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LEXINGTON, KY 40507

December 2, 2024

RECEIVED

DEC 02 2024

Ms. Linda C. Bridwell, P.E.
Executive Director
Kentucky Public Service Commission
P.O. Box 615
Frankfort, Kentucky 40602-0615

**PUBLIC SERVICE
COMMISSION**

**Re: Case No. 2024-00311
Nataliya Williams v. Kentucky Utilities Company and Louisville Gas
and Electric Company**

Dear Ms. Bridwell:

Please find enclosed Kentucky Utilities Company's Answer and Motion to Dismiss in the above-referenced proceeding.

Respectfully,

/s/Tina C. Frederick
Tina C. Frederick

TCF
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

NATALIYA WILLIAMS)	
)	
COMPLAINANT)	
V.)	CASE NO.
)	2024-00311
KENTUCKY UTILITIES COMPANY AND)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ANSWER AND MOTION TO DISMISS
KENTUCKY UTILITIES COMPANY

In accordance with the Kentucky Public Service Commission’s (“Commission”) Order of November 21, 2024, in the above-captioned proceeding, Kentucky Utilities Company (“KU or the “Company”) respectfully submits this Answer to the Complaint of Nataliya Williams (“Ms. Williams”) and moves the Commission to dismiss the Complaint with prejudice. In support of its Answer and Motion to Dismiss, KU states as follows:

The heart of Ms. Williams’ Complaint relates to the amount of her monthly bills for electric service at her current residence compared to the amount of her monthly bills for electric service at her former residence. Electric usage is driven by many factors including the size of the residence at issue, the type of heating and cooling system installed, the amount of insulation and type of windows present, the energy efficiency of electric appliances, the weather, and personal usage habits. A difference in electric bills between two residences can exist for a number of

reasons involving all of these factors. More importantly, however, KU has reviewed Ms. Williams's usage and billing history at her current residence from December 2023 through November 2024, and has found no billing errors. KU notes that on June 4, 2024, KU installed an AMI meter at Ms. Williams' address. Notably, Ms. Williams' meter was recently tested and confirmed to be operating correctly. All bills and notices sent by KU to Ms. Williams since December 20, 2023, are attached to this Answer as **Attachment 1**. KU has provided an accompanying summary of the charges applied to Ms. Williams' account and the payments made to her account as well.

ACCOUNT SUMMARY

Ms. Williams established electric service in her name at her current address on November 21, 2023. The bill mailed to Ms. Williams on December 20, 2023, which was due January 17, 2024, (the "January bill") was for 402 kWh of electric service over a 29-day billing period, in the amount of \$60.38. The bill mailed to Ms. Williams on January 23, 2024, the February bill, was for \$83.04, which included a past-due balance of \$60.38 from the January bill and current charges of \$106.63 for 806 kWh of electric service over a 34-day billing period. However, the security deposit from Ms. Williams' former account at her prior residence was applied to her final bill on that account and the remaining \$83.97 of the deposit was applied to Ms. Williams' bill at her current residence. This reduced the total amount due on February 14, 2024, from \$167.01 to \$83.04. Ms. Williams' electric meter was read on December 19, 2023, and January 22, 2024. Both readings were **actual readings**, not estimates.

The March bill (mailed February 21, 2024) was for \$143.37. Of the total, \$83.04 was past due and a late payment fee of \$3.20 was applied.¹ The remaining \$57.13 were current charges for

¹ The late payment charge is calculated according to KU's current tariff on file with the Commission (Kentucky Utilities Company P.S. C. No. 20, Original Sheet No.5.1. If full payment is not received by the due date of the bill, a

367 kWh of electric service over a 29-day billing period. On March 19, 2024, KU mailed Ms. Williams a Disconnect Notice citing a delinquent amount of \$145.09 (\$143.37 + \$1.72 late payment charge)² and a March 29, 2024, final payment date. Ms. Williams' meter was read on March 19, 2024. Ms. Williams' electric usage was lower than KU's system expected based on the usage history associated with this meter. This prompted KU's system to require the meter reader to double-check the usage registering on the meter at the time of the meter reading. KU's meter reader verified the meter reading. On March 20, 2024, KU mailed Ms. Williams the April bill in the amount of \$191.08. The April bill included the unpaid balance and \$45.99 of current charges for 255 kWh of electric service over a 28-day billing period. KU disconnected Ms. Williams' electric service for non-payment on April 2, 2024. On April 3, 2024, Ms. Williams made a payment of \$145.09 on her account and KU subsequently reconnected her electric service.

On April 17, 2024, Ms. Williams' meter was read, and once again her electric usage was lower than system expectations indicated for the meter in question and the meter reader double-checked the meter reading for accuracy. KU mailed Ms. Williams' May 2024 bill on April 18, 2024. The total amount due by May 14, 2024, was \$149.17. This total included a remaining past-due balance of \$45.99, current charges of \$39.52 for 207 kWh of electric service over a 29-day billing period, and \$63.66 of "Other Charges." The Other Charges appearing on the May 2024 bill were directly related to the disconnection of service and the subsequent reconnection of service following Ms. Williams' \$145.09 payment on her account. In conformity with its tariff on file with the Commission,³ KU requires a deposit from customers who do not have a satisfactory payment

3 percent late payment charge is assessed on the current month's charges. The total charges appearing on the February bill were \$106.63. The total amount was not paid by February 14, 2024. Therefore, a \$3.20 late payment charge appeared on the March bill ($\$103.63 \times 0.03 = \3.1989).

² The late payment charge was calculated on the \$57.13 of current charges from the March bill.

³ Kentucky Utilities Company P.S.C. No. 20, Original Sheet No. 102. sets forth this charge.

history with the Company. KU assesses a \$160.00 security deposit on customer accounts that have experienced disconnection if they do not otherwise have a deposit on file. For residential customers such as Ms. Williams, the Company offers the option of paying this deposit in installments over a six-month period. Ms. Williams' account was assessed a \$160.00 deposit, and it was scheduled to be paid in six installments (five installments of \$26.66 and one installment of \$26.70 for a total of \$160.00). The Other Charges appearing on the May bill were a \$26.66 deposit installment payment and a \$37.00 Reconnect Charge.⁴

On May 16, 2024, KU mailed a Disconnect Notice to Ms. Williams. The delinquent amount due was \$283.69. This amount included the \$149.17 unpaid balance from the May bill (the May bill also included an unpaid balance of \$45.99 from the April bill), a \$1.18 late payment charge, and the remaining \$133.34 of the deposit that was assessed following the reconnection in early April 2024. The final payment date to avoid disconnection was May 29, 2024.

On May 20, 2024, KU read Ms. Williams' meter; the usage was below system expectations and the meter reader performed the required double-check for accuracy of the meter reading. On May 24, 2024, KU mailed Ms. Williams her June 2024 bill. The total amount due was \$320.09. The delinquent amount of \$283.69 discussed above and current charges of \$36.40 for 152 kWh of electric service across a 33-day billing period comprised the total amount due by June 14, 2024.

On May 31, 2024, the Company received a \$200 pledge of payment from a local agency on behalf of Ms. Williams. On June 4, 2024, an AMI meter was installed at Ms. Williams' address. On June 18, 2024, KU mailed Ms. Williams a Disconnection Notice. The delinquent amount due was \$120.09. This is because the \$200 pledge from the local agency was deducted from the

⁴ *Id.* at Second Revised Tariff Sheet No. 45.

\$320.09 amount due on the June bill. The final payment date to avoid disconnection was July 1, 2024. On June 20, 2024, KU mailed Ms. Williams her July 2024 bill. The total pending balance on the July bill was \$156.03. The pending balance was calculated as shown below:

Past Due Balance	\$320.09
+ Current charges, taxes and fees	\$ 35.94
<u>Total Due</u>	<u>\$356.03</u>
<u>Less Pledge</u>	<u>\$200.00</u>
Pending Balance	\$156.03

On June 25, 2024, the check for \$200 from the agency was received and applied to Ms. Williams' past due balance. Per its tariff,⁵ KU has not assessed any late payment penalties to Ms. Williams' account since the pledge of assistance was made and will not assess a late payment penalty to her account until June 10, 2025.

