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RECEIVED

AUG 29 2019

PUBLIC SERVICE
COMMISSION

August 27, 2019

Kentucky Public Service Commission
PO Box 613
211 Sower Blvd.
Frankfort, KY 40602-0615

Re: Steven and Rebecca LeClair v. LG&E
Case No. 2018-00373

Dear Ms. Pinson:

Enclosed for filing is an original and four copies of the Complainants' Response to Request for Information. Both are presented to you for filing with the Commission.

Please contact us if there are any questions concerning this filing.

Very Truly Yours,

A handwritten signature in blue ink, appearing to be "Leland R. Howard II", with a stylized flourish at the end.

Leland R. Howard II
Of Counsel

Encl. Response to Request for Information

cc: Steve & Rebecca LeClair

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

STEVEN AND REBECCA LECLAIR)
)
 COMPLAINANTS)
)
 V.)
)
 LOUISVILLE GAS AND ELECTRIC CO.)
)
 DEFENDANT)

CASE NO.
2018-00373

**RESPONSE TO
REQUEST FOR INFORMATION**

Complainants, Steven and Rebecca LeClair, by verification and by counsel, for their Response to Request for Information, hereby state as follows:

GENERAL OBJECTIONS

Complainants makes the following General Objections to each Request for Information (collectively, the "Requests") propounded upon Complainant by the Commission.

Objection 1. Complainants object to any Request that calls for privileged information (attorney-client or spousal or otherwise).

Objection 2. Complainants object to any Request that calls for privileged attorney work-product or that is the product of settlement negotiations.

Objection 3. Complainants object to any Request that is over-broad, duplicative, unclear, compound, unduly burdensome, calls for speculation, calls for a legal conclusion, is vague and/or requests information that is not designed to lead to the discovery of admissible evidence.

Objection 4. Complainants object to each Request that exceeds that limit allowed by the Rules.

Objection 5. Complainants object to each Request that calls for information which is as easily obtained by the Commission or Defendant or by their staff or counsel or is already within the knowledge of such. Specifically, and as an example, records that may be acquired by subpoena or would require substantial costs to obtain, may be obtained by the Commission or Defendant directly and the Complainants will be willing to execute proper limited releases for such information.

Each of these objections listed above is made as if fully set forth in each of the Responses below.

Request No. 1: Refer to the complaint in which you state that there was no electric service at 6003 Kavanaugh Lane and that this was confirmed by the Louisville Gas and Electric Company (LG&E) high bill inspector. Provide any reports or written confirmation you have from LG&E, which confirm there was no electrical service at 6003 Kavanaugh Lane.

RESPONSE: Please see attached documents and pictures. Also, Complainants have a video which is being professionally copied through counsel and will be provided via supplemental Responses as requested and required. In addition, Complainants provide the following narrative response to provide context and additional information for the Commission:

In May of 2017, Steven LeClair and Wife Rebecca Toby LeClair purchased 6003 Kavanaugh Ln in Crestwood, KY 40014. Once we closed on the house, we immediately began to gut the residence. The entire demolition and structural repairs on the residence took nearly 9 months to complete. During that time, we completely gutted the entire residence of all services due to the fact they were out of date. I had acquired two commercial generators to use for electrical

service to supply the contractors doing work on the residence. Eric Sinnot of Eric's Plumbing (502-408-0385) and Frank Electrical Service (see attached for contact information) will confirm there were no wires in the residence and they were operating off generators during that time period. During the month of February, we received a very high bill for electric from LGE. I immediately called LGE to discuss the matter and inform them there was no electrical services being used in residence and there were no wires in the residence that were in service. I was informed that they would send out a High bill inspector to look into the matter. I met with a Mr. Mark Stigers who identified himself as the High bill inspector for LGE. Mr Stigers was allowed to gain entrance into the residence where he confirmed that there were no electrical services in their residence during the time of this bill. He even stated that the main breaker was not in the electrical panel at the time. I was also informed by Mr. Stigers "we are getting a ton of calls for high bills and people don't know why their bill increased by almost triple". Mr. Stigers and I also thought it was odd that there was no seal tag was not on the electrical meter. Also, we both noticed that the meter glass was cracked and had damage to it. (See photos) It was also noticed by Mr. Stigers and I that the meter was operating when there was no wiring in the residence. Also, we both noticed that the meter would intermittently speed up and then slow down. (See Video)

Request No. 2: Refer to the complaint in which you state that you have evidence that there were no wires ever installed at the residence. Provide a copy of all such evidence.

