

**Michael E. Hornung**

Manager, Pricing/Tariffs  
State Regulation and Rates  
T 502-627-4671  
Mike.hornung@lge-ku.com



a PPL company

Linda C. Bridwell, PE  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40601-8294

**RECEIVED**

**OCT 03 2025**

**PUBLIC SERVICE  
COMMISSION**

October 3, 2025

**Re: Kristyn Stasel vs. Kentucky Utilities Company  
CN 2025-00164**

Dear Ms. Bridwell:

Pursuant to ordering paragraph two (2) in the Commission's Order dated September 18, 2025 in the above-referenced case, Kentucky Utilities Company ("KU") hereby files its responses to the Commission's first request for information.

Please contact me if you have any questions regarding this filing.

Sincerely,

Michael E. Hornung

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

<b>KRISTYN STASEL</b>	)	
	)	
<b>COMPLAINANT</b>	)	
	)	
<b>V.</b>	)	<b>CASE NO. 2025-00164</b>
	)	
<b>KENTUCKY UTILITIES COMPANY</b>	)	
	)	
<b>DEFENDANT</b>	)	

**RESPONSE OF**  
**KENTUCKY UTILITIES COMPANY**  
**TO**  
**THE COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**  
**DATED SEPTEMBER 18, 2025**

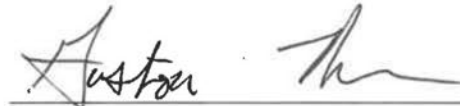
**FILED: OCTOBER 3, 2025**

VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 )  
COUNTY OF JEFFERSON )

E028453

The undersigned, **Guston D. Thomas**, being duly sworn, deposes and says that he is Manager – Civic Affairs and Customer Commitment for Kentucky Utilities Company, an employee of LG&E and KU Services Company, that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge, and belief.



**Guston D. Thomas**

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 30<sup>th</sup> day of September 2025.

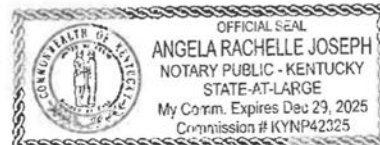


Notary Public

Notary Public ID No. KYNP42325

My Commission Expires:

Dec 29, 2025



**KENTUCKY UTILITIES COMPANY**

**Response to Commission Staff's First Request for Information**

**Dated September 18, 2025**

**Case No. 2025-00164**

**Question No. 1**

**Responding Witness: Guston D. Thomas**

Q-1. Refer to KU's Tariff Sheet 102.<sup>2</sup>

- a. Explain if the autopay bank information changed on Ms. Stasel's account or only the name changed on the account.
- b. Provide notice given to Ms. Stasel that a new deposit would be required with the option of paying all or a portion in installments.

A-1.

- a. The account in question was in Ms. Stasel's name from March 1, 2023 until she closed it on August 5, 2025. Autopay was removed from Ms. Stasel's account on 12/20/24 because two of her payments were returned for insufficient funds within 12 months. On 11/21/24, a payment for \$80.22 returned. On 12/20/24, a payment for \$109.04 returned. Per KU's standard processes, customers who are an autopay are removed from that program if a payment is returned for insufficient funds.
- b. On 2/3/25, Linda Caswell, Ms. Stasel's mother, called to request the reconnection of Ms. Stasel's service after it had been disconnected for non-payment. Ms. Caswell paid \$644.38 to the account. The customer service representative ("CSR") entered the reconnection order and advised that since the service had been disconnected for non-payment and there was no security deposit on file, a \$160.00 security deposit would be billed to the account. The CSR advised Ms. Caswell that the deposit would be billed in six payments of \$26.66 to be added to the bill each month beginning on the next month's bill. This is consistent with KU's standard processes and with its tariff provisions found on Original Sheet 102.1, paragraph 5 ("If Customer fails to maintain a satisfactory payment or credit record, or otherwise becomes a new or greater credit risk, as determined by Company in its sole discretion, Company may require a new or additional deposit from Customer."). When Ms. Stasel originally opened the account, KU charged a deposit consistent with its standard processes and its tariff provisions

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<sup>2</sup> P.S.C. Ky. No. 20, Sheet 102 (issued July 20, 2021) effective with service rendered on and after May 1, 2019.

found on Original Sheet 102. (The bill mailed 3/23/2023 produced herewith shows the assessment of the \$160 deposit and the first monthly installment of \$26.66 due). Also, consistent with its tariff provisions, KU had refunded Ms. Stasel's original deposit in September of 2024. (The bill mailed 9/20/24 produced herewith shows the credit of the \$160.00 deposit). Thus, at the time of her disconnection for nonpayment in February of 2025, there was no deposit on the account; and the disconnection for nonpayment triggered the need for a new deposit under KU's standard protocol in those situations.

**KENTUCKY UTILITIES COMPANY**

**Response to Commission Staff's First Request for Information  
Dated September 18, 2025**

**Case No. 2025-00164**

**Question No. 2**

**Responding Witness: Guston D. Thomas**

- Q-2. Refer to KU's Tariff Sheet 105.<sup>3</sup> Provide copies of the bills and the termination notices relevant to this complaint that were issued prior to KU disconnecting service in February, April, and May of 2025.
- A-2. See attached.

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<sup>3</sup> P.S.C. Ky. No. 20, Sheet 1056 (issued July 20, 2021) effective with service rendered on and after July 1, 2027.

**KENTUCKY UTILITIES COMPANY**

**Response to Commission Staff's First Request for Information  
Dated September 18, 2025**

**Case No. 2025-00164**

**Question No. 3**

**Responding Witness: Guston D. Thomas**

- Q-3. Provide copies of all communications regarding electric service between Kristyn Stasel and KU, including but not limited to bills, ten-day written notice for involuntary termination of service, email messages, written communications, and notes of telephonic or other oral communications concerning service at 620 Stewart Street, Apt. A, Elizabethtown, Kentucky from November 2024 through the date of this Order.
- A-3. See attached.

