

2009-00420

98

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

David & Laura Davis  
(Your Full Name)  
COMPLAINANT  
VS.  
Louisville Gas Electric an e-on comp  
(Name of Utility)  
DEFENDANT

RECEIVED  
OCT 21 2009  
PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of Laura J Davis  
(Your Full Name) respectfully shows:

- (a) Davis S Davis  
(Your Full Name)  
11706 Wiltonwood Ct  
(Your Address)
- (b) Lea Gas & El.  
(Name of Utility)  
PO Box 538612 / Broadway  
(Address of Utility)

(c) That: Please see attached sheets  
(Describe here, attaching additional sheets if necessary,  
See attached pays  
the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Formal Complaint

vs.

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Wherefore, complainant asks

I would like my amount  
(Specifically state the relief desired.)

that I have paid in on my deposit  
credited back to my bill & waive the balance  
of the deposit due.

Dated at Louisville, Kentucky, this 14 day  
(Your City)

of Oct, 2009  
(Month) 19

Laura Davis  
(Your Signature)

(Name and address of attorney, if any)

To Public Service Commission  
From Laura J Davis  
11706 whitewood ct  
Louisville Ky 40272

In -7/09 my Louisville Gas & Ele was disconnected, I called and was told I didn't pay my bill in full and I still owed them a balance of \$140.00 or so, I advised them this was an error on my part, but they told me because of that they would charge me a reconnect fee, and a \$295.00 deposit, I told them I was unable to pay that amount and needed it waived, they refused, so I ask for a payment plan to pay this, the customer service associate I was speaking to was unable to help me, and after several attempts to make arrangements I ask for a manager because I knew I wouldn't be able to pay this at one time, I had been running behind because my husband lost his job in may 2008 and we had a very large pay cut, so they let me talk to Barbie, Barbie advised me that only a manager could set up arrangement other than payment in full, she told me that she would set the \$295.00 up over 4 payments, however I would have to make my payment on time or it would void my payment plan and I would have to pay this amount in full, I reluctantly agreed because I didn't have any other option, Barbie told me that I would have to pay \$175.00 that day (I guess it was my balance plus a reconnect fee) then would have to pay the 1/4th of the payment plan and my bill, which would be \$215.00 and I would have to pay it by the date on the green bill,

So on aug 14<sup>th</sup> I paid my 1<sup>st</sup> installment and my LGE bill which was \$215.00, so I kept to my end of the deal. However when I received my next bill on sept 2, 2009 it had a total amount do of \$361.73 which was \$140.46 for my utilities and \$221.25 for the other charges since this was not broke down into my agreed amount I called and spoke to a Darlene about our arrangement with Barbie she looked into all of the information I gave her and she said I don't understand what happened but I see that you paid what you were to pay and that the remaining balance of \$221.25 on the other charged should be broke into 3 other installments she assured me that everything was ok, and just keep to my arrangement that I made and everything would be fine So on sept 14<sup>th</sup> 2009 I paid my 2<sup>nd</sup> installment amount and my payment that was in the amount of \$214.71 and I paid it by bill matrix, that was posted to account [REDACTED] I gave all my information to them and posted my payment on time and for the correct amount, they gave me a conformation number of [REDACTED], then on sept 22, 2009 I received a brown notice telling me to pay in full by sept 30, or they would shut my service off again, so of course I called, ( by the way, you never get right thur, always a 10-15min wait) now a customer service associate by the name of john answers the phone, and I have to spend several minutes on the phone telling them what has happened, he said no payment was made for sept, I told him I paid with bill matrix, and that they gave me the confirmation number and everything, at this point I am so upset, because every month I have to call and figure out what is going on because they were not keeping their end of the arrangement. So Now I have John on the phone telling him everything again just for him to say he cant do anything, I have to call bill matrix, and if I paid they will be able to tell him, then and only then will the payment be posted and everything will be set back up, I told him I had

the number, he said he cant do anything with it they could, he advised me to call 1800 9679649, and give them my information and when they find my money, have them fax a copy of the amount, and the DATE it wad paid so he could post the money and get this back on the payment plan, so of course I did all the work calling all the phone numbers, and I spoke to Lakinda at bill matrix she advised that the account number it was posted to was wrong, that the numbers were backwards, it went to account [REDACTED] and it should have been account [REDACTED], after we once again got everything accounted for and see what had happened, she agreed to fax all info to john, and that is what she done,

On that same day, John called back and left a message on the cell phone telling me that they received all information and everything was corrected, and my payment plan was back on, so I just left it as that, but guess what they came and shut my service back off on 9/30/2009.

