

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KRISTYN STASEL)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2025-00164
)	
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	

ORDER

On May 23, 2025, Ms. Kristyn Stasel tendered a formal complaint with the Commission against Kentucky Utilities Company (KU) alleging the attachment of additional charges and disconnection of services without written notification.

Pursuant to Commission regulation in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a *prima facie* case. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case, it may be dismissed.

Based upon a review of the tendered complaint, the Commission is unable to determine, at this time, whether the complaint establishes a *prima facie* case, but the allegations support further investigation into the merits of the complaint, including an explanation of additional charges added onto the account and the receipt of formal notice

before service was disconnected. The Commission finds that additional information is needed to assist the Commission in making a determination of whether the complaint establishes a *prima facie* case. Therefore, KU shall file its responses to Commission Staff's Request for Information, attached to this Order as Appendix A, on or before the date set forth by Commission Staff in the request. KU shall respond to any future requests for information propounded by Commission Staff by the date or dates set forth on any such requests. All responses filed with the Commission should also be mailed to Ms. Stasel at her listed KU service address. A copy of Ms. Kristyn Stasel's complaint is attached to this Order as Appendix B to inform KU of the subject of the complaint and to assist in identifying Ms. Kristyn Stasel's account.


IT IS THEREFORE ORDERED that:


1. A copy of this Order shall be served on KU for the sole purpose of requesting necessary documents to assist the Commission in determining whether the complaint establishes a *prima facie* case.
2. KU shall respond to Commission Staff's request for information as provided in Appendix A attached to this Order.
3. KU shall respond to any additional requests for information propounded by Commission Staff, as provided in those requests.
4. A copy of this Order shall be served on the Complainant, Ms. Kristyn Stasel, by U.S. Postal Service, Certified Mail, Return Receipt Requested, and First-Class Mail, at (1) 600 Bellwood Court, Apt. C4, Elizabethtown, Kentucky 42701; and (2) 620 Stewart Court, Apt. A, Elizabethtown, Kentucky 42701. Service shall be considered complete on the first day the U.S. Postal Service attempts delivery of the certified mail.


5. KU shall also mail all responses filed with the Commission to Ms. Stasel at the address set forth in the ordering paragraph four.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

PUBLIC SERVICE COMMISSION


Chairman


Commissioner


Commissioner

ATTEST:


Executive Director



APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2025-00164 DATED SEP 18 2025

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO KENTUCKY UTILITIES COMPANY

Kentucky Utilities Company (KU), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due on October 3, 2025. The Commission directs KU to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

KU shall make timely amendment to any prior response if KU obtains information that indicates the response was incorrect or incomplete when made or, though correct and complete when made, is now incorrect or incomplete in any material respect.

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 ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

For any request to which KU fails or refuses to furnish all or part of the requested information, KU shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, KU shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to KU's Tariff Sheet 102.²

a. Explain if the autopay bank information changed on Ms. Stasel's account or only the name changed on the account.

b. Provide notice given to Ms. Stasel that a new deposit would be required with the option of paying all or a portion in installments.

2. Refer to KU's Tariff Sheet 105.³ Provide copies of the bills and the termination notices relevant to this complaint that were issued prior to KU disconnecting service in February, April, and May of 2025.

² P.S.C. Ky. No. 20, Sheet 102 (issued July 20, 2021) effective with service rendered on and after May 1, 2019.

³ P.S.C. Ky. No. 20, Sheet 1056 (issued July 20, 2021) effective with service rendered on and after July 1, 2027.

3. Provide copies of all communications regarding electric service between Kristyn Stasel and KU, including but not limited to bills, ten-day written notice for involuntary termination of service, email messages, written communications, and notes of telephonic or other oral communications concerning service at 620 Stewart Street, Apt. A, Elizabethtown, Kentucky from November 2024 through the date of this Order.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00164 DATED SEP 18 2025

TWENTY-THREE PAGES TO FOLLOW

COMMONWEALTH OF KENTUCKY

RECEIVED

BEFORE THE PUBLIC SERVICE COMMISSION

MAY 23 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

Kristyn Kate Stasel
 (Your Full Name)
 COMPLAINANT

VS.