Mailed 3/21/23 for Account # [REDACTED]



a PPL company

## BILLING SUMMARY

Previous Balance	0.00
Payment(s) Received	0.00
<b>Balance as of 3/20/23</b>	<b>\$0.00</b>
Current Electric Charges	59.90
Current Taxes and Fees	2.95
<b>Total Current Charges as of 3/20/23</b>	<b>\$62.85</b>
Other Charges (See Other Charges on back)	26.66
<b>Total Amount Due</b>	<b>\$89.51</b>

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

AMOUNT DUE  
**\$89.51**

DUE DATE  
**4/13/23**

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

Account Name: KRISTEN STASEL  
 Service Address: 620 Stewart St Apt A  
 ELIZABETHTOWN KY  
 Payment Options (fees may apply)  
 Mobile app - LG&E KU ODP mobile app  
 Online - lge-ku.com  
 Phone - (800) 981-0600, press 1-2-3  
 Customer Service:  
 For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.  
 Phone reps available M-F, 7am - 7pm ET.

Next read will occur 4/18/23 - 4/20/23 (Meter Read Portion 13)

## MONTHLY USAGE

ELECTRIC (kWh)



## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR		MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Average Temperature	46°	0°														
Number of Days Billed	18	0														
Avg. Electric Charges per Day	\$3.33	\$0.00														
Avg. Electric Usage per Day (kWh)	26.06	0.00														

AVERAGE

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

Amount Due 4/13/23	\$89.51
After Due Date, Pay this Amount:	\$91.39
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]  
 Service Address: 620 Stewart St Apt A



a PPL company

PO Box 25212  
 Lehigh Valley, PA 18002-5212

KRISTEN STASEL  
 620 STEWART ST APT A  
 ELIZABETHTOWN, KY 42701-3234



**CURRENT USAGE****⚡ ELECTRIC**

Meter Reading Information		Meter # [REDACTED]
Actual (R) kWh Reading on 3/18/23		15776
Verified (V) kWh Reading on 3/1/23		15307
Current kWh Usage		469
Meter Multiplier		1
<b>Metered kWh Usage</b>		<b>469</b>

**CURRENT CHARGES****⚡ ELECTRIC****Rate: Residential Service**

Basic Service Charge (\$0.53 x 18 Days)	9.54
Energy Charge (\$0.09699 x 469 kWh)	45.49
Electric DSM (\$0.00064 x 469 kWh)	0.30
Fuel Adjustment (\$0.00610 x 469 kWh)	2.86
Environmental Surcharge (2.430% x \$58.19)	1.41
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$59.90</b>

**Taxes & Fees**

Rate Increase For School Tax (3.00% x \$59.60)	1.79
Franchise Fee-Elizabethtown (1.95% x \$59.60)	1.16
<b>Total Taxes and Fees</b>	<b>\$2.95</b>

**Other Charges**

Cash Deposit Request	160.00
Inst Plan-Deposit Monthly	26.66
Transfer to Installment Plan	-160.00
<b>Total Other Charges Due</b>	<b>\$26.66</b>

**BILLING INFORMATION****Late Payment Charge**

Late Charge to be Assessed After Due Date \$1.88

**Rate Schedules**For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

# Set it and never forget it



OFFICE USE ONLY:  
MRU13241718, G000000  
PF:Y eB:P

My Notifications gives you the option of  
receiving timely notifications about your monthly  
utility bill by email, text, and/or voice call.

[lge-ku.com/notifications](http://lge-ku.com/notifications)

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

AMOUNT DUE  
**-\$30.36**

DUE DATE  
**10/16/24**

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

Account Name:

KRISTEN STASEL

Service Address:

620 Stewart St Apt A  
ELIZABETHTOWN KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - lge-ku.com

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

Customer Service:

For fastest service, use our mobile app, 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)



a PPL company

## BILLING SUMMARY

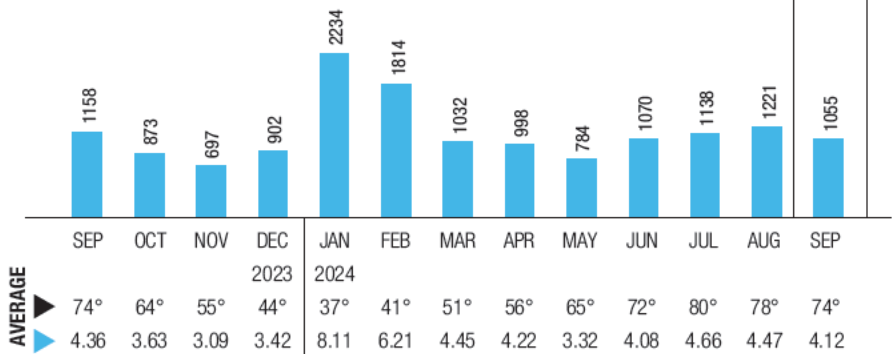
Previous Balance	150.10
Payment(s) Received	-150.10
<b>Balance as of 9/19/24</b>	<b>\$0.00</b>
Current Electric Charges	123.51
Current Taxes and Fees	6.13
<b>Total Current Charges as of 9/19/24</b>	<b>\$129.64</b>
Other Charges (See Other Charges on back)	-160.00
<b>Total Amount Due</b>	<b>-\$30.36</b>

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

## MONTHLY USAGE

ELECTRIC (kWh)

CURRENT  
BILLING  
PERIOD



## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	74°	74°
Number of Days Billed	30	31
<b>Avg. Electric Charges per Day</b>	<b>\$4.12</b>	<b>\$4.36</b>
Avg. Electric Usage per Day (kWh)	35.17	37.35

AVERAGE

Month	Average Temp (°F)	Average Usage (kWh)
SEP 2023	74°	4.36
OCT 2023	64°	3.63
NOV 2023	55°	3.09
DEC 2023	44°	3.42
JAN 2024	37°	8.11
FEB 2024	41°	6.21
MAR 2024	51°	4.45
APR 2024	56°	4.22
MAY 2024	65°	3.32
JUN 2024	72°	4.08
JUL 2024	80°	4.66
AUG 2024	78°	4.47
SEP 2024	74°	4.12

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** **-\$30.36**

After Due Date, Pay this Amount: **\$0.00**

WinterCare Donation:

Total Amount Enclosed: **AUTOPAY**

Account # [REDACTED]

Service Address: 620 Stewart St Apt A



a PPL company

PO Box 771670  
St. Louis, MO 63177-1670

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234

**CURRENT USAGE****⚡ ELECTRIC**

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 9/18/24	3934
Actual (R) kWh Reading on 8/19/24	2879
Current kWh Usage	1055
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>1055</b>

