

Andy Beshear  
Governor

Rebecca W. Goodman  
Secretary  
Energy and Environment Cabinet



Commonwealth of Kentucky  
**Public Service Commission**  
211 Sower Blvd.  
Frankfort, Kentucky 40601-8294  
Telephone: (502) 564-3940  
psc.ky.gov

Angie Hatton  
Chair

Mary Pat Regan  
Commissioner

Andrew W. Wood  
Commissioner

April 1, 2026

## PARTIES OF RECORD

Re: Case No. 2025-00361

Notice is given to all parties that the attached Adrian Davis complaint has been filed into the record of this proceeding.

If you have any comments you would like to make regarding the contents of the document, please do so within five days of receipt of this letter. If you have any questions, please contact Ellen Fouser-Gormley, Staff Attorney III, at [Ellen.Fousergormley@ky.gov](mailto:Ellen.Fousergormley@ky.gov).

Sincerely,

A handwritten signature in blue ink that reads "Linda C. Bridwell RP".

Linda C. Bridwell, PE  
Executive Director

Attachment

PSC Consumer Inquiry System

1/5/2026

Complaint: 2024-00259    Entry Date: 3/19/2024    Closed Date: 3/22/2024    Contact Type: E-Mail

Name: Davis, Adrian    Utility: Louisville Gas and Electric Company

Address: [REDACTED]    Utility Nbr: 500    Location: Residence

County: Jefferson    Utility Type: Investor-

Home:    Work:    Reason: Rates/Policies ( Objects to utility policy/practices )

Fax:    CBR Nbr:    (none) ( (none) )

Cell: [REDACTED]    Email: [REDACTED]    Complaint referred by:

Contacted Utility?     Spoke with: Customer Service

Cust Relations: Failed To Correct Problem

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

Preliminary Description:    Other Contacts:

Disagrees with policy

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: 3/19/2024 8:32:20 AM

Email from Customer:

I have disputed the validity of the bill accrued with LG&E due to abnormality in the final bill. The budget plan offered by LGE had been recently adjusted to account for a rise in usage but the final bill was 400% higher along with abnormal amounts during months of the year. LGE restricts customers access to fair and accurate reporting by threatening charges if they investigate meter usage and detection issues and I am reaching out as a last resort before filing a suit and attempting to gather support for a class action suit for the multiple customers who are crippled by the concern of the monopoly of energy in Kentucky

Date: 5/10/2024 11:27:25 AM

From: Adrian Davis [REDACTED]  
 Sent: Friday, May 10, 2024 10:26 AM  
 To: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
 Subject: Consumer Dispute - A. Davis  
 Email from Customer:

My name is Adrian Davis and recently contacted the attorney general regarding the regulation and enforcement of billing for Louisville Gas and Electric/Kentucky Utilities at address [REDACTED] I was advised that the dispute was filed informally with the PSC and I would like to request the filing information and the reason for the alleged dismal of the informal request. Additionally, I would like to request what is in the scope for investigation for the PSC due to my billing abnormalities not reviewable in courts until following proper procedure within the commission.

Adrian Davis

[REDACTED]

Date: 5/15/2024 12:57:19 PM

Customer sent an email requesting formal complaint forms.

**2024-00259 (Continued)**

**Utility Response:**

**Date: 3/22/2024 10:42:11 AM**

**Background:**

This account is not active and was for the address of 1820 Gettysburg Rd. Lexington KY. 40504. The dates of service were 7/27/21 to 1/6/23. The past due balance of \$983.75 was sent to a collection agency in June 2023.

3/2/22

Mr. Davis filed a Better Business Bureau & Kentucky Office of Attorney General complaint due to an estimated reading. Please see the response below:

03/02/22 - Richard contacted Mr. Davis and discussed his issue. Richard reviewed the account and confirmed the current bill is an estimated reading. Confirmed the reading Mr. Davis provided on 02/16/22 with the picture he sent confirmed the bill is correct. Richard explained as this is Mr. Davis's first winter at the premise, the usage is running in line with previous years at this time. Richard inquired if Mr. Davis has a heat pump or emergency heat with his furnace and he stated yes. Richard explained this can add to the bill quickly during the winter months. Richard advised Mr. Davis of the option of having the meter tested if he desires. Explained this process and the possible fee if the meter tests OK. Mr. Davis feels that option is unfair to charge him a fee to say the meter is ok. Richard explained again per the history here appears the meter to be working normally. Mr. Davis thanked Richard for calling and discussing his issue.

10/5/22

KU issued a bill for \$196.00 budget amount due on 10/28/22.

10/30/22

Payment of \$196.00 was received.

11/3/22

KU issued a bill for \$196.00 budget amount due on 11/30/22. The statement below about the budget was located on this bill:

Budget Payment Plan Amount Change Energy usage can change often as a result of weather-related heating or cooling. We review your account regularly so your Budget Payment Amount will reflect an average of your actual energy usage. This helps to prevent a large account balance on your Budget Settlement Month. Based on a review of your actual usage, your Budget Payment Amount will be \$365.00 beginning with your next bill .