Kentucky Utilities
 (Name of Utility)
 DEFENDANT

COMPLAINT

The complaint of Kristyn Stasel
 (Your Full Name) respectfully shows:

(a) Kristyn Stasel
 (Your Full Name)

620 Stewart Ct. Apt. A Elizabethtown KY
 (Your Address)

(b) Electric- KU
 (Name of Utility)

They closed all in person locations.
 (Address of Utility)

(c) That: Attached sheet including a
 (Describe here, attaching additional sheets if necessary,

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

and basis for the complaint.)

Continued on Next Page

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks

See Attached Pages

(Specifically state the relief desired.)

Dated at

Elizabethtown
(Your City)

Kentucky, this

14th

day

of

May
(Month)

2025

Kristen Hazel
(Your Signature*)

(Name and address of attorney, if any)

5/17/25

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.

Formal Complaint to the Kentucky Public Service Commission

Complainant: Kristyn Stasel

Address: 620 Stewart St, Apt A, Elizabethtown, KY 42701

Phone: [REDACTED]

Date: May 15, 2025

Kentucky Public Service Commission

Formal Complaint Regarding Kentucky Utilities Billing and Disconnection Practices

I am submitting this formal complaint to request an investigation into the billing, disconnection, and customer service practices of Kentucky Utilities (KU), which I believe violate multiple sections of Kentucky Administrative Regulations (KAR). This is not an isolated issue, but a sustained pattern of irregular billing, unexplained deposits, and lack of proper notice or assistance.

1. Background and Initial Concerns:

- I was previously on autopay with a strong payment history. My account was switched to my name from my mother's after four years of consistent payments.
- Without proper notification, I was charged a new \$150 deposit that I only discovered after it was already being deducted from my payments. There was no written explanation or agreement signed, which violates 807 KAR 5:006 Section 9(1).

2. Unexpected Disconnections and Lack of Notice:

- Despite paying consistently, KU disconnected my service multiple times in 2025 (including in February, April 1, and May) without proper written notice.
- My bill due March 21 listed an April 15 due date, but service was disconnected on April 1 without any ten-day written notice as required by 807 KAR 5:006 Section 14.
- Disconnection notices were not sent via mail. I was unaware and unable to access them clearly through the website.

3. Lack of Customer Support and Refusal to Investigate:

- KU provides no meaningful live customer service support.
- When I requested an audit of my usage due to unexplained spikes, I was told I would have to pay unless the meter was off by more than 2%.
- This refusal violates 807 KAR 5:041 regarding meter testing standards and customer rights.

4. Usage and Charges Discrepancies:

- I have received bills exceeding \$600 for a small townhouse with one occupant and part-time child occupancy.
- I unplugged my HVAC unit to eliminate any doubt of excess usage. My lifestyle includes minimal electricity use.
- The billing remains erratic and unexplained, with charges sometimes doubling or tripling despite consistent use.

5. Improper Handling of Deposits:

- I was never informed of the initial deposit being added, nor did I authorize a second one after receiving a refund from the first.
- The deposit deductions were never clearly itemized. I received no written breakdown.
- This again violates 807 KAR 5:006 Section 9(1).

6. Attempts to Resolve and Filing History:

- I filed complaints with the BBB and CFPB. KU responded but offered no meaningful resolution.
- I have also previously filed with the PSC and am now submitting this as a formal continuation with updated documentation.

Requested Relief:

- I request a formal investigation into Kentucky Utilities for violations of:
 - 807 KAR 5:006 Sections 9, 13, and 14
 - 807 KAR 5:041 (Meter Testing)
 - KRS 278.170 (Prohibited discrimination)

- I request reimbursement of any unlawful deposits, disconnection fees, and unjustified billing overages.

