From: To: Cc:

Hornung Mike

PSC Electronic Filings Mailbox; PSC Executive Director; ada.complaint@usdoj.gov

Subject: Re: Case No. 2023-00288 - Customer Complaint LG&E vs Vowels

Tuesday, December 19, 2023 10:17:20 AM

PUBLIC SERVICE COMMISSION

This Message Originated from Outside the Organization
This Message Is From an External Sender.

Report Suspicious

Good morning Mike,

This is why it is so beneficial for customers to know their rights.

Under the process of Appeals I have 7 days to file Notice of Appeal for the order on 12/01/2023 you so kindly attached.

I have also kindly attached the confirmation email from the Public Service Commission confirming receipt of my Notice of Appeal. Which indicates the dispute with LGE is still open. As my Notice of Appeal was filed on December 07, 2023.

I also have 30 days to perfect and complete my statement of appeal which is due Jan 07, 2024. This disconnect incident will surely be included.

I added you to the Cease and Desist email as well yesterday providing 24 hours to Cease and Desist as any further attempts to collect or disconnect this bill as it is against my Federal FDCPA rights as well as the PSC Customer Bill of Rights.

As of this morning LGE is still threatening disconnect. Which will also be included in my statement of appeal.

Please remove any attempts or threats of disconnect immediately.

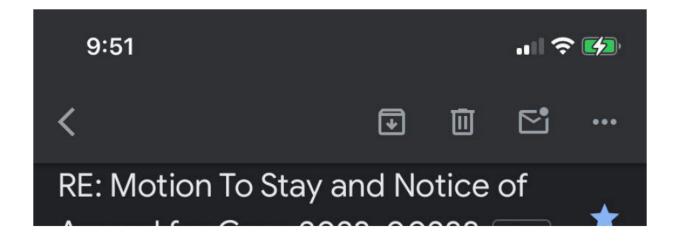
This collection attempt is abusive and against Federal FDCPA, ADA rights and my Customer Bill of Rights stated on PSCs website.

Thank you, Have a blessed day.

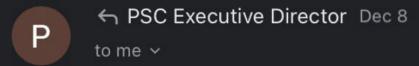
......

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.



Appeal for Case 2023-00288 [Inbox]



We have received your above referenced filing. If you need further assistance please contact us.

From: Lesley Vowels <

Sent: Thursday, December 7, 2023 4:24 PM
To: PSC Executive Director < PSCED@ky.gov >

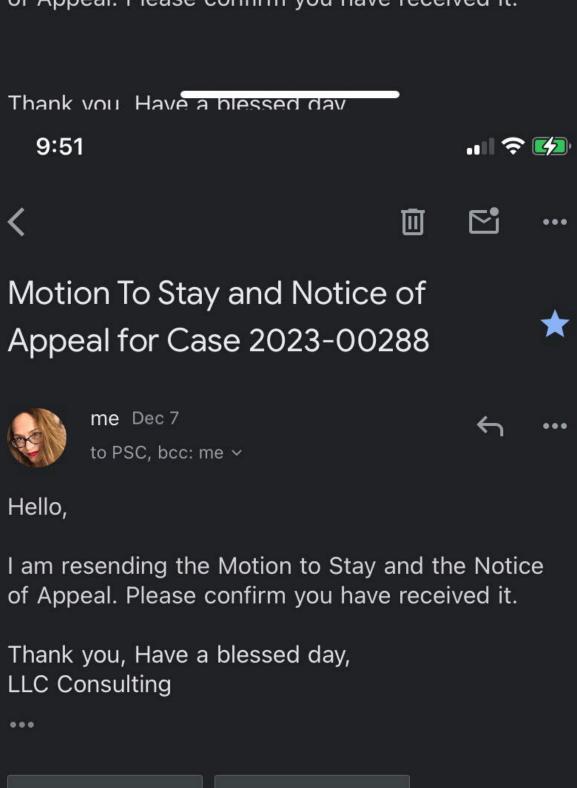
Subject: Motion To Stay and Notice of Appeal for

Case 2023-00288

CAUTION PDF attachments may contain links to malicious sites. Please contact the COT Service Desk ServiceCorrespondence@ky.gov for any assistance.

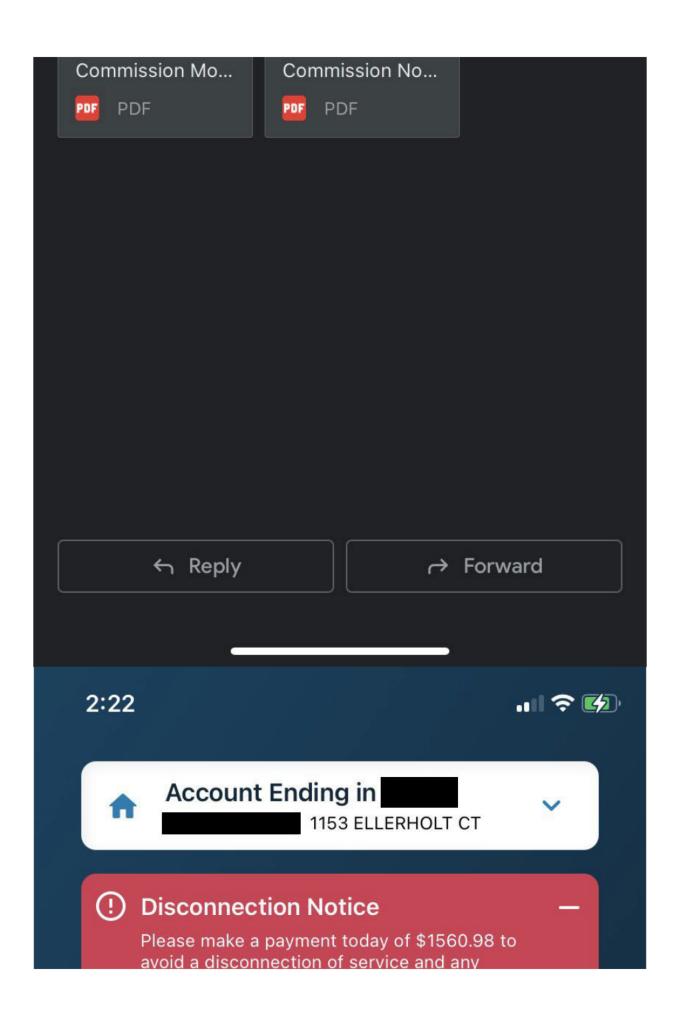
Hello,

I am resending the Motion to Stay and the Notice of Appeal. Please confirm you have received it.



Public Service

Public Service



additional fees. Bill \$0.00 **Disconnection Notice** \$1560.98 Due Now **Pay My Bill** Balance Breakdown -**Most Recent Bill** PDF \$1,707.59 **Needed to Prevent Disconnection** \$1,560.98 **Bill & Payment History**









More

Thank	you,
Lesley	Vowels

Ezekiel 3:16-21

On Tue, Dec 19, 2023 at 9:05 AM Hornung, Mike < Mike. Hornung@lge-ku.com > wrote:

Motion to Stay in the above-referenced case.
In addition, a copy of this response has been sent via electronic mail to Ms. Vowels at
Sincerely,
Michael E. Hornung
Manager Pricing & Tariffs LG&E and KU 220 West Main Street, Louisville, KY 40202 O: 502-627-4671
lge-ku com
Business Use
which it is directly addressed or copied. It may contain material of confidential and/or private nature. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entitie other than the intended recipient is not allowed. If you received this message and the information contained therein by error please contact the sender and delete the material from your/any storage medium.