

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Nataliya Vasyelivna Williams

(Your Full Name)

COMPLAINANT

vs.

KU and d&E electrical / utilities companies

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Nataliya Vasyelivna Williams respectfully shows:
(Your Full Name)

(a) Nataliya Vasyelivna Williams
(Your Full Name)

107 Kenilworth Ct., apartment C
(Your Address)

(b) KU and d&E electrical / utilities companies
(Name of Utility)

220 W. Main Street, Louisville, KY 40202. One Quality Street, Lexington KY 40514
P.O. Box 771670, St. Louis, MO 63177-1670
(Address of Utility)

(c) That: the copies of my electrical bills from my previous apartment that I lived 109 E. Memorial Drive, apt. 38, Elizabethtown, KY 40310
(Describe Here, attaching additional sheets if necessary)

12701-2524; the copies of my electrical bills at the current apartment that I live 107 Kenilworth Ct. ap. C, Radcliff KY 40160-8
and basis for the complaint.)

the copies of the legal documents that my electricity was disconnected without the recalculation of my bills and no approval from the Commission the copy of the legal document & my deposit receipt of \$ 160.00, the copies of my complaint with the Commission, the copies of meter test I requested, the copy of the utility bill of 79.00\$ that they want.

Continued on Next Page

Formal Complaint

Nataliya Vasylyvna Williams vs. KU and dGE utilities / electrical companies

Page 2 of 2

I used to live at 109 E. Memorial Drive, apt. 38, Elizabethtown KY, 42701 and paid to only one company KU, my previous bills were very low. I include the copies for one year of my previous year bills at 109 East Memorial Drive, apt. 38. Then I moved to another apartment complex in the apartment. Now my address is 107 Kenilworth Ct. ap. C. Radcliff KY 40160, my bills are very high because I pay the two electrical companies KU and dGE.

Wherefore, complainant asks to fire the CEO John Crocket w/ the phone 502-627-2556 and the employee to be fired as well with the phone number 1-606-231-0580. I do not know exactly CEO John Crocket the president of KU or dGE electrical companies. I do not know exactly, the employer with the phone number 1-606-231-0580 stay with KU or dGE electrical companies. They are both must be fired. Because my electricity and electrical bills were improperly calculated. Electricity and money were stolen. I include the copies of the electrical bills for my apartment located at 107 Kenilworth Ct. ap. C Radcliff KY 40160

Dated at Radcliff, Kentucky, this 13 day (Your City)

of September, 2023 (Month)

Nataliya Williams (Your Signature*)

n/a (Name and address of attorney, if any)

n/a /Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.



a PPL company

BILLING SUMMARY

Previous Balance	24.22
Payment(s) Received	<u>-24.22</u>
Balance as of 11/16/22	\$0.00
Current Electric Charges	21.47
Current Taxes and Fees	<u>1.05</u>
Total Current Charges as of 11/16/22	<u>\$22.52</u>
Total Amount Due	<u>\$22.52</u>

Mailed 11/17/22 for Account # [REDACTED]

AMOUNT DUE
\$22.52

DUE DATE
12/13/22

App, online or phone payments made before 7 pm ET will be posted as

Account Name: NATALIYA WILLIAMS
Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

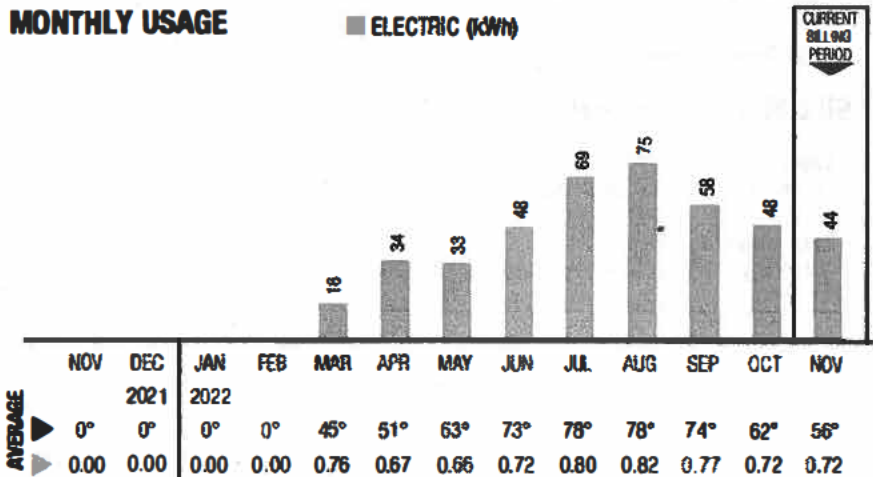
Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service: For fastest service, use our mobile app, web automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 12/14/22 - 12/16/22 (Meter Read Portion 11)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	56°	0°
Number of Days Billed	30	0
Avg. Electric Charges per Day	\$0.72	\$0.00
Avg. Electric Usage per Day (kWh)	1.47	0.00

AVERAGE

Month	Temp (°F)	Usage (kWh)
NOV 2021	0°	0.00
DEC 2021	0°	0.00
JAN 2022	0°	0.00
FEB 2022	0°	0.00
MAR 2022	45°	0.76
APR 2022	51°	0.67
MAY 2022	63°	0.66
JUN 2022	73°	0.72
JUL 2022	78°	0.80
AUG 2022	78°	0.82
SEP 2022	74°	0.77
OCT 2022	62°	0.72
NOV 2022	56°	0.72

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

Amount Due 12/13/22	\$22.52
After Due Date, Pay this Amount:	\$23.19
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	22.52
Payment(s) Received	<u>-22.52</u>
Balance as of 12/15/22	\$0.00
Current Electric Charges	35.25
Current Taxes and Fees	<u>1.73</u>
Total Current Charges as of 12/16/22	\$36.98
Total Amount Due	\$36.98

Mailed 12/16/22 for Account # [REDACTED]

AMOUNT DUE

\$36.98

1/13/23

App, online or phone payments made before 7 pm ET will be posted sat

Account Name: NATALIYA WILLIAMS

Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options (fees may apply) Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com

Phone - (800) 981-0600, press 1-2-3

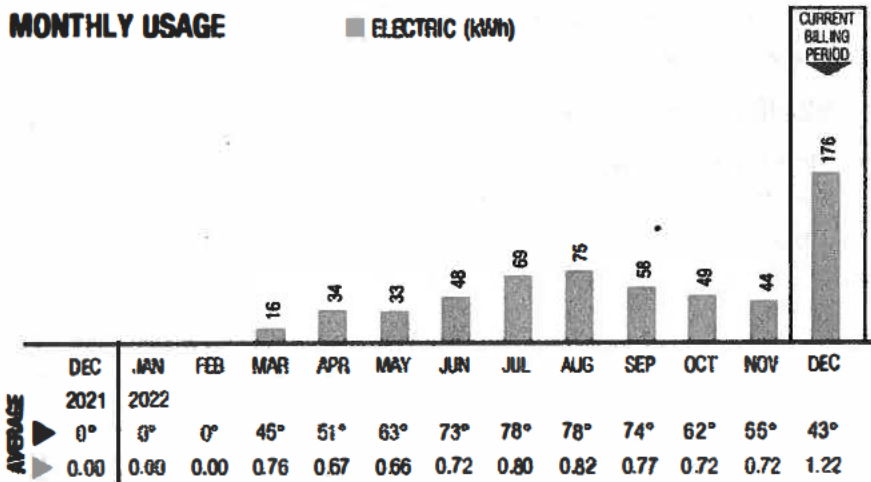
Customer Service: For fastest service, use our mobile app, web
automated phone system (800) 981-0600
24 hours a day.

Phone reps available M-F, 7am - 7pm ET.

Next read will occur 1/17/23 - 1/19/23 (Meter Read Portion 11)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	43°	0°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$1.22	\$0.00
Avg. Electric Usage per Day (kWh)	6.07	0.00

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

Amount Due 1/13/23	\$36.98
After Due Date, Pay this Amount:	\$38.09
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	36.98
Payment(s) Received	-36.98
Balance as of 1/17/23	\$0.00
Current Electric Charges	44.97
Current Taxes and Fees	2.21
Total Current Charges as of 1/17/23	\$47.18
Total Amount Due	\$47.18

Mailed 1/18/23 for Account # [REDACTED]

AMOUNT DUE
\$47.18

DUE DATE
2/13/23

App, online or phone payments made before 7 pm ET will be posted sat

Account Name: NATALIYA WILLIAMS
Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

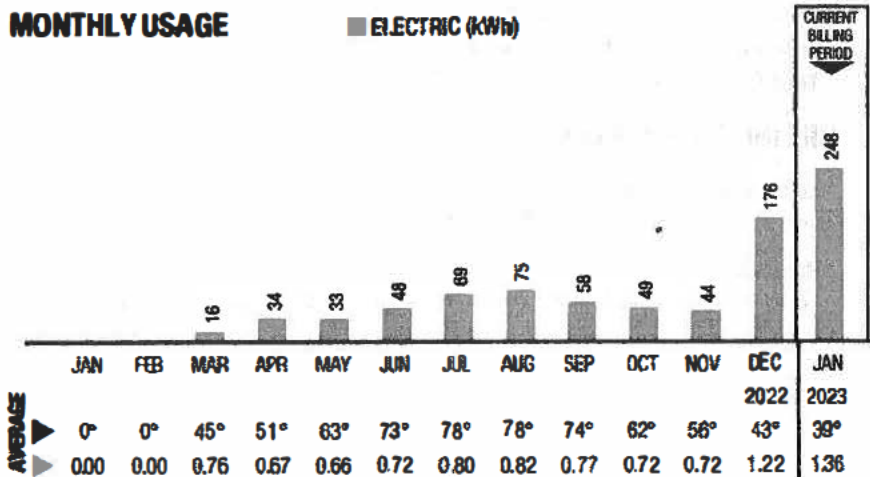
Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com