On July 3, 2024, KU disconnected Ms. Williams' service for non-payment of the \$120.09 past-due amount. Also on July 3, 2024, Ms. Williams made a \$120.09 payment on her bill, and KU restored electric service to her residence. Ms. Williams was not charged a reconnect fee for the July 3, 2024 reconnection because KU does not charge this fee when an AMI meter is in use, because an AMI meter enables reconnection without making a trip to the service address.

On July 22, 2024, KU mailed Ms. Williams her August bill. The total amount due was \$100.44. Of the total due, \$35.94 was a past due amount remaining unpaid from the July bill. The balance on the July bill following the \$200 payment from the agency on behalf of Ms. Williams was \$156.03. Ms. Williams paid \$120.09 on July 3, 2024, leaving \$35.94 unpaid. The remaining \$64.50 of the August bill was for current charges for 409 kWh of electric service over a 30-day billing period.

⁵ *Id.* at Original Sheet No. 5.1.

On August 21, 2024, KU mailed Ms. Williams her September bill. The total amount due was \$151.73. Of this amount, \$100.44 was the unpaid balance from August and \$51.29 was current charges for 299 kWh of electric service over a 32-day billing period. On August 23, 2024, Ms. Williams requested in writing to have her electric meter tested for accuracy. Ms. Williams was informed that she would be charged a \$79.00 meter test fee⁶ if her meter tested within the Commission's allowable accuracy limits. The request is attached to this Answer as **Attachment 2**.

On September 3, 2024, KU mailed Ms. Williams the meter test results showing that her meter tested at 100.10 percent accurate, which is within the acceptable meter accuracy range.⁷ The letter also reminded Ms. Williams that a \$79.00 meter test charge would be applied to her account since her meter did test within accuracy limits. A copy of the letter is attached to this Answer as **Attachment 3**.

On September 19, 2024, KU mailed Ms. Williams a Disconnect Notice. The total amount due was \$151.73, and the final payment date to avoid disconnection was October 1, 2024. On September 20, 2024, KU mailed Ms. Williams her October bill. The total amount due was \$268.28. Of the total amount due, \$151.73 was the past due amount from the September bill, \$79.00 was the meter test fee, and \$37.55 was for current charges for 186 kWh of electric service across a 30-day billing period. On October 3, 2024, KU disconnected Ms. Williams service for non-payment.⁸ On October 4, 2024, Ms. Williams paid \$151.73 on her account and service was restored. On

⁶ *Id.* at Second Revised Tariff Sheet No. 45.

⁷ 807 KAR 5:041, Section 17(1).

⁸ There was an oversight in not placing a lock to prevent disconnect on the account following Ms. Williams filing her Complaint. Ms. Williams received a disconnect notice the same day she initially tendered her formal complaint on September 19 and her service was disconnected on October 3 pursuant to that September 19 disconnect notice. The service was reconnected on October 4 and there have been no further disconnections of service.

October 18, 2024, KU mailed Ms. Williams a Disconnect Notice. The delinquent amount was \$116.55, which was comprised of the unpaid \$79.00 meter test fee and the unpaid \$37.55 charges from the October bill. On October 21, 2024, KU mailed Ms. Williams her November bill. The total amount due was \$146.52. Of this amount, \$116.55 was the past due amount unpaid from the October bill, and \$29.97 was current charges for 119 kWh of electric service across a 29-day billing period.

On November 19, 2024, KU mailed Ms. Williams her December bill. The total amount due is \$188.45. Of this total \$146.52 is the unpaid balance and \$41.93 is current charges for 226 kWh of electric service across a 29-day billing period. On November 21, 2024, KU mailed Ms. Williams a Disconnect Notice.⁹ The delinquent amount listed is \$146.52, which is the unpaid amount of the October bill.

Ms. Williams meter has been read each month from December 2023 through November 2024. No meter readings have been estimated. Three of the readings of Ms. Williams' meter have been "verified" readings, meaning that the meter reader double-checked the accuracy of the reading while conducting the meter reading. Every charge applied to Ms. Williams account has been supported by meter readings and the provisions of KU's tariff on file with the Commission. Therefore, KU denies all allegations of impropriety in the multiple filings Ms. Williams has submitted in this matter.

CONCLUSION

The Complaint fails to set forth any claim upon which relief can be granted by this Commission. Ms. Williams may find that her electric bills at her current residence are higher than

⁹ KU received the Commission's Order directing it to Answer Ms. Williams' Complaint on the same day the disconnect notice was issued. KU has placed a lock on her account to ensure she will not be disconnected during the pendency of this complaint proceeding.

her electric bills at her prior residence. However, a thorough examination of the charges applied to Ms. Williams account over the past year indicate that all of the charges are supported by meter readings and appropriate application of tariff provisions. Therefore, KU respectfully requests that the Commission dismiss Ms. Williams Complaint with prejudice.

WHEREFORE, for all of the reasons set forth above, Kentucky Utilities Company respectfully requests:

1. that the Complaint be dismissed with prejudice and without further action taken by the Commission;
2. that this matter be closed and removed from the Commission's docket; and
3. that KU be afforded any and all other relief to which it may be entitled.

Dated: December 2, 2024

Respectfully submitted,

/s/ Tina C. Frederick
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Counsel for Kentucky Utilities Company

CERTIFICATE OF SERVICE

In accordance with the Commission's Order of July 22, 2021 in Case No. 2020-00085 (Electronic Emergency Docket Related to the Novel Coronavirus COVID-19), this is to certify that the electronic filing has been transmitted to the Commission on December 2, 2024; and that a true and accurate copy of this filing has been sent via U.S. Mail to Ms. Williams at the address provided on the Complaint.

/s/Tina C. Frederick
Counsel for Kentucky Utilities Company

Attachment 1

Bills and Notices



a PPL company

BILLING SUMMARY

Previous Balance	0.00
Payment(s) Received	0.00
Balance as of 12/19/23	\$0.00
Current Electric Charges	56.98
Current Taxes and Fees	3.40
Total Current Charges as of 12/19/23	\$60.38
Total Amount Due	\$60.38

This is your initial bill, please refer to our [Welcome Home Checklist](#) at [lge-ku.com/welcome](#).

Mailed 12/20/23 for Account # [REDACTED]

AMOUNT DUE
\$60.38

DUE DATE
1/17/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]
RADCLIFF KY

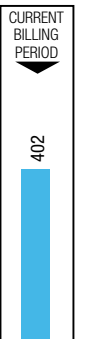
Payment Options (fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

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

Next read will occur 1/18/24 - 1/22/24 (Meter Read Portion 13)

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	\$1.96	\$0.00
Avg. Electric Usage per Day (kWh)	13.86	0.00

	DEC 2022	JAN 2023	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
AVERAGE	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	0°	43°
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.96

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

Amount Due 1/17/24	\$60.38
After Due Date, Pay this Amount:	\$62.19
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 12/19/23	60117
Verified (V) kWh Reading on 11/21/23	59715
Current kWh Usage	402
Meter Multiplier	1
Metered kWh Usage	402

CURRENT CHARGES

ELECTRIC

Rate: Residential Service - All Electric

Basic Service Charge (\$0.53 x 29 Days)	15.37
Energy Charge (\$0.09699 x 402 kWh)	38.99
Electric DSM (\$0.00076 x 402 kWh)	0.31
Fuel Adjustment (\$0.00095 x 402 kWh)	0.38
Environmental Surcharge (2.960% x \$55.05)	1.63
Home Energy Assistance Fund Charge	0.30
Total Charges	\$56.98

Taxes & Fees

Rate Increase For School Tax (3.00% x \$56.68)	1.70
Franchise Fee-Radcliff (3.00% x \$56.68)	1.70
Total Taxes and Fees	\$3.40