RESPONSE: During the time of the demo and rough in phase all electrical service were not operating. This was confirmed by the Oldham County State Certified Electrical inspector (Jerry Skinner). Mr Skinner came to the residence to review the rough-in electrical plan and that there was no electrical service in the residence. (see Photos)

Request No. 3: Refer to the complaint in which you state that the “state Electrical and Electrician” can state there were no wires in the residence. Provide a copy of any reports or other writings regarding 6003 Kavanaugh Lane that may be in your possession from any electricians. Provide the contact information for any such electricians.

RESPONSE: The State certified electrical inspector, Mr. Jerry Skinner, arrived on scene along with the State Certified Building inspector, Mr. Mark Theiss, to look over the residence and confirm we had all the proper permits for the rough in wiring and for building. This was also the time that Mr. Skinner had informed me that the residence will require a new HVAC system and that will have to be inspected by the state HVAC inspector (William Penna). It was at this time that when the State HVAC inspector showed up on premises and put a stop work order in place due the fact that the HVAC company Isabella Heating and Cooling performing the work on the residence did not have proper licensing and there for put a stop work order on the premises. As shown in an inspection report of the HVAC system on 3/29/18 it is noted that the system was still not functioning. (See invoice attached).

Request No. 4: State whether there has ever been wiring or electrical serve at 60003 Kavanaugh Lane and if so, provide when the wiring was removed and when the electrical service began and ended.

RESPONSE: When we purchased this house back in 2017 there was electrical service to the house and as soon as the house was placed into my wife’s name, we called LGE to have the service placed into our name. As stated in Response to Request No. 1, we immediately started the demo and were without services until 2018. During the time that we have disputed the extremely high bill from LGE I was informed by Mr. Stigers that there had was not an actual visual reading of the meter for nearly 1 year prior to my wife and I acquiring the property. Further, he stated that

the bills were estimated for that time period. The property was vacant for over a year and half due to the elderly woman that owned the property prior to my wife and I purchasing had passed away and the residence was left in an estate to her family.

Request No. 5: Refer to the complaint in which you state that the desired relief is for the bill to be canceled. State with specificity the amount and the date of the bill or bills for which you are requesting cancellation.

RESPONSE: We are asking that the bill for 1/1/2018- 3/8/2018 be cancelled as there was no working service in the house at the time of those bills and therefore I don't see how we can be responsible especially when there was not an actual physical reading and the bills were just being estimated by LGE. As stated above, the fact that there was not a visible inspection tag hanging off the meter, the meter's glass was broken, the meter had physical damage, and that the meter was spinning randomly and intermittently, as well as at different speeds when there was no wiring in the residence, all lead to the reasonable conclusion that no service was provided during the subject time period. Complainants cannot be responsible for any charges for phantom services that were never provided to them and never consumed by them.

Date: August 27, 2019

Respectfully submitted,

PARDUE LAW GROUP

By: 

Leland Howard, Esq.
2303 Watterson Trail, Suite 101
Louisville, KY 40299
502-548-9618
Louisville, KY 40299
lelandrhoward@gmail.com
Counsel for Complainants

Verification

The undersigned states under oath that the above Responses to Requests for Information are true and correct to the best of my knowledge and belief.



Steve LeClair, Complainant



Rebecca LeClair, Complainant

County of Jefferson)
)
State of Kentucky)

The foregoing was subscribed, sworn to or acknowledged before me on this 27 day of August 2019 by Steve LeClair and Rebecca LeClair.