Customer Service: For fastest service, use our mobile app, web automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 2/14/23 - 2/16/23 (Meter Read Portion 11)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	39°	0°
Number of Days Billed	33	0
■ Avg. Electric Charges per Day	\$1.36	\$0.00
Avg. Electric Usage per Day (kWh)	7.52	0.00

AVERAGE

Month	Temp	Usage (kWh)
JAN	0°	0.00
FEB	0°	0.00
MAR	45°	0.76
APR	51°	0.67
MAY	63°	0.66
JUN	73°	0.72
JUL	78°	0.80
AUG	78°	0.82
SEP	74°	0.77
OCT	62°	0.72
NOV	56°	0.72
DEC 2022	43°	1.22
JAN 2023	39°	1.36

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

Amount Due 2/13/23	\$47.18
After Due Date, Pay this Amount:	\$48.60
Winter Care Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	47.18
Payment(s) Received	<u>-47.18</u>
Balance as of 2/15/23	\$0.00
Current Electric Charges	29.26
Current Taxes and Fees	<u>1.43</u>
Total Current Charges as of 2/15/23	<u>\$30.69</u>
Total Amount Due	\$30.69

Mailed 2/16/23 for Account # [REDACTED]

AMOUNT DUE
\$30.69

DUE DATE
3/14/23

App, online or phone payments made before 7 pm ET will be posted same day.

Account Name: NATALIYA WILLIAMS
Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

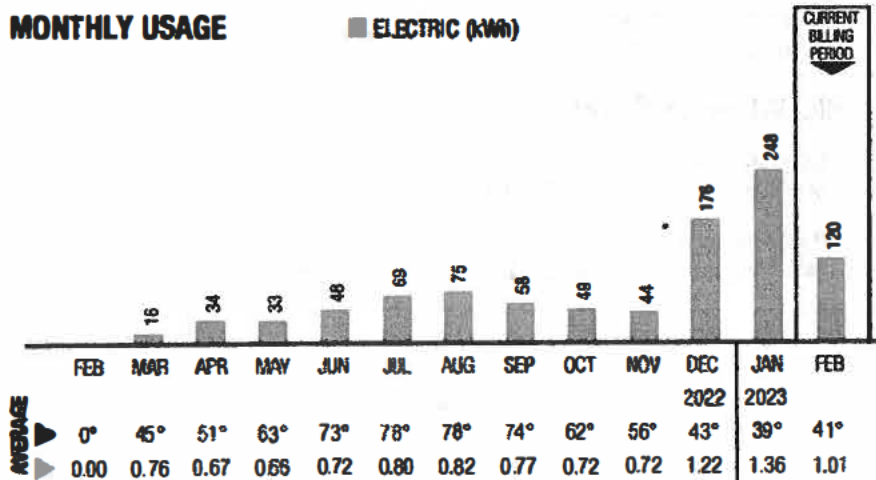
Customer Service:
For fastest service, use our mobile app, web automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 3/15/23 - 3/17/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	41°	0°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$1.01	\$0.00
Avg. Electric Usage per Day (kWh)	4.14	0.00

MONTHLY USAGE



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

Amount Due 3/14/23	\$30.69
After Due Date, Pay this Amount:	\$31.61
WaterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	30.69
Payment(s) Received	<u>-30.69</u>
Balance as of 3/15/23	\$0.00
Current Electric Charges	23.26
Current Taxes and Fees	1.14
Total Current Charges as of 3/15/23	<u>\$24.40</u>
Total Amount Due	\$24.40

Mailed 3/16/23 for Account # [REDACTED]

AMOUNT DUE
\$24.40

DUE DATE
4/11/23

App, online or phone payments made before 7 pm ET will be posted sat

Account Name:

NATALIYA WILLIAMS

Service Address:

109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options
(fees may apply)

Mobile app - LG&E KU OOP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service:

For fastest service, use our mobile app, web
automated phone system (800) 981-0600
24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

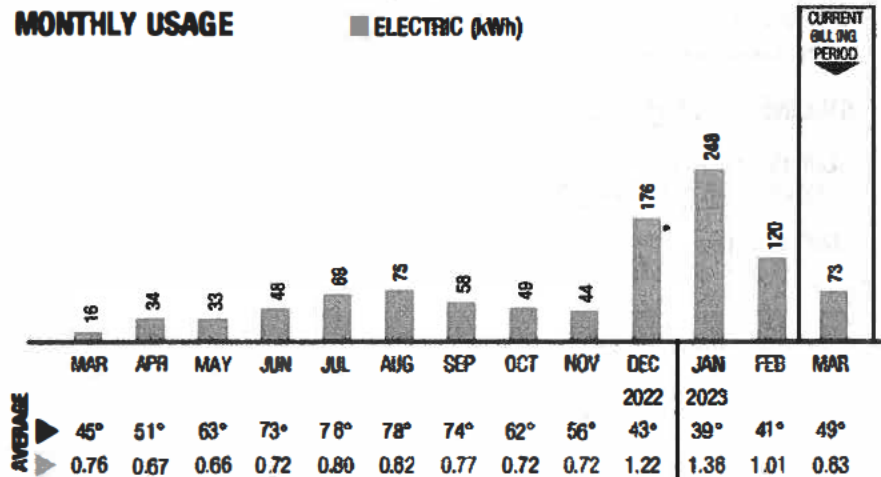
Next read will occur 4/14/23 - 4/18/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	49°	45°
Number of Days Billed	28	9
■ Avg. Electric Charges per Day	\$0.83	\$0.78
Avg. Electric Usage per Day (kWh)	2.61	1.78

MONTHLY USAGE

■ ELECTRIC (kWh)



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

Amount Due 4/11/23	\$24.40
After Due Date, Pay this Amount:	\$25.13
WaterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]

Service Address: 109 E Memorial Dr Apt 38



a PPL company

PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	24.40
Payment(s) Received	-24.40
Balance as of 4/14/23	\$0.00
Current Electric Charges	21.90
Current Taxes and Fees	1.07
Total Current Charges as of 4/14/23	\$22.97
Total Amount Due	\$22.97

Mailed 4/17/23 for Account # [REDACTED]

AMOUNT DUE
\$22.97

DUE DATE
5/11/23

App, online or phone payments made before 7 pm ET will be posted as

Account Name: NATALIYA WILLIAMS
Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com

Customer Service: For fastest service, use our mobile app, web automated phone system (800) 981-0600, press 1-2-3 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

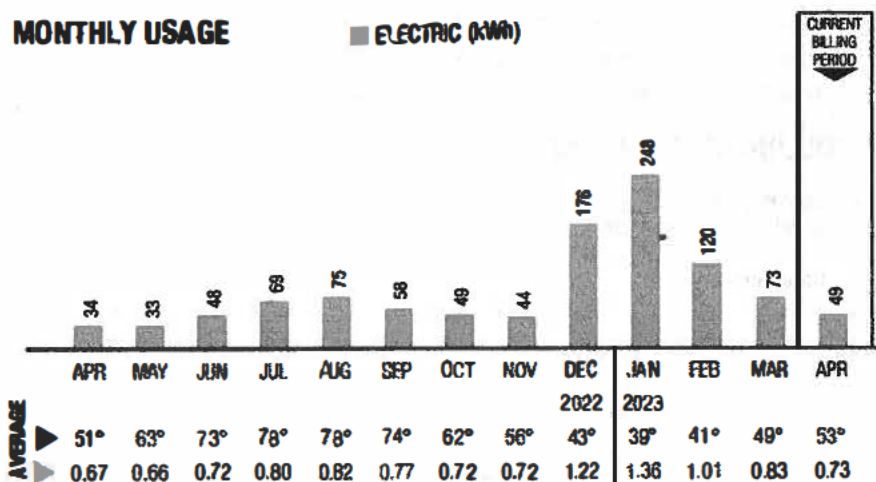
Next read will occur 5/16/23 - 5/18/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	53°	51°
Number of Days Billed	30	29
Avg. Electric Charges per Day	\$0.73	\$0.67
Avg. Electric Usage per Day (kWh)	1.63	1.17

MONTHLY USAGE

■ ELECTRIC (kWh)



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

Amount Due 5/11/23	\$22.97
After Due Date, Pay this Amount:	\$23.66
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	22.97
Payment(s) Received	<u>-22.97</u>
Balance as of 5/16/23	\$0.00
Current Electric Charges	22.85
Current Taxes and Fees	<u>1.10</u>
Total Current Charges as of 5/16/23	\$23.95
Total Amount Due	\$23.95

Mailed 5/17/23 for Account # [REDACTED]