BILLING INFORMATION

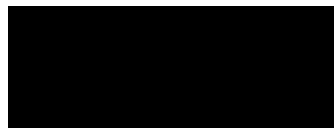
Late Payment Charge

Late Charge to be Assessed After Due Date \$1.81

Rate Schedules

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

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
PF:Y eB:P

This barcode can be used at locations such as:



WinterCare Assistance Fund



Help your neighbors stay warm with KU's WinterCare program. KU matches customers' donations. Make your donation TODAY!

lge-ku.com/wintercare



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	\$106.63
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 same day

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options
(fees may apply)

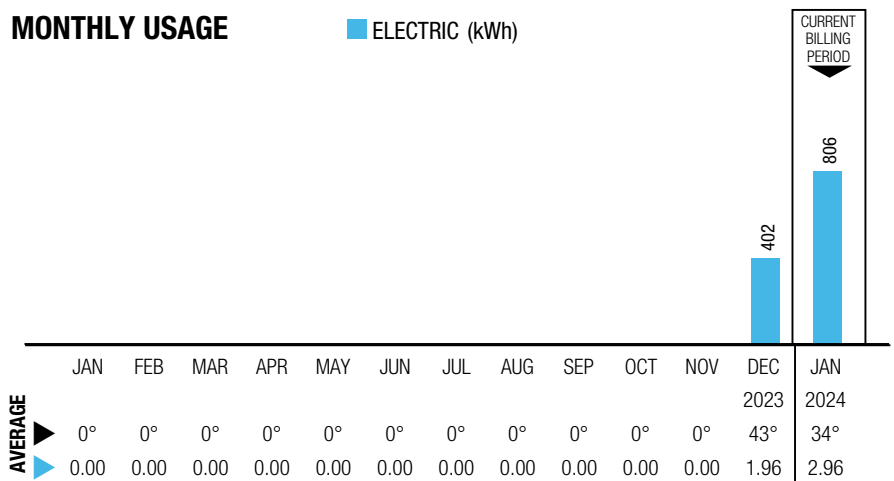
Customer Service:
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

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

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

MONTHLY USAGE

■ ELECTRIC (kWh)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	34°	0°
Number of Days Billed	34	0
Avg. Electric Charges per Day	\$2.96	\$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: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 1/22/24	60923
Actual (R) kWh Reading on 12/19/23	60117
Current kWh Usage	806
Meter Multiplier	1
Metered kWh Usage	806

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Service - All Electric
Basic Service Charge (\$0.53 x 34 Days)	18.02	
Energy Charge (\$0.09699 x 806 kWh)	78.17	
Electric DSM (\$0.00076 x 229 kWh)	0.17	
Electric DSM (\$0.00132 x 577 kWh)	0.76	
Fuel Adjustment (\$0.00021 x 806 kWh)	0.17	
Environmental Surcharge (3.100% x \$97.29)	3.02	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$100.61	

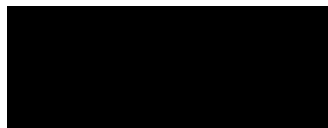
Taxes & Fees	
Rate Increase For School Tax (3.00% x \$100.31)	3.01
Franchise Fee-Radcliff (3.00% x \$100.31)	3.01
Total Taxes and Fees	\$6.02

Other Charges	
Transferred Balance	-83.97
Total Other Charges Due	-\$83.97

BILLING INFORMATION

Late Payment Charge	
Late Charge to be Assessed After Due Date	\$3.20
Rate Schedules	
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.	

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
P60.38
PF:Y eB:P

This barcode can be used at locations such as:



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/tips for more cool weather tips.



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: [REDACTED]
RADCLIFF KY

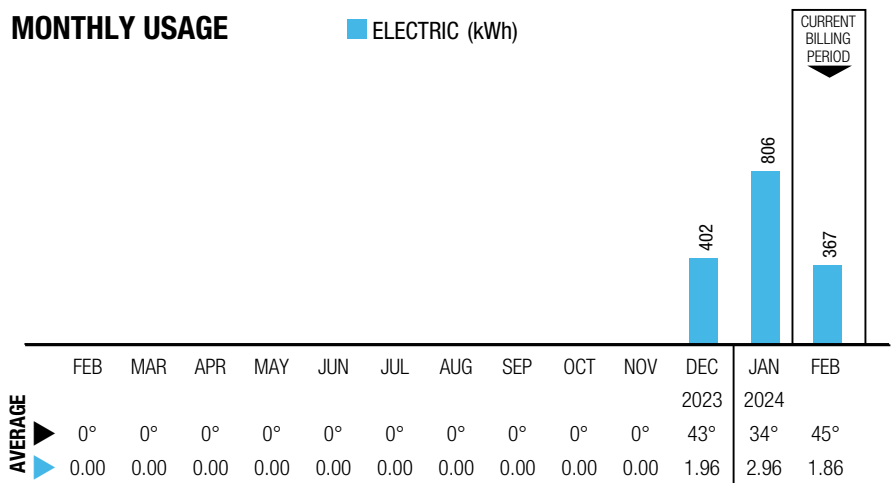
Payment Options
(fees may apply)
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3

Customer Service:
For fastest service, use our mobile app, website 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]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 2/20/24	61290
Actual (R) kWh Reading on 1/22/24	60923
Current kWh Usage	367
Meter Multiplier	1
Metered kWh Usage	367

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Service - All Electric
Basic Service Charge (\$0.53 x 29 Days)	15.37	
Energy Charge (\$0.09699 x 367 kWh)	35.60	
Electric DSM (\$0.00132 x 367 kWh)	0.48	
Fuel Adjustment (\$0.00176 x 367 kWh)	0.65	
Environmental Surcharge (2.890% x \$52.10)	1.51	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$53.91	

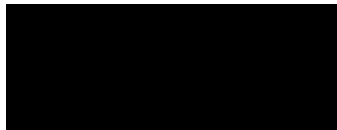
Taxes & Fees	
Rate Increase For School Tax (3.00% x \$53.61)	1.61
Franchise Fee-Radcliff (3.00% x \$53.61)	1.61
Total Taxes and Fees	\$3.22

Other Charges	
Late Payment Charge	3.20
Total Other Charges Due	\$3.20

BILLING INFORMATION

Late Payment Charge	
Late Charge to be Assessed After Due Date	\$1.72
Rate Schedules	
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.	

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
P83.04
PF:Y eB:P

This barcode can be used at locations such as:



Our mailing address has changed!



Mail payments to
P.O. Box 771670, St. Louis, MO 63177
as noted on your bill stub.



Mailed 3/19/24 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$145.09

FINAL PAY DATE
3/29/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

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 or 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 **3/29/24** **\$145.09**

Total Amount Enclosed:

Account # [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116





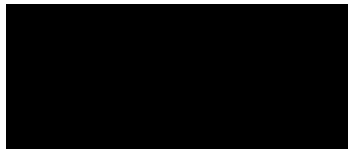
CUSTOMER ASSISTANCE (Continued)

Hardin County

Central KY CAA

233 Ring Road Career Center
Elizabethtown, KY 42701
(502) 764-2222

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





a PPL company

BILLING SUMMARY

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options
(fees may apply)

Customer Service:

RADCLIFF KY
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

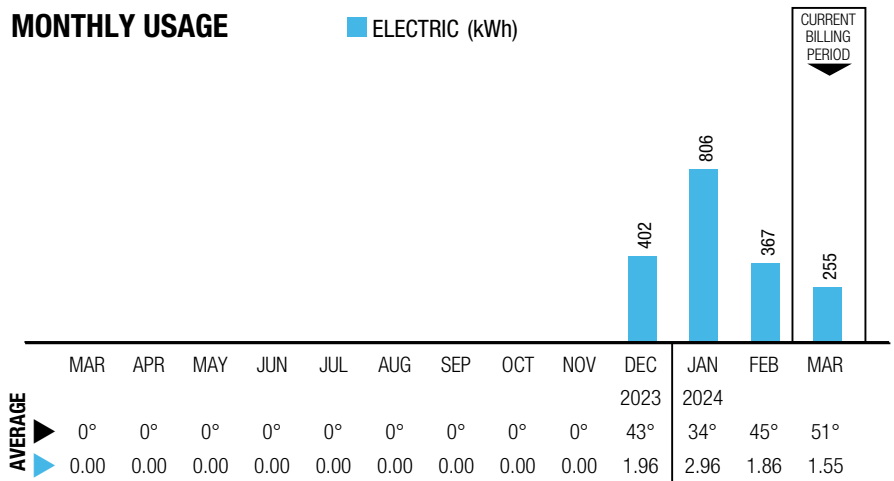
Next read will occur 4/17/24 - 4/19/24 (Meter Read Portion 13)

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:	

Account # [REDACTED]

Service Address: [REDACTED]



a PPL company

PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS

RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # [REDACTED]
Verified (V) kWh Reading on 3/19/24	61545
Actual (R) kWh Reading on 2/20/24	61290
Current kWh Usage	255
Meter Multiplier	1
Metered kWh Usage	255

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Service - All Electric
Basic Service Charge (\$0.53 x 28 Days)	14.84	
Energy Charge (\$0.09699 x 255 kWh)	24.73	
Electric DSM (\$0.00132 x 255 kWh)	0.34	
Fuel Adjustment (\$0.00857 x 255 kWh)	2.19	
Environmental Surcharge (2.410% x \$42.10)	1.01	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$43.41	

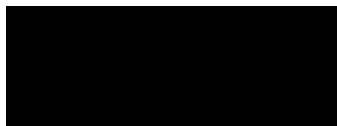
Taxes & Fees	
Rate Increase For School Tax (3.00% x \$43.11)	1.29
Franchise Fee-Radcliff (3.00% x \$43.11)	1.29
Total Taxes and Fees	\$2.58

Other Charges	
Late Payment Charge	1.72
Total Other Charges Due	\$1.72

BILLING INFORMATION

Late Payment Charge	
Late Charge to be Assessed After Due Date	\$1.38
Rate Schedules	
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.	

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
P143.37
PF:Y eB:P

This barcode can be used at locations such as:



LG&E and KU will never call and ask for credit or debit card numbers or other personal information.

lge-ku.com/safety/scams

IMPORTANT INFORMATION

Past Due Balance Subject to Disconnection - Immediate Action Required

The due date shown above applies only to the current charges. To avoid disconnection, the ENTIRE past due balance must be paid in full. You may be eligible for a new payment arrangement if previous arrangements have been paid in full. Use our mobile app, online My Account or our automated phone system for payments and/or arrangements.



a PPL company

BILLING SUMMARY

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options
(fees may apply)

RADCLIFF KY
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 or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

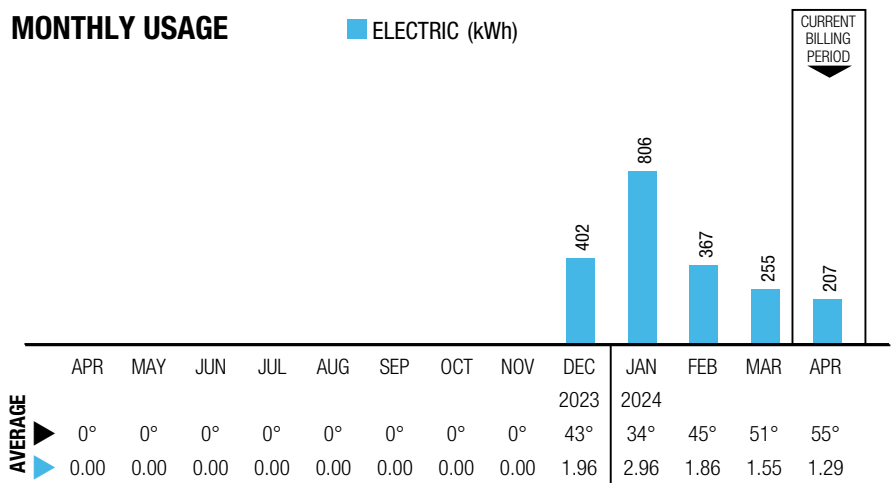
Next read will occur 5/17/24 - 5/21/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	55°	0°
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

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

Account # [REDACTED]

Service Address: [REDACTED]



a PPL company

PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS

RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # [REDACTED]
Verified (V) kWh Reading on 4/17/24	61752
Verified (V) kWh Reading on 3/19/24	61545
Current kWh Usage	207
Meter Multiplier	1
Metered kWh Usage	207

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Service - All Electric
Basic Service Charge (\$0.53 x 29 Days)	15.37	
Energy Charge (\$0.09699 x 207 kWh)	20.08	
Electric DSM (\$0.00132 x 114 kWh)	0.15	
Electric DSM (\$0.00165 x 93 kWh)	0.15	
Fuel Adjustment (\$0.00188 x 207 kWh)	0.39	
Environmental Surcharge (2.390% x \$36.14)	0.86	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$37.30	

Taxes & Fees	
Rate Increase For School Tax (3.00% x \$37.00)	1.11
Franchise Fee-Radcliff (3.00% x \$37.00)	1.11
Total Taxes and Fees	\$2.22

Other Charges	
Cash Deposit Request	160.00
Reconnect Charges	37.00
Inst Plan-Deposit Monthly	26.66
Transfer to Installment Plan	-160.00
Total Other Charges Due	\$63.66

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.

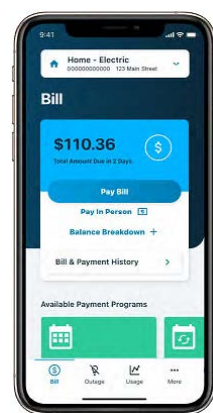


OFFICE USE ONLY:
MRU13241223, G000000
P191.08
PF:Y eB:P

This barcode can be used at locations such as:

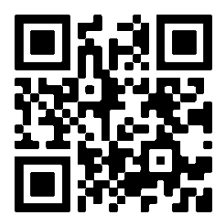
CVS **DOLLAR GENERAL**
FAMILY DOLLAR *Walgreens*

Account access on-the-go



Our powerful mobile app helps you view and pay your bill, track and report power outages - and more!

lge-ku.com/app



BILLING INFORMATION**Late Payment Charge**

Late Charge to be Assessed After Due Date \$1.18

Rate Schedules

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

IMPORTANT INFORMATION**Installment Payment Plan**

Our records indicate there is a payment arrangement for this account. You can avoid service disconnection by ensuring we receive payment by the date(s) established in your arrangement.

Late payment charges will be applied if we do not receive payment for the current charges by the payment due date on this bill. This is the case even if you have made payment arrangements.

