

RECEIVED

DEC 21 2023

PUBLIC SERVICE
COMMISSION

From: [Hornung, Mike](#)
To: [\[REDACTED\]](#); [Napier, Heather \(KYOAG\)](#)
Cc: [PSC Electronic Filings Mailbox](#); [PSC Executive Director](#); ada.complaint@usdoj.gov; [RSC Bill Inquiry](#)
Subject: RE: PSC Case 2023-00288
Date: Thursday, December 21, 2023 10:05:01 AM

This Message Originated from Outside the Organization
This Message Is From an External Sender.

[Report Suspicious](#)

Ms. Vowels

I want to correct my earlier email. After much discussion and testing with our IT teams, we do not have a way to remove the "Disconnect" language associated with your account from the mobile application.

As I have stated below, the Company has placed temporary locks on your account to prevent any disconnection orders from being generated.

We will advise you when these locks will be removed.

We apologize for any inconvenience this has caused.

Sincerely,

Michael E. Hornung

Manager | Pricing & Tariffs | LG&E and KU
220 West Main Street, Louisville, KY 40202
O: 502-627-4671
lge-ku.com

Business Use

From: Hornung, Mike
Sent: Tuesday, December 19, 2023 4:27 PM
To: Lesley Vowels [\[REDACTED\]](#); Napier, Heather (KYOAG) <Heather.Napier@ky.gov>
Cc: KY_PSC Filings <PSCFilings@ky.gov>; PSC Executive Director <PSCED@ky.gov>; ada.complaint@usdoj.gov; RSC Bill Inquiry <RSCBillInquiry@lge-ku.com>
Subject: RE: PSC Case 2023-00288

Ms. Vowels

I want to let you know that your account has been temporarily locked to prevent your service from being disconnected.

The messaging on the mobile app will take a day or two to refresh to remove the messaging you have displayed below.

We apologize for any inconvenience this has caused.

Thanks,

Michael E. Hornung

Manager | Pricing & Tariffs | LG&E and KU
220 West Main Street, Louisville, KY 40202
O: 502-627-4671
lge-ku.com

From: Lesley Vowels <[REDACTED]>
Sent: Tuesday, December 19, 2023 3:48 PM
To: Napier, Heather (KYOAG) <Heather.Napier@ky.gov>
Cc: Hornung, Mike <Mike.Hornung@lge-ku.com>; KY_PSC Filings <PSCFilings@ky.gov>; PSC Executive Director <PSCED@ky.gov>; ada.complaint@usdoj.gov; RSC Bill Inquiry <RSCBillInquiry@lge-ku.com>
Subject: PSC Case 2023-00288

You don't often get email from lesleyvowels@gmail.com. [Learn why this is important](#)

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

Heather,

I have reached out to Mike Hornung of LGE, I have emailed a Cease and Desist letter via email to LGE and PSC to have LGE stop their threats of disconnect. .

This case is open with Public Service Commission and I have until 01/07/2023 to file my perfected statement of Appeal.