Notary Public, State at Large
My Commission Expires:

LELAND R. HOWARD II
Notary Public-State at Large
KENTUCKY - Notary ID # 566888
My Commission Expires 09-29-2020

Certificate of Service

The undersigned hereby certifies that a true and accurate copy of the foregoing was served on this 27 day of August 2019 via U.S. Mail upon:

Allyson Sturgeon, Esq.
LG&E
220 West Main Street
Louisville, KY 40202
Counsel for Defendant

PARDUE LAW GROUP

By: 
Leland Howard, Esq.



a PPL company

BILLING SUMMARY

Previous Balance	21.31
Payment(s) Received	-21.31
Balance as of 2/12/18	\$0.00
Current Electric Charges	918.96
Current Taxes and Fees	27.56
Total Current Charges as of 2/12/18	\$946.52
Total Amount Due	\$946.52

Mailed 2/13/18 for Account # [REDACTED]

AMOUNT DUE
\$946.52

DUE DATE
3/8/18

Account Name: REBECCA TOBY-LECLAIR
Service Address: 6003 Kavanaugh Ln
CRESTWOOD KY

Online Payments: lge-ku.com
Telephone Payments: (502) 589-1444, press 1-2-3
24 hours a day; \$2.00 fee

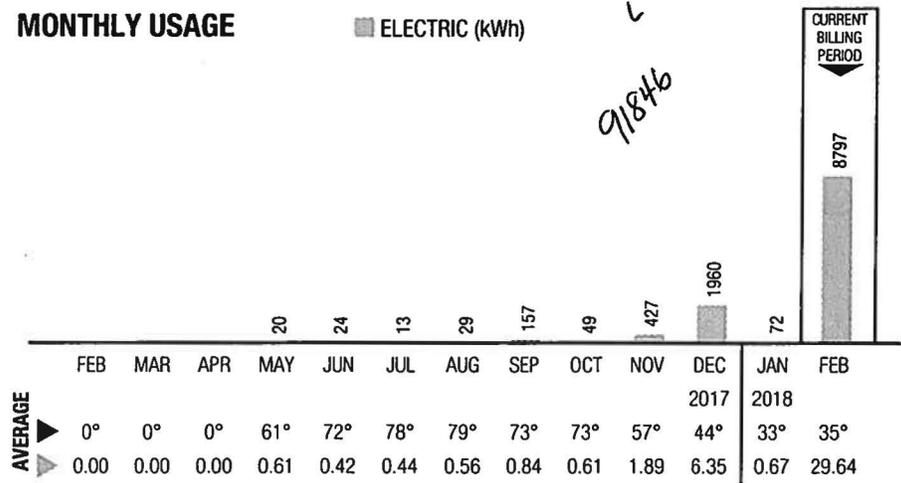
Customer Service: (502) 589-1444
M-F, 7am-7pm ET
Walk-in Center: 820 W. Broadway
Louisville, KY 40202
M-F, 8am-5pm ET

Next read will occur 3/9/18 - 3/13/18 (Meter Read Portion 08)

*Read dial:
L → R - record
91846*

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	35°	0°
Number of Days Billed	31	0
Avg. Electric Charges per Day	\$29.64	\$0.00
Avg. Electric Usage per Day (kWh)	283.77	0.00

AVERAGE
▶

	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB
TEMP	0°	0°	0°	61°	72°	78°	79°	73°	73°	57°	44°	33°	35°
USAGE	0.00	0.00	0.00	0.61	0.42	0.44	0.56	0.84	0.61	1.89	6.35	0.67	29.64

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

Amount Due 3/8/18	\$946.52
After Due Date, Pay this Amount:	\$974.92
Winterhelp Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 6003 Kavanaugh Ln



a PPL company

PO Box 9001960
Louisville, KY 40290-1960

#114319604 4#
110013971 01 AV 0.378
REBECCA TOBY-LECLAIR
STEVEN L LECLAIR
11710 FRANK AVE
LOUISVILLE, KY 40243-1323



CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # 466931
Verified (V) kWh Reading on 2/12/18	91846
Previous (R) kWh Reading on 1/12/18	83049
Current kWh Usage	8797
Meter Multiplier	1
Metered kWh Usage	8797