Payment Plan Balance

The remaining balance on your payment/installment plan after this month's payment: \$133.34



Mailed 5/16/24 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$283.69

FINAL PAY DATE
5/29/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

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 or 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 **5/29/24** **\$283.69**

Total Amount Enclosed:

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116



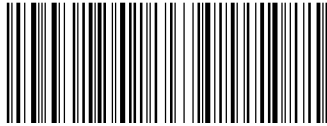
CUSTOMER ASSISTANCE (Continued)

Hardin County

Central KY CAA

233 Ring Road Career Center
Elizabethtown, KY 42701
(502) 764-2222

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799366144580006371688320341787

OFFICE USE ONLY:
MRU13241, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





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 day

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options
(fees may apply)

Customer Service:

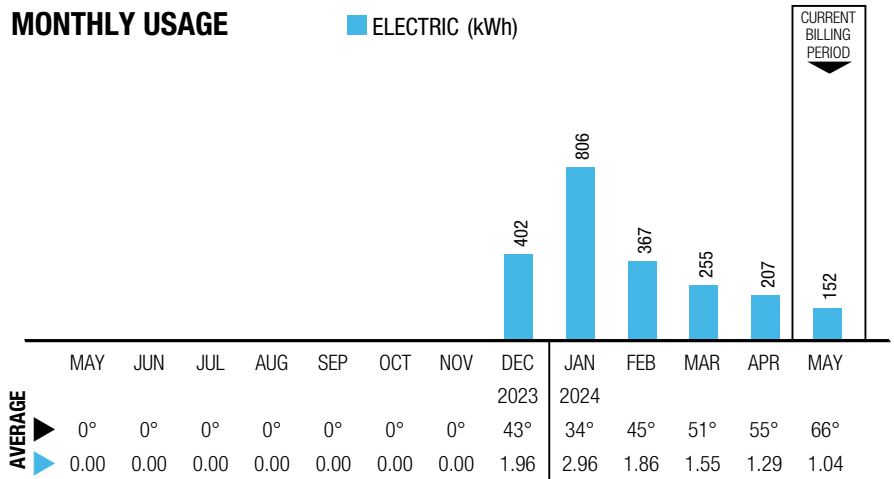
RADCLIFF KY
Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (800) 981-0600, press 1-2-3
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

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



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
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]

Service Address: [REDACTED]



a PPL company

PO Box 771670
St. Louis, MO 63177-1670

NATALIYA WILLIAMS

RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC	
Meter Reading Information	Meter # [REDACTED]
Verified (V) kWh Reading on 5/20/24	61904
Verified (V) kWh Reading on 4/17/24	61752
Current kWh Usage	152
Meter Multiplier	1
Metered kWh Usage	152

CURRENT CHARGES

⚡ ELECTRIC		Rate: Residential Service - All Electric
Basic Service Charge (\$0.53 x 33 Days)	17.49	
Energy Charge (\$0.09699 x 152 kWh)	14.74	
Electric DSM (\$0.00165 x 152 kWh)	0.25	
Fuel Adjustment (\$0.00462 x 152 kWh)	0.70	
Environmental Surcharge (2.640% x \$33.18)	0.88	
Home Energy Assistance Fund Charge	0.30	
Total Charges	\$34.36	

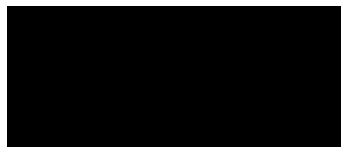
Taxes & Fees	
Rate Increase For School Tax (3.00% x \$34.06)	1.02
Franchise Fee-Radcliff (3.00% x \$34.06)	1.02
Total Taxes and Fees	\$2.04

Other Charges	
Late Payment Charge	1.18
Removal from Installment Plan	133.34
Total Other Charges Due	\$134.52

BILLING INFORMATION

Late Payment Charge	
Late Charge to be Assessed After Due Date	\$1.09
Rate Schedules	
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.	

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OFFICE USE ONLY:
MRU13241223, G000000
P149.17
PF.Y eB:P

This barcode can be used at locations such as:



Simplify your life

Who needs more paper? Simplify your life with our convenient paperless billing option. You'll receive your utility bill through a safe and secure email every month.

lge-ku.com/paperless

IMPORTANT INFORMATION

Past Due Balance Subject to Disconnection - Immediate Action Required

The due date shown above applies only to the current charges. To avoid disconnection, the ENTIRE past due balance must be paid in full. You may be eligible for a new payment arrangement if previous arrangements have been paid in full. Use our mobile app, online My Account or our automated phone system for payments and/or arrangements.



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 day

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options
(fees may apply)
RADCLIFF KY
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 or 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]


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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116





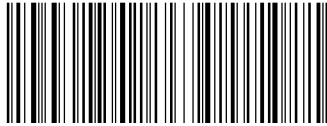
CUSTOMER ASSISTANCE (Continued)

Hardin County

Central KY CAA

233 Ring Road Career Center
Elizabethtown, KY 42701
(502) 764-2222

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



799366144580006371688320341787

OFFICE USE ONLY:
MRU13241, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





a 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]

AMOUNT DUE
\$156.03

DUE DATE
7/17/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options
(fees may apply)

RADCLIFF KY
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 or automated phone system (800) 981-0600 24 hours a day.
Phone reps 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	[REDACTED]	5/20/24	61904	6/3/24	61980	R	1	76	
kWh	[REDACTED]	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 (\$0.09699 x 59 kWh)	5.72
Energy Charge (\$0.10209 x 109 kWh)	11.13
Electric DSM (\$0.00165 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: [REDACTED]



a PPL company

PO Box 771670
St. Louis, MO 63177-1670

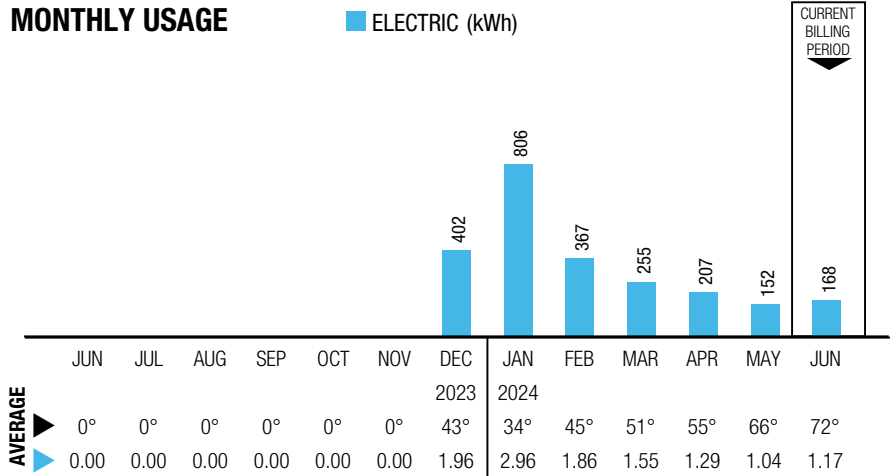
NATALIYA WILLIAMS

[REDACTED]
RADCLIFF, KY 40160-8116

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	72°	0°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$1.17	\$0.00
Avg. Electric Usage per Day (kWh)	5.79	0.00

MONTHLY USAGE



Taxes & Fees

Rate Increase For School Tax (3.00% x \$33.62)	1.01
Franchise Fee-Radcliff (3.00% x \$33.62)	1.01
Total Taxes and Fees	\$2.02

BILLING INFORMATION

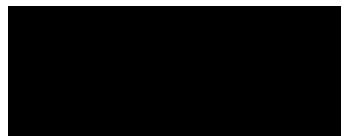
Explanation of Meter Reading Codes

Meter Read Codes: R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

Rate Schedules

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

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:

MRU13241223, G000000
P320.09
PF:Y eB:P

This barcode can be used at locations such as:



NATIONAL SAFETY MONTH



Find safety tips for your family.
Visit lge-ku.com/safety

IMPORTANT INFORMATION**Past Due Balance Subject to Disconnection - Immediate Action Required**

The due date shown above applies only to the current charges. To avoid disconnection, the ENTIRE past due balance must be paid in full. You may be eligible for a new payment arrangement if previous arrangements have been paid in full. Use our mobile app, online My Account or our automated phone system for payments and/or arrangements.

Late Payment Charge Waiver

The Late Payment Charge waiver on this account will expire on 06/10/25.

Pending Pledges

There is a pending pledge on this account. We had not received the pledge payment by the time this bill was prepared. Pledges made on a customer's account are reflected as "pending" until the pledge payment is received or the pledge is canceled. When the pledge payment is received, the amount of the pledge will be reflected in the "Payments" section of the next bill. If the pledge payment is not received within 40 days from the date the pledge is made, the pledge is canceled and the total amount of the pledge is added to the next bill.

Late payment fees will be applied to the current charges if the current amount due, including the amount of the pending pledge is not received by the payment due date on this bill.