**CURRENT CHARGES****⚡ ELECTRIC**

Rate: Residential Service

Basic Service Charge (\$0.53 x 30 Days)	15.90
Energy Charge (\$0.10209 x 1,055 kWh)	107.70
Electric DSM (\$0.00165 x 1,055 kWh)	1.74
Fuel Adjustment (\$-0.00485 x 1,055 kWh)	-5.12
Environmental Surcharge (2.490% x \$120.22)	2.99
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$123.51</b>

**Taxes & Fees**

Rate Increase For School Tax (3.00% x \$123.21)	3.70
Franchise Fee-Elizabethtown (1.97% x \$123.21)	2.43
<b>Total Taxes and Fees</b>	<b>\$6.13</b>

**Other Charges**

Security Deposit	-160.00
<b>Total Other Charges Due</b>	<b>-\$160.00</b>

**BILLING INFORMATION****Rate Schedules**For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**Want to pay cash?** Visit [checkfreepay.com/en/payment-locator](http://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](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](http://lge-ku.com/inperson).



OFFICE USE ONLY:

MRU13241718, G000000

P150.10

PF:Y eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL



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

Sign up for programs at [lge-ku.com/save](http://lge-ku.com/save).

Mailed 12/19/24 for Account # [REDACTED]



a PPL company

## BILLING SUMMARY

Previous Balance	109.04
Payment(s) Received	-109.04
<b>Balance as of 12/18/24</b>	<b>\$0.00</b>
Current Electric Charges	193.38
Current Taxes and Fees	9.59
<b>Total Current Charges as of 12/18/24</b>	<b>\$202.97</b>
Other Charges (See Other Charges on back)	83.72
<b>Total Amount Due</b>	<b>\$286.69</b>

AMOUNT DUE  
**\$286.69**

DUE DATE  
**1/16/25**

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

Account Name: KRISTEN STASEL  
Service Address: 620 Stewart St Apt A  
ELIZABETHTOWN KY  
Payment Options (fees may apply): Mobile app - LG&E KU ODP mobile app  
Online - lge-ku.com  
Phone - (800) 981-0600, press 1-2-3  
Customer Service: For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.  
Phone reps available M-F, 7am - 7pm ET.

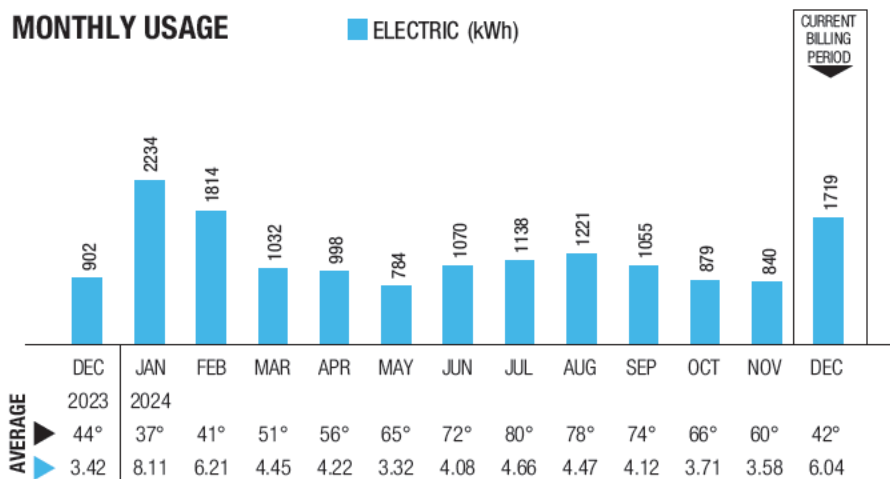
Next read will occur 1/17/25 - 1/22/25 (Meter Read Portion 13)

## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	42°	44°
Number of Days Billed	32	32
<b>Avg. Electric Charges per Day</b>	<b>\$6.04</b>	<b>\$3.42</b>
Avg. Electric Usage per Day (kWh)	53.72	28.19

## 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 1/16/25	<b>\$286.69</b>
After Due Date, Pay this Amount:	\$292.78
WinterCare Donation:	
Total Amount Enclosed:	<b>AUTOPAY</b>

Account # [REDACTED]  
Service Address: 620 Stewart St Apt A

\$286.69 will be deducted from your account on payment due date



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

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234

**CURRENT USAGE****⚡ ELECTRIC**

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 12/17/24	7372
Actual (R) kWh Reading on 11/15/24	5653
Current kWh Usage	1719
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>1719</b>

**CURRENT CHARGES****⚡ ELECTRIC**

Rate: Residential Service

Basic Service Charge (\$0.53 x 32 Days)	16.96
Energy Charge (\$0.10533 x 1,719 kWh)	181.06
Electric DSM (\$0.00165 x 1,719 kWh)	2.84
Fuel Adjustment (\$-0.00429 x 1,719 kWh)	-7.37
Environmental Surcharge (0.210% CR x \$193.49)	-0.41
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$193.38</b>

**Taxes & Fees**

Rate Increase For School Tax (3.00% x \$193.08)	5.79
Franchise Fee-Elizabethtown (1.97% x \$193.08)	3.80
<b>Total Taxes and Fees</b>	<b>\$9.59</b>

**Other Charges**

Return charges receivable 1	3.50
Reversal Debit	80.22
<b>Total Other Charges Due</b>	<b>\$83.72</b>

**BILLING INFORMATION****Late Payment Charge**

Late Charge to be Assessed After Due Date \$6.09

**Rate Schedules**For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**Want to pay cash?** Visit [checkfreepay.com/en/payment-locator](http://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](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](http://lge-ku.com/inperson).



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P109.04

PF:Y eB:P

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DOLLAR GENERAL



# 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](http://lge-ku.com/wintercare)



## 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](http://lge-ku.com/assistance-programs).

Final Pay Date **1/31/25**

**\$286.69**

**Total Amount Enclosed:**



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

Mailed 1/21/25 for Account # [REDACTED]

DELINQUENT AMOUNT DUE

**\$286.69**

FINAL PAY DATE

**1/31/25**

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

Account Name:

KRISTEN STASEL

Service Address:

620 STEWART ST APT A  
ELIZABETHTOWN KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - [lge-ku.com](http://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.