*Read / Record reading
 L → R pointer
 Lowest # OR Right
 on #
 Breaker Test
 Record fast dial*

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Electric Service
Basic Service Charge	12.25	
Energy Charge (\$0.09382 x 8,797 kWh)	825.33	
Electric DSM (\$0.00248 x 8,797 kWh)	21.82	
Electric Fuel Adjustment (\$-0.00076 x 8,797 kWh)	-6.69	
Environmental Surcharge (7.740% x \$852.71)	66.00	
Home Energy Assistance Fund Charge	0.25	
Total Charges	\$918.96	

Taxes & Fees

Rate Increase For School Tax (3.00% x \$918.71)	27.56
Total Taxes and Fees	\$27.56

BILLING INFORMATION

Late Payment Charge
 Late Charge to be Assessed After Due Date \$28.40

Rate Schedules
 For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

**NEED A REMINDER
 WHEN YOUR BILL IS READY?**



Sign up for Bill Notifications today at:
lge-ku.com/notifications



a PPL company

BILLING SUMMARY

Previous Balance	75.12
Payment(s) Received	-75.00
Balance as of 12/12/17	\$0.12
Current Electric Charges	203.04
Current Taxes and Fees	6.08
Total Current Charges as of 12/12/17	\$209.12
Total Amount Due	\$209.24

Mailed 12/13/17 for Account # [REDACTED]

AMOUNT DUE
\$209.24

DUE DATE
1/9/18

Account Name: **REBECCA TOBY-LECLAIR**
Service Address: 6003 Kavanaugh Ln
CRESTWOOD KY

Online Payments: lge-ku.com
Telephone Payments: (502) 589-1444, press 1-2-3
24 hours a day; \$2.25 fee

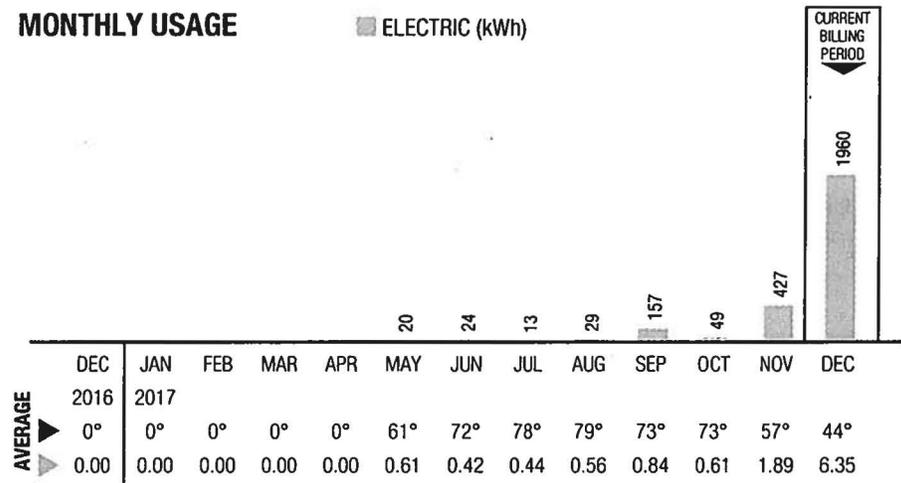
Customer Service: (502) 589-1444
M-F, 7am-7pm ET
Walk-in Center: 820 W. Broadway
Louisville, KY 40202
M-F, 8am-5pm ET

Next read will occur 1/10/18 - 1/12/18 (Meter Read Portion 08)

*1/3/18 online
pd. 209.24
+ 2.25 Fee
= \$211.49*

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	44°	0°
Number of Days Billed	32	0
Avg. Electric Charges per Day	\$6.35	\$0.00
Avg. Electric Usage per Day (kWh)	61.25	0.00