AMOUNT DUE
\$23.95

DUE DATE
6/13/23

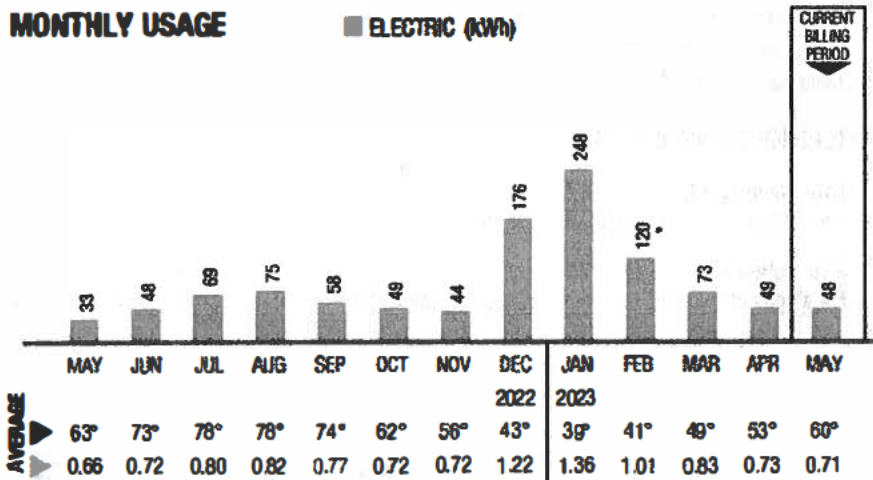
App, online or phone payments made before 7 pm ET will be posted same day.

Account Name: NATALIYA WILLIAMS
Service Address: 109 E Memorial Dr Apt 38
 ELIZABETHTOWN KY
Payment Options (fees may apply) Mobile app - LG&E KU ODP mobile app
 Online - lge-ku.com
 Phone - (800) 981-0600, press 1-2-3
Customer Service: For fastest service, use our mobile app, web automated phone system (800) 981-0600 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 6/15/23 - 6/19/23 (Meter Read Portion 11)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	60°	63°
Number of Days Billed	32	32
Avg. Electric Charges per Day	\$0.71	\$0.68
Avg. Electric Usage per Day (kWh)	1.50	1.03

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

Amount Due 6/13/23	\$23.95
After Due Date, Pay this Amount:	\$24.67
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: [REDACTED] Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	23.95
Payment(s) Received	<u>-23.95</u>
Balance as of 6/19/23	\$0.00
Current Electric Charges	23.48
Current Taxes and Fees	<u>1.13</u>
Total Current Charges as of 6/19/23	\$24.61
Other Charges (See Other Charges on back)	<u>-3.15</u>
Total Amount Due	\$21.46

Mailed 6/20/23 for Account # [REDACTED]

AMOUNT DUE
\$21.46

DUE DATE
7/13/23

App, online or phone payments made before 7 pm ET will be posted same day

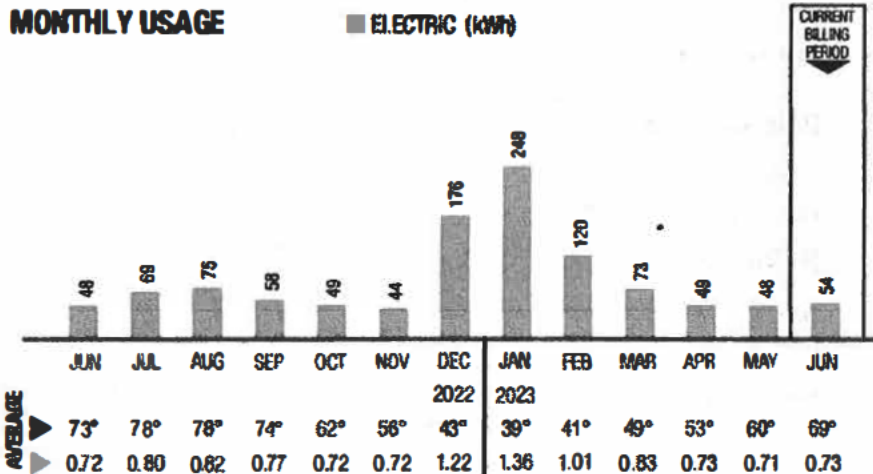
Account Name: NATALIYA WILLIAMS
 Service Address: 109 E Memorial Dr Apt 38
 ELIZABETHTOWN KY
 Payment Options (fees may apply):
 Mobile app - LG&E KU ODP mobile app
 Online - lge-ku.com
 Phone - (800) 981-0600, press 1-2-3
 Customer Service: For fastest service, use our mobile app, web, automated phone system (800) 981-0600 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 7/17/23 - 7/19/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	68°	73°
Number of Days Billed	32	30
Avg. Electric Charges per Day	\$0.73	\$0.72
Avg. Electric Usage per Day (KWh)	1.69	1.60

MONTHLY USAGE



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

Amount Due 7/13/23	\$21.46
After Due Date, Pay this Amount:	\$22.20
WeatherCare Donation:	
Total Amount Enclosed:	

Account# [REDACTED]
 Service Address: 109 E Memorial Dr Apt 38



a PPL company
 PO Box 25212
 Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
 109 E MEMORIAL DR APT 38
 ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	21.46
Payment(s) Received	-21.46
Balance as of 7/19/23	\$0.00
Current Electric Charges	25.26
Current Taxes and Fees	1.21
Total Current Charges as of 7/19/23	\$26.47
Total Amount Due	\$26.47

This bill includes an estimated meter reading.

Mailed 7/20/23 for Account # [REDACTED]

AMOUNT DUE

\$26.47

DUE DATE

8/11/23

App, online or phone payments made before 7 pm ET will be posted sat

Account Name:

NATALYA WILLIAMS

Service Address:

109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options

Mobile app - LG&E KU ODP mobile app

(fees may apply)

Online - lge-ku.com

Phone - (800) 981-0600, press 1-2-3

Customer Service:

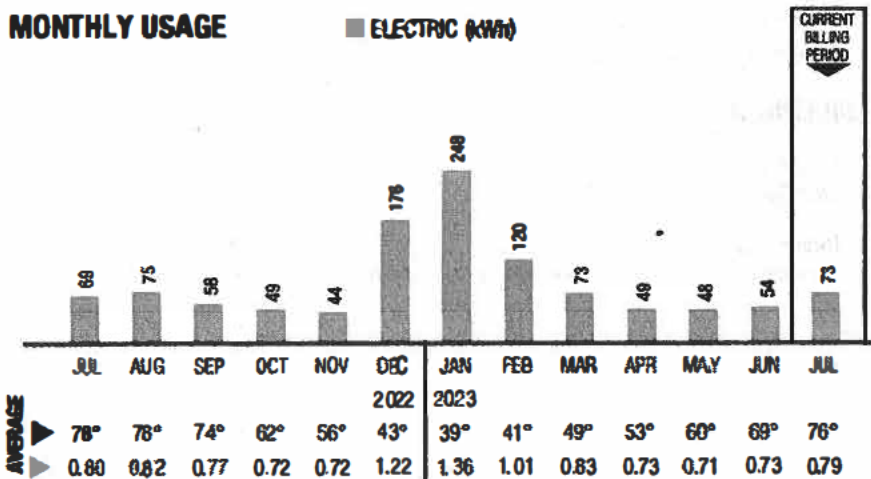
For fastest service, use our mobile app, web
automated phone system (800) 981-0600
24 hours a day.

Phone reps available M-F, 7am - 7pm ET.

Next read will occur 8/15/23 - 8/17/23 (Meter Read Portion 11)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	76°	78°
Number of Days Billed	32	29
■ Avg. Electric Charges per Day	\$0.79	\$0.80
Avg. Electric Usage per Day (kWh)	2.28	2.38

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

Amount Due 8/11/23	\$26.47
After Due Date, Pay this Amount:	\$27.26
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]

Dr Apt 38



a PPL company

PO Box 25212
Lehigh Valley, PA 18002-5212

NATALYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	26.47
Payment(s) Received	-26.47
Balance as of 8/17/23	\$0.00
Current Electric Charges	23.61
Current Taxes and Fees	1.13
Total Current Charges as of 8/17/23	\$24.74
Total Amount Due	\$24.74

Mailed 8/18/23 for Account # [REDACTED]

AMOUNT DUE
\$24.74

DUE DATE
9/12/23

App, online or phone payments made before 7 pm ET will be posted

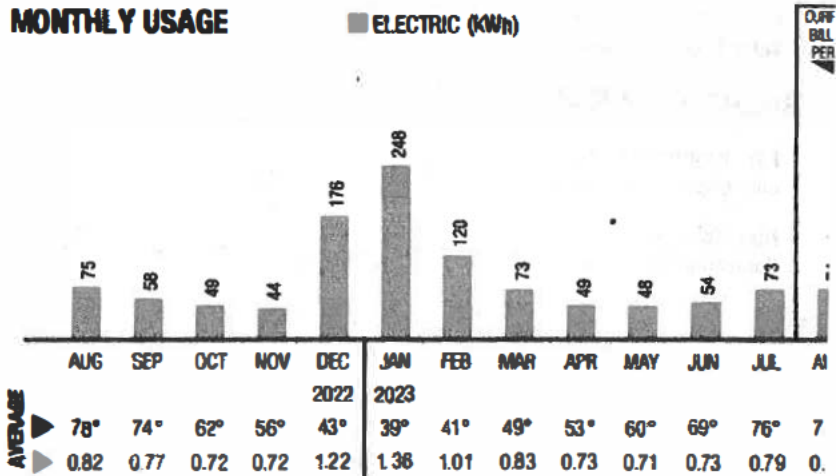
Account Name: NATALIYA WILLIAMS
 Service Address: 109 E Memorial Dr Apt 38
 ELIZABETHTOWN KY
 Payment Options: Mobile app - LG&E KU ODP mobile app
 (fees may apply) Online - lge-ku.com
 Phone - (800) 981-0600, press 1-2-3
 Customer Service: For fastest service, use our mobile app,
 automated phone system (800) 981-0600
 24 hours a day.
 Phone reps available M-F, 7am - 7pm E

