COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELONIE SMITH	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2025-00146
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

O R D E R

On May 15, 2025, Melonie Smith tendered a formal complaint with the Commission against Louisville Gas and Electric Company (LG&E) alleging that as a result of consecutive estimated meter reads Ms. Smith received a bill of $629.66, Ms. Smith is requesting that a portion of the bill be written off.

LEGAL STANDARD

Pursuant to Commission regulation in 807 KAR 5:001, Section 20(4)(a), upon receipt of a formal complaint, the Commission must determine whether the complaint establishes a *prima facie* case. A complaint establishes a *prima facie* case when, on its face, it states sufficient allegations that, if uncontradicted by other evidence, would entitle the complainant to the requested relief. If a complaint fails to establish a *prima facie* case or conform to the administrative regulation, 807 KAR 5:001, Section 20(4)(a)(1), provides that the complainant be notified and provided an opportunity to amend the complaint within a specified time. Additionally, 807 KAR 5:001, Section 20(4)(a)(2), provides that if

the complaint is not amended within the time that the Commission grants, then the complaint shall be dismissed.

In Case No. 2020-00350 the Commission approved a stipulation which granted LG&E a deviation from 807 KAR 5:006, Section 7(5) requiring manual meter reads, relieving LG&E of the obligation to manually read each meter at least once every calendar quarter, during and following the implementation of its Advanced Metering Infrastructure (AMI).[1]

DISCUSSION AND FINDINGS

In her complaint, Ms. Smith alleges that LG&E did not physically read her meter for four consecutive months resulting in a bill of $629.66 and requesting that LG&E make an adjustment and write off a portion of that bill.

Bason upon a review of the tendered complaint, the Commission finds that the complaint has failed to establish a *prima facie* case as, as LG&E has previously been relieved from the requirements to complete physical meter reads once per quarter. Moreover, the complaint , does not allege the billing was inaccurate; does not allege the meter was inaccurate; does not provide detailed allegations identifying which four months were estimated reads as opposed to actual reads; does not identify the term of service violated by the utility; and does not identify the statutory or regulatory provisions that would provide the relief requested.

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[1] Case No. 2020-00350, *Electronic Application of Louisville Gas And Electric Company For An Adjustment Of Its Electric And Gas Rates, A Certificate Of Public Convenience And Necessity To Deploy Advanced Metering Infrastructure, Approval Of Certain Regulatory And Accounting Treatments, And Establishment Of A One-Year Surcredit* (Ky. PSC June 30, 2021), Order, ordering paragraph 3 and Appendix A paragraph 5.9, see also Case No. 2020-00350, Nov. 25, 2020 Application, paragraph 31*.*

The Commission finds that Ms. Smith should be granted 30 days from the entry of this Order to amend the complaint to establish a *prima facie* case, and that if she fails to do so this case may be dismissed.

IT IS THEREFORE ORDERED that:

1.   The Commission finds that the complaint does not establish a *prima facie* case, and that Ms. Smith has 30 days form entry of this Order to amend the complaint to establish a *prima facie* case.

2.   A copy of this Order shall be served on Melonie Smith by U.S. Postal Service, certified mail, return receipt requested, and first-class mail at 1108 Harmony Lane, Goshen, Kentucky 40026.

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PUBLIC SERVICE COMMISSION

_____
Chairman

_____
Vice Chairman

_____
Commissioner

ATTEST:

_____
Executive Director

ENTERED
JUL 1 2025
jdc
KENTUCKY PUBLIC
SERVICE COMMISSION

Case No. 2025-00146

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