

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JAMES M. VINCENT)	
)	
COMPLAINANT)	
)	
V.)	CASE NO.
)	2024-00360
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ORDER

Louisville Gas and Electric Company (LG&E) is hereby notified that it has been named as a Defendant in a formal complaint filed on November 6, 2024, and in an amended complaint filed on August 22, 2025, copies of which are attached as Appendix A and Appendix B, respectively, to this Order and incorporated herein.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, LG&E should satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order. The Commission directs LG&E to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. LG&E shall satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).


2. A copy of this Order shall be served by U.S. mail, via certified mail with return receipt requested, on James Vincent at 5400 Schuler Lane, Prospect, Kentucky 40509.

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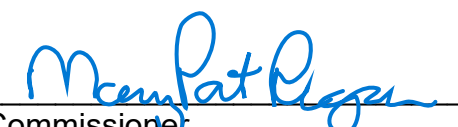
PUBLIC SERVICE COMMISSION



Chairman



Commissioner



Commissioner

ATTEST:



Executive Director





Case No. 2024-00360

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00360 DATED DEC 17 2025

FOUR PAGES TO FOLLOW

RECEIVED

NOV 06 2024

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

JAMES M. VINCENT
(Your Full Name)
COMPLAINANT

VS.

UGFE
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of JAMES M. VINCENT respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

(Your Address)

(b) _____
(Name of Utility)

(Address of Utility)

(c) That: ATTACHMENT #1
(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

JAMES M. VINCENT vs. CG&E

Page 2 of 2

Wherefore, complainant asks PLS DECISION.
(Specifically state the relief desired.)

I AM JUST TOO OLD AND TIRED TO HAVE CONTACT.
AN CG&E SUPERVISOR STATES TO ME "GET YOUR ASS
OVER THEIR" MEANING ONTO MY PROPERTY AS I WAS
WALKING OFF STREET TO MY EMPLOYMENT QUESTION,
AT WHAT AGE IS BULLYING/HARASSMENT BECOME EMOER -
ABUSE?

Dated at Prospect, Kentucky, this 31 day
(Your City)

of October, 20 24
(Month)

J Vincent
(Your Signature*)

N/A / pro se
(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.

31 Oct 2024

James Vincent vs LG&E

This past April and May LG&E along with Southern pipe installed a natural gas pipe across the street for my residence. Prior to that a couple month's earlier a LG&E marked truck was blocking my driveway and my wife was unable to exit, and I found two LG&E employees on my property wandering around. When asked they were vague and finally said they were from the Gas Design Construction Department and searching to see if any underground pipes were in my easement and had intended installing a gas line.

In early April I noticed a truck next to my driveway with Southern Pipe employees making a hole with a hydro pump looked for my water meter pipe they crossed under the roadway to my meter. Our mailbox is located next to the water meter with many flowers planted around it and I asked if they would be disturbed and said they would be digging and would go through them. Ask how much time I could move them and was given a couple of days before they reached them. My wife and I started moving the flowers and I moved the mailbox and the following day I noticed they had refilled a large hold that had been dug by an excavator at the corner of my property in the easement and the lead employee with Southern, Wes, said they decided to move across the road. I ask why because all the neighbors' utilities are located across the road with none except the water line running to my water meter is in my easement. He stated LG&E told him too.

They were at least two months weaving and using the hydro pump daily looking for all the utility lines and weaving the gas pipe in to miss them. I would ask several times why go to all that trouble when they could have dug a trench easily in my easement in a couple of days and the reply was LG&E wanted it on the other side.

The day after switching sides several LG&E gas employees or design construction members I saw looking at what appeared blueprints and looked concerned. While they were there I ask if I could be connected to the gas line and said someone would call me and the next day, a lady called and stated it would cost me over 10,000.00 to get connected and ask why if it is installed across the street and her reply was maybe in 10 years we can connect you.

After dealing with LG&E with another matter at that very same corner and had a very negative outcome I sent them an email for recording like what I wrote above with no reply of response. A few months passed and the neighbor was concerned with the sink holes called a complaint to LG&E which my neighbor called and said they are coming out and asking if I wanted to be there and replied yes. A Southern pipe representative LG& E employee showed concern with the neighbor but when I told the LG& E employee he acted if there was no work done in my easement and would not

investigate the mud hole. I will say all the residents in my neighborhood as well as the subcontractor and crew will say they did dig holes in my easement.