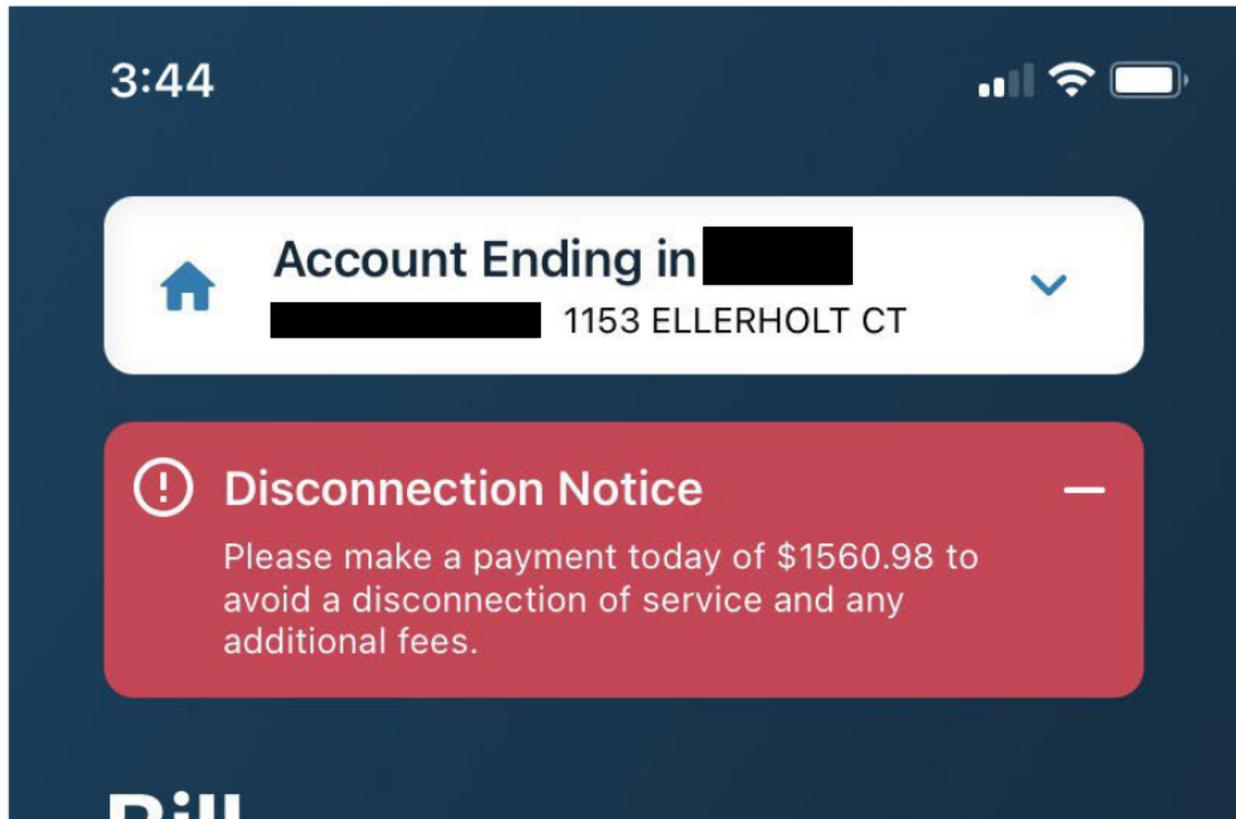
Accord to my rights under FDCPA act and ADA Act and the website rules of PSC my utilities are not to be disconnected during this time. Neither a threat.

I contacted Mike Hornung today to advise him of this same timeline and today my account states I must pay the balance in question today to avoid disconnection.

This is against Utility antitrust Laws and is classified as abuse.

I am asking you to have LGE Cease and Desist their threats of disconnect immediately.

As it's unlawful.



\$0.00



Disconnection Notice

\$1560.98 Due Now

Pay My Bill

Balance Breakdown +

Bill & Payment History



Available Payment Programs



+ Sign Up



+



Bill



Outage



Usage



More

9:51



Motion To Stay and Notice of Appeal for Case 2023-00288



me Dec 7

to PSC, bcc: me ▾



Hello,

I am resending the Motion to Stay and the Notice of Appeal. Please confirm you have received it.

Thank you, Have a blessed day,
LLC Consulting



Public Service
Commission Mo...



PDF

Public Service
Commission No...



PDF

← Reply

→ Forward

9:51



RE: Motion To Stay and Notice of
Appeal for Case 2023-00288

Inbox



← PSC Executive Director Dec 8
to me ▾



We have received your above referenced filing. If you need further assistance please contact us.

From: Lesley Vowels <[REDACTED]>
Sent: Thursday, December 7, 2023 4:24 PM
To: PSC Executive Director <PSCED@ky.gov>
Subject: Motion To Stay and Notice of Appeal for Case 2023-00288

****CAUTION**** PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.

Hello,

I am resending the Motion to Stay and the Notice of Appeal. Please confirm you have received it.

Thank you. Have a blessed day

Thank you,
Lesley Vowels
Ezekiel 3:16-21

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