

RECEIVED

FEB 06 2018

PUBLIC SERVICE  
COMMISSION

Michael J. Schmitt, Chairman  
Kentucky Public Service Commission  
P. O. Box 615  
211 Sower Blvd.  
Frankfort, Kentucky 40602-0615

Dear Mr. Chairman:

I am an 81 year old widow who lives at 1802 Milburt Drive in Louisville's suburb of Lyndon. My husband and I had this house built in 1959. It is a brick house with a basement, 1200+ sq. ft. Over the years it has had replacement windows, added insulation and a new furnace in November, 2016. I keep the thermostat at 68 deg. at night and 70 deg. during the day. When I got my LG&E bill due 2/8/18, I nearly fainted. I was set to call the man who installed my furnace to make sure nothing was wrong there, no leaks or anything. Then my son told me his girlfriend, who is a struggling single mother, was in tears and panic mode because her bill was increased about on the same level as mine. Then I saw people on TV gasping about their bills, etc.

I am an old lady who keeps EVERYTHING. I got out my paper bills from 2013 on to the present to compare. I wrote the gas (ccf) usage for each month down in a notebook. I found the the highest readings were the one due 2/10/15 @ 156 ccf, one due 2/9/17 @ 150 ccf and this present one due 2/8/18 @ 271 ccf!!! All the rest were much less than 156 ccf. Last month the reading was 85 ccf. THIS MONTH WAS MORE THAN 3 TIMES LAST MONTH'S @ 271. That's not possible given the history of this house and the way I keep the thermostat. I called LG&E's customer service and spoke with a young lady who had pat answers of the ground being cold, temperatures down to 0, etc. That was for about a week. We had temps in the 40's, 50's and a 60 or two. That almost cancels out the very short cold snap we had. She said all they had to go on was the meter reading and that we could argue all day but it wouldn't change anything.

I normally add \$10 winter help to each check I write. I feel violated and hurt by this bill. I know some people at the top signed off on this form of added revenue for Jefferson County. I know and you know this is a bogus bill. There will be a lot of citizens who will have to borrow money, dip into their savings, or those on very tight budgets will not be able to pay it at all. If the company gets a \$100+ dollars from each citizen, they could build a new facility. I know they could always use more funds and I do appreciate all the work the workers do for us, especially during outages and things. But this is not fair. I will no longer add money to my check for winter help because I no longer trust the people at the top at LG&E or your commission to be fair in your business practices. I am a compassionate person who gives generously to God's work and the people services like The Healing Place, Food Bank, Salvation Army, etc. as I feel led. I am not a rich person, but I am blessed.

I doubt this letter will do any good, but I had to get this all off my chest to someone who matters as I have lost sleep and had blood pressure problems over this – not that I am alone.

Sincerely,

*Mildred M. Finn*  
2-3-18



Mildred M. Finn  
1802 Milburt Dr.  
Louisville, KY 40223



Daskia

Mailed 1/16/18 for Account # [REDACTED]

AMOUNT DUE  
**\$357.79**

DUE DATE  
**2/8/18**

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**BILLING SUMMARY**

Previous Balance	207.79
Payment(s) Received	-217.79
<b>Balance as of 1/15/18</b>	<b>-\$10.00</b>
Current Electric Charges	130.13
Current Gas Charges	227.66
<b>Total Current Charges as of 1/15/18</b>	<b>\$357.79</b>
Other Charges (See Other Charges on back)	10.00
<b>Total Amount Due</b>	<b>\$357.79</b>