Next read will occur 9/15/23 - 9/19/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	78°	78°
Number of Days Billed	29	32
Avg. Electric Charges per Day	\$0.81	\$0.82
Avg. Electric Usage per Day (kWh)	2.55	2.34

MONTHLY USAGE



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

Amount Due 9/12/23	\$24.74
After Due Date, Pay this Amount:	\$25.48
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	24.74
Payment(s) Received	<u>-24.74</u>
Balance as of 9/19/23	\$0.00
Current Electric Charges	27.42
Current Taxes and Fees	<u>1.31</u>
Total Current Charges as of 9/19/23	\$28.73
Other Charges (See Other Charges on back)	<u>-160.00</u>
Total Amount Due	-\$131.27

*** CREDIT BILL - Do Not Pay ***

Mailed 9/20/23 for Account # [REDACTED]

AMOUNT DUE

-\$131.27

10/13/23

App, online or phone payments made before 7 pm ET will be posted as

Account Name: **NATALIYA WILLIAMS**

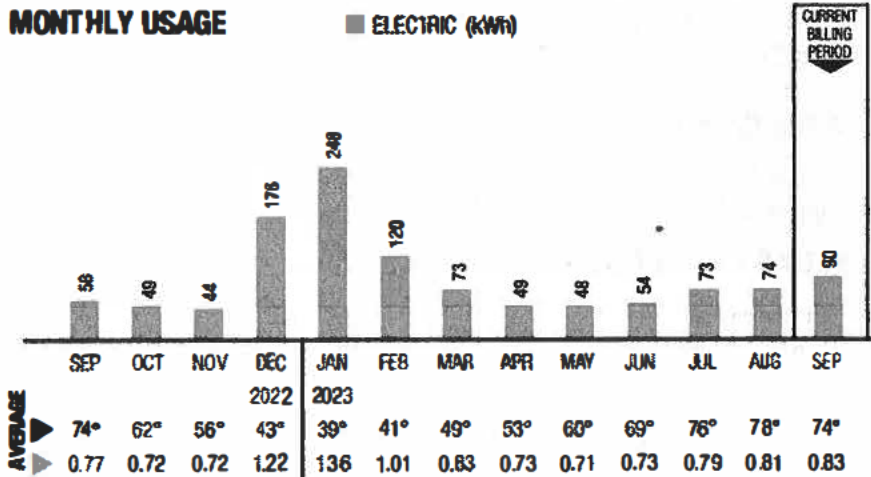
Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options (fees may apply) Mobile app - LG&E KU ODP mobile app

Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3
Customer Service: For fastest service, use our mobile app, web automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Nextread will occur 10/16/23 - 10/18/23 (Meter Read Portion 11)

MONTHLY USAGE



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	74°	74°
Number of Days Billed	33	30
Avg. Electric Charges per Day	\$0.83	\$0.77
Avg. Electric Usage per Day (kWh)	2.73	1.93

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

Amount Due 10/13/23	-\$131.27
After Due Date, Pay this Amount:	\$0.00
WinterCare Donation:	
Total Amount Enclosed:	*** CREDIT BILL - Do Not Pay ***

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	-131.27
Payment(s) Received	0.00
Balance as of 10/17/23	-\$131.27
Current Electric Charges	20.64
Current Taxes and Fees	0.99
Total Current Charges as of 10/17/23	\$21.63
Other Charges (See Other Charges on back)	-1.92
Total Amount Due	-\$111.56

*** CREDIT BILL - Do Not Pay ***

Mailed 10/18/23 for Account # [REDACTED]

AMOUNT DUE
-\$111.56

DUE DATE
11/10/23

App, online or phone payments made before 7 pm ET will be posted sat

Account Name: NATALIYA WILLIAMS

Service Address: 109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options (fees may apply)
Mobile app - LG&E KJ ODP mobile app
Online - lge-ku.com

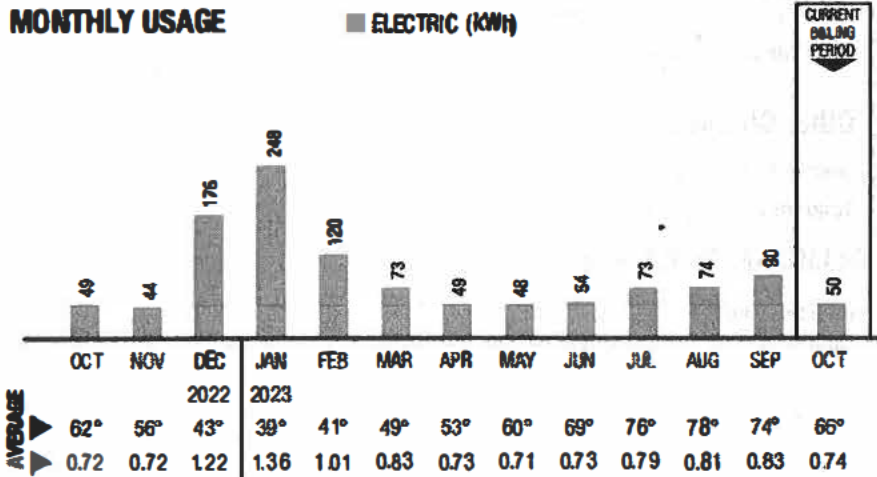
Customer Service: Phone - (800) 981-0600, press 1-2-3
For fastest service, use our mobile app, web
automated phone system (800) 981-0600
24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 11/13/23 - 11/15/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	66°	62°
Number of Days Billed	28	32
Avg. Electric Charges per Day	\$0.74	\$0.72
Avg. Electric Usage per Day (kWh)	1.79	1.53

MONTHLY USAGE



Please return only this portion with your payment. Make checks payable to KU and write [REDACTED] our check.

Amount Due 11/10/23	-\$111.56
After Due Date, Pay this Amount:	\$0.00
WinterCare Donation:	
Total Amount Enclosed:	*** CREDIT BILL - Do Not Pay ***

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	-111.56
Payment(s) Received	0.00
Balance as of 11/15/23	-\$111.66
Current Electric Charges	22.59
Current Taxes and Fees	1.08
Total Current Charges as of 11/15/23	\$23.67
Total Amount Due	-\$87.89

*** CREDIT BILL - Do Not Pay ***

Mailed 11/16/23 for Account # [REDACTED]

AMOUNT DUE
-\$87.89

DUE DATE
12/12/23

App, online or phone payments made before 7 pm ET will be posted sat

Account Name: **NATALIYA WILLIAMS**

Service Address: **109 E Memorial Dr Apt 38
ELIZABETHTOWN KY**

Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com

Customer Service: For fastest service, use our mobile app, web automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

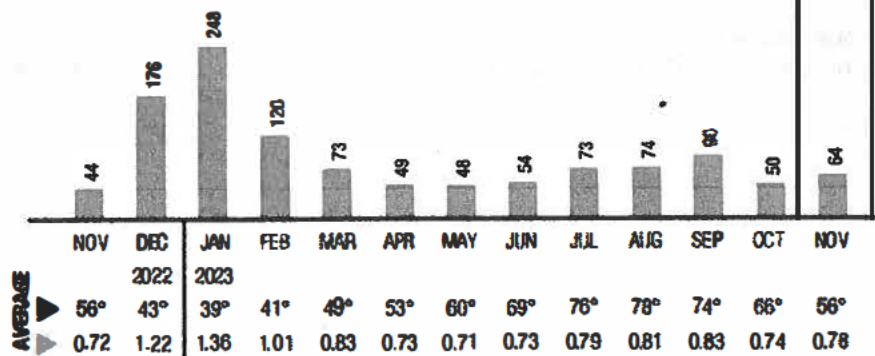
Next read will occur 12/13/23 - 12/15/23 (Meter Read Portion 11)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	56°	56°
Number of Days Billed	29	30
Avg. Electric Charges per Day	\$0.78	\$0.72
Avg. Electric Usage per Day (kWh)	2.21	1.47

MONTHLY USAGE

■ ELECTRIC (kWh)



CURRENT BILLING PERIOD

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

Amount Due 12/12/23	-\$87.89
After Due Date, Pay this Amount:	\$0.00
Winter Care Donation:	
Total Amount Enclosed:	*** CREDIT BILL - Do Not Pay ***

Account # [REDACTED]
Service Address: 109 E Memorial Dr Apt 38



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS
109 E MEMORIAL DR APT 38
ELIZABETHTOWN, KY 42701-2524



a PPL company

BILLING SUMMARY

Previous Balance	-87.89
Payment(s) Received	<u>0.00</u>
Balance as of 11/21/23	-87.89
Current Electric Charges	3.76
Current Taxes and Fees	<u>0.16</u>
Total Current Charges as of 11/21/23	-83.92
Total Amount Due	-83.97

This is a final bill.