- I request that KU provide full documentation and itemization of my billing, meter usage, and justification for any penalties or deposits charged.

I appreciate your time looking into this matter. I look forward to hearing from you soon.

Sincerely,

Kristyn Stasel

1:45



Bill & Payment History

Bill History

Payment History

Pending Payments

You have no pending payments.

Past Payments

05/07/2025
Paymentus

\$161.97

04/01/2025
Paymentus

\$440.95

02/03/2025
Paymentus

\$644.38

12/16/2024
Auto Pay-Direct Deb

\$109.04

1:55

📶 (12)



\$110.38



10/17/2023

Auto Pay-Direct Deb

\$141.60



09/14/2023

Auto Pay-Direct Deb

\$181.42



08/15/2023

Auto Pay-Direct Deb

\$176.33



07/17/2023

Auto Pay-Direct Deb

\$176.37



06/15/2023

Auto Pay-Direct Deb

\$140.59



05/15/2023

Auto Pay-Direct Deb

\$134.67

1:55

121



\$123.80

↻ 04/12/2024

Auto Pay-Direct Deb

\$135.24

↻ 03/15/2024

Auto Pay-Direct Deb

\$215.01

↻ 02/14/2024

Auto Pay-Direct Deb

\$254.99

↻ 01/17/2024

Auto Pay-Direct Deb

\$114.73

↻ 12/14/2023

Auto Pay-Direct Deb

\$90.58

↻ 11/14/2023

Auto Pay-Direct Deb

\$110.38

↻ 10/17/2023

1:55

112



\$109.04



11/14/2024

Auto Pay-Direct Deb

\$80.22



09/16/2024

Auto Pay-Direct Deb

\$150.10



08/12/2024

Paymentus

\$146.62



07/17/2024

Auto Pay-Direct Deb

\$129.97



06/14/2024

Auto Pay-Direct Deb

\$104.65



05/14/2024

Auto Pay-Direct Deb

\$123.80



04/12/2024

1:55

112



Bill History

Payment History

Pending Payments

You have no pending payments.

Past Payments

05/07/2025

Paymentus

\$161.97

04/01/2025

Paymentus

\$440.95

02/03/2025

Paymentus

\$644.38

12/16/2024

Auto Pay-Direct Deb

\$109.04

11/14/2024

502-589-1444 (LG&E)
800-981-0600 (KU/ODP)
lge-ku.com/contact

----- Original Message -----

From: [REDACTED] <customercare@lge-ku.com>
To: "myaccount@lge-ku.com" <myaccount@lge-ku.com>
Sent: 4/1/2025 3:12:12 PM
Subject: FORM: LG&E and KU Residential contact us - Payment and billing question
[InteractionID:e0f376c2-79f2-45aa-800c-ccd0d8e7eb33]

Residential – online contact form

Question type

Payment and billing question

Contact information

First Name

Kristyn

Last Name

Stasel

Email

[REDACTED]

Phone

[REDACTED]

Phone Type

Mobile

Address

620 Stewart St, A

City

Elizabethtown

Zip

42701

Account validation

Authentication type

Social Security number

Your social security number

xxx-xx-xxxx

Message information

Message

I dispute the 2,285 kWh charge. Under 807 KAR 5:026, conduct a free meter audit. Restore power during the investigation. Failure to comply will result in legal action. If power is not restored by April 1 at 4:30 PM KPSC will be investigating this as well.

Terms and Privacy Policy agreement
checked

Re: FORM: LG&E and KU Residential contact us - Payment and billing question
[InteractionID:c7b81fff-c177-4d51-bad3-a1bc8ab4b1a7]



Kristyn Kate

Reply

Reply all

Forward



To: rscbillinquiry@lge-ku.com

Mon 4/14/2025 12:59 PM

To whom it may concern,

I am formally rejecting Kentucky Utilities' explanation regarding my service disconnection and billing disputes. This response does not address the substance of my original complaint and instead relies on vague references to internal procedures while avoiding the actual issues at hand.