I am no longer interested in making a complaint about the holes dug in my easement by LG&E's subcontractor/agent, if or when anyone is injured from the work, they have hundreds if not thousands of lawyers employed and retained to defend a complaint. I spent my career defending Louisville residents of their right and safety as a police officer and am now retired and a disabled army combat veteran, and what is so sad they want me to pay over \$10,000.00 to connect to their natural gas line even if it means losing a monthly charge from me. I will continue to haul wood in in the winter to heat my home. Still, I am grateful for them selling electricity to me because I cannot get it anywhere else.

One day walking my dog, I left the roadway for an oncoming car, stepped into one of the sinkholes, twisted my ankle and luckily healed in a few days.

Finally, let me mention, Sept 2023 LG&E come onto my easement to replace a damaged utility pole and destroyed a century + old Yew tree may be the largest in Kentucky and after six months of negotiation decided they were not paying any damages and had only trimmed the tree. A young LG&E employee was cutting it down with a chainsaw and I stopped him before it was completely cut down. He stated he was cutting it down and later stated he did not like trees.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2024-00360 DATED DEC 17 2025

TWO PAGES TO FOLLOW

August 18, 2025

Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40601

RECEIVED

AUG 22 2025

PUBLIC SERVICE
COMMISSION

RE: CASE NO. 2024-00360
James M. Vincent, Complainant

Commissioners:

I am writing in response to the letter received from the Kentucky Public Service Commission, entered on August 13, 2025 as Case No. 2024-00360. The following is the amended complaint which addresses the procedural deficiencies noted in the Commission's response including the relief or remedy sought in the case, the address of the complainant, Mr. James M. Vincent, and the wrongful conduct for which the complainant seeks relief from the Commission.

On or about April/May 2024, Louisville Gas & Electric began installation of a natural gas line in front of complainant's property. A wooden stake with the words "end of gas line" was written on the stake and placed approximate 200 feet beyond the mail box in the complainant's easement. The first day was spent drilling hydro holes searching for existing underground utilities, and a very large deep hole was dug with an excavator on the complainant's property to enable an underground pipe to pass under the roadway. A hydro hole was dug close to the mail box and the complainant ask how long before the flowers and mailbox needed to be moved. The installer replied they would reach that area within a few days.

The second day, the installers backfilled the large hole dug by the excavator and stated they no longer needed the mailbox and flowers moved. They stated Louisville Gas & Electric had changed plans and now wanted the gas line placed on the other side of the roadway, where all the neighborhood utilities were buried. Unfortunately, the flowers and mailbox had already been moved by the complainant in anticipation of the original plans.

Eye witness account and physical evidence show that a gas line installation was planned on the complainant's side of the roadway in the utilities easement and after the first day of work on the installation, the large hole was backfilled and the project was moved across the street where a much more complicated installation was completed. Soon after installation was done, the property within the easement of the complainant near the roadway developed a large hole which collects water from an underground source, remaining stagnant. Approximately 200 feet north of the large hole is a natural spring that feeds Hidden Creek. This is a public safety issue due to walkers, runners and cyclists in that area. There is a concern that there will be continued erosion into the roadway. **(Wrongful conduct)**

The complainant is requesting that the source of underground water leak supplying the hole with water be repaired for public safety. **(Relief or remedy sought in the case)**

A large hole that was dug with an excavator where the gas line was going to cross under the roadway initially is located along the roadway approximately 577 feet from my mail box in a south easterly direction. The complainant's address is in Prospect, Kentucky located at 5400 Schuler Lane, which is clearly marked on the mailbox. **(Address of the complainant)**

A handwritten signature in black ink, appearing to read 'J Vincent', written in a cursive style.

Complainant: Mr. James Vincent
5400 Schuler Lane
Prospect, KY 40059

James M. Vincent
5400 Schuler Lane
Prospect, KY 40059

*Rick E Lovekamp
Manager - Regulatory Affairs
LG&E and KU Energy LLC
220 West Main Street
Louisville, KY 40202

*Louisville Gas and Electric Company
820 West Broadway
Louisville, KY 40203