*** CREDIT BILL - Do Not Pay ***

Mailed 11/22/23 for Account # [REDACTED]

AMOUNT DUE

-\$83.97

DUE DATE

12/18/23

App, online or phone payments made before 7 pm ET will be posted same day.

Account Name:

NATALIYA WILLIAMS

Service Address:

109 E Memorial Dr Apt 38
ELIZABETHTOWN KY

Payment Options

Mobile app - LG&E KU ODP mobile app

(fees may apply)

Online - lge-ku.com

Phone - (800) 981-0600, press 1-2-3

Customer Service:

For fastest service, use our mobile app, website,

automated phone system (800) 981-0600

24 hours a day.

Phone reps available M-F, 7am - 7pm ET.

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

Amount Due 12/18/23	-\$83.97
After Due Date, Pay this Amount:	\$0.00
WinterCare Donation:	
Total Amount Enclosed:	*** CREDIT BILL - Do Not Pay ***

Account # [REDACTED]

Service Address: 109 E Memorial Dr Apt 38



a PPL company

PO Box 25212

Lehigh Valley, PA 18002-5212

NATALIYA WILLIAMS

107 KENILWORTH CT APT C

RADCLIFF, KY 40160-8116

View Bills

107 Kenilworth Ct



	Billed Date	Due Date	Billed Amount
	07/19/24	08/14/24	\$100.44
	06/19/24	07/17/24	\$356.03
	06/17/24	07/01/24	
	05/20/24	06/14/24	\$320.09
	05/15/24	05/29/24	
	04/17/24	05/14/24	\$149.17
	03/19/24	04/12/24	\$191.08
	03/18/24	03/29/24	
	02/20/24	03/15/24	\$143.37
	01/22/24	02/14/24	\$83.04

1 to 10 of 11

Helpful Hints

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



a PPL company

BILLING SUMMARY

Previous Balance	60.38
Payment(s) Received	0.00
Balance as of 1/22/24	\$60.38
Current Electric Charges	100.61
Current Taxes and Fees	6.02
Total Current Charges as of 1/22/24	\$166.63
Other Charges (See Other Charges on back)	-83.97
Total Amount Due	\$83.04

Mailed 1/23/24 for Account # [REDACTED]

AMOUNT DUE
\$83.04

DUE DATE
2/14/24

App, online or phone payments made before 7 pm ET will be posted sat

Account Name:
Service Address:

NATALYA WILLIAMS
107 Kenilworth Ct Apt C
RADCLIFF KY

Payment Options
(fees may apply)

Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service:

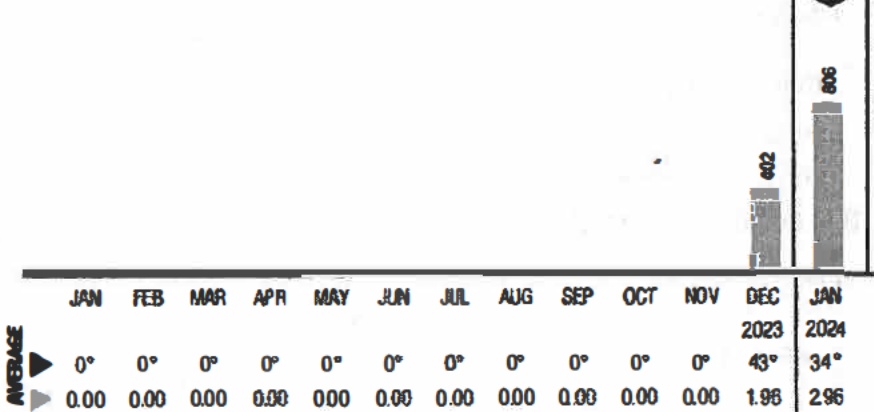
For fastest service, use our mobile app, web
automated phone system (800) 981-0600
24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 2/16/24 - 2/21/24 (Meter Read Portion 13)

MONTHLY USAGE

■ ELECTRIC (kWh)

CURRENT BILLING PERIOD



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	34°	0°
Number of Days Billed	34	0
■ Avg. Electric Charges per Day	\$2.66	\$0.00
Avg. Electric Usage per Day (kWh)	23.71	0.00

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

Amount Due 2/14/24	\$83.04
After Due Date, Pay this Amount:	\$86.24
WinterCare Donation:	
Total Amount Enclosed:	

Account# [REDACTED]
Service Address: 107 Kenilworth Ct Apt C



a PPL company
PO Box 25212
Lehigh Valley, PA 18002-5212

NATALYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116



a PPL company

BILLING SUMMARY

Previous Balance	83.04
Payment(s) Received	0.00
Balance as of 2/20/24	\$83.04
Current Electric Charges	53.91
Current Taxes and Fees	3.22
Total Current Charges as of 2/20/24	\$57.13
Other Charges (See Other Charges on back)	3.20
Total Amount Due	\$143.37

Mailed 2/21/24 for Account # [REDACTED]

AMOUNT DUE
\$143.37

DUE DATE
3/15/24

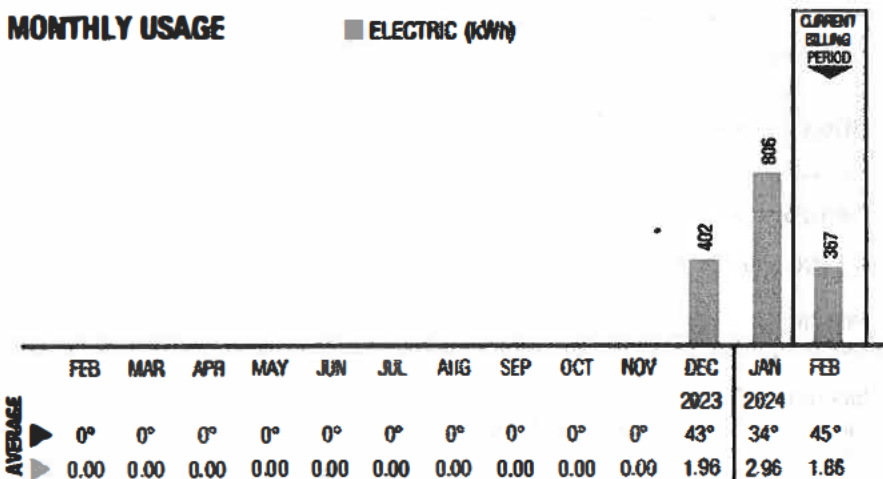
App, online or phone payments made before 7 pm ET will be posted same day.

Account Name: NATALIYA WILLIAMS
Service Address: 107 Kenilworth Ct Apt C
 RADCLIFF KY
Payment Options (fees may apply): Mobile app - LG&E KU GDP mobile app
 Online - lge-ku.com
 Phone - (800) 981-0600, press 1-2-3
Customer Service: For fastest service, use our mobile app, web or automated phone system (800) 981-0600 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 3/18/24 - 3/20/24 (Meter Read Portion 13)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	45°	0°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$1.86	\$0.00
Avg. Electric Usage per Day (kWh)	12.66	0.00

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

Amount Due 3/15/24	\$143.37
After Due Date, Pay this Amount:	\$145.09
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: [REDACTED] orth Ct Apt C



a PPL company
P O Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116



a PPL company

BILLING SUMMARY

Previous Balance	143.37
Payment(s) Received	<u>0.00</u>
Balance as of 3/19/24	\$143.37
Current Electric Charges	43.41
Current Taxes and Fees	<u>2.58</u>
Total Current Charges as of 3/19/24	\$45.99
Other Charges (See Other Charges on back)	<u>1.72</u>
Total Amount Due	\$191.08

Past due balance subject to disconnection. See IMPORTANT INFORMATION.

Mailed 3/20/24 for Account # [REDACTED]

AMOUNT DUE
\$191.08

DUE DATE
4/12/24

App, online or phone payments made before 7 pm ET will be posted same

Account Name: NATALIYA WILLIAMS
Service Address: 107 Kenilworth Ct Apt C
RADCLIFF KY

Payment Options (fees may apply)
Mobile app - LG&EKU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service:
For fastest service, use our mobile app, website
automated phone system (800) 981-0600
24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

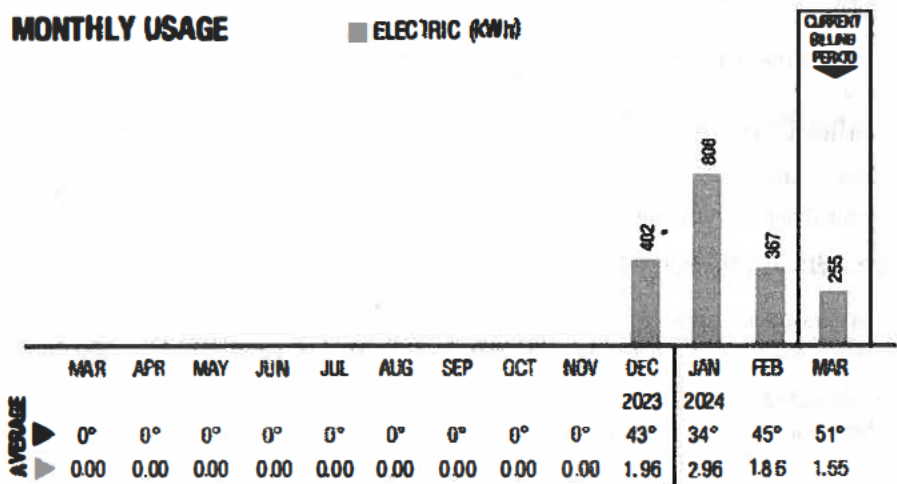
Next read will occur 4/17/24 - 4/19/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	51°	0°
Number of Days Billed	28	0
Avg. Electric Charges per Day	\$1.55	\$0.00
Avg. Electric Usage per Day (kWh)	9.11	0.00