Let me be absolutely clear:

1. Your March 21, 2025 bill stated a full amount due of \$602.92 with a clearly printed due date of April 15, 2025. There was no clear breakdown of how much was due by March 31, nor was there a visible "Important Information" section explaining that my power could be disconnected before that April deadline-until page three, in tiny print and buried below a billing barcode. This is misleading and lacks transparency.

2. I never received a disconnection notice prior to April 1. You now claim a notice was mailed on March 19, 2025, but that was not received. A mailed notice does not constitute valid delivery, and a disconnection should not proceed based on a document I was never given. If you rely on that letter, the burden of proof of delivery is on your office. Referencing postal errors while holding the customer responsible is unacceptable.

3. You disconnected my power on April 1, during an active state of emergency in Kentucky involving severe storms, tornadoes, and flooding across the region. At that time, I had:

- Repeatedly requested a meter audit
- Attempted to reach customer service through phone, voicemail, and emergency dispatch- Never received a callback or assistance
- Been misled by a bill suggesting I had until April 15 to pay in full

4. The meter audit form you later sent me states I will be charged \$79 unless my meter is off by more than 2%. This is unreasonable. If your equipment is even 1% inaccurate-I should not be charged for your faulty meter. That policy penalizes customers for daring to question your billing practices, while protecting KU from accountability.

5. I note that immediately after my formal complaints, my usage dropped sharply without any change in weather, behavior, or household conditions. You have provided no explanation for this discrepancy, and instead deflected responsibility to "energy habits" or home insulation. My HVAC system was not altered, and no repair was done-yet my usage dropped from over 2,200 kWh to just over 1,300 kWh. That change is statistically significant, and it raises serious questions about the meter's integrity and the accuracy of past readings.

6. Your response attempts to paper over systemic failures in your billing and support process.

Specifically:

- You closed all in-person customer service options, leaving me with no way to speak to a representative.
- Your automated system never connected me to a human despite multiple calls and emergency requests.
- You offer no appeal process for customers who question their bills unless they agree to pay your meter testing fee.
- You billed me for two months at once during this period, increasing financial strain and confusion.
- You made no effort to reach me by phone or email before cutting my power, despite having my contact information and active open complaints.

This entire process has caused extreme stress and financial harm. I have made clear, well-documented efforts to get answers, request an audit, and prevent disconnection-only to be met with silence, deflection, and a shutoff.

I now formally request the following:

- A full investigation and written report of my meter usage and billing between November 2024 and March 2025

- A full waiver of the meter test fee, regardless of percentage deviation

- A reimbursement or credit for excess usage and wrongful disconnection during a state emergency

- An internal review of your billing communication practices and the clarity of your "Important Information" disclosures

- Confirmation that no negative reports were sent to credit bureaus or third-party systems as a result of this incident

If these requests are denied or ignored, I will escalate this matter with supporting evidence to the

Kentucky Public Service Commission, Consumer Financial Protection Bureau, and other regulatory

bodies. I am not seeking legal representation currently, but I reserve the right to do so.

This is not just about billing-it's about integrity, safety, and the basic right to fair and transparent service.

Sincerely,
Kristyn Stasel
620 Stewart Street Apt A
Elizabethtown, KY 42701
Account #: [REDACTED]

From: rscbillinquiry@lge-ku.com <rscbillinquiry@lge-ku.com>

Sent: Monday, April 14, 2025 10:06:14 AM

To: [REDACTED]

Subject: RE: Re: FORM: LG&E and KU Residential contact us - Payment and billing question
[InteractionID:c7b81fff-c177-4d51-bad3-a1bc8ab4b1a7]

Good morning Kristen,

Upon review of your account, we are showing meter number 5367194 is the meter we are reading to generate your bill. If you feel there is an issue with the wiring, you will want to reach out to your landlord or maintenance to see if they can check this, as we are not responsible for the wiring of the building. We recommend doing a breaker test to determine which breaker is using the most electricity.

