

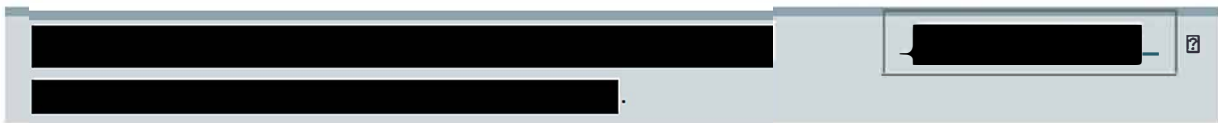
From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: KY Utilities Requested Rate Increase
Date: Wednesday, October 1, 2025 9:53:00 AM

Case No. 2025-00113

Thank you for your comments on the application of Kentucky Utilities Company. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2025-00113 in any further correspondence. The documents in this case are available at [View Case Filings for: 2025-00113 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: [REDACTED]
Sent: Tuesday, September 30, 2025 11:12 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: KY Utilities Requested Rate Increase



Good morning,

Attached for your information when considering KY Utilities' request for a rate increase is an example of their "increased commitment to customer service" in attempting to call their customer service line today at a little after 10 a.m. EST. I finally hung up – customers of KY Utilities should expect something more than this abysmal level of what they call service.

This level of poor customer service should not be rewarded – again, if you close all your service centers and do nothing to improve your historically bad customer service line, this is the result. This level of incompetence would drive a public company out of business.

Kim Jedlicki
Georgetown, KY



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LG&E and KU Energy LLC

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Politico What Trump told POLITICO abou...

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