MONTHLY USAGE

■ ELECTRIC (kWh)



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

Amount Due 4/12/24	\$191.08
After Due Date, Pay this Amount:	\$192.46
WinterCare Donation:	
Total Amount Enclosed:	

[REDACTED]
Service Address: 107 Kenilworth Ct Apt C



a PPL company
PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40168-8116



a PPL company

BILLING SUMMARY

Previous Balance	191.08
Payment(s) Received	<u>-145.09</u>
Balance as of 4/17/24	\$45.99
Current Electric Charges	37.30
Current Taxes and Fees	<u>2.22</u>
Total Current Charges as of 4/17/24	\$39.52
Other Charges (See Other Charges on back)	<u>63.66</u>
Total Amount Due	\$149.17

Mailed 4/18/24 for Account # [REDACTED]

AMOUNT DUE

\$149.17

DUE DATE

5/14/24

App, online or phone payments made before 7 pm ET will be posted same

Account Name:

NATALIYA WILLIAMS

Service Address:

187 Kenilworth Ct Apt C
RADCLIFF KY

Payment Options

Mobile app - LG&E KU ODP mobile app

(fees may apply)

Online - lge-ku.com

Phone - (800) 981-0600, press 1-2-3

Customer Service:

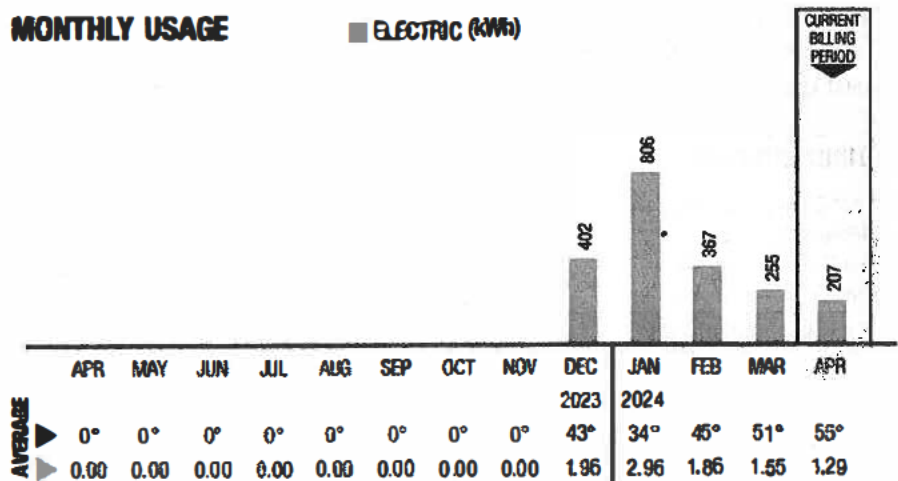
For fastest service, use our mobile app, website
automated phone system (800) 981-0600
24 hours a day.

Phone reps available M-F, 7am - 7pm ET.

Next read will occur 5/17/24 - 5/21/24 (Meter Read Portion 13)

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	55°	6°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$1.29	\$0.00
Avg. Electric Usage per Day (kWh)	7.14	0.00

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

Amount Due 5/14/24	\$149.17
After Due Date, Pay this Amount.	\$150.35
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]

[REDACTED] Ct Apt C



a PPL company

PQBox 77 1670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS
187 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116



a PPL company

BILLING SUMMARY

Previous Balance	149.17
Payment(s) Received	0.00
Balance as of 5/20/24	\$149.17
Current Electric Charges	34.36
Current Taxes and Fees	2.04
Total Current Charges as of 5/20/24	\$36.40
Other Charges (See Other Charges on back)	134.52
Total Amount Due	\$320.09

Past due balance subject to disconnection. See IMPORTANT INFORMATION.

Mailed 5/21/24 for Account # [REDACTED]

AMOUNT DUE
\$320.09

DUE DATE
6/14/24

App, online or phone payments made before 7 pm ET will be posted same

Account Name: NATALIYA WILLIAMS
 Service Address: 107 Kenilworth Ct Apt C
 RADCLIFF KY
 Payment Options: Mobile app - LG&E KU ODP mobile app
 (fees may apply) Online - lge-ku.com
 Phone - (800) 981-0600, press 1-2-3
 Customer Service: For fastest service, use our mobile app, website
 automated phone system (800) 981-0600
 24 hours a day.
 Phone reps available M-F, 7am - 7pm ET.

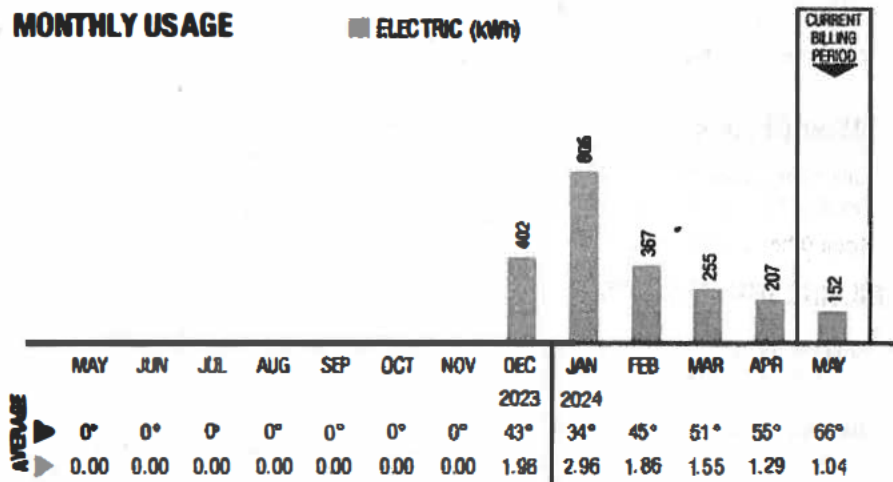
Next read will occur 6/18/24 - 6/21/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	66°	0°
Number of Days Billed	33	0
Avg. Electric Charges per Day	\$1.04	\$0.00
Avg. Electric Usage per Day (kWh)	4.61	0.00

MONTHLY USAGE

■ ELECTRIC (kWh)



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

Amount Due 6/14/24	\$320.09
After Due Date, Pay this Amount:	\$321.18
WorCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 107 Kenilworth Ct Apt C



a PPL company
PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116



a PPL company

Mailed 6/18/24 for Account # [REDACTED]

DELINQUENT AMOUNT DUE

\$120.09

FINAL PAY DATE

7/1/24

App, online or phone payments made before 7 pm ET will be posted same d

Account Name: NATALIYA WILLIAMS
Service Address: 107 KENILWORTH CT APT C
RADCLIFF KY

Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service: For fastest service, use our mobile app, website
automated phone system (800) 981-0600
24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

DISCONNECTION NOTICE

Your account is past due. If the Delinquent Due Amount is not received by the Final Pay Date, your service will be subject to disconnection. Please refer to the information on this notice for details to help you avoid disconnection.

If disconnected: The ENTIRE Delinquent Amount Due must be paid and you must request reconnection through our mobile app, online My Account, or our automated phone system. For same day reconnection, requests must be made by 5 p.m. ET. Requests received after 5 p.m. ET will be reconnected next day. A reconnect fee and deposit may be required as a condition of reconnection.

Unauthorized reconnection of service is punishable by law.



NEED ASSISTANCE?

You may be eligible to receive financial assistance to help you pay your bill.

Please see the back of this notice for community assistance agencies near you.

More information can be found at lge-ku.com/assistance-programs.

TO AVOID DISCONNECTION

Make your payment using our mobile app or one of the options listed above.

Avoid disconnection by paying the entire Delinquent Amount Due; OR by making a Partial Payment AND setting up a Payment Arrangement on the remaining balance before the Final Pay Date on this notice.

Payment Arrangements on eligible past due balances can be made through our mobile app, online via My Account, or by phone (press 1-2-2-1).

Unpaid payment arrangements MUST be paid before a new arrangement can be established.

To avoid future disconnection, pay the agreed-upon payment arrangement amount in addition to the current bill each month by the due date.

The Final Pay Date will not change upon receipt of future bills. If your service is disconnected and you disagree with the reason of termination, call us at 800-981-0600.

Delinquent Amount Due 7/1/24

\$120.09

Total Amount Enclosed:

Account # [REDACTED]
Service Address: [REDACTED] ORTH CT APT C

AB 01 002780 38122 H 11 A



NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116



a PPL company
PO Box 771670
St Louis, MO 63177-1670





PPL company

BILLING SUMMARY

Previous Balance	320.09
Payment(s) Received	0.00
Balance as of 6/19/24	\$320.09
Current Electric Charges	33.92
Current Taxes and Fees	2.02
Total Current Charges as of 6/19/24	\$35.94
Total Amount Due	\$356.03
Pending Pledges	-200.00
Total Pending Balance	\$156.03

Past due balance subject to disconnection.