How to perform a breaker test with an Advanced Meter

1. Turn all of your electric breakers off.
2. Go outside and check your electric meter. In the lower right-hand corner of the display, you'll see three alternating black squares. They should be blinking one after another.
3. Go inside and turn on one breaker and check the meter again. You should notice an increase in the speed of the blinking black squares.
4. Go back inside and turn that breaker off.
5. Repeat steps three and four for each breaker.

When one breaker is turned on and the black squares blink rapidly, this will narrow down the area of your home that is pulling the most electricity. Typically, the furnace will use the most electricity in the wintertime, compared to your other major appliances, combined.

Higher usage during heating and cooling months of winter and summer are typical due to the furnace and air conditioning be used. Lower usage is typical during the milder weather months of spring and fall when the furnace and air conditioning are not used as much. I have attached a copy of the graph of your usage from 2023-2024 and the graph from 2024-2025 for comparison. These can be found on your bills due 4/12/24 and 4/15/25.

We can do a meter test; this is not a free unless the meter is running below 98% or above 102% accuracy. Information on the meter test is included within our Rates and Tariffs under "special charges" on Sheet no. 45. I have attached a meter test form to this email, if you would like to have it tested you may sign it and send it back to us. You do have the right to be present at the time of testing. More information on our rates and tariffs can be found at lge-ku.com/rates.

Your bills are generated based on the usage which runs through the meter, we have reviewed the billing to confirm all usage is correct. Please keep in mind all homes are different. Insulation, window and door seals, age and condition of your heating and air conditioning unit and appliances, and thermostat settings all play a large roll in your usage. Everyone has different electricity habits.

Your meter is an advanced AMI meter. The My Meter portal will allow you to view your interval usage in various levels of detail. This feature will help you keep up with your usage, manage energy usage alerts, and learn valuable energy-saving tips. You can view your My Meter data through your online account under Account History. For more information on the upgrade and features, please visit [Learn more about the features and benefits of your My Meter dashboard | LG&E and KU \(lge-ku.com\)](http://lge-ku.com).

I have attached a copy of your bill, highlighting the Important Information on page 3, stating the past due balance is subject to disconnection and immediate action is required as well as your disconnection notice that was mailed to 620 Stewart St Apt A in Elizabethtown on 3/19/25. If you did not receive it, you may want to contact your local post office to investigate. Please note, the paperless billing option and billing notifications are available, and you may sign up for these services using your online account.

The Billing Notifications feature gives you the option of receiving billing reminders by email, text, or voice call. You can choose to be notified when a new bill is available, five days before

the due date, one day past the due date, or all notifications. To sign up for billing notifications, please sign into your account. Under the heading Manage My Profile, select My Notifications, then click on the account number and make your choices.

To enroll in Paperless Billing, just sign into your account. Under the heading My Bill, select Billing Options. Then you would choose Paperless from the drop down-menu and click the Submit button. You will receive a bill notification each month to the registered email address. Please make sure that ebill@lge-ku.com is on your authorized senders or allowed senders list through your email preferences.

We do not show any contacts from you between 3/17/25 to 4/1/25. Please be aware, when contacting us by email our response time can be 1-2 business days. If you have an issue that needs immediate response, please call us during normal business hours, Monday through Friday from 7am to 7pm ET.

If you would like for someone to contact us on your behalf, please add them as an authorized contact person or a joint account holder by visiting our website at <https://lge-ku.com/joint-account-holder>. We ask that you submit another email as opposed to replying to this email so that we can ensure their private information is submitted through our secure site.

If you receive a disconnection notice in the future and feel like you might need extra time to make your payment, let us know and we'll be happy to help. Just keep in mind that the extension will need to be set up by 7:00pm on the due date of the disconnection notice and it may be necessary to call us. You may be eligible to set up the extension online using our self-service option. Log in at my.lge-ku.com or through the mobile app and the *Payment Arrangement* option is available under the Payment Programs tile for qualifying accounts. You can also view current arrangements from this screen.