Budget Payment Plan Actual billings to date \$1,652.63

Budget Roll-In \$0.00

Budget payments received to date \$1,248.00

Budget settle month March

Actual account balance after paying this bill \$208.63

Budget amount \$196.00

12/2/22

KU issued a budget bill reminder notice for \$201.88 due on 12/14/22. This included the \$196.00 budget payment and a \$5.88 late fee.

12/4/22

Payment of \$201.88 was received.

12/06/22

KU issued the current budget bill of \$365.00 due 12/30/22.

Actual billings to date \$2,011.32

Budget Roll-In \$0.00

Budget payments received to date \$1,444.00

Budget settle month March

Actual account balance after paying this bill \$202.32

Budget amount \$365.00

01/03/23

**2024-00259 (Continued)**

Ms. Davis contacted KU via the online service and requested the services out of her name.

01/04/23

KU issued the budget bill reminder notice for the balance \$375.95 due 01/17/23.

01/05/23

KU issued the current budget bill of \$ 740.95 due 01/31/23. This bill consists of the current budget bill \$365.00 and the past due balance.

Budget Payment Plan Actual billings to date \$2,401.52

Budget Roll-In \$0.00

Budget payments received to date \$1,433.05

Budget settle month March

Actual account balance after paying this bill \$227.52

Budget amount \$365.00

01/09/23

KU issued the final bill of \$983.75 due 02/01/23. This bill consists of the final reading \$15.28, the budget settlement amount \$227.52 and the past due balance \$740.95.

02/16/23

KU issued an in-house collection letter to Ms. Davis via email at the address [REDACTED]

02/24/23

Ms. Davis contacted KU via the online service with the following message:

I am wanting to know options to pay the inactive bill for the 1820 Gettysburg Rd address before it is submitted to collections.

KU replied to Ms. Davis with the following message:

Good afternoon, Adrian,

Upon review, the account at 1820 Gettysburg Rd in Lexington has an outstanding balance of \$983.75. We can look at setting this up for you on a monthly installment plan.

We could set you up on a 10-month installment plan, with a payment of \$98.37 a month due around the 15th of each month. The payment must be paid on or before the due date before 7 pm EST. If it is paid late, the arrangement would default, and the balance would be sent to the collection agency.

Please reply to this email if you would like to set up the installment plan for this balance. Be advised, we will need to set up the arrangement before it is sent to collections. Once it has been sent, we are not able to set up the arrangement.

02/27/23

Ms. Davis replied with the following response:

OK yes, we can proceed with that.

KU replied with the following response:

Hi Adrian!

I have set the past due balance of \$983.75 on a 10-month installment plan. The payments of \$98.37 are due by the 18th of each month, with the first one starting 03/18/23. Of course, if you want to pay sooner, that is great too! Your last installment plan payment will be 12/18/23 for \$98.42.

This payment arrangement must be paid on or before the extension date by 7 pm EST.. If the plan is not kept, we would not be able to set up another extension and the balance will be sent to collections.

I have attached a letter to this email conformation of the arrangement.

03/21/23

The payment arrangement was removed due to no payment posting to the account.

**2024-00259 (Continued)**

04/02/23

Mr. Davis sent the following email to KU Customer Service:

I was enrolled in the budget plan for the address listed above and I am very concerned with the high final bill that was recorded after the services were ended. The bill should have been enrolled in the payment option for monthly payments, but I have received no correspondence for this. Also, I would like to know what options are available for low-income assistance for bills that are already closed because Community Action is only willing to assist with bills or homes that are still being resided in.

04/03/23

KU Customer service replied to Mr. Davis:

Hi Adrian!

I have reviewed your account and show on 02/27/23, we set you up on a 10-month installment plan for the total past due balance of \$983.75. The payment plan was as follows:

|            |         |
|------------|---------|
| 03/21/2023 | \$98.37 |
| 04/18/2023 | \$98.37 |
| 05/19/2023 | \$98.37 |
| 06/21/2023 | \$98.37 |
| 07/20/2023 | \$98.37 |
| 08/18/2023 | \$98.37 |
| 09/20/2023 | \$98.37 |
| 10/20/2023 | \$98.37 |
| 11/20/2023 | \$98.37 |
| 12/19/2023 | \$98.42 |

We are showing the payment due on 03/21/2023 was not paid by the due date and it caused the total past due to default and become due all at once. We are unable to set this balance on an arrangement again.

Bill payment assistance information can be found at [http://www.lge-ku.com/rsc/ku/heating\\_assistance.asp](http://www.lge-ku.com/rsc/ku/heating_assistance.asp).

Thanks,  
Ta'Nosha  
Customer Service Representative

Mr. Davis replied:

No one informed me of how to pay or when and said it would be mailed to me so who is the manager of this department?  
Adrian Davis

KU Customer service replied to Mr. Davis:

Hi Adrian:

I've attached a copy of the email reply that was sent to you when this arrangement was established, and we also attached a letter to the email reply explaining the details of the arrangement.  
I apologize for the inconvenience, but we are unable to re-set the arrangement.