## 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**.

Account # [REDACTED]

Service Address: 620 STEWART ST APT A

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234



## 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](https://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](https://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](https://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](https://lge-ku.com/inperson).



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MRU13241, G000000  
PF:N eB:P

This barcode can be used at locations such as:





Mailed 1/21/25 for Account # [REDACTED]



a PPL company

## BILLING SUMMARY

Previous Balance	286.69
Payment(s) Received	0.00
<b>Balance as of 1/20/25</b>	<b>\$286.69</b>
Current Electric Charges	233.55
Current Taxes and Fees	11.60
<b>Total Current Charges as of 1/20/25</b>	<b>\$245.15</b>
Other Charges (See Other Charges on back)	112.54
<b>Total Amount Due</b>	<b>\$644.38</b>

AMOUNT DUE

**\$644.38**

DUE DATE

**2/14/25**

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

Account Name:

KRISTEN STASEL

Service Address:

620 Stewart St Apt A

ELIZABETHTOWN KY

Payment Options

Mobile app - LG&E KU ODP mobile app

(fees may apply)

Online - lge-ku.com

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

Customer Service:

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

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

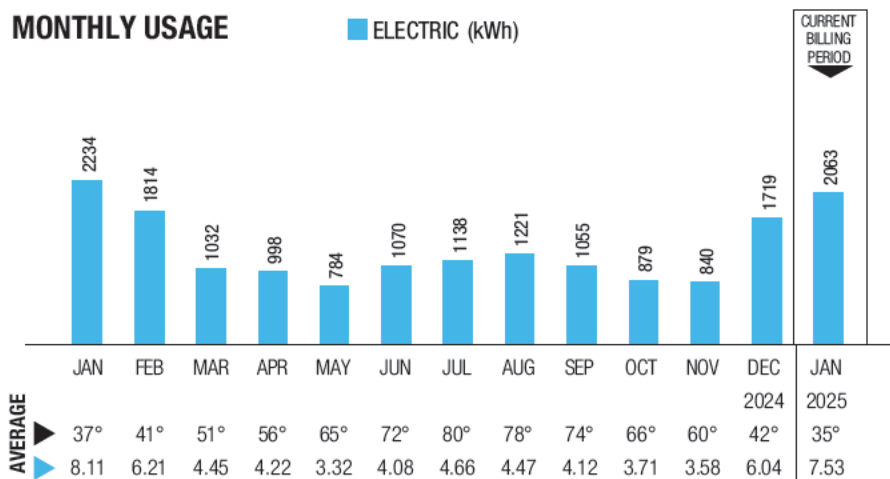
Next read will occur 2/18/25 - 2/20/25 (Meter Read Portion 13)

## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	35°	37°
Number of Days Billed	31	30
<b>Avg. Electric Charges per Day</b>	<b>\$7.53</b>	<b>\$8.11</b>
Avg. Electric Usage per Day (kWh)	66.55	74.47

## 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 2/14/25 **\$644.38**

After Due Date, Pay this Amount: **\$651.74**

WinterCare Donation:

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 620 Stewart St Apt A



a PPL company

PO Box 771670  
St. Louis, MO 63177-1670

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234

**CURRENT USAGE****ELECTRIC**

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 1/17/25	9435
Actual (R) kWh Reading on 12/17/24	7372
Current kWh Usage	2063
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>2063</b>

**CURRENT CHARGES****ELECTRIC**

Rate: Residential Service

Basic Service Charge (\$0.53 x 31 Days)	16.43
Energy Charge (\$0.10533 x 2,063 kWh)	217.30
Electric DSM (\$0.00165 x 774 kWh)	1.28
Electric DSM (\$0.00243 x 1,289 kWh)	3.13
Fuel Adjustment (\$-0.00282 x 2,063 kWh)	-5.82
Environmental Surcharge (0.400% x \$232.32)	0.93
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$233.55</b>

**Taxes & Fees**

Rate Increase For School Tax (3.00% x \$233.25)	7.00
Franchise Fee-Elizabethtown (1.97% x \$233.25)	4.60
<b>Total Taxes and Fees</b>	<b>\$11.60</b>

**Other Charges**

Return charges receivable 1	3.50
Reversal Debit	109.04
<b>Total Other Charges Due</b>	<b>\$112.54</b>

**Want to pay cash?** Visit [checkfreepay.com/en/payment-locator](https://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](https://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](https://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](https://lge-ku.com/inperson).



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P286.69  
PF:Y eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL



## 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](https://lge-ku.com/tips) for more cool weather tips.

**BILLING INFORMATION****Late Payment Charge**

Late Charge to be Assessed After Due Date \$7.36

**Late Payment Charge Waived**

Your late payment charge has been waived. You will be eligible for your next waiver in one year.

**Rate Schedules**

For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**IMPORTANT INFORMATION****Returned Checks**

Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date on this bill. You can make cash payments in person at one of our authorized payment agents or our customer service walk-in center. Personal checks will be returned to you without being applied to this account.

Mailed 2/20/25 for Account # [REDACTED]



a PPL company

## BILLING SUMMARY

Previous Balance	644.38
Payment(s) Received	-644.38
<b>Balance as of 2/19/25</b>	<b>\$0.00</b>
Current Electric Charges	259.94
Current Taxes and Fees	12.83
<b>Total Current Charges as of 2/19/25</b>	<b>\$272.77</b>
Other Charges (See Other Charges on back)	26.66
<b>Total Amount Due</b>	<b>\$299.43</b>

AMOUNT DUE

**\$299.43**

DUE DATE

**3/17/25**

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

Account Name:

KRISTEN STASEL

Service Address:

620 Stewart St Apt A  
ELIZABETHTOWN KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - lge-ku.com

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

Customer Service:

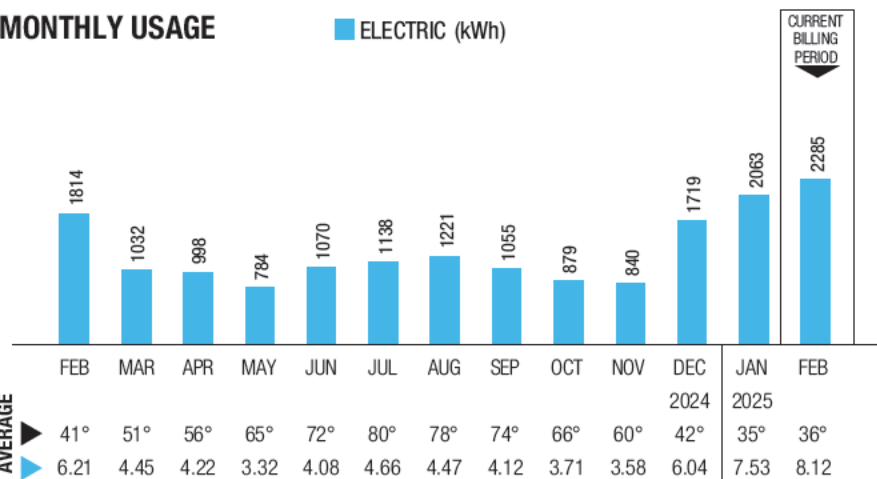
For fastest service, use our mobile app, website or automated phone system (800) 981-0600 24 hours a day.

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

Next read will occur 3/19/25 - 3/21/25 (Meter Read Portion 13)

## MONTHLY USAGE

ELECTRIC (kWh)



## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	36°	41°
Number of Days Billed	32	33
<b>Avg. Electric Charges per Day</b>	<b>\$8.12</b>	<b>\$6.21</b>
Avg. Electric Usage per Day (kWh)	71.41	54.97

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

Amount Due **3/17/25** **\$299.43**

After Due Date, Pay this Amount: **\$307.61**

WinterCare Donation:

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 620 Stewart St Apt A



a PPL company

PO Box 771670  
St. Louis, MO 63177-1670

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234

**CURRENT USAGE****ELECTRIC**

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 2/18/25	11720
Actual (R) kWh Reading on 1/17/25	9435
Current kWh Usage	2285
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>2285</b>

**CURRENT CHARGES****ELECTRIC**

Rate: Residential Service

Basic Service Charge (\$0.53 x 14 Days)	7.42
Basic Service Charge (\$0.53 x 18 Days)	9.54
Energy Charge (\$0.10533 x 2,285 kWh)	240.68
Electric DSM (\$0.00243 x 2,285 kWh)	5.55
Fuel Adjustment (\$-0.00043 x 2,285 kWh)	-0.98
Environmental Surcharge (0.980% CR x \$262.22)	-2.57
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$259.94</b>

**Taxes & Fees**

Rate Increase For School Tax (3.00% x \$259.64)	7.79
Franchise Fee-Elizabethtown (1.94% x \$259.65)	5.04
<b>Total Taxes and Fees</b>	<b>\$12.83</b>

**Other Charges**

Cash Deposit Request	160.00
Inst Plan-Deposit Monthly	26.66
Transfer to Installment Plan	-160.00
<b>Total Other Charges Due</b>	<b>\$26.66</b>

**BILLING INFORMATION****Late Payment Charge**

Late Charge to be Assessed After Due Date \$8.18

**Rate Schedules**For a copy of your rate schedule, visit [lge-ku.com/rates](http://lge-ku.com/rates) or call our Customer Service Department.

**Want to pay cash?** Visit [checkfreepay.com/en/payment-locator](http://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](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](http://lge-ku.com/inperson).



OFFICE USE ONLY:

MRU13241718, G000000

P644.38

PF:Y eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL



**Know what's below.**  
**811 before you dig.**

Call 811 or visit [Kentucky811.org](http://Kentucky811.org)

**IMPORTANT INFORMATION****Returned Checks**

Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date on this bill. You can make cash payments in person at one of our authorized payment agents or our customer service walk-in center. Personal checks will be returned to you without being applied to this account.

**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 3/19/25 for Account # [REDACTED]

DELINQUENT AMOUNT DUE

**\$440.95**

FINAL PAY DATE

**3/31/25**

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

Account Name:

KRISTEN STASEL

Service Address:

620 STEWART ST APT A  
ELIZABETHTOWN KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - lge-ku.com

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

Customer Service:

For fastest service, use our mobile app, 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](http://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 **3/31/25**

**\$440.95**

**Total Amount Enclosed:**

Account # [REDACTED]

Service Address: 620 STEWART ST APT A



a PPL company

PO Box 771670  
St. Louis, MO 63177-1670

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234



## 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](https://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](https://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](https://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](https://lge-ku.com/inperson).



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This barcode can be used at locations such as:







## 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.

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## NEED ASSISTANCE?

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More information can be found at [lge-ku.com/assistance-programs](http://lge-ku.com/assistance-programs).

Mailed 4/17/25 for Account # [REDACTED]

Case No. 2025-00164  
Attachment to Response to PSC-1 Question No. 2  
Page 18 of 22  
Thomas

DELINQUENT AMOUNT DUE

**\$161.97**

FINAL PAY DATE

**4/29/25**

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

Account Name:

KRISTEN STASEL

Service Address:

620 STEWART ST APT A  
ELIZABETHTOWN KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - [lge-ku.com](http://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.



## 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 **4/29/25**

**\$161.97**

**Total Amount Enclosed:**

Account # [REDACTED]

Service Address: 620 STEWART ST APT A



a PPL company

PO Box 771670  
St. Louis, MO 63177-1670

KRISTEN STASEL  
620 STEWART ST APT A  
ELIZABETHTOWN, KY 42701-3234



## 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](https://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](https://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](https://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](https://lge-ku.com/inperson).



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MRU13241, G000000  
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Mailed 4/21/25 for Account # [REDACTED]



a PPL company

## BILLING SUMMARY

Previous Balance	602.92
Payment(s) Received	-440.95
<b>Balance as of 4/18/25</b>	<b>\$161.97</b>
Current Electric Charges	97.14
Current Taxes and Fees	4.79
<b>Total Current Charges as of 4/18/25</b>	<b>\$101.93</b>
<b>Total Amount Due</b>	<b>\$263.90</b>

Past due balance subject to disconnection. See IMPORTANT INFORMATION.

