2025

PUBLIC SERVICE  
COMMISSION

Michael R. Wilson  
(Your Full Name)  
COMPLAINANT  
VS.  
LG&E  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of Michael R. Wilson respectfully shows:  
(Your Full Name)

(a) Michael R. Wilson  
(Your Full Name)

3006 Line Kiln Ln. Louisville, KY 40222  
(Your Address)

(b) LG&E  
(Name of Utility)

820 W. Broadway Louisville, KY 40202  
(Address of Utility)

(c) That: See attached letter incorporated by reference herein  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Michael R. Wilson

vs.

LGE

Page 2 of 2

Wherefore, complainant asks \_\_\_\_\_

(Specifically state the relief desired.)

Dated at Louisville, Kentucky, this 17<sup>th</sup> day  
(Your City)

of April, 2025.  
(Month)

Michael R. Wilson  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
Date

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

Michael R. Wilson  
3006 Lime Kiln Ln  
Louisville, KY 40222

April 17, 2025

Linda C. Bridwell, PE  
Executive Director Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40601-8295

Dear Ms. Bridwell,

This is a complaint filed against Louisville Gas and Electric ("LG&E") pursuant to K.R.S. § 278.260 and 807 KAR 5:001 Section 20. As a residential customer, LG&E recently confirmed to me in the enclosed letter dated April 1, 2025 that it would begin imposing a combined monthly fee of \$17 (\$12 for retaining a traditional electric meter and \$5 for retaining the traditional gas meter) for opting out of its advanced metering infrastructure ("AMI"), which would include installing a new so-called "smart meter" for my electric and gas usage.

These charges are unreasonable, arbitrary, and therefore inconsistent with K.R.S. § 278.030, given that no additional costs or new services are incurred or provided by LG&E simply by my decision to retain the existing electric and gas meters that have already been installed on my residence. The costs of my existing, functioning meters were long ago paid by me as a customer and the ongoing service cost of manual meter readings has already been factored into my existing utility rates approved by your agency and charged by LG&E.

LG&E has not indicated any forthcoming gas or electricity rate reductions corresponding with a reduction in labor costs currently attributed to employing meter readers, which will presumably be obviated by AMI. To the contrary, it appears I will be directly subsidizing the new costs and labor of AMI equipment installation, periodic maintenance, and eventual replacement for other LG&E customers without any appreciable benefit to their rates, either.

On the other hand, I understand from LG&E's customer service that the costs of reading traditional meters *will likely be reduced* by LG&E as a result of its recent practice of performing periodic meter readings. Specifically, my last few monthly invoices reflect *estimated* usage that have been reconciled when actual readings occurred, which has only been performed only every other month.

Please refer this complaint to LG&E for a response and an appropriate review by your agency, including a hearing, if necessary, to examine the factual basis for LG&E's AMI opt-out fees, a finding they are "unreasonable" for the reasons above; and therefore, to order them to be disapproved and uncollectible by LG&E.

Sincerely,



Michael R. Wilson

Enclosure

**Advanced Metering Infrastructure (AMI)**

Phone: 888-367-7180



**PPL companies**



88 T1 P1 \*\*\*\*AUTO\*\*ALL FOR AADC 400

Michael Wilson

Or Current Resident

3006 Lime Kiln Ln

Louisville KY 40222-6013



April 1, 2025

**New monthly charges beginning with your next bill**

**Account number:** [REDACTED]

Dear Michael Wilson:

LG&E and KU customers choosing not to receive an advanced meter upgrade are responsible for paying monthly opt-out charges to support the manual processes needed to provide service without an advanced meter.

**Beginning with your next energy bill and every month following**, additional charges of \$12 per meter for each electric meter and \$5 per meter for each gas meter will be included in your bill. The "AMI Monthly Opt-out Debit" line item(s) will appear in the Other Charges section of each bill.

If you would like to have these monthly charges eliminated, please visit [lge-ku.com/meter-opt-in](http://lge-ku.com/meter-opt-in), and fill out the form, or contact us at 888-367-7180 (Monday – Friday, 8 a.m. – 5 p.m. ET) and request a meter upgrade at no charge.

Sincerely,

LG&E and KU Ombudsman