Mailed 6/20/24 for Account # [REDACTED] 6

AMOUNT DUE
\$156.03

DUE DATE
7/17/24

App, online or phone payments made before 7 pm ET will be posted same

Account Name: NATALIYA WILLIAMS
 Service Address: 107 Kenilworth Ct Apt C
 RADCLIFF KY
 Payment Options: Mobile app - LG&E KU ODP mobile app
 (fees may apply) Online - lge-ku.com
 Phone - (800) 981-0600, press 1-2-3
 Customer Service: For fastest service, use our mobile app, website,
 automated phone system (800) 981-0600
 24 hours a day.
 Phonereps available M-F, 7am - 7pm ET.

Next read will occur 7/18/24 - 7/22/24 (Meter Read Portion 13)

CURRENT METER AND USAGE INFORMATION

Rate: Residential Service - All Electric

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code*	Meter Multiplier	Usage kWh	Demand (kW)
kWh	W152528	5/20/24	61904	6/3/24	61980	R	1	76	
kWh	5369995	6/4/24	0	6/18/24	92	R	1	92	
							Total Usage	168	

CURRENT ELECTRIC CHARGES

Rate: Residential Service - All Electric

Basic Service Charge (\$0.53 x 29 Days)	15.37
Energy Charge (\$0.09899 x 59 kWh)	5.72
Energy Charge (\$0.10209 x 109 kWh)	11.13
Electric DSM (\$0.00185 x 168 kWh)	0.28
Fuel Adjustment (\$0.00126 x 168 kWh)	0.21
Environmental Surcharge (2.780% x \$32.71)	0.91
Home Energy Assistance Fund Charge	0.30
Total Charges	\$33.92

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

Amount Due 7/17/24	\$156.03
After Due Date, Pay this Amount:	\$156.03
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 107 Kenilworth Ct Apt C



a PPL company
PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116

Pay My Bill

107 Kenilworth Ct

Account: [REDACTED]



Thank you for your payment. A confirmation email will be sent to you shortly.



A reconnect request has been received for your account. If you are unable to be present at the time your service is reconnected, please be sure the service breakers, heat generating devices and any appliances at this address are turned off. Reconnection is scheduled to occur by 11:00 PM today.

Confirmation No.	18424912793
Payment Date	07/03/2024
Bank Account	Pnc Bank, National Association, X-6523
Payment Amt	\$120.09
WinterCare Amt	\$0.00
Total Payment Amt	\$120.09

Auto Pay

Sign up for Auto Pay and have your LG&E, KU or ODP payments conveniently deducted from your bank account on the due date.

Paperless Billing

Switch to paperless billing and receive an email each month instead of a traditional paper bill.

Update your Contact Information

Stay current with us.

Update your contact information [here](#).



a PPL company

BILLING SUMMARY

Previous Balance	356.03
Payment(s) Received	<u>-320.09</u>
Balance as of 7/19/24	\$35.94
Current Electric Charges	60.86
Current Taxes and Fees	<u>3.64</u>
Total Current Charges as of 7/19/24	\$84.50
Total Amount Due	\$100.44

Mailed 7/22/24 for Account # [REDACTED]

AMOUNT DUE
\$100.44

DUE DATE
8/14/24

App, online or phone payments made before 7 pm ET will be posted same

Account Name: NATALIYA WILLIAMS
Service Address: 107 Kenilworth Ct Apt C
RADCLIFF KY

Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service:
For fastest service, use our mobile app, web, automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

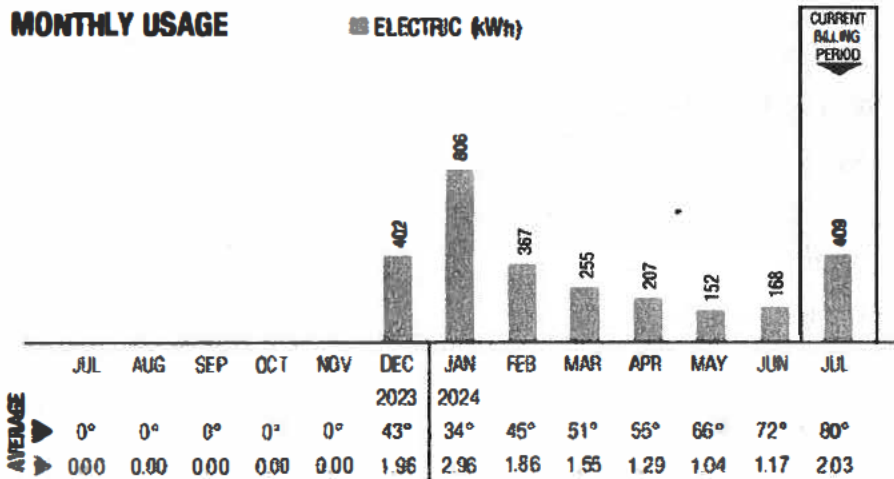
Next read will occur 8/19/24 - 8/21/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	80°	0°
Number of Days Billed	30	0
Avg. Electric Charges per Day	\$2.03	\$0.00
Avg. Electric Usage per Day (kWh)	13.63	0.00

MONTHLY USAGE

■ ELECTRIC (kWh)



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

Amount Due 8/14/24	\$100.44
After Due Date, Pay this Amount:	\$100.44
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: 107 Kenilworth Ct Apt C



a PPL company
PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF, KY 40160-8116

IMPORTANT INFORMATION (continued)**Service Deposit Receipt - Please retain for your records.**

Deposit Receipt Number: 168002191489
Total Deposit Amount On Hand: \$160.00
Deposit Completion Date: June 25, 2024

The deposits for service on this account have been paid in full. The deposit will be held a minimum of one (1) year and will earn interest at the rate prescribed by law.

After one (1) year, the deposit and interest earned will be applied to your account provided a satisfactory payment history has been established. Satisfactory payment is defined as having received no disconnected notices, no service disconnections for nonpayment, no payments returned for insufficient funds, no defaulted payment arrangements, and no energy theft or diversion.

If the criteria for satisfactory payment history is not met after one (1) year, your account will continue to be reviewed each month. Interest earned will be applied annually to your account if your deposit is held longer than 12 months; no refund or credit will be applied if your bill is delinquent on the anniversary date of the deposit. When the satisfactory payment criteria outlined above has been met for the most recent 12-month period, the deposit and interest earned will be applied to your account.

The Kentucky Public Service Commission requires that, upon customer request, deposits held for more than 18 months shall be recalculated based on a review of the customer's actual usage. The deposit amount should represent 2/12 of an annual bill. If the deposit on hand differs from the calculated amount by more than \$10.00, we will refund any amount that was over collected. In addition, we may also collect any underpayment of a deposit based on the review of the actual usage. We are not required to refund any amount that was over collected if your account is delinquent by more than one billing period.

If service is discontinued and no new service is needed, the deposit plus interest earned will be applied to your account and any remaining balance will be refunded to you by check.



Nataliya Williams [REDACTED]

ID 382 LG&E complaint

1 message

Napler, Heather (KYOAG) <Heather.Napler@ky.gov>

Thu, Jun 27, 2024 at 3:44 PM

To: [REDACTED]

Ms. Williams:

Upon received your voice mail that was forwarded from Consumer Protection, I contacted LG&E to ask about the status of your electric account. LG&E stated, "Currently Ms. Williams total account balance is \$156.03. \$120.19 of this is past due and included on a disconnection notice that expires on 7/1/24. This past due balance consists of balances that are 30, 60 and 90 days past due. An AMI meter was installed at this premise on 5/21/24."

Payment of a minimum of \$120.19 will be required to avoid disconnection, as that is the amount that is currently in arrears. As you have recently received an AMI meter, LG&E will not have to come out to your house to disconnect your power. They can do it by flipping a switch in their offices. Central Kentucky Community Action Council is currently between programs. I believe the summer cooling program begins around July 10, several days after your scheduled disconnection.

Sincerely,

Heather Napier

Consumer Complaint Investigator II

Office of the Attorney General

Rate Intervention

1024 Capital Center Drive, Suite 200

Frankfort, KY 40601

Heather.napier@ky.gov

502-696-5453 Phone

502-564-2698 Fax

*Supervisor dB&E and KU
Samantha*



Nataliya Williams <[REDACTED]>

KU Confirmation of Payment

1 message

LG&E and KU Customer Service <CustomerCare@lge-ku.com>

Wed, Jul 3, 2024 at 7:26 PM

To: [REDACTED]

Thank you for making an online payment. The payment of \$120.09 will be applied on 07/03/2024 to your KU account ending in 3776. The reference number for this transaction is 18424912793.

Remember, you can view your payment information any time by logging on to <https://my.lge-ku.com> and clicking on the Payment History menu option. In addition, you can cancel a payment anytime before 7:00 p.m. Eastern Time from the Payment History page. After 7:00 p.m. Eastern Time, this payment will be processed and you will not be able to cancel it. If the payment prevented a disconnection or created a reconnection of service, you will be unable to cancel the payment.