AMOUNT DUE  
**\$263.90**

DUE DATE  
**5/14/25**

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

Account Name:

KRISTEN STASEL

Service Address:

620 Stewart St Apt A  
 ELIZABETHTOWN KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - lge-ku.com

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

Customer Service:

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

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

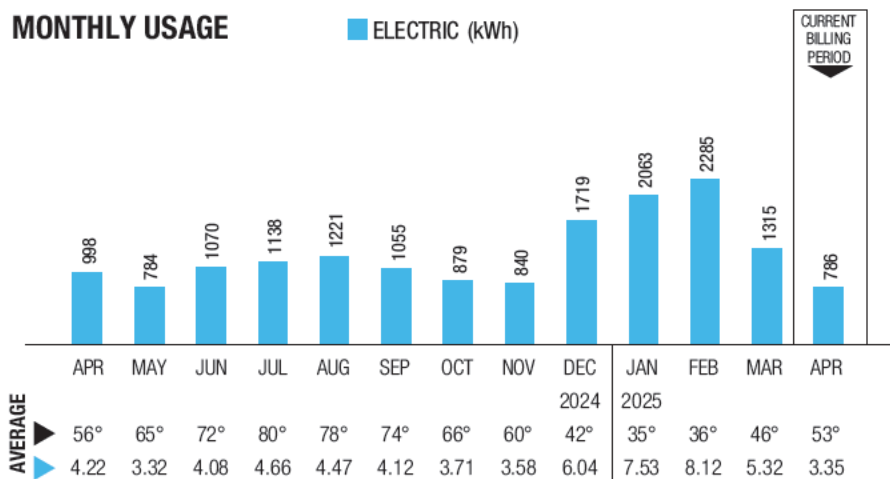
Next read will occur 5/16/25 - 5/20/25 (Meter Read Portion 13)

## BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	53°	56°
Number of Days Billed	29	28
<b>Avg. Electric Charges per Day</b>	<b>\$3.35</b>	<b>\$4.22</b>
Avg. Electric Usage per Day (kWh)	27.10	35.64

## 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 5/14/25	<b>\$263.90</b>
After Due Date, Pay this Amount:	\$266.96
WinterCare Donation:	
Total Amount Enclosed:	

Account # [REDACTED]

Service Address: 620 Stewart St Apt A



a PPL company

PO Box 771670  
 St. Louis, MO 63177-1670

KRISTEN STASEL  
 620 STEWART ST APT A  
 ELIZABETHTOWN, KY 42701-3234

**CURRENT USAGE****⚡ ELECTRIC**

Meter Reading Information	Meter # [REDACTED]
Actual (R) kWh Reading on 4/17/25	13821
Actual (R) kWh Reading on 3/19/25	13035
Current kWh Usage	786
Meter Multiplier	1
<b>Metered kWh Usage</b>	<b>786</b>

**CURRENT CHARGES****⚡ ELECTRIC****Rate: Residential Service**

Basic Service Charge (\$0.53 x 29 Days)	15.37
Energy Charge (\$0.10533 x 786 kWh)	82.79
Electric DSM (\$0.00243 x 463 kWh)	1.13
Electric DSM (\$0.00190 x 323 kWh)	0.61
Fuel Adjustment (\$-0.00078 x 786 kWh)	-0.61
Environmental Surcharge (2.470% CR x \$99.29)	-2.45
Home Energy Assistance Fund Charge	0.30
<b>Total Charges</b>	<b>\$97.14</b>

**Taxes & Fees**

Rate Increase For School Tax (3.00% x \$96.84)	2.91
Franchise Fee-Elizabethtown (1.94% x \$96.84)	1.88
<b>Total Taxes and Fees</b>	<b>\$4.79</b>

**BILLING INFORMATION****Late Payment Charge**

Late Charge to be Assessed After Due Date \$3.06

**Rate Schedules**For a copy of your rate schedule, visit [lge-ku.com/rates](http://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.

**Want to pay cash?** Visit [checkfreepay.com/en/payment-locator](http://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](http://vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed eReceipt at [vanilladirect.com/pay/ereceipt](http://vanilladirect.com/pay/ereceipt). There is a limit of \$500 at some locations. Customer Fee: \$1.95. Learn more at [lge-ku.com/inperson](http://lge-ku.com/inperson).



OFFICE USE ONLY:

MRU13241718, G000000

P602.92

PF:Y eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL

Scan or visit [lge-ku.com/solarshare](http://lge-ku.com/solarshare) to see how!

**IMPORTANT INFORMATION (continued)****Returned Checks**

Within the last 12 months, your financial institution has denied payment of at least two checks or automatic deductions presented to LG&E as payment on this account. Therefore, it will be necessary for you to pay your total bill by money order, certified check, cashier's check, cash or credit card by the due date on this bill. You can make cash payments in person at one of our authorized payment agents or our customer service walk-in center. Personal checks will be returned to you without being applied to this account.

**Service Deposit Receipt - Please retain for your records.**

Deposit Receipt Number: 168002284671

Total Deposit Amount On Hand: \$160.00

Deposit Completion Date: April 01, 2025

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.

**Stasel Communication Log**

**8/19/25 – Electronic Communication**

[REDACTED]

Good morning, Kristyn!

I apologize for the inconvenience however there was not an attachment to the email. Please try to re-attach and resend. Thanks

Have a great day!

Gloria  
Customer Service Representative  
502-589-1444 (LG&E)  
800-981-0600 (KU/ODP)  
lge-ku.com/contact

----- Original Message -----

From: "Kristyn Stasel" [REDACTED]  
To: "rscmoves@lge-ku.com" rscmoves@lge-ku.com  
Sent: 8/18/2025 5:11:15 PM  
Subject: Re: FORM: Start service (residential) [InteractionID:9679bc69-0d51-40b3-93cf-2caa1932103b]

Hello, I have attached my lease for 1605 S. Third street apt. 2 Louisville KY 40208. I (Kristyn Stasel) i'm the only person on the lease and no other adult reside at the resident. Thank you for assisting me in getting my electric put in my name!

Get Outlook for iOS

**8/18/25 – Electronic Communication**

[REDACTED]

Good morning, Kristyn!

I apologize for the inconvenience however before we can process your request to start service, we'll need to verify that you are the new resident at 1605 S. 3rd St. Apt. 2 in Louisville. For verification we will need the following documents:

A picture of each page of your lease, close up and legible. The lease must include the following information:

- The physical address
- Lease start date

- Names and signatures of all adults over the age of 18
- Property owner's name, address, phone number, and signature

All documents should be attached to the email in PDF or JPEG format, using the paperclip icon on your email. For security purposes, please do not place them in the body of the email. Once we have received all of these, we will be more than happy to process your move in request.