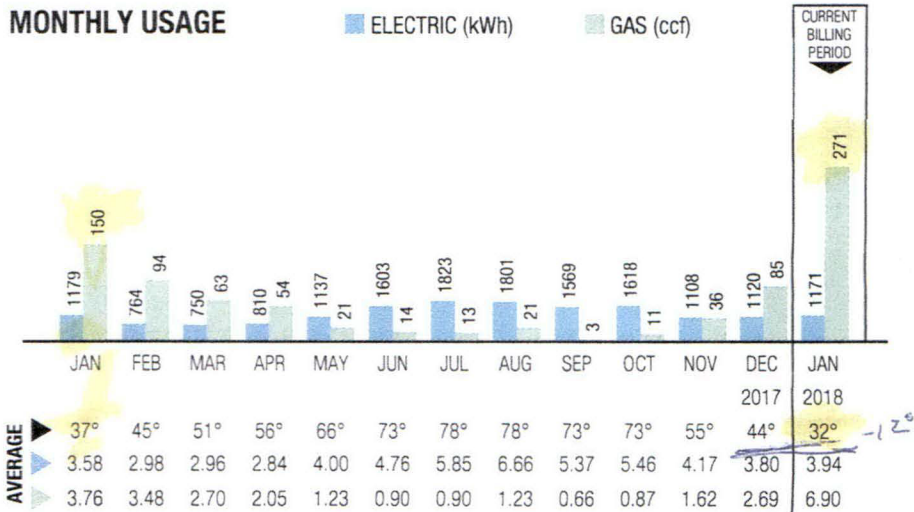
**Account Name:** MILDRED M FINN  
**Service Address:** 1802 Milburt Dr  
 LOUISVILLE KY

**Online Payments:** lge-ku.com  
**Telephone Payments:** (502) 589-1444, press 1-2-3  
 24 hours a day; \$2.25 fee  
**Customer Service:** (502) 589-1444  
 M-F, 7am-7pm ET  
**Walk-in Center:** 820 W. Broadway  
 Louisville, KY 40202  
 M-F, 8am-5pm ET

Next read will occur 2/9/18 - 2/13/18 (Meter Read Portion 09)

Pub. Ser. Com.

**MONTHLY USAGE**



**BILLING PERIOD AT-A-GLANCE**

	THIS YEAR	LAST YEAR
Average Temperature	32°	37°
Number of Days Billed	33	34
<b>Avg. Electric Charges per Day</b>	<b>\$3.94</b>	<b>\$3.58</b>
<b>Avg. Gas Charges per Day</b>	<b>\$6.90</b>	<b>\$3.76</b>
Avg. Electric Usage per Day (kWh)	35.48	34.68
Avg. Gas Usage per Day (ccf)	8.21	4.41

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 2/8/18	<b>\$357.79</b>
<b>After Due Date, Pay this Amount:</b>	<b>\$368.52</b>
Winterhelp Donation:	
<b>Total Amount Enclosed:</b>	

Account # [REDACTED]  
Service Address: 1802 Milburt Dr



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PO Box 9001960  
Louisville, KY 40290-1960

#111502365 6#  
110007266 01 AV 0.373  
MILDRED M FINN  
1802 MILBURT DR  
LOUISVILLE, KY 40223-1210



010300010743486000000003685200000035779000000000000010





a PPL company

### BILLING SUMMARY

Previous Balance	202.86
Payment(s) Received	-212.86
<b>Balance as of 1/16/17</b>	<b>-\$10.00</b>
Current Electric Charges	121.60
Current Gas Charges	127.83
<b>Total Current Charges as of 1/16/17</b>	<b>\$249.43</b>
Other Charges (See Other Charges on back)	10.00
<b>Total Amount Due</b>	<b>\$249.43</b>

Mailed 1/17/17 for Account # [REDACTED]

AMOUNT DUE  
**\$249.43**

DUE DATE  
**2/9/17**

Account Name: **MILDRED M FINN**  
Service Address: 1802 Milburt Dr  
LOUISVILLE KY

Online Payments: lge-ku.com  
Telephone Payments: (502) 589-1444, press 1-2-3  
24 hours a day; \$2.25 fee  
Customer Service: (502) 589-1444  
M-F, 7am-7pm ET  
Walk-in Center: 820 W. Broadway  
Louisville, KY 40202  
M-F, 8am-5pm ET