The total amount of this bill includes an unpaid balance, which may lead to a disconnection of service. Please contact us if you have any questions or to discuss payment arrangements.



a PPL company

BILLING SUMMARY

Previous Balance	356.03
Payment(s) Received	-320.09
Balance as of 7/19/24	\$35.94
Current Electric Charges	60.86
Current Taxes and Fees	3.64
Total Current Charges as of 7/19/24	\$64.50
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 day

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

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

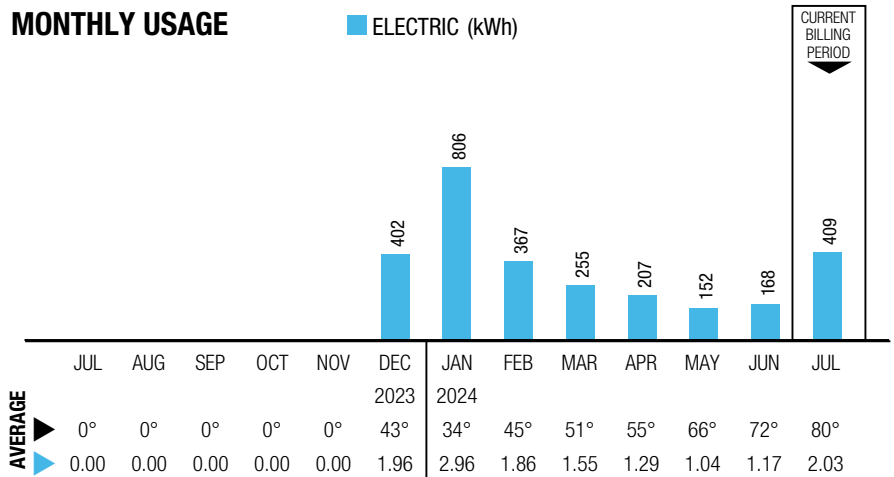
Customer Service:
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

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



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: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 7/18/24	501
Actual (R) kWh Reading on 6/18/24	92
Current kWh Usage	409
Meter Multiplier	1
Metered kWh Usage	409

CURRENT CHARGES

ELECTRIC

Rate: Residential Service - All Electric

Basic Service Charge (\$0.53 x 30 Days)	15.90
Energy Charge (\$0.10209 x 409 kWh)	41.75
Electric DSM (\$0.00165 x 409 kWh)	0.67
Fuel Adjustment (\$0.00135 x 409 kWh)	0.55
Environmental Surcharge (2.870% x \$58.87)	1.69
Home Energy Assistance Fund Charge	0.30
Total Charges	\$60.86

Taxes & Fees

Rate Increase For School Tax (3.00% x \$60.56)	1.82
Franchise Fee-Radcliff (3.00% x \$60.56)	1.82
Total Taxes and Fees	\$3.64

BILLING INFORMATION

Rate Schedules

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

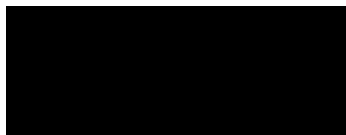
IMPORTANT INFORMATION

Late Payment Charge Waiver

The Late Payment Charge waiver on this account will expire on 06/10/25.

IMPORTANT INFORMATION (continued)

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
P356.03
PF:N eB:E

This barcode can be used at locations such as:



**MORE WAYS
TO EARN
MONEY AND
SAVE ENERGY**

Sign up for programs at lge-ku.com/save.

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 disconnect 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.



a PPL company

BILLING SUMMARY

Previous Balance	100.44
Payment(s) Received	0.00
Balance as of 8/20/24	\$100.44
Current Electric Charges	48.41
Current Taxes and Fees	2.88
Total Current Charges as of 8/20/24	\$51.29
Total Amount Due	\$151.73

Mailed 8/21/24 for Account # [REDACTED]

AMOUNT DUE
\$151.73

DUE DATE
9/16/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]
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

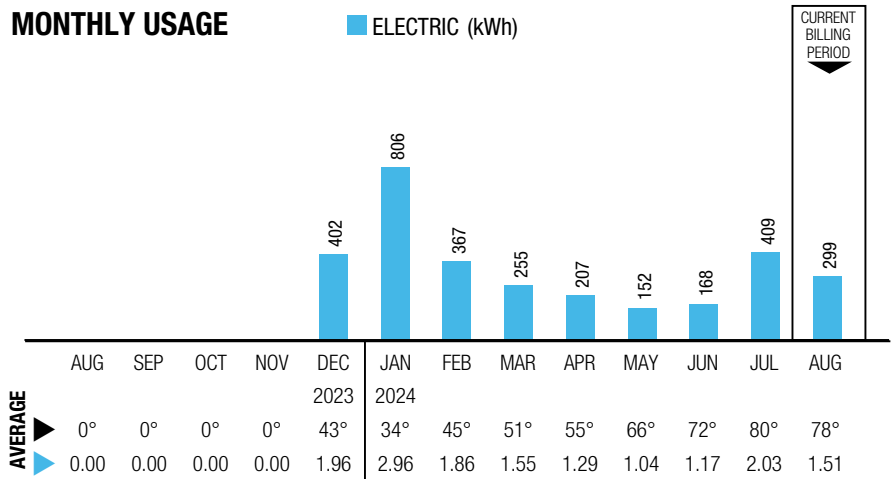
Customer Service:
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 9/18/24 - 9/20/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	78°	0°
Number of Days Billed	32	0
Avg. Electric Charges per Day	\$1.51	\$0.00
Avg. Electric Usage per Day (kWh)	9.34	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 9/16/24	\$151.73
After Due Date, Pay this Amount:	\$151.73
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 8/19/24	800
Actual (R) kWh Reading on 7/18/24	501
Current kWh Usage	299
Meter Multiplier	1
Metered kWh Usage	299

CURRENT CHARGES

ELECTRIC Rate: Residential Service - All Electric

Basic Service Charge (\$0.53 x 32 Days)	16.96
Energy Charge (\$0.10209 x 299 kWh)	30.52
Electric DSM (\$0.00165 x 299 kWh)	0.49
Fuel Adjustment (\$-0.00395 x 299 kWh)	-1.18
Environmental Surcharge (2.820% x \$46.79)	1.32
Home Energy Assistance Fund Charge	0.30
Total Charges	\$48.41

Taxes & Fees

Rate Increase For School Tax (3.00% x \$48.11)	1.44
Franchise Fee-Radcliff (3.00% x \$48.11)	1.44
Total Taxes and Fees	\$2.88

BILLING INFORMATION

Rate Schedules

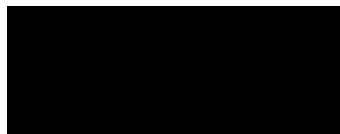
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

IMPORTANT INFORMATION

Late Payment Charge Waiver

The Late Payment Charge waiver on this account will expire on 06/10/25.

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
P100.44
PF:N eB:E

This barcode can be used at locations such as:



No more waiting on a truck



If your meter has already been upgraded to an advanced electric meter, you now have the extra benefit of remote electric service turn-on and turn-off - removing the burden of waiting for a utility truck to visit your home.

lge-ku.com/connect



Mailed 9/19/24 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$151.73

FINAL PAY DATE
10/1/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

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 or 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 Amount Due is not received by the **Final Pay Date**, your service will be subject to disconnection. **Advanced Electric Meters may be remotely disconnected.**

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. Advanced Electric Meters may be remotely reconnected and will not be charged a reconnection fee.


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**.