Have a wonderful week!

Gloria  
Customer Service Representative  
502-589-1444 (LG&E)  
800-981-0600 (KU/ODP)  
lge-ku.com/contact

----- Original Message -----

[REDACTED] <corpweb@lge-ku.com>

To: "rscmoves@lge-ku.com" <rscmoves@lge-ku.com>

**Sent: 8/18/2025 2:03:26 PM**

Subject: FORM: Start service (residential) [InteractionID:e7081e3a-da84-4f69-aeaa-2cf2eb2d5fad]

Start residential service

Requirements

Primary account holder information

Legal First Name

Kristyn

Last Name

stasel

Email

[REDACTED]

Phone

[REDACTED]

Phone Type

Mobile

New service information

Date of service needed

08-19-2025

Service address  
1605 s. 3rd street

Suite, Apt  
2

City  
Louisville

State  
Kentucky

Zip  
40208

Will this be your primary residence?  
Yes

Type of service  
Electric

Service Provider  
LG&E

Does Meter Exist  
Yes

Property Ownership  
Rent/Lease

Mailing address is different than service address?  
unchecked

Add joint account holder(s) or contact person(s)  
Add Additional authorized party  
unchecked

Add Additional  
unchecked

Additional questions  
Safety Message Confirmation  
checked

I give permission for a check of my credit history  
checked



Terms and Privacy Policy agreement  
checked

---

**8/5/25 – Electronic Communication**

Hi Kristen,

You can request service cancellation by using any of the following options. You'll want to submit the request at least 3 days in advance.

1. Online via My Account at my.lge-ku.com (log in and select "Moving?" from the menu)
2. Online at lge-ku.com/startstop
3. By phone at 1-800-981-0600 (Monday through Friday 7:00am-7:00pm ET)

Have a great day!

Elisha  
Customer Service Representative  
502-589-1444 (LG&E)  
800-981-0600 (KU/ODP)  
lge-ku.com/contact

**Customer Call**

**8/4/25 1:39 pm – Phone call summary:**

Kristyn Stasel called to stop service. Order was placed to take service out of her name on 8/5/25. CSR advised there was currently a past due balance of \$69.18, current balance of \$84.51 due 8/13/25. Advised would receive final bill up to date service taken out of her name. Advised \$160.00 security deposit on file would apply toward final bill. Did not need new service at this time.

**Electronic Communication**

----- Original Message -----

[REDACTED] <customercare@lge-ku.com>

To: "myaccount@lge-ku.com" <myaccount@lge-ku.com>

**Sent: 8/2/2025 6:29:39 PM**

Subject: FORM: LG&E and KU Residential contact us - Other account related questions  
[InteractionID:6e01d39a-f0de-48ba-bb03-5323d7e8bcc4]

Residential – online contact form

Question type  
Other account related questions

Contact information

First Name

Kristyn

Last Name

Stasel

Email

[REDACTED]

Phone

[REDACTED]

Phone Type

Mobile

Address

620 Stewart St, A

City

Elizabethtown

Zip

42701

Account validation

Authentication type

Social Security number

Your social security number

x

Message information

Message

I've been trying to cancel service. I do not live there any longer and do not consent to running a bill up on a property that is not mine. I've documented my tries and attempts to close account. I will be escalating to CFPB.

Terms and Privacy Policy agreement

checked

### **Customer Call**

**7/18/25** – Linda Caswell (mother) called. Calling to make payment. Stated was having trouble making online payment. CSR advised past due Balance of \$69.18. CSR advised there was a payment block/no check payments allowed. Advised pay locations where she can make payment.

### **Customer Call**

**7/4/25** – Linda Caswell (mother) called. Stated having trouble making payment online. CSR walked through how to do one-time payment on website. CSR advised there may be a check payment lock on account so debit card would not work. Advised can use a credit card to make payment or pay in person. Ms. Caswell successfully made the payment while on phone with CSR. Ms. Caswell asked if this would keep service from being disconnected, CSR advised the account balance was \$231.98 with \$161.32 past due. CSR advised that if \$161.32 is paid, it would leave \$70.66 due 7/16/25. CSR advised if received confirmation number then it would leave only the current balance. CSR advised \$69.18 is what is due 7/16/25. CSR advised there had been other credits to account that she cannot discuss and that is why the amount due is less than \$70.66. Ms. Caswell stated she would pay the remaining amount in a couple of weeks.

### **4/14/25 – Electronic Communication**

Good morning Kristen,

Upon review of your account, we are showing meter number 5367194 is the meter we are reading to generate your bill. If you feel there is an issue with the wiring, you will want to reach out to your landlord or maintenance to see if they can check this, as we are not responsible for the wiring of the building. We recommend doing a breaker test to determine which breaker is using the most electricity.

How to perform a breaker test with an Advanced Meter

1. Turn all of your electric breakers off.
2. Go outside and check your electric meter. In the lower right-hand corner of the display, you'll see three alternating black squares. They should be blinking one after another.
3. Go inside and turn on one breaker and check the meter again. You should notice an increase in the speed of the blinking black squares.
4. Go back inside and turn that breaker off.
5. Repeat steps three and four for each breaker.

When one breaker is turned on and the black squares blink rapidly, this will narrow down the area of your home that is pulling the most electricity. Typically, the furnace will use the most electricity in

the wintertime, compared to your other major appliances, combined.

Higher usage during heating and cooling months of winter and summer are typical due to the furnace and air conditioning be used. Lower usage is typical during the milder weather months of spring and fall when the furnace and air conditioning are not used as much. I have attached a copy of the graph of your usage from 2023-2024 and the graph from 2024-2025 for comparison. These can be found on your bills due 4/12/24 and 4/15/25.

We can do a meter test; this is not a free unless the meter is running below 98% or above 102% accuracy. Information on the meter test is included within our Rates and Tariffs under “special charges” on Sheet no. 45. I have attached a meter test form to this email, if you would like to have it tested you may sign it and send it back to us. You do have the right to be present at the time of testing. More information on our rates and tariffs can be found at [lge-ku.com/rates](http://lge-ku.com/rates).