*Paid 2-3-17*

Next read will occur 2/10/17 - 2/14/17 (Meter Read Portion 09)

### CURRENT USAGE

#### ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 1/16/17	14688
Previous (R) kWh Reading on 12/13/16	13509
Current kWh Usage	1179
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>1179</b>

#### GAS

Meter Reading Information	Meter # [REDACTED]
Actual (R) ccf Reading on 1/16/17	4906
Previous (R) ccf Reading on 12/13/16	4756
Current ccf Usage	150
Meter Multiplier	1
<b>Metered ccf Usage</b>	<b>150</b>

### CURRENT CHARGES

#### ELECTRIC

Rate: Residential Electric Service

Basic Service Charge	10.75
Energy Charge (\$0.08639 x 1,179 kWh)	101.85
Electric DSM (\$0.00346 x 544 kWh)	1.88
Electric DSM (\$0.00416 x 635 kWh)	2.64
Electric Fuel Adjustment (\$-0.00333 x 1,179 kWh)	-3.93
Environmental Surcharge (7.210% x \$113.19)	8.16
Home Energy Assistance Fund Charge	0.25
<b>Total Charges</b>	<b>\$121.60</b>

#### GAS

Rate: Residential Gas Service

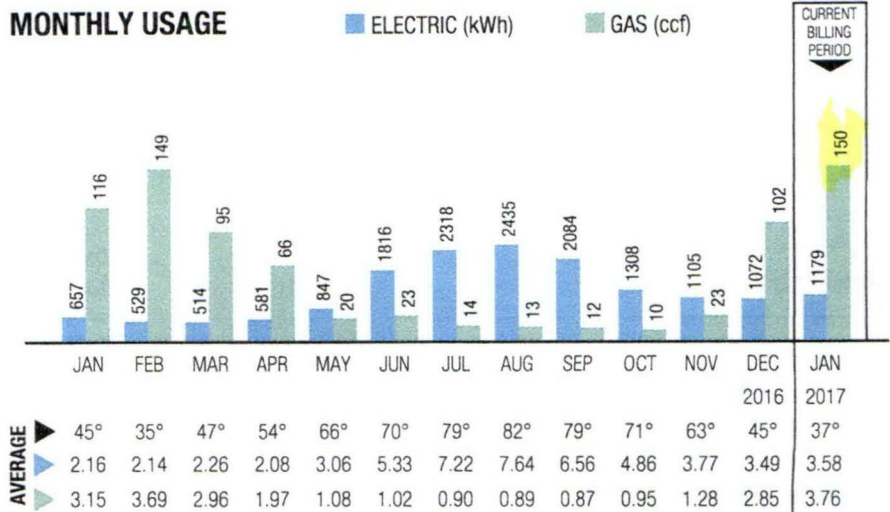
Basic Service Charge	13.50
Gas Distribution Charge (\$0.28693 x 150 ccf)	43.04
Gas Supply Component (\$0.41142 x 150 ccf)	61.71
Weather Normalization Adjustment (\$0.28693 x 7.936 ccf)	2.28
Gas DSM (\$0.01084 x 69 ccf)	0.75
Gas DSM (\$0.01426 x 81 ccf)	1.16
Gas Line Tracker	5.14
Home Energy Assistance Fund Charge	0.25
<b>Total Charges</b>	<b>\$127.83</b>



### BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	37°	45°
Number of Days Billed	34	33
<b>Avg. Electric Charges per Day</b>	<b>\$3.58</b>	<b>\$2.16</b>
<b>Avg. Gas Charges per Day</b>	<b>\$3.76</b>	<b>\$3.15</b>
Avg. Electric Usage per Day (kWh)	34.68	19.91
Avg. Gas Usage per Day (ccf)	4.41	3.52