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

Amount Due 1/9/18	\$209.24
After Due Date, Pay this Amount:	\$215.52
Winterhelp Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 6003 Kavanaugh Ln



a PPL company

PO Box 9001960
Louisville, KY 40290-1960

#114603876 5#
110009447 01 AV 0.373
REBECCA TOBY-LECLAIR
STEVEN L LECLAIR
11710 FRANK AVE
LOUISVILLE, KY 40243-1323



CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # 466931
Verified (V) kWh Reading on 12/12/17	82977
Previous (R) kWh Reading on 11/10/17	81017
Current kWh Usage	1960
Meter Multiplier	1
Metered kWh Usage	1960

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Electric Service
Basic Service Charge	12.25	
Energy Charge (\$0.08865 x 1,960 kWh)	173.75	
Electric DSM (\$0.00346 x 1,960 kWh)	6.78	
Electric Fuel Adjustment (\$-0.00107 x 1,960 kWh)	-2.10	
Environmental Surcharge (6.350% x \$190.68)	12.11	
Home Energy Assistance Fund Charge	0.25	
Total Charges	\$203.04	

Taxes & Fees	
Rate Increase For School Tax (3.00% x \$202.79)	6.08
Total Taxes and Fees	\$6.08

BILLING INFORMATION

Late Payment Charge	
Late Charge to be Assessed After Due Date	\$6.28
Rate Schedules	
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.	

HELP KEEP THE
HEAT ON



LG&E matches customers' donations to
Community Winterhelp. Make your donation TODAY!

lge-ku.com

OFFICE USE ONLY:
MRU08832043, G000000
P75.12
PF:Y eB:P



MATT BANKS SERVICES
MO 5500

SERVICE ORDER INVOICE

Job inspection/load calc.

MATT BANKS, OWNER **502.641.8674**
141 Carolina Avenue, Mt. Washington, KY 40047
PO Box 918

METHOD OF PAYMENT		UNIT	UNIT	CHECKLIST
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC. NO. CREDIT CARD <input type="checkbox"/> M/C <input type="checkbox"/> VISA <input type="checkbox"/> AMEX CC NO. _____ EXP. DATE _____		MAKE	MAKE	<input type="checkbox"/> COMPRESSOR <input type="checkbox"/> SUCTION _____ PSI <input type="checkbox"/> HEAD _____ PSI <input type="checkbox"/> SUPERHEAT _____ °F <input type="checkbox"/> VOLTS _____ AMPS <input type="checkbox"/> ELECTRICAL CONNECTIONS <input type="checkbox"/> CONTACTS TIGHT & CLEAN <input type="checkbox"/> OIL, LEVEL & CONDITION <input type="checkbox"/> CONDENSER COIL <input type="checkbox"/> CLEAN COIL & CHECK FIN. <input type="checkbox"/> ENT. _____ °F LVG. _____ °F <input type="checkbox"/> REFRIGERANT <input type="checkbox"/> LEAK <input type="checkbox"/> CHARGE <input type="checkbox"/> FAN AND MOTOR <input type="checkbox"/> VOLTS _____ AMPS <input type="checkbox"/> ELECTRICAL CONNECTIONS <input type="checkbox"/> CONTACTS TIGHT & CLEAN <input type="checkbox"/> FAN PULLYS (ADJUST BELT) <input type="checkbox"/> CHK, LUB BEARINGS & MOTOR <input type="checkbox"/> EVAPORATOR COIL <input type="checkbox"/> CLEAN COIL & CHECK FIN. <input type="checkbox"/> ENT DB _____ °F LVG DB _____ °F <input type="checkbox"/> CONDENSATE AREAS <input type="checkbox"/> INSPECT & CLEAN DRAIN PAN <input type="checkbox"/> INSPECT & CLEAN DRAIN <input type="checkbox"/> AIR FILTERS <input type="checkbox"/> CLEANED <input type="checkbox"/> REPLACED <input type="checkbox"/> FILTER SIZE _____ <input type="checkbox"/> HEATING ASSEMBLY <input type="checkbox"/> BURNER & HEAT EXCHANGER <input type="checkbox"/> FUEL SUPPLY & PRESSURE <input type="checkbox"/> PILOT ASSEMBLY <input type="checkbox"/> FLAME ADJUSTMENT <input type="checkbox"/> PRIMARY RELAY & FLUE <input type="checkbox"/> FAN & LIMIT SWITCH OPER. <input type="checkbox"/> BLOWER ASSEMBLY <input type="checkbox"/> RV VALVE <input type="checkbox"/> STRIP HEAT <input type="checkbox"/> DEFROST CYCLE <input type="checkbox"/> ELECTRICAL COMPONENTS <input type="checkbox"/> RELAYS <input type="checkbox"/> CONTRACTORS <input type="checkbox"/> OVERLOAD <input type="checkbox"/> PRESS. SWITCH <input type="checkbox"/> THERMOSTAT <input type="checkbox"/> OK <input type="checkbox"/> REPLACE <input type="checkbox"/> RELOCATE
<input type="checkbox"/> DISMANTLED <input type="checkbox"/> CHANGED OUT/REPLACED		MODEL	MODEL	
SERIAL NO. _____		SERIAL NO.	SERIAL NO.	
ENVIRONMENTAL CHECKLIST		CONDENSING UNIT	QTY.	

