

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SUSAN E. EDWARDS)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2012-00282
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	


ORDER TO SATISFY OR ANSWER

Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on June 27, 2012, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ENTERED 
JUL 05 2012
KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:



Executive Director

95

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

JUN 27 2012

PUBLIC SERVICE
COMMISSION

Susan E. Edwards
(Your Full Name)

COMPLAINANT

VS.

Louisville GAS + Electric
(Name of Utility)

DEFENDANT

Case No. 2012-00282

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 \$11165.00
(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 on 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

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

cont. on
separate
page.

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 on 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

Lonnie E Bellar
VP - State Regulation
Louisville Gas and Electric Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

Susan E Edwards
4207 W. Market St.
Louisville, KENTUCKY 40212