

SEP 07 2023

PUBLIC SERVICE
COMMISSION

Statement of Facts Public Service Commission Case # 2023 00149

In the fall of 2022 (Oct Nov time frame) we had a whole house back up natural gas generator professionally installed by Corrigan Electric at our residence, 7000 Hadley Ct Louisville, KY 40241. Apparently, the electric meter was mistakenly re installed upside down (by Corrigan) during this process.

In mid Feb, 2023, I was standing in my back yard at my residence, (which is fully fenced) and an LG&E meter reader approached from the driveway (outside the fence line) and asked if he could come inside the fence to access the meter.

I mentioned to him that normally the reader could see the meter from the front yard, by looking over the fence. He replied that the meter was upside down, and he was having a difficult time reading it. I let him in the back yard and we went over to the meter and he spent about 10 15 minutes looking at it, taking photographs, and accessing his "IPAD". He then left.

A few days later (I believe), on Friday, Feb 17, 2023 @ approximately 4:40 pm, my wife Kimberly Greenberg was home and looked outside and saw 2 LG&E workers in front yard. 5 mins later the power went out, home generator came on. I was out of the country on a work trip.

Neighbor (Stephanie Sparks, 7001 Hadley Court) told Kim that she (neighbor) talked to LG&E workers and asked what they were doing, and they (LG&E workers) said they were repairing damage that AT&T caused.

Kim began calling LG&E on SAT to report outage. finally got thru on sunday. agent said she would have someone out ASAP. LG&E worker showed up at house sunday approx 11am and the worker told Kim (my wife) that power was disconnected due to suspected theft due to upside down meter.

My wife asked the phone agent why the workers did not tell us that they were going to disconnect the power. The phone agent told my wife that they are supposed to hand a door tag informing of the power cutoff. My wife said that no such tag was left, and no other notice was made. The phone agent told my wife that the workers sometimes do not leave notice as they are trying to avoid "an issue".

Power was reconnected at that point. (after approx 40 hours without service)

No prior notice of disconnection was provided which is the basis of my complaint. Notification of disconnection is REQUIRED by Kentucky law/regulation even when theft of utility is suspected. My LG&E account was in good standing, and has ALWAYS been in good standing since I have owned/lived at 7000 Hadley Court (since August 2015.) In fact, I frequently pay extra, in advance, towards my LG&E account as I travel a great deal and don't want to have a late payment. (see attached bill/payment history)

If we had not had a backup generator, we would have lost all of our food due to spoilage. We had approx \$70 in natural gas charges due to generator running for 40+ hours, and had to have the unit serviced (oil change and inspection).

When the Corrigan technician was at the house servicing the generator, we were talking about what had happened. He mentioned to me that he had personally seen several instances where LG&E cut service without notice, and he had a situation a few weeks prior where the homeowner had a medical device that required uninterrupted power, yet LG&E still cut the power in violation of the regulations.

When I got home from the work trip, I filed an online complaint with the Kentucky Public Service

Commission, alleging that LG&E failed to provide prior notice of disconnection, as required by Kentucky law and regulation.

A day or so later, I received a phone call from "Jerry" at LG&E (phone 502 822 0995) to discuss my complaint. I told him the details and he said he would need some time to look into it. After several weeks of back and forth phone calls and discussions, we agreed to a settlement of \$500 to cover my expenses and inconvenience.

I made it clear to Jerry that I was still going to file a formal complaint with the Kentucky Service Commission. I also asked for (and Jerry agreed to) a formal written apology, which I have yet to receive.

Respectfully submitted to the Kentucky Public Service Commission
on September 7, 2023.

Case # 2023 00149

by:

Jeffrey J. Greenberg
7000 Hadley Court
Louisville, KY 40241

CURRENT USAGE**ELECTRIC**

Meter Reading Information	Meter # 543560
Estimated (E) kWh Reading on 1/18/23	90387
Estimated (E) kWh Reading on 12/15/22	87973
Current kWh Usage	2414
Meter Multiplier	1
Metered kWh Usage	2414

GAS

Meter Reading Information	Meter # 524186
Estimated (E) ccf Reading on 1/18/23	8370
Actual (R) ccf Reading on 12/15/22	8240
Current ccf Usage	130
Meter Multiplier	1
Metered ccf Usage	130

CURRENT CHARGES**ELECTRIC****Rate: Residential Electric Service**

Basic Service Charge (\$0.45 x 34 Days)	15.30
Energy Charge (\$0.10092 x 2,414 kWh)	243.62
Electric DSM (\$0.00137 x 1,200 kWh)	1.64
Electric DSM (\$0.00116 x 1,214 kWh)	1.41
Electric Fuel Adjustment (\$0.00603 x 2,414 kWh)	14.56
Environmental Surcharge (2.190% x \$276.53)	6.06
Home Energy Assistance Fund Charge	0.30
Total Charges	\$282.89