So once again I am on the phone it took me 22 min of the 30 min lunch I got to get someone on the phone, that is when Keisha took the call, and as you can imagine I was so upset that I was loud and very demanding to speak to a manager, I advised I didn't want to go thur all my information once again, just to have them put me on with a manager because they didn't have authority to do anything, she insisted I tell her what happened before she could look for a manager, so I told her everything, she said she would have a manager call me back, I told her I was at lunch I didn't want to hang up, I wanted a manager now, she told me that she would look for one, but if she couldn't find one I wouldn't be able to hold they had other customers, and I then told her I would hold while she went to look for one, she came back to the phone after a few seconds, and just disconnected the phone, so now I am beside my self completely mad that I would be treated that way, when I have been nothing but apologetic to the staff about my anger and disapproval of how thing were ran there,

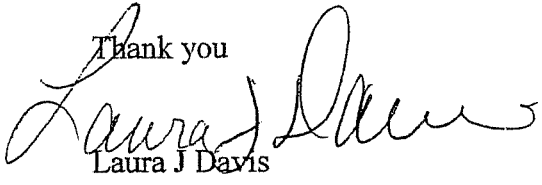
I called back, and after 15 min got a Deidra, I went thur this again and this is what she said, well I see that you are right, we did shut you off in error, I see that John got the fax, and he tried to set you back up on the payment plan but the computer didn't take it. I ask that she get my service back on ASAP and she said a manager would have to do that and that she would tell them what happened and have someone call me back, within a few min a gentlemen by the name of Bruce call me back, and told me he was a manager, So I was thinking he knew what was going on, however he was calling me because of Keisha not Deidra, kasha never told him what happened, just had him call so since he didn't know why I was calling I had to tell him everything again, I advised I was so upset on how thing were conducted that I wanted to charge them a fee of \$295.00 just like they did me, Bruce didn't seem to understand anything I was saying, he seem to be very slow with comprhenstion, ok now at this point the said yes their error, would turn service back on didn't know what happened and would make sure he spoke to dispatch and that was at noon, in between that time, another female manager called me and advised me Bruce was not a manager but a coach what ever that means. I did advise her that he seen it was their error and that he was going to have it turned back on ASAP, I did ask her to also call and

make sure they were going to take care of this and she said she would. Now with in the next few hours I have had to call a few time to see when they were going to turn my service on, I had to tell everything about the account again so they would know that this error was LG&E and send them back out ASAP like they said they would to turn it aback on,

At 4:20pm (they turned it off at 11am) they send a employee to my house to turn the service back on, I ask why it would take 5 plus hours to turn back on he said that they gave him the notice at 1204 and ask me to look at the screen in the truck, he said they didn't tell him it was a error on their part to rush the order, so he takes them in line. I advised to the driver everything that went on, he of course said he was sorry but he can only do so much,

I got the phone number for public service commission and called I spoke to Matt, I told him I wanted to file a complaint, I told him everything that happened and his response was what do you want me to do, after I told him off, he changed his tune and said he meant it as in what can he do to help me, he took all the info and had someone call me back, that is when I got a call from Marla another employee of LG&E called me back and her response was, we will set you back up on the payment plan, I advised that what I was asking for was my part of the deposit back, that they charged me \$295.00 for my original error and now the least they can do is give me back my money that I paid (not their money my money) she said they don't do that, and she did say they were sorry, but that is all she can offer me is the payment plan, I advised the payment plan was never followed, I have been out a lot more then them, I advised this payment plan is not what I wanted I wanted the money back that I paid in, she said she would have someone else call me and see what they can do but she is unable to do that, so a few days later I got a called from Tim Melton, he ask what I wanted, I told him my money back and the rest of the deposit waived, he said they don't waive that money for anyone, I advised I didn't want to discuss just anyone, I was talking about my case, and everything <sup>should</sup> ~~she not~~ be black and white, I advised that for all of my problem I should be given my money back, that they as a corp. are not being fair, for my error they are allowed to charge this fee of \$295.00 but they do not have to charge it, and I don't think they should be able to keep making all of the error that they have made and no one be able to hold them accountable just because they are larger then myself, I told him I wouldn't agree with him and I know they have to have someone that would understand and agree with me that they should have to pay for the error they have made, why do I not have a word in this, why isn't anyone going to hold this company at bay for they errors that they are doing, I bet you this is not the only person that they have messed with, that \$295.00 on the bottom line is a lot of money, I bet if any one completed a study on this they would see that the one to benefit is corporation, they have no right to treat someone with the complete disrespect that they have treated me with and have no consequence will someone please listen to me I am a hard working person that is doing the best that I can to keep things going, and this is a lot of money to me I do expect my money back. When it all comes down to it the original payment plan, was for my error, and now that I came back to your company about their error, I think I should be given my money back

Thank you

A handwritten signature in cursive script, appearing to read "Laura J Davis". The signature is fluid and connected, with a large initial "L" and "D".

Laura J Davis