

**From:** [REDACTED]  
**To:** [PSC Electronic Filings Mailbox](#); [Mike.hornung@lge-ku.com](mailto:Mike.hornung@lge-ku.com); [PSC Executive Director](#); [Vinsel, Nancy \(PSC\)](#); [ada.complaint@usdoj.gov](mailto:ada.complaint@usdoj.gov); [rscbillinginquiry@lge-ku.com](mailto:rscbillinginquiry@lge-ku.com)  
**Cc:** [Napier, Heather \(KYOAG\)](#)  
**Subject:** Case PSC 2023-00288 LGE Acct [REDACTED]  
**Date:** Monday, December 18, 2023 11:05:32 AM

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My LGE was disconnected my services against my rights this morning.

I will be adding this incident to my statement of appeal as it is both against LGE and PSC Customer a bill of rights to turn off service during a dispute.  
And there is an open dispute!

LGE has disregarded my appeal and continued with disconnect as of today stating the dispute is closed so they can turn off services.

When will this be resolved? As I am disabled and it is snowing ice outside. Which will also be indicated.

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**THE UTILITY WILL NOT DISCONTINUE YOUR SERVICE** if you have a billing complaint pending before the Commission as long as you pay the undisputed amount of your bill and continue to pay your regular monthly bills.

Thank you,  
Lesley Vowels

[REDACTED]