

MAY 15 2025

PUBLIC SERVICE
COMMISSIONCOMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Melonie Smith

(Your Full Name)

COMPLAINANT

VS.

L.G. & E

(Name of Utility)

DEFENDANT

COMPLAINTThe complaint of Melonie Smith respectfully shows:
(Your Full Name)

(a) Melonie Smith
(Your Full Name)
1108 Harmony Lane Goshen, Ky 40026
(Your Address)
magsmagsmith@aol.com
(Your Email Address)

(b) L.G. & E.
(Name of Utility)
220 W. Main St. Louisville, Ky. 40202
(Address of Utility)

(c) That: no meter readings for 4 consecutive months
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,
resulting in a significantly high bill (\$629.66)
or facts that are the reason and basis for the complaint.)
that could have been avoided with regular
meter readings. This has created a unnecessary
financial burden for me.
* Please see attached letter explaining
in detail that was sent to LGE president
John R. Crockett.

Formal Complaint

Meleone Smith vs. L.G. & E.

Wherefore, complainant asks

portion of the 629.66 bill
(Specifically state the relief desired.)

be written off. This bill was supposed to be paused until this situation has been resolved. I have no follow up - correspondence from LG&E or Ky. Public Service Commission stating this.

Dated at Goshen Kentucky, this 13 day of

(Your City)

May, 2025

(Month)

M. Smith

(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.

Kentucky

Melanie Smith
1108 Harmony Lane
Goshen, KY 40026

May 8, 2025

Mr. John R. Crockett III
President
Louisville Gas and Electric Company
220 West Main Street
Louisville, KY 40202

Subject: Formal Complaint Regarding Billing and Meter Reading Issues
Account Number: [REDACTED]

Dear Mr. Crockett,

I am writing to express my ongoing concern and frustration regarding the handling of my account and the lack of transparency I have experienced with LG&E.

Since discovering that my meter has not been read for four consecutive months—and that I was subsequently billed \$629.66—I have made every effort to follow the proper chain of command in seeking answers. I began with the LG&E call center and was eventually referred to the Customer Commitment Center. Along the way, I spoke with five different representatives, all of whom attempted to shut down my concerns rather than address them.

Each time I asked to speak with a manager, I was either told that no manager was available or that speaking to one would make no difference because they would “say the same thing.” This resistance to escalation is unacceptable and has left me without any clear explanation or resolution.

Additionally, I have received conflicting information about the functionality of my new meter. I was initially told it was not working, then told it hadn’t worked for two months. When I questioned why it had not been read during the other two months, no one could provide a consistent or logical answer.

While I understand that staffing challenges may exist, it is not the responsibility of the customer to shoulder the burden of LG&E being short-staffed. The failure to read my meter for four consecutive months is not a reflection of customer error, but rather a lapse in LG&E’s duty to accurately monitor and bill for service.

As a result of these extended estimates, I have now been left with an unusually high and unexpected bill that has placed an unnecessary financial burden on me. I find it unreasonable that this situation has escalated to this level, especially given that it could have been avoided through routine meter readings and transparent communication.

In light of the circumstances, I am respectfully requesting that LG&E consider a hardship adjustment and write off a portion of this bill. The error lies with LG&E, and it is only fair that the financial consequences of this oversight not be borne solely by the customer.

I am asking for your direct involvement to ensure this matter is handled appropriately and that customers like myself are treated with the transparency, fairness, and respect we deserve.

Sincerely,

Melanie Smith