If you have reviewed these suggestions and feel that there may be another issue, or you would like to discuss your billing further, please contact customer service at 800-981-0600, and select options 1-2-4-5. Customer Service is open Monday through Friday 7:00am to 7:00pm ET.

As a friendly reminder, your current bill is \$161.97 due 4/15/25.

Best regards,

Tamara
Customer Service Representative
502-589-1444 (LG&E)
800-981-0600 (KU/ODP)
lge-ku.com/contact

----- Original Message -----

From: "Kristyn Kate" [REDACTED]
To: "rscbillinquiry@lge-ku.com" <rscbillinquiry@lge-ku.com>
Sent: 4/11/2025 4:25:51 PM
Subject: Re: FORM: LG&E and KU Residential contact us - Payment and billing question [InteractionID:94d78937-5f52-48e9-9fb3-89cc2b5bedd3]
Formal Dispute and Demand for Reimbursement

Dear Tabatha,

This letter is a formal response to the unresolved and unacceptable billing issues I have experienced with Kentucky Utilities and LG&E, and a final demand for investigation, reimbursement, and accountability.

From February to April 2025, I have been forced to pay over \$1,300 for electric service to a two-bedroom townhome, despite consistent usage, mild weather, and numerous unanswered requests for assistance and a meter audit. The charges are egregiously inflated compared to neighboring units and previous years, and KU's actions have created extreme financial hardship, stress, and emotional distress.

On March 21, 2025, I received a bill totaling \$602.92 with a clearly printed due date of April 15, 2025. That bill included a previous balance of \$299.43, current charges, and "other fees." It stated in vague language that the balance was "subject to disconnection" but gave no itemized timeline or disconnection date.

My service was disconnected on April 1, 2025, despite that printed April 15 due date. This is deceptive and contradictory. If any portion of the balance was expected by March 31, that must be stated clearly, and it was not.

Furthermore, I never received a disconnection notice. Even if one was automatically generated and mailed, it was invalidated by the following bill which stated I had until April 15 to pay the full balance. No "Important Information – Section C" was attached, included, or visible on the bill as instructed.

I was actively requesting help at the time of disconnection. I called repeatedly. I requested a meter audit. My mother called on my behalf and was also denied assistance. The only option provided was to pay the full balance. No alternative was given. No audit was conducted. No one ever followed up.

After I began complaining publicly and warned of escalating the issue, my usage mysteriously dropped—despite the weather being the same and my habits unchanged. That quiet shift alone confirms that internal correction may have occurred without admission, transparency, or compensation.

This is a systemic pattern of financial exploitation. KU failed to inform, denied all customer contact, and disconnected my service just before a tornado and flooding disaster struck my area.

I am now demanding the following:

1. A formal meter audit of Meter #5367194 and cross-wiring inspection.
2. Reimbursement or credit for overcharges paid since November 2024, totaling at least \$1,384.76.
3. Written explanation of why I was disconnected despite a due date of April 15, and without proper breakdown or Section C inclusion.
4. Acknowledgment of KU's failure to provide dispute access and options during a financial crisis.

If this matter is not resolved within 10 business days, I will file complaints with the Kentucky Public Service Commission (PSC), the Consumer Financial Protection Bureau (CFPB), and pursue small claims action.

You exploited a system that denies people the right to question. I am no longer accepting silence as an answer.

Sincerely,

Kristyn Stasel
620 Stewart St Apt A
Elizabethtown, KY 42701

Get [Outlook for iOS](#)

From: rscbillinquiry@lge-ku.com <rscbillinquiry@lge-ku.com>

Sent: Thursday, April 3, 2025 10:44:11 AM

To: [REDACTED]

Subject: FORM: LG&E and KU Residential contact us - Payment and billing question [InteractionID:94d78937-5f52-48e9-9fb3-89cc2b5bedd3]

Good morning, Kristen!

Upon review, I show a payment of \$440.95 posted to your account on 4/1 and service has been restored.

I show a current bill balance of \$161.97 due 4/15.