NAME <u>Steve Leclair</u>	
ADDRESS <u>6003 Kavanaugh Ln.</u>	DATE <u>3.29.18</u>
CITY <u>Crestwood, Ky.</u>	PROMISED
PHONE (HOME)	PHONE (WORK)
SCHED. TIME	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.

DESCRIPTION OF WORK

- service call / system inspection / load calculation for permit.
 - measured square footage / performed load calculation / checked for any (potential) code violations.
 - square footage measurements - 1st floor - 1204 / 2nd floor - 490
 - items to check before final inspection - (1) short on approximately 800 CFM return air - (2) tape vapor barrier of flex to wrap - (3) tape and insulate copper suction line at coil.
 - questions on permit - sizing calculation date - 3.29.18 / summer - 95° / winter - 0 orientation - south / type and size of equipment - 2.5 ton (electric) heat pump with 10kw heat kit - 30k btu heat - 34k btu heat - 30k btu cool.

QTY	MATERIALS & SERVICE	UNIT PRICE	AMOUNT
1	service call	75	75
1	hour labor	75	75
TOTAL \$			
TOTAL MATERIALS			

MECHANIC	DATE	REG	OT	P																	

RECOMMENDATIONS

TERMS

Paid with check number [redacted]

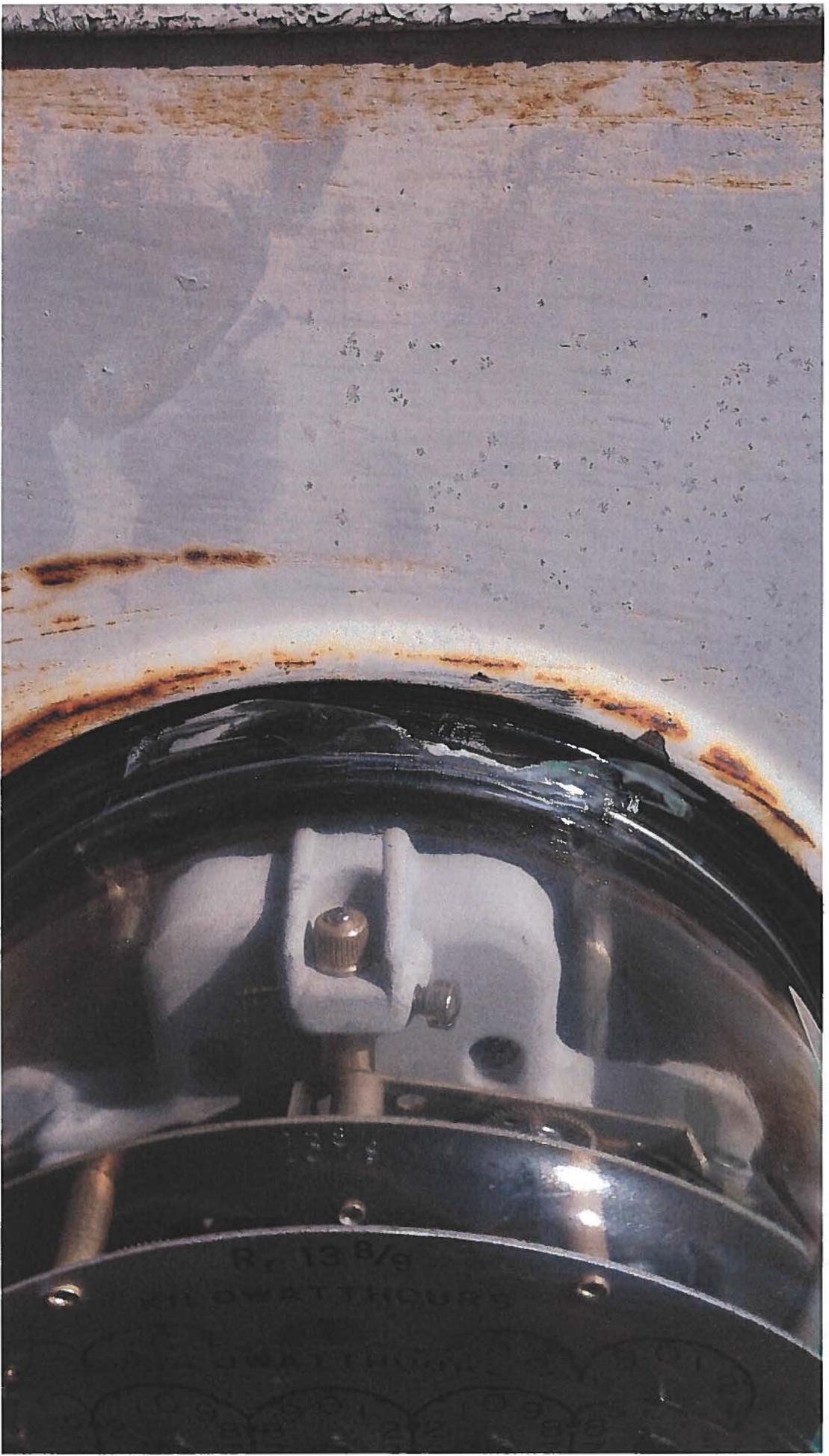