### MONTHLY USAGE



### Other Charges

WinterHelp Contribution	10.00
<b>Total Other Charges Due</b>	<b>\$10.00</b>

### BILLING INFORMATION

**Late Payment Charge**  
Late Charge to be Assessed After Due Date \$7.48

**Rate Schedules**  
For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

### IMPORTANT INFORMATION

**Winterhelp Contribution**  
Your Winterhelp contribution for calendar year 2016 was \$90.00. No goods or services were received from Winterhelp or Louisville Gas and Electric Company in exchange for your contribution.





a PPL company

Customer Service:  
Telephone Payments:

Walk-In Center:  
Online Customer Self-Service:

1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)  
1-502-589-1444; press 1-2-3  
(24 hours a day; \$2.25 fee)  
Open Mon-Fri 8 a.m. to 5 p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
02/10/15	\$223.30

Late Payment Fees will be applied to current charges if the current amount due is not received in full by the payment due date on this bill even if payment arrangements have been made. Please have your account number available when calling to discuss your account.

Averages for Billing Period	This Year	Last Year
Average Temperature	36°	37°
Number of Days Billed	33	33
Electric/kwh per day	21.4	22.3
Gas/ccf per day	4.7	4.7

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MILDRED M FINN
Service Address:	1802 Milburt Dr LOUISVILLE KY
Next Read Will Occur:	02/11/15 - 02/13/15
Date Bill Mailed:	01/15/15 (Meter Read Portion 09)

BILLING SUMMARY	
Previous Balance	182.23
Payment(s) Received 12/13 - 1/14	-192.23
Balance as of 1/14	-10.00
Current Electric Charges	76.26
Current Gas Charges	147.04
Current Charges as of 1/14	223.30
Other Charges (See Other Charges Box)	10.00
<b>Total Amount Due</b>	<b>223.30</b>

### ELECTRIC CHARGES

**Rate Type: Residential Electric Service**

Basic Service Charge	10.75
Energy Charge (\$0.08076 x 707 kWh)	57.10
Electric DSM (\$0.00543 x 352 kWh)	1.91
Electric DSM (\$0.00572 x 355 kWh)	2.03
Electric Fuel Adjustment (\$0.00016 x 707 kWh)	0.11
Environmental Surcharge (5.710% x \$71.90)	4.11
Home Energy Assistance Fund Charge	0.25
<b>Total Electric Charges</b>	<b>\$76.26</b>

*Handwritten note: 1-30-15 paid*

**Meter Reading Information**

Meter #	[REDACTED]
Actual Reading on 1/14/15	45648
Previous Reading on 12/12/14	44941
Current kwh Usage	707
Meter Multiplier	1
Metered kwh Usage	707

### GAS CHARGES

**Rate Type: Residential Gas Service**

Basic Service Charge	13.50
Gas Distribution Charge (\$0.26419 x 156 ccf)	41.21
Gas Supply Component (\$0.56128 x 156 ccf)	87.56

**Meter Reading Information**

Meter #	[REDACTED]
Actual Reading on 1/14/15	3549
Previous Reading on 12/12/14	3393

Please see reverse side for additional charges.

*Handwritten note: Billing form was different in 2015 and back*

**GAS CHARGES (cont)**

Gas DSM (\$0.01623 x 77 ccf)	1.25	<b>Current ccf Usage</b>	<b>156</b>
Gas DSM (\$0.01941 x 79 ccf)	1.53	Meter Multiplier	<u>1</u>
Gas Line Tracker (\$1.08 x 18/33 Days)	0.59	<b>Metered ccf Usage</b>	<b>156</b>
Gas Line Tracker (\$2.53 x 15/33 Days)	1.15		
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<u>\$147.04</u>		

**OTHER CHARGES**

WinterHelp Contribution	10.00
<b>Total Other Charges Due</b>	<u>\$10.00</u>

**BILLING INFORMATION**

Late Charge to be Assessed After Due Date	\$6.70
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**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,414 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

Your WinterHelp contribution for the full year of 2014 was \$120.00. Neither the Community WinterHelp, nor Louisville Gas and Electric Company provided any goods or services in exchange for your making this contribution.