I understand your concerns over the increase in your billing and have reviewed your current and previous usage. I do not show any estimated readings have been entered on your account and the last reading was a verified read on 3/19 at 13,498.

You have an advanced meter which allows the meter to be read remotely. I obtained a read this morning at 13,521. Based off the new read the bill is correct.

The meter is only going to register the amount of electricity that has passed through it. This would indicate that one of your electric appliances, possibly the heating system, caused the increase. **Please check to be sure that you do not have the heat setting on emergency or auxiliary heat as this will also cause a large increase in usage.**

To determine the area of your home that is using the most electricity, you can try the breaker test. To start, make sure your appliances are running as they normally should. For example, make sure that your furnace is turned on, and your washer, dryer, dishwasher, refrigerator, or other major appliances are turned on that would normally be in use.

1. Turn all of your electric breakers off.
2. Go outside and check your electric meter. In the lower right-hand corner of the display, you'll see three alternating black squares. They should be blinking one after another.
3. Go inside and turn on one breaker and check the meter again. You should notice an increase in the speed of the blinking black squares.
4. Go back inside and turn that breaker off.
5. Repeat steps three and four for each breaker.

When one breaker is turned on and the black squares blink rapidly, this will narrow down the area of your home that is pulling the most electricity. Typically, the furnace will use the most electricity in the wintertime, compared to your other major appliances, combined.

The advanced meter will allow you to see your usage in as small as 15-minute increments online.

Usage is continuously displayed within 48 hours of when it occurs, which allows you to take a closer look at when you are using energy. MyMeter provides you with the detailed information you can use to better understand electricity and gas usage in your home.

To view the data, log into My Account. Click on View My Meter under Account History.

We hope this information has been helpful!

Kind regards,

Tabatha
Customer Service Representative
502-589-1444 (LG&E)
800-981-0600 (KU/ODP)
lge-ku.com/contact

----- Original Message -----

From: [REDACTED] <customercare@lge-ku.com>

To: "myaccount@lge-ku.com" <myaccount@lge-ku.com>

Sent: 4/1/2025 3:12:12 PM

Subject: FORM: LG&E and KU Residential contact us - Payment and billing question
[InteractionID:e0f376c2-79f2-45aa-800c-ccd0d8e7eb33]

Residential – online contact form

Question type

Payment and billing question

Contact information

First Name

Kristyn

Last Name

Stasel

Email

[REDACTED]

Phone

[REDACTED]

Phone Type

Mobile

Address

620 Stewart St, A

City

Elizabethtown

Zip

42701

Account validation

Authentication type

Social Security number

Your social security number

xxx-xx-xxxx

Message information

Message

I dispute the 2,285 kWh charge. Under 807 KAR 5:026, conduct a free meter audit. Restore power during the investigation. Failure to comply will result in legal action. If power is not restored by April 1 at 4:30 PM KPSC will be investigating this as well.

Terms and Privacy Policy agreement

checked

Formal Dispute and Demand for Reimbursement

Dear Tabatha,

This letter is a formal response to the unresolved and unacceptable billing issues I have experienced with Kentucky Utilities and LG&E, and a final demand for investigation, reimbursement, and accountability.

From February to April 2025, I have been forced to pay over \$1,300 for electric service to a two-bedroom townhome, despite consistent usage, mild weather, and numerous unanswered requests for assistance and a meter audit. The charges are egregiously inflated compared to neighboring units and previous years, and KU's actions have created extreme financial hardship, stress, and emotional distress.

On March 21, 2025, I received a bill totaling \$602.92 with a clearly printed due date of April 15, 2025. That bill included a previous balance of \$299.43, current charges, and "other fees." It stated in vague language that the balance was "subject to disconnection" but gave no itemized timeline or disconnection date.

My service was disconnected on April 1, 2025, despite that printed April 15 due date. This is deceptive and contradictory. If any portion of the balance was expected by March 31, that must be stated clearly, and it was not.