Kind Regards,  
Stacie  
Customer Service Representative

04/05/23

KU supervisor sent Mr. Davis the following email:

**2024-00259 (Continued)**

[REDACTED]  
Good morning, Adrian,

My name is Amy, and I am the supervisor for the email response team.

I have reviewed your account and the correspondence from 2/27 where we established the monthly installment plan for you final bill balance of \$983.75.

Misty set up a 10-month installment plan on 2/27, which you agreed to in your response sent on 2/24. She also advised you the payments would be due on the 18th of each month, beginning on 3/18. I can confirm that she sent her email to

[REDACTED] at 7:18 am ET on Monday, 2/27.

We advised that each minimum payment of \$98.42 had to be received by 7 pm ET on the 18th of each month until 12/18 to prevent the arrangement from defaulting and that the account would be sent to collections if default occurred, and we would not be able to reset the arrangement.

The last payment I see that we received on this account was 12/3/22. When final accounts have been set up on a monthly arrangement and it defaults, the account is automatically sent to collections, and we are not able to recall it once the process has begun. I apologize for any inconvenience.

You can still make payments on the balance; however, this will not prevent the collection process from continuing or from the balance being reported to credit agencies.

As far as assistance with your final bill, I am happy to provide a list of community agencies available to you, however, KU does not provide any direct assistance. We contribute to agency funding, but the agencies themselves are responsible for dispersing the funds.

Please follow this link for KU assistance programs [http://www.lge-ku.com/rsc/ku/heating\\_assistance.asp](http://www.lge-ku.com/rsc/ku/heating_assistance.asp).

I hope this information has been helpful and we are always happy to assist you by email. However, if you wish to discuss your billing by phone, please contact our billing line at 800-981-0600, options 1-3-1. We are available by phone from 7 am to 7 pm ET, Monday through Friday.

Thank you for contacting us by email?

Amy

Customer Service Representative

Mr. Davis responded to KU customer service:

Instruction for payment of the billing arrangement was not communicated effectively and this is evident. No further communication was received and no instruction for payment was made. I appreciate you making a polite and courteous response to attempt to assist in the matter rather than being belligerent.

Adrian Davis  
[REDACTED]

9/20/23

Mr. Davis filed a complaint with the Better Business Bureau. A response was sent to the Better Business Bureau with the same background information as listed above. KU made several attempts to contact Mr. Davis, leaving voice messages and sending letters to the customer with no response back from Mr. Davis.

PSC Tariff & Regulations: KU Sheet 105

Resolution:

3/22/24 Allison has attempted to contact Mr. Davis to discuss the issue but has been unsuccessful. Allison is mailing Mr. Davis a letter requesting he contact Allison if he wishes to discuss this matter further. Allison will update the PSC if/when she speaks with Mr. Davis.

Kindest regards,

Allison Steele Warren  
Ombudsman|Customer Commitment|LG&E and KU  
820 W Broadway Louisville KY 40202  
[REDACTED]

**Date: 3/22/2024 10:42:42 AM**

March 22, 2024

**2024-00259 (Continued)**

Mr. Adrian Davis

[REDACTED]  
Louisville, KY 40211-3418

Dear Mr. Davis,

This is in response to a notification we received from the KYPSC regarding your KU account. I have tried to contact you to discuss this issue but have been unsuccessful. If you wish to discuss this matter further, please feel free to reach out to me at your convenience at 502-627-2202.

You are a valued customer, and we look forward to working with you in the future.

Thank you,

Allison Warren  
LG&E/KU Customer Commitment

**Date: 5/10/2024 11:29:03 AM**

Email response from PSC:

Allison Warren, the representative for Kentucky Utilities, tried to call you several times after you filed a complaint in March with the PSC. She sent an email as well as a letter trying to reach out to you to discuss your complaint. Your complaint was closed because you were unreachable.

When you file a complaint with the PSC, it first goes back to the utility for resolution. If you would like to discuss your complaint, please call Allison Warren with the Kentucky Utilities customer commitment department at 502-627-2202. She has all of your information regarding the investigation. You may also email her at [Allison.warren@lge-ku.com](mailto:Allison.warren@lge-ku.com).

**Date: 5/15/2024 12:56:42 PM**

May 15, 2024

Mr. Adrian Davis

[REDACTED]  
Louisville, KY 40211

Re: Complaint against Louisville Gas and Electric

Dear Mr. Davis,

Enclosed is a copy of the commission's administrative regulations outlining the procedures for filing a formal complaint.

Please complete the forms and return them to the above address.

Sincerely,

Stacey Varney  
Kentucky Public Service Commission  
Consumer Services

## Service List for 2025-00361

Adrian Davis  
2831 Virginia Ave.  
Louisville, KY 40211

\* Kentucky Utilities Company  
220 W. Main Street  
P. O. Box 32010  
Louisville, KY 40232-2010