Final Pay Date **10/1/24** **\$151.73**

Total Amount Enclosed:

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116



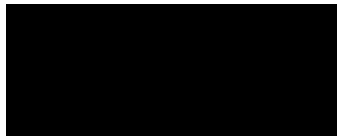
CUSTOMER ASSISTANCE (Continued)

Hardin County

Central KY CAA

233 Ring Road Career Center
Elizabethtown, KY 42701
(502) 764-2222

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241, G000000
PF:N eB:E

This barcode can be used at locations such as:





a PPL company

BILLING SUMMARY

Previous Balance	151.73
Payment(s) Received	0.00
Balance as of 9/19/24	\$151.73
Current Electric Charges	35.45
Current Taxes and Fees	2.10
Total Current Charges as of 9/19/24	\$37.55
Other Charges (See Other Charges on back)	79.00
Total Amount Due	\$268.28

Past due balance subject to disconnection. See IMPORTANT INFORMATION.

Mailed 9/20/24 for Account # [REDACTED]

AMOUNT DUE
\$268.28

DUE DATE
10/16/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]
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

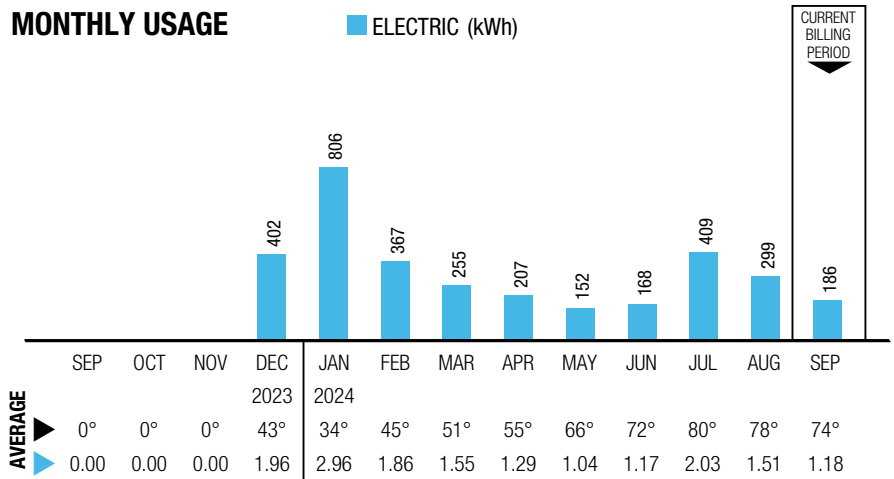
Customer Service:
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 10/17/24 - 10/21/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	74°	0°
Number of Days Billed	30	0
Avg. Electric Charges per Day	\$1.18	\$0.00
Avg. Electric Usage per Day (kWh)	6.20	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 10/16/24	\$268.28
After Due Date, Pay this Amount:	\$268.28
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 9/18/24	986
Actual (R) kWh Reading on 8/19/24	800
Current kWh Usage	186
Meter Multiplier	1
Metered kWh Usage	186

CURRENT CHARGES

ELECTRIC

Rate: Residential Service - All Electric

Basic Service Charge (\$0.53 x 30 Days)	15.90
Energy Charge (\$0.10209 x 186 kWh)	18.99
Electric DSM (\$0.00165 x 186 kWh)	0.31
Fuel Adjustment (\$-0.00485 x 186 kWh)	-0.90
Environmental Surcharge (2.490% x \$34.30)	0.85
Home Energy Assistance Fund Charge	0.30
Total Charges	\$35.45

Taxes & Fees

Rate Increase For School Tax (3.00% x \$35.15)	1.05
Franchise Fee-Radcliff (3.00% x \$35.15)	1.05
Total Taxes and Fees	\$2.10

Other Charges

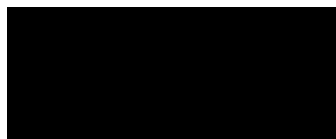
Meter Testing Debit	79.00
Total Other Charges Due	\$79.00

BILLING INFORMATION

Rate Schedules

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

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:

MRU13241223, G000000
P151.73
PF:N eB:E

This barcode can be used at locations such as:



**MORE WAYS
TO EARN
MONEY AND
SAVE ENERGY**

Sign up for programs at lge-ku.com/save.

IMPORTANT INFORMATION

Past Due Balance Subject to Disconnection - Immediate Action Required

The due date shown above applies only to the current charges. To avoid disconnection, the ENTIRE past due balance must be paid in full. You may be eligible for a new payment arrangement if previous arrangements have been paid in full. Use our mobile app, online My Account or our automated phone system for payments and/or arrangements.

Late Payment Charge Waiver

The Late Payment Charge waiver on this account will expire on 06/10/25.



Mailed **10/18/24** for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$116.55

FINAL PAY DATE
10/30/24

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

Account Name: **NATALIYA WILLIAMS**

Service Address: [REDACTED]

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 or 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 Amount Due is not received by the **Final Pay Date**, your service will be subject to disconnection. **Advanced Electric Meters may be remotely disconnected.**

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. Advanced Electric Meters may be remotely reconnected and will not be charged a reconnection fee.

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**.

Final Pay Date **10/30/24** **\$116.55**

Total Amount Enclosed:

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116



CUSTOMER ASSISTANCE (Continued)

Hardin County

Central KY CAA

233 Ring Road Career Center
Elizabethtown, KY 42701
(502) 764-2222

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241, G000000
PF:N eB:E

This barcode can be used at locations such as:





a PPL company

BILLING SUMMARY

Previous Balance	268.28
Payment(s) Received	-151.73
Balance as of 10/18/24	\$116.55
Current Electric Charges	28.29
Current Taxes and Fees	1.68
Total Current Charges as of 10/18/24	\$29.97
Total Amount Due	\$146.52

Past due balance subject to disconnection. See IMPORTANT INFORMATION.

Mailed **10/21/24** for Account # [REDACTED]

AMOUNT DUE
\$146.52

DUE DATE
11/14/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

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

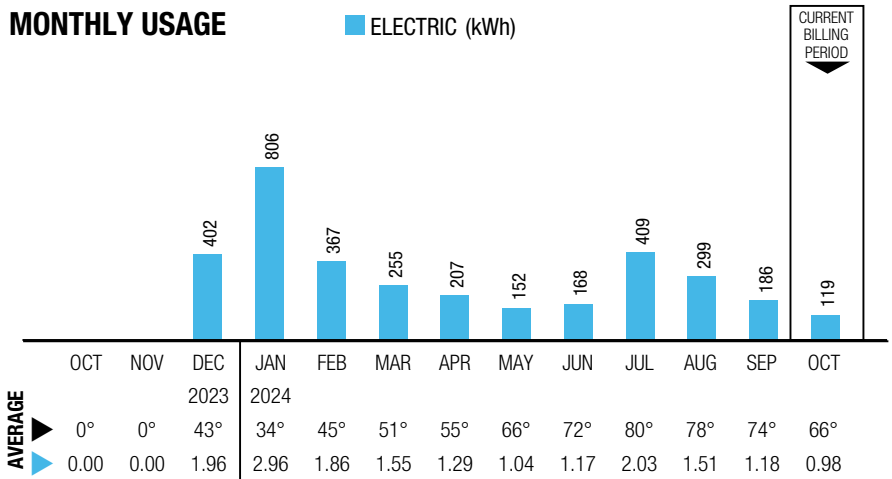
Customer Service:
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.
Phone reps available M-F, 7am - 7pm ET.