NOTE: Please do not reply to this message. If you have questions or need additional information, please contact Customer Service by going to

<https://lge-ku.com/contact>

If you prefer to contact us by phone, our representatives are available Monday through Friday from 7 a.m. until 7 p.m.

LG&E customers, call: 502-589-1444
(outside Louisville 1-800-331-7370)

KU/ODP customers, call: 1-800-981-0600

----- The information contained in this transmission is intended only for the person or entity to 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 entities 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.



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Labels

KY PSC Utility Inquiry Inbox

KY Public Service Commission <psc filings@ky.gov>
to me

Below is the result of your feedback form. It was submitted by (nataliyawilliams171@gmail.com) on Thursday, August 8, 2024 at 4:26 P

Name: Nataliya Williams
Address: 107 Kenilworth Ct., ap.C
City: Radcliff
State: ky
Zip Code: 40160
Phone number where you can be reached: (270) 706-2558 Ext n/a
Home phone: (270) 706-2558

Utility Name: LGE and KU electrical company Louisville Kentucky
State the nature of your concern: President and CEO John Crockett of LGE and KU electrical company and the employee of this company bill and they continue to steal my electricity and steal my money through inaccurate bills. I have not received the refund with recalculation read customer meters at least quarterly. On the bill mailed 6/20/2024 meter reader read by the utility shows 61980kWh, which is very w company and the employee threatened to kill me and if I will continue to call and demand like he and his employee said he will kill me. I a threats and prostitutes, alcoholics, thieves and criminals who work for this company, the ky police commissioner investigation, the ky at the LGE and KU electrical company. I do not read my meter reader and there is no form to do by the customer, by me, with my hand w error, additional test shall be made and I did not see the result of the additional test has been made on my reader I need to see from th and the employee of this company filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a cu determine the issue based on this section, pursuant to 807 KAR 5:006 Section 11 (c) (d).

Have you contacted the utility about the problem: Yes

----- This is a Copy of the email sent to KY Public Service Commission Consumer Services Divisi

Reply Forward

Meter Read Schedule

107 Kenilworth Ct

Account: [REDACTED]

Meter Read and Payment Schedules for 2024

This account is in portion 13

Month	Meter Read Window		Projected Payment
	Begin Date	End Date	Due Date
January	01/18/24	01/22/24	02/14/24
February	02/16/24	02/21/24	03/15/24
March	03/18/24	03/20/24	04/12/24
April	04/17/24	04/19/24	05/14/24
May	05/17/24	05/21/24	06/14/24
June	06/18/24	06/21/24	07/17/24
July	07/18/24	07/22/24	08/14/24
August	08/19/24	08/21/24	09/16/24
September	09/18/24	09/20/24	10/16/24
October	10/17/24	10/21/24	11/14/24
November	11/15/24	11/19/24	12/16/24
December	12/17/24	12/19/24	01/16/25

Helpful Hints

** Dates are predicted and subject to change. Please verify the date by checking your prior month's bill.*



If the meter test results show the meter will be no charge for the test, however, in accordance with Kentucky PSC Regulat

testing fees from the form, paste below:

SEE "SCANNED FROM XEROX MULTIFUNCTION PRINTER" FILE ABOVE IN REFERENCE TO THE COMMENTS BELOW:

The bill mailed 06/20/24 with a due date of 07/17/24 had a previous meter reading of 61904 on 05/20/24. The meter was replaced on 06/03/24, at which time the meter had a zero reading when placed into service. When the monthly reading occurred on 06/18/24 the new meter had logged 92 kWh.

This bill had an outstanding balance of \$320.09. Added to the past due amount was \$35.94 for the current month. This brought the total to \$356.03.

The next bill was mailed 07/22/24 with a due date of 08/14/24. The previous meter reading was 92 on 06/18/24 and the reading for this bill was on 07/18/24.

The PAST DUE from the previous month was paid in full, leaving the remaining balance from the previous month's billing cycle (\$35.94 past due). To reiterate, the previous month's past due had been paid, but not what was currently due for that month.

Regarding meter testing, KU did not receive the required form with a signed agreement to pay \$79.00 if the meter is within 2% accuracy. If the meter is found to be within 2% accuracy, the customer will be responsible for the testing fee.

We have found nothing concerning in your billing. You were not billed for 61904 kWh as stated in your complaint. Each month the previous month's meter reading is used for billing.

After thorough review, I have closed your complaint.

Heather Naiser
Consumer Complaint Investigator
Public Utility Commission of Kentucky
1024 Capital Center Drive, Suite 200
Frankfort, KY 40601
Heather.naiser@ky.gov

502-696-5453 Phone
502-564-2698 Fax

2 Attachments - Scanned by Gmail



Kentucky Utilities Company
 One Quality Street
 Lexington, KY 40507-1462

a PPL company

I request a test of my electric meter(s) for meter number 5369995¹. I understand the following:

- If the meter test result(s) show the meter's accuracy to be 99% to 101% there will be a charge of \$79.00 per meter tested and no billing adjustment will be made for my usage.
- If the meter test result(s) show the meter's accuracy to be above 102% or below 98%, there will be no charge for the test; however, my current and previous bills may be adjusted in accordance with Kentucky PSC Regulations 807 KAR 5:006 Section 11.

Please check one of the options below:

I wish to be present and witness my meter test.

I do not wish to witness my meter test. Please send the results to me at the below address:

Signed

Nataliya Williams

Address

*101 Kenilworth Ct, apt C
 Radcliff, KY 40160*

Date

8/23/2024

Please return the signed form by mail to:
 Kentucky Utilities Company, Customer Service
 P.O. Box 32020
 Louisville, Kentucky 40232

¹ The meter number can be found on the front of the meter or in the "Meter Reading Information" section of your bill.

Louisville Gas and Electric Company

P.S.C. Electric No. 13, Second Revision of Original Sheet No. 45
Canceling P.S.C. Electric No. 13, First Revision of Original Sheet No. 45

Standard Rate

Special Charges

The following charges will be applied uniformly throughout Company's service territory. Each charge, as approved by the Public Service Commission, reflects only that revenue required to cover associated expenses.

RETURNED PAYMENT CHARGE

In those instances where a Customer renders payment to Company which is not honored upon deposit by Company, the Customer will be charged \$3.70 to cover the additional processing costs.

METER TEST CHARGE

Where the test of a meter is performed during normal working hours upon the written request of a Customer, pursuant to 807 KAR 5:006, Section 19, and the results show the meter is within the limits allowed by 807 KAR 5:041, Section 17(1), the Customer will be charged \$79.00 to cover the test and transportation costs.

DISCONNECT/RECONNECT SERVICE CHARGE

A charge of \$32.00 will be made to cover disconnection and reconnection of electric service when the Customer has no "remote disconnection and reconnection" capability as defined below and is discontinued for non-payment of bills or for violation of Company's Terms and Conditions, such charge to be made before reconnection occurs. "Remote disconnection and reconnection" is defined as Customer having an advanced meter with a remote service switch as well as Company having implemented the requisite systems functionality to enable such activity. Customers who have meters capable of "remote disconnection and reconnection" will not be charged a disconnect/reconnect service charge. If both gas and electric services are reconnected at the same time, the total charge for restoration of both services shall be \$32.00. No charge will be made for Customers qualifying for service reconnection pursuant to 807 KAR 5:006, Section 16. Winter Hardship Reconnection.

Residential and general service Customers may request and be granted temporary suspension of electric service. In the event of such temporary suspension, Company will make a charge of \$32.00 to cover disconnection and reconnection of electric service, such charge to be made before reconnection occurs. Customers who have meters capable of "remote disconnection and reconnection" will not be charged a disconnect/reconnect service charge.

D

METER PULSE CHARGE

Where a Customer desires and Company is willing to provide data meter pulses, a charge of \$21.00 per month per installed set of pulse-generating equipment will be made to those data pulses. Time pulses will not be supplied.


D

DATE OF ISSUE: October 10, 2022

DATE EFFECTIVE: With Service Rendered
On and After October 1, 2022

ISSUED BY: /s/ Robert M. Conroy, Vice President
State Regulation and Rates
Louisville, Kentucky

Issued by Authority of an Order of the
Public Service Commission in Case No.
2022-00024 dated January 28, 2022

KENTUCKY PUBLIC SERVICE COMMISSION
Linda C. Bridwell Executive Director 
EFFECTIVE 10/1/2022 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



Kentucky Utilities Company
One Quality Street
Lexington, KY 40507-1462

a PPL company

#148000364 02#

NATALIYA WILLIAMS
107 KENILWORTH CT APT C
RADCLIFF KY 40160-8116



September 3, 2024

Account Number: [REDACTED]

Dear NATALIYA WILLIAMS:

This is in response to your request for a test of the electric meter which supplies service to 107 KENILWORTH CT APT C RADCLIFF, KY 40160-8116.

On August 30, 2024, the electric meter with identification number 5369995 was tested by our electric meter department. The test showed the meter to be running with an accuracy level of 100.10%.

A meter test charge of \$79.00 will be applied to your account because the test result was within the Kentucky Public Service Commission's acceptable meter accuracy range of 98% to 102%.

Please contact us at 800-981-0600 if you have any questions or need additional information. You can visit our website at lge-ku.com for information about the programs and services we offer.

Sincerely,

Customer Service Department

