COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MELONIE SMITH

Complainant

v.

LOUISVILLE GAS AND ELECTRIC COMPANY

Defendant

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PUBLIC SERVICE
COMMISSION

CASE NO. 2025-00146

PETITION FOR REHEARING

Comes now Melonie Smith, appearing pro se, and pursuant to KRS 278.400, respectfully petitions the Kentucky Public Service Commission for rehearing of its September 2, 2026 Order granting Louisville Gas and Electric Company's Motion to Dismiss and dismissing this complaint.

Ms. Smith respectfully requests rehearing because the September 2 Order does not fully address the procedural circumstances surrounding the April 6, 2026 Order, the notice and opportunity provided to Ms. Smith to amend her complaint after LG&E's filing, and the material information disclosed by LG&E's own accounting concerning the billing and meter-communication problems.

I. The Commission previously found that Ms. Smith established a prima facie case.

On April 6, 2026, the Commission expressly found that Ms. Smith's July 14, 2025 response established a prima facie case concerning LG&E's failure to perform an actual meter read for four consecutive months from December 2024 through March 2025.

The Commission specifically determined that Ms. Smith was entitled to a detailed accounting of her estimated versus actual usage during that period. The Commission ordered LG&E to provide that accounting and expressly provided:

"Ms. Smith shall have 20 days after LG&E files the detailed accounting in which to amend the Complaint with respect to the requested relief."

Ms. Smith respectfully requests that the Commission give effect to that procedural opportunity and reconsider the dismissal in light of the circumstances surrounding notice of LG&E's filing and the information contained in that filing.

II. LG&E's April 16 filing disclosed a significant meter and billing problem.

LG&E's own filing establishes that an AMI meter was installed at Ms. Smith's residence on January 22, 2025.

LG&E further states that the new meter was internally recording Ms. Smith's actual electricity usage, but that the meter was not successfully transmitting that information to LG&E's billing system because of network reliability problems during the AMI installation.

LG&E specifically states that Ms. Smith was using electricity during this period but that the information was not being transmitted to the billing system, resulting in Ms. Smith being mistakenly billed for zero usage.

This information is material because the dispute was not simply whether Ms. Smith ultimately consumed electricity. The issue also concerns how LG&E's billing system handled the actual usage, how long the customer was billed using estimates or zero usage, and how the resulting charges were subsequently imposed.

III. LG&E's accounting demonstrates that the $629.66 balance resulted from multiple billing adjustments.

LG&E's own account detail shows:

- 2,085 kWh based on an estimated reading for the December 2024 billing period;
- 2,445 kWh based on an estimated reading for the January 2025 billing period;
- 763 kWh for the January 15–February 13 period, including actual usage from the old meter and zero estimated usage from the new meter;
- zero usage estimated for the February 14–March 17 period;
- a subsequent $186.14 correction for usage associated with the new meter; and
- a subsequent $246.00 correction for the February 14–March 17 period that had previously been billed at zero usage.

Those corrections brought the account balance to $629.66.

Ms. Smith does not contend that she should receive free electricity that she actually consumed. Her complaint concerns the manner in which the billing occurred, the extended period of estimated and zero-usage billing, the failure to provide timely and meaningful information concerning the problem, and the resulting retroactive financial burden.

That distinction was expressly made in Ms. Smith's July 14, 2025 filing.

IV. The record does not establish that Ms. Smith knowingly waived the opportunity to amend.

The Commission's September 2 Order states that LG&E filed its Notice of Satisfaction and Motion to Dismiss on April 16, 2026 and that, as of August 25, 2026, Ms. Smith had not filed a response.

Ms. Smith recalls receiving some correspondence or a mailing from the Commission/LG&E during this period, but she does not presently recall whether that mailing contained LG&E's April 16 filing, the detailed accounting, or clear notice that the 20-day period to amend her complaint had begun.

Ms. Smith therefore respectfully asks the Commission to consider whether she received the specific filing and notice contemplated by the April 6 Order before treating the absence of a response as a waiver or abandonment of her opportunity to amend.

Ms. Smith did not intentionally disregard the Commission's proceedings or knowingly abandon her complaint. If the Commission determines that the April 16 filing was mailed to Ms. Smith, she respectfully requests that the Commission nevertheless allow her to respond now, particularly because the filing disclosed material facts concerning the meter, billing system, and retroactive corrections that are directly relevant to the relief she requested.

V. The detailed accounting raised additional issues requiring Ms. Smith's response.

The April 6 Order required LG&E to provide a detailed accounting so that the Commission and Ms. Smith could understand the difference between estimated and actual usage.

LG&E's subsequent filing revealed information that was not previously available to Ms. Smith, including that:

- the new AMI meter was recording actual usage;
- the usage was not reaching LG&E's billing system;
- Ms. Smith was consequently billed for zero usage during portions of the period;
- LG&E later retrieved the internally recorded usage; and
- LG&E then imposed retroactive corrections for that previously unbilled usage.

Those facts are directly relevant to Ms. Smith's original concerns regarding estimated billing and the manner in which the $629.66 balance was accumulated.

They also demonstrate why the Commission's April 6 Order gave Ms. Smith an opportunity to amend after receiving the accounting.

VI. Ms. Smith's requested relief was broader than simply disputing whether electricity was consumed.

Ms. Smith's July 14 filing expressly stated:

“This is not a request to avoid payment for actual energy consumed.”

Instead, she requested relief based upon the extended estimated billing, lack of notice, inability to monitor her usage, and the resulting retroactive financial burden.

The Commission's September 2 Order states that Ms. Smith failed to amend the portion of the complaint seeking a write-off.

Ms. Smith respectfully requests that the Commission reconsider that conclusion in light of the fact that the detailed accounting itself revealed additional facts relevant to the requested relief and that the record does not establish that Ms. Smith knowingly waived her opportunity to respond.

VII. Requested relief

For the foregoing reasons, Ms. Smith respectfully requests that the Commission:

- Grant this Petition for Rehearing pursuant to KRS 278.400;
- Reconsider and vacate the September 2, 2026 Order granting LG&E's Motion to Dismiss;
- Reopen Case No. 2025-00146;
- Permit Ms. Smith to file an amended complaint addressing LG&E's April 16, 2026 accounting and the additional information disclosed therein;
- Permit Ms. Smith to address the retroactive billing corrections, including the $186.14 and $246.00 adjustments identified in LG&E's accounting;
- Consider whether LG&E's billing and communication practices, including the period during which the AMI meter was internally recording usage but the billing system was receiving zero usage, warrant additional relief within the Commission's jurisdiction;
- Allow Ms. Smith an opportunity to respond to LG&E's Notice of Satisfaction and Motion to Dismiss before the matter is finally dismissed; and
- Grant any other relief the Commission determines appropriate.

Respectfully submitted,

Melonie Smith
Complainant, Pro Se

1108 Harmony Lane

Goshen, KY 40026
[redacted]
Date: September 20, 2026