Next read will occur 11/15/24 - 11/19/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	66°	0°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$0.98	\$0.00
Avg. Electric Usage per Day (kWh)	4.10	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 11/14/24	\$146.52
After Due Date, Pay this Amount:	\$146.52
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
Service Address: [REDACTED]



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

NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 10/17/24	1105
Actual (R) kWh Reading on 9/18/24	986
Current kWh Usage	119
Meter Multiplier	1
Metered kWh Usage	119

CURRENT CHARGES

⚡ ELECTRIC **Rate: Residential Service - All Electric**

Basic Service Charge (\$0.53 x 29 Days)	15.37
Energy Charge (\$0.10533 x 119 kWh)	12.53
Electric DSM (\$0.00165 x 119 kWh)	0.20
Fuel Adjustment (\$-0.00415 x 119 kWh)	-0.49
Environmental Surcharge (1.380% x \$27.61)	0.38
Home Energy Assistance Fund Charge	0.30
Total Charges	\$28.29

Taxes & Fees

Rate Increase For School Tax (3.00% x \$27.99)	0.84
Franchise Fee-Radcliff (3.00% x \$27.99)	0.84
Total Taxes and Fees	\$1.68

BILLING INFORMATION

Rate Schedules

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

IMPORTANT INFORMATION

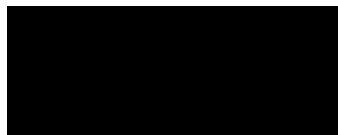
Past Due Balance Subject to Disconnection - Immediate Action Required

The due date shown above applies only to the current charges. To avoid disconnection, the ENTIRE past due balance must be paid in full. You may be eligible for a new payment arrangement if previous arrangements have been paid in full. Use our mobile app, online My Account or our automated phone system for payments and/or arrangements.

Late Payment Charge Waiver

The Late Payment Charge waiver on this account will expire on 06/10/25.

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241223, G000000
P268.28
PF:N eB:E

This barcode can be used at locations such as:



No more waiting on a truck



If your meter has already been upgraded to an advanced electric meter, you now have the extra benefit of remote electric service turn-on and turn-off - removing the burden of waiting for a utility truck to visit your home.

lge-ku.com/connect



Mailed 11/21/24 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$146.52

FINAL PAY DATE
12/5/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

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 or 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 Amount Due is not received by the **Final Pay Date**, your service will be subject to disconnection. **Advanced Electric Meters may be remotely disconnected.**

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. Advanced Electric Meters may be remotely reconnected and will not be charged a reconnection fee.

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**.

Final Pay Date **12/5/24** **\$146.52**

Total Amount Enclosed:

Account # [REDACTED]
Service Address: [REDACTED]



NATALIYA WILLIAMS
[REDACTED]
RADCLIFF, KY 40160-8116



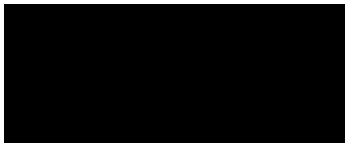
CUSTOMER ASSISTANCE (Continued)

Hardin County

Central KY CAA

233 Ring Road Career Center
Elizabethtown, KY 42701
(502) 764-2222

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:
MRU13241, G000000
PF:N eB:E

This barcode can be used at locations such as:





a PPL company

BILLING SUMMARY

Previous Balance	146.52
Payment(s) Received	0.00
Balance as of 11/18/24	\$146.52
Current Electric Charges	39.57
Current Taxes and Fees	2.36
Total Current Charges as of 11/18/24	\$41.93
Total Amount Due	\$188.45

Mailed 11/19/24 for Account # [REDACTED]

AMOUNT DUE	DUE DATE
\$188.45	12/16/24

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

Account Name: NATALIYA WILLIAMS

Service Address: [REDACTED]

Payment Options (fees may apply)

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

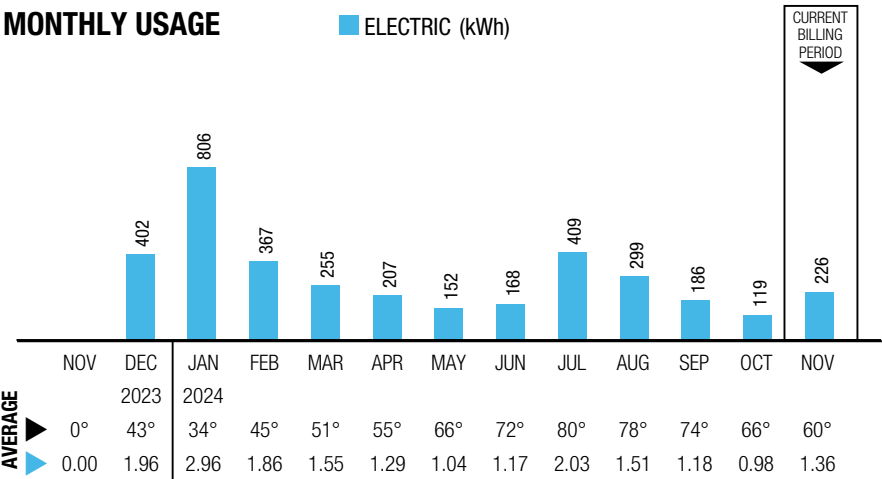
Customer Service:

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

Next read will occur 12/17/24 - 12/19/24 (Meter Read Portion 13)

BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	60°	0°
Number of Days Billed	29	0
Avg. Electric Charges per Day	\$1.36	\$0.00
Avg. Electric Usage per Day (kWh)	7.79	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 12/16/24	\$188.45
After Due Date, Pay this Amount:	\$188.45
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]
 Service Address: [REDACTED]



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

NATALIYA WILLIAMS
 [REDACTED]
 RADCLIFF, KY 40160-8116

CURRENT USAGE

⚡ ELECTRIC

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 11/15/24	1331
Actual (R) kWh Reading on 10/17/24	1105
Current kWh Usage	226
Meter Multiplier	1
Metered kWh Usage	226

CURRENT CHARGES

⚡ ELECTRIC

Rate: Residential Service - All Electric

Basic Service Charge (\$0.53 x 29 Days)	15.37
Energy Charge (\$0.10533 x 226 kWh)	23.80
Electric DSM (\$0.00165 x 226 kWh)	0.37
Fuel Adjustment (\$-0.00389 x 226 kWh)	-0.88
Environmental Surcharge (1.590% x \$38.66)	0.61
Home Energy Assistance Fund Charge	0.30
Total Charges	\$39.57

Taxes & Fees

Rate Increase For School Tax (3.00% x \$39.27)	1.18
Franchise Fee-Radcliff (3.00% x \$39.27)	1.18
Total Taxes and Fees	\$2.36

BILLING INFORMATION

Rate Schedules

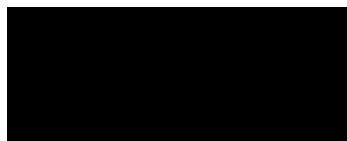
For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.

IMPORTANT INFORMATION

Late Payment Charge Waiver

The Late Payment Charge waiver on this account will expire on 06/10/25.

Want to pay cash? Visit checkfreepay.com/en/payment-locator to find locations near you. By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at lge-ku.com/inperson.



OFFICE USE ONLY:

MRU13241223, G000000
P146.52
PF:N eB:E

This barcode can be used at locations such as:



Give them something powerful



Looking for the perfect gift for that hard-to-buy-for person? Give them a Home Utility Gift (HUG) certificate. A Power HUG is a unique, convenient and practical gift for anyone.

lge-ku.com/hug

Attachment 2

Meter Test Request



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

a PPL company

[REDACTED]

NATALIYA WILLIAMS

[REDACTED]

RADCLIFF KY 40160-8116

[REDACTED]

August 14, 2024

Meter Test Notification

Dear NATALIYA WILLIAMS:

You recently contacted us to request a test of your electric meter. In order to submit a formal request for a meter test, please complete, sign and return page 2 of this letter by mail to the address at the bottom of the page. Such a request may be made once every twelve (12) months, and you have the opportunity to witness your meter being tested.

Please contact us at 800-981-0600 if you have any questions or need additional information. We also encourage you to download our mobile app or visit our website at lge-ku.com to view and pay your bill, manage your account and learn more about the programs and services we offer.

Sincerely,

Customer Service Department



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 [REDACTED]¹. 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 [REDACTED]
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.

Attachment 3

Meter Test Results Letter



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

a PPL company

[REDACTED]
NATALIYA WILLIAMS

[REDACTED]
RADCLIFF KY 40160-8116

[REDACTED]

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 [REDACTED]
[REDACTED] RADCLIFF, KY 40160-8116.

On August 30, 2024, the electric meter with identification number [REDACTED] 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