I HAVE AUTHORITY TO ORDER THE WORK OUTLINED ABOVE WHICH HAS BEEN SATISFACTORILY COMPLETED. I AGREE THAT SELLER RETAINS TITLE TO EQUIPMENT/MATERIALS FURNISHED UNTIL FINAL PAYMENT IS MADE. IF PAYMENT IS NOT MADE AS AGREED, SELLER CAN REMOVE SAID EQUIPMENT/MATERIALS AT SELLER'S EXPENSE. ANY DAMAGE RESULTING FROM SAID REMOVAL SHALL NOT BE THE RESPONSIBILITY OF SELLER.

[Signature] 5.31.18
CUSTOMER SIGNATURE DATE

LIMITED WARRANTY: All materials, parts and equipment are warranted by the manufacturers' or suppliers' written warranty only. All labor performed by the above named company is warranted for 30 days or as otherwise indicated in writing. The above named company makes no other warranties, express or implied, and its agents or technicians are not authorized to make any such warranties on behalf of above named company.

REGULAR WARRANTY
 SERVICE CONTRACT

TOTAL SUMMARY	
TOTAL MATERIALS	
TOTAL LABOR	
SERVICE CHARGE	
DIAGNOSTIC FEE	
SUBTOTAL	
TAX	
TOTAL	150





Invoice

PO Box 58126
 Louisville, KY 40268
 Phone 502 817 8400
 Email info@energysaverslouisville.com

Date	Invoice #
11/20/2017	282

PAID
 12/08/2017

Bill To
Rebecca LaClaire

Ship To
6003 Kavanaugh Lane Crestwood, Ky 40014

P.O. No.	Terms
Attic Blow	Due on receipt

Item	Quantity	Description	Rate	Amount
17 Insulation		Attic Blow	562.50	562.50

Thank you for your business.

Total	\$562.50
Payments/Credits	\$-562.50
Balance Due	\$0.00

WBE Certified - BPI Certified - Member HBAL
Member BBB

