

PSC Consumer Inquiry System

12/27/2022

Complaint: 2022-03066	Entry Date: 12/27/2022	Closed Date:	Contact Type: E-Mail
Name: [REDACTED]		Utility: Kentucky Utilities Company	
Address: [REDACTED] Bardstown, KY 40004		Utility Nbr: 400	Location: Residence
County: Nelson		Utility Type: Investor-	
Home: [REDACTED]	Work:	Reason: Service quality/repair (Service outage/interruption) (none) ((none))	
Fax:	CBR Nbr:		
Cell:	Email: [REDACTED]	Complaint referred by:	
Contacted Utility? <input type="checkbox"/>	Spoke with:		
	Cust Relations: None		
Utility Contact:		Contact's	
Preliminary Description: outage		Other Contacts:	
Processor: ROSEMARY			
See File <input type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: ROSEMARY

Date: 12/27/2022 4:28:48 PM

Why was there a random power outage done purposely to roughly 500 people in Bardstown Kentucky on Dec. 23rd. There should have been a warning or something, My neighborhood loses power often enough without doing this purposely with no warning. I was cooking dinner with guest coming. I would have re-evaluated my plans had I known this,

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Name:	[REDACTED]			Utility:	Kentucky Utilities Company		
Address:	[REDACTED] Bardstown, KY 40004			Utility Nbr:	400	Location:	Residence
County:	Nelson			Utility Type:	Investor-		
Home:		Work:		Reason:	Service quality/repair (Service outage/interruption) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:	[REDACTED]	Email:	[REDACTED]				
Contacted Utility?	<input type="checkbox"/>	Spoke with:					
		Cust Relations:	None				
Utility Contact:		Contact's					
Preliminary Description:		Other Contacts:					
	outage						
Processor:	ROSEMARY						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: ROSEMARY

Date: 12/27/2022 4:23:07 PM

At 6PM/23DEC, the power in my home went out off as I was driving towards my neighborhood. Temperatures were sub-freezing and the ground was covered with ice and snow. As I drove through town, I could see that only the south side of town was in the dark but the thousands of Christmas decorations were still on lighting up the town square on the north side. When I got to my driveway, I was unable to open my garage and my only option was to try to climb over the back fence but was finally pushed to call for help because I could not do it. Initially, I took all this in stride assuming there was a power emergency in the town. But I was wrong and I am filing my complaint as I am furious over this unorganized, poorly executed LG&E-KU plan of rolling blackouts on a single day temp of -5. LG&E Louisville had just done media segments that morning bragging their grids were built to handle this and then suddenly 8 hours later, we are in trouble. Something is wrong somewhere and it's not in the grids. Three monopoly power companies do not just come together and execute a plan like this without consulting the government agencies who regulate them. Nothing will convince me rolling blackouts are necessary while the entire state of Kentucky is glowing with Christmas lights on every corner. Are we so power hungry, so third world country, that we have to take control of people's residential power to show our force? . This surprise rolling blackout happened at the dinner hour on the coldest day of the year in a full residential area. Families who were just settling in for the night were suddenly put into a scramble to get their children to a warm place. Senior citizens such as myself found ourselves in a survival mode not knowing what was yet to come. It was only AFTER the power came back on that we were advised that these were planned rolling blackouts, obviously planned with no rhyme or reason. There was no advanced notice to the residential customer on this planned blackout. This blackout came at a time when the affected residential portion of the city was at one of its lower usage hours. I would like to see what criteria was used on this overall blackout plan. I would like to know who has the power to segregate out who gets their power cut off and who does not. Do they not realize what these off and on surges are doing to our appliances and HVAC's'? It is one thing to weather the storm in power emergencies, and we all do that without complaining, but to be treated like this on a "plan" is not acceptable. What kind of management at any level, including up to the State Governor, would allow this to happen? No, I am not being selfish and hoarding my own power - I am a senior citizen who has paid my taxes and paid my own utilities my entire life and I deserve to be treated better than this. If the monopoly power companies cannot meet the demand, then we need to find someone who will. LG&E-KU do not sell us what you cannot provide. One day of -5 degrees is not a grid breaking cold snap and I am not buying into any of this.