Furthermore, I never received a disconnection notice. Even if one was automatically generated and mailed, it was invalidated by the following bill which stated I had until April 15 to pay the full balance. No "Important Information – Section C" was attached, included, or visible on the bill as instructed.

I was actively requesting help at the time of disconnection. I called repeatedly. I requested a meter audit. My mother called on my behalf and was also denied assistance. The only option provided was to pay the full balance. No alternative was given. No audit was conducted. No one ever followed up.

After I began complaining publicly and warned of escalating the issue, my usage mysteriously dropped—despite the weather being the same and my habits unchanged. That quiet shift alone confirms that internal correction may have occurred without admission, transparency, or compensation.

This is a systemic pattern of financial exploitation. KU failed to inform, denied all customer contact, and disconnected my service just before a tornado and flooding disaster struck my area.

I am now demanding the following:

1. A formal meter audit of Meter #5367194 and cross-wiring inspection.
2. Reimbursement or credit for overcharges paid since November 2024, totaling at least \$1,384.76.
3. Written explanation of why I was disconnected despite a due date of April 15, and without proper breakdown or Section C inclusion.
4. Acknowledgment of KU's failure to provide dispute access and options during a financial crisis.

If this matter is not resolved within 10 business days, I will file complaints with the Kentucky Public Service Commission (PSC), the Consumer Financial Protection Bureau (CFPB), and pursue small claims action.

You exploited a system that denies people the right to question. I am no longer accepting silence as an answer.

Sincerely,

Kristyn Stasel
620 Stewart St Apt A
Elizabethtown, KY 42701

Get [Outlook for iOS](#)

From: rscbillinquiry@lge-ku.com <rscbillinquiry@lge-ku.com>

Sent: Thursday, April 3, 2025 10:44:11 AM

To: [REDACTED]

Subject: FORM: LG&E and KU Residential contact us - Payment and billing question
[InteractionID:94d78937-5f52-48e9-9fb3-89cc2b5bedd3]

Good morning, Kristen!

Upon review, I show a payment of \$440.95 posted to your account on 4/1 and service has been restored.

I show a current bill balance of \$161.97 due 4/15.

I understand your concerns over the increase in your billing and have reviewed your current and previous usage. I do not show any estimated readings have been entered on your account and the last reading was a verified read on 3/19 at 13,498.

You have an advanced meter which allows the meter to be read remotely. I obtained a read this morning at 13,521. Based off the new read the bill is correct.

The meter is only going to register the amount of electricity that has passed through it. This would indicate that one of your electric appliances, possibly the heating system, caused the increase. **Please check to be sure that you do not have the heat setting on emergency or auxiliary heat as this will also cause a large increase in usage.**

To determine the area of your home that is using the most electricity, you can try the breaker test. To start, make sure your appliances are running as they normally should. For example, make sure that your furnace is turned on, and your washer, dryer, dishwasher, refrigerator, or other major appliances are turned on that would normally be in use.

1. Turn all of your electric breakers off.
2. Go outside and check your electric meter. In the lower right-hand corner of the display, you'll see three alternating black squares. They should be blinking one after another.
3. Go inside and turn on one breaker and check the meter again. You should notice an increase in the speed of the blinking black squares.
4. Go back inside and turn that breaker off.
5. Repeat steps three and four for each breaker.

When one breaker is turned on and the black squares blink rapidly, this will narrow down the area of your home that is pulling the most electricity. Typically, the furnace will use the most electricity in the wintertime, compared to your other major appliances, combined.

The advanced meter will allow you to see your usage in as small as 15-minute increments online.

Usage is continuously displayed within 48 hours of when it occurs, which allows you to take a closer look at when you are using energy. MyMeter provides you with the detailed information you can use to better understand electricity and gas usage in your home.

To view the data, log into My Account. Click on View My Meter under Account History.

We hope this information has been helpful!

Kind regards,

Tabatha
Customer Service Representative

*Kristyn Stasel
620 Stewart Court
Apt. A
Elizabethtown, KY 42701

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