

COMMONWEALTH OF KENTUCKY

95

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

Susan E. Edwards)
(Your Full Name))
COMPLAINANT)

JUN 27 2012

PUBLIC SERVICE
COMMISSION

VS.

Louisville GAS + Electric)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Susan Edwards respectfully shows:
(Your Full Name)

(a) Susan Edwards
(Your Full Name)

4207 W. Market St.
(Your Address)

(b) GAS + Electric (Louisville)
(Name of Utility)

701 S. Ninth St.
(Address of Utility)

(c) That: Starting in Oct. 2007 the bill was \$1165.00
(Describe here, attaching additional sheets if necessary,

as a result of a house fire at our previous
the specific act, fully and clearly, or facts that are the reason

home @ 2313 W. Chestnut St. I moved to
and basis for the complaint.)

4207 W. Market St. I was told by Pam Alexandria that
I had to pay \$950.00 to have my Electric Services
started. I only had \$750.00 at the time + was
told to pay \$100.00 plus my bill till the balance was
paid off which was \$400.00 My service was started,
but in order to get a bill, I was told I had to
create one. I payed every bill on time and on my

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Formal Complaint

Susan Edwards vs. LG & E

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final day I was told, I still owed \$800.00, so I
was set-up on another payment plan, as I recieved
my new bill I was told my new balance was
now over \$2000.00 and I had no answers as
to how my bill got to be that much. Ms. Alexandria
informed me that she had placed a lock on my account

cont. on
separate
page.

Wherefore, complainant asks to have my bill completely
(Specifically state the relief desired.)

resolved & repayment for any charges incurred
on behalf of my bills being incorrect. Over the last
5 yrs. I have paid this bill over & over numerous times
It has caused alot of stress & frustration om myself &
family & I really just want it to be over & done with.

Dated at Louisville, Kentucky, this 26th day
(Your City)

of June, 2017
(Month)

Susan Edwards
(Your Signature*)

(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.

cont.

Formal Complaint.

6/26/12

that I would not receive any late fees or incur any other charges. In result I was charged late fees & other charges, including gas, when these bills came out I had NEVER had gas in my home at the address 4207 W. Market St. & was also told by Ms. Alexandria that I could not get any residential gas services, because of this outstanding debt. I have had proof & landlord statement etc., & have been dealing with this problem since 2007, it is now 2012 & I am still dealing with issue. I have had nervous break down been prescribed medicines by a therapist because this issue has been extremely hard to cope with knowing that I pay my bills every month & on time. I have had the same fixed income since I came to Louisville, considering I am disabled I receive SSI. LG & E has & continues to get 70-85% of my check, after LG & E I barely have enough to pay my other bills, I have had to sell my only vehicle & sacrifice a lot of other things. I have also been told over 2x that my bill was resolved with a balance of \$0.00, to only get a bill next month with another large sum.

Susan Edwards