GAS**Rate: Residential Gas Service**

Basic Service Charge (\$0.65 x 34 Days)	22.10
Gas Distribution Charge (\$0.51809 x 130 ccf)	67.35
Gas Supply Component (\$0.97569 x 130 ccf)	126.84
Weather Normalization Adjustment (\$0.51809 x 9.991 ccf)	5.18
Gas DSM (\$0.00412 x 64 ccf)	0.26
Gas DSM (\$0.00422 x 66 ccf)	0.28
Gas Line Tracker (\$1.39 + (\$0.00256 x 130 ccf))	1.72
Home Energy Assistance Fund Charge	0.30
Total Charges	\$224.03

BILLING INFORMATION**Rate Schedules**

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

COLD WEATHER TIPS



Replace furnace filters every 30 days or so. Use the day you receive your bill from us as a reminder!

Visit lge-ku.com for more cool weather tips.

View Bills

Jeff Greenberg

Account: [Select Another Account](#)

7000 Hadley Ct
Louisville, Ky 40241

[Home](#) > [My Bill](#) > View Bills

Show Search

	Billed Date	Due Date	Billed Amount
	08/16/23	09/11/23	\$233.75
	07/18/23	08/10/23	-\$34.37
	06/16/23	07/12/23	-\$298.63
	05/15/23	06/09/23	-\$571.02
	04/18/23	05/11/23	\$12.83
	04/07/23	05/02/23	-\$226.14
	03/07/23	03/30/23	\$188.38
	01/18/23	02/10/23	-\$158.41
	12/15/22	01/12/23	\$134.67
	11/15/22	12/12/22	-\$308.29
	10/13/22	11/09/22	-\$507.95
	09/14/22	10/11/22	\$86.86
	08/15/22	09/09/22	-\$196.64
	07/21/22	08/15/22	\$253.92
	06/16/22	07/12/22	-\$71.28
	05/17/22	06/10/22	-\$323.24
	04/15/22	05/10/22	\$232.01
	03/17/22	04/11/22	-\$10.25
	02/15/22	03/11/22	-\$315.65
	01/17/22	02/10/22	\$97.79
	12/15/21	01/12/22	-\$221.89
	11/15/21	12/10/21	\$177.73
	10/15/21	11/09/21	-\$37.99
	09/16/21	10/12/21	-\$228.50
	08/17/21	09/10/21	\$285.16
	07/16/21	08/10/21	-\$86.42
	06/16/21	07/12/21	-\$427.50
	05/17/21	06/10/21	\$58.79
	04/16/21	05/11/21	-\$268.18
	03/16/21	04/12/21	-\$553.34
	02/12/21	03/11/21	-\$55.51
	01/15/21	02/10/21	\$376.57
	12/14/20	01/12/21	-\$47.29
	11/12/20	12/10/20	-\$406.28
	10/13/20	11/09/20	\$165.95
	09/15/20	10/08/20	-\$53.78
	08/14/20	09/09/20	-\$346.12
	07/15/20	08/10/20	-\$684.86
	06/15/20	07/10/20	-\$1,011.22
	05/13/20	06/10/20	-\$1,322.42
	04/15/20	05/11/20	\$33.65
	<u>03/12/20</u>	<u>04/08/20</u>	<u>-\$304.41</u>
	02/13/20	03/11/20	-\$578.93
	01/15/20	02/11/20	-\$898.23
	12/16/19	01/13/20	\$352.43
	11/12/19	12/11/19	-\$23.07
	10/11/19	11/08/19	-\$254.98
	09/12/19	10/09/19	\$269.84
	08/14/19	09/10/19	-\$6.65
	07/17/19	08/09/19	-\$278.38
	06/13/19	07/11/19	\$121.90
	05/15/19	06/11/19	-\$195.10
	04/12/19	05/10/19	-\$471.75
	03/14/19	04/10/19	\$52.04
	02/14/19	03/13/19	-\$262.23
	01/15/19	02/12/19	\$180.50
	12/13/18	01/14/19	-\$247.87
	11/13/18	12/12/18	-\$631.75
	10/16/18	11/09/18	-\$78.01
	09/14/18	10/11/18	-\$392.42
	08/16/18	09/11/18	\$70.39
	07/23/18	08/15/18	-\$200.66
	06/15/18	07/11/18	\$241.44
	05/16/18	06/11/18	-\$25.88
	04/13/18	05/09/18	-\$306.65
	03/14/18	04/10/18	\$237.25
	02/14/18	03/12/18	\$325.77
	01/17/18	02/09/18	\$359.63
	12/14/17	01/11/18	\$352.02
	11/14/17	12/11/17	\$244.21
	10/16/17	11/09/17	\$241.75
	09/18/17	10/12/17	\$190.55

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Helpful Hints

- Billing Summary
- Disconnection Notice (PDF)
- Budget Billing Reminder (PDF)

Power Source Newsletter



Residential Contact

- Online
- Phone

Business Contact

- Online
- Phone

Quick Links

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