Your bills are generated based on the usage which runs through the meter, we have reviewed the billing to confirm all usage is correct. Please keep in mind all homes are different. Insulation, window and door seals, age and condition of your heating and air conditioning unit and appliances, and thermostat settings all play a large roll in your usage. Everyone has different electricity habits.

Your meter is an advanced AMI meter. The My Meter portal will allow you to view your interval usage in various levels of detail. This feature will help you keep up with your usage, manage energy usage alerts, and learn valuable energy-saving tips. You can view your My Meter data through your online account under Account History. For more information on the upgrade and features, please visit [Learn more about the features and benefits of your My Meter dashboard | LG&E and KU \(lge-ku.com\)](http://lge-ku.com).

I have attached a copy of your bill, highlighting the Important Information on page 3, stating the past due balance is subject to disconnection and immediate action is required as well as your disconnection notice that was mailed to 620 Stewart St Apt A in Elizabethtown on 3/19/25. If you did not receive it, you may want to contact your local post office to investigate. Please note, the paperless billing option and billing notifications are available, and you may sign up for these services using your online account.

The Billing Notifications feature gives you the option of receiving billing reminders by email, text, or voice call. You can choose to be notified when a new bill is available, five days before the due date, one day past the due date, or all notifications. To sign up for billing notifications, please sign into your account. Under the heading Manage My Profile, select My Notifications, then click on the account number and make your choices.

To enroll in Paperless Billing, just sign into your account. Under the heading My Bill, select Billing Options. Then you would choose Paperless from the drop down-menu and click the Submit button. You will receive a bill notification each month to the registered email address. Please make sure that [ebill@lge-ku.com](mailto:ebill@lge-ku.com) is on your authorized senders or allowed senders list through your email preferences.

We do not show any contacts from you between 3/17/25 to 4/1/25. Please be aware, when

contacting us by email our response time can be 1-2 business days. If you have an issue that needs immediate response, please call us during normal business hours, Monday through Friday from 7am to 7pm ET.

If you would like for someone to contact us on your behalf, please add them as an authorized contact person or a joint account holder by visiting our website at <https://lge-ku.com/joint-account-holder>. We ask that you submit another email as opposed to replying to this email so that we can ensure their private information is submitted through our secure site.

If you receive a disconnection notice in the future and feel like you might need extra time to make your payment, let us know and we'll be happy to help. Just keep in mind that the extension will need to be set up by 7:00pm on the due date of the disconnection notice and it may be necessary to call us. You may be eligible to set up the extension online using our self-service option. Log in at [my.lge-ku.com](https://my.lge-ku.com) or through the mobile app and the Payment Arrangement option is available under the Payment Programs tile for qualifying accounts. You can also view current arrangements from this screen.

If you have reviewed these suggestions and feel that there may be another issue, or you would like to discuss your billing further, please contact customer service at 800-981-0600, and select options 1-2-4-5. Customer Service is open Monday through Friday 7:00am to 7:00pm ET.

As a friendly reminder, your current bill is \$161.97 due 4/15/25.

Best regards,

Tamara  
Customer Service Representative  
502-589-1444 (LG&E)  
800-981-0600 (KU/ODP)  
[lge-ku.com/contact](https://lge-ku.com/contact)

### **Electronic Communication**

----- Original Message -----

From: "Kristyn Kate" [REDACTED]  
To: "rscbillinquiry@lge-ku.com" <[rscbillinquiry@lge-ku.com](mailto:rscbillinquiry@lge-ku.com)>

**Sent: 4/11/2025 4:25:51 PM**

Subject: Re: FORM: LG&E and KU Residential contact us - Payment and billing question  
[InteractionID:94d78937-5f52-48e9-9fb3-89cc2b5bedd3]

Formal Dispute and Demand for Reimbursement

Dear Tabatha,

This letter is a formal response to the unresolved and unacceptable billing issues I have

experienced with Kentucky Utilities and LG&E, and a final demand for investigation, reimbursement, and accountability.

From February to April 2025, I have been forced to pay over \$1,300 for electric service to a two - bedroom townhome, despite consistent usage, mild weather, and numerous unanswered requests for assistance and a meter audit. The charges are egregiously inflated compared to neighboring units and previous years, and KU's actions have created extreme financial hardship, stress, and emotional distress.

On March 21, 2025, I received a bill totaling \$602.92 with a clearly printed due date of April 15, 2025. That bill included a previous balance of \$299.43, current charges, and "other fees." It stated in vague language that the balance was "subject to disconnection" but gave no itemized timeline or disconnection date.

My service was disconnected on April 1, 2025, despite that printed April 15 due date. This is deceptive and contradictory. If any portion of the balance was expected by March 31, that must be stated clearly, and it was not.

Furthermore, I never received a disconnection notice. Even if one was automatically generated and mailed, it was invalidated by the following bill which stated I had until April 15 to pay the full balance. No "Important Information – Section C" was attached, included, or visible on the bill as instructed.

I was actively requesting help at the time of disconnection. I called repeatedly. I requested a meter audit. My mother called on my behalf and was also denied assistance. The only option provided was to pay the full balance. No alternative was given. No audit was conducted. No one ever followed up.

After I began complaining publicly and warned of escalating the issue, my usage mysteriously dropped—despite the weather being the same and my habits unchanged. That quiet shift alone confirms that internal correction may have occurred without admission, transparency, or compensation.

This is a systemic pattern of financial exploitation. KU failed to inform, denied all customer contact, and disconnected my service just before a tornado and flooding disaster struck my area.

I am now demanding the following:

1. A formal meter audit of Meter #5367194 and cross-wiring inspection.
2. Reimbursement or credit for overcharges paid since November 2024, totaling at least \$1,384.76.
3. Written explanation of why I was disconnected despite a due date of April 15, and without proper breakdown or Section C inclusion.
4. Acknowledgment of KU's failure to provide dispute access and options during a financial crisis.

If this matter is not resolved within 10 business days, I will file complaints with the Kentucky Public Service Commission (PSC), the Consumer Financial Protection Bureau (CFPB), and pursue small claims action.

You exploited a system that denies people the right to question. I am no longer accepting silence as an answer.

Sincerely,

Kristyn Stasel  
620 Stewart St Apt A  
Elizabethtown, KY 42701

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From: rscbillinquiry@lge-ku.com <rscbillinquiry@lge-ku.com>

**Sent: Thursday, April 3, 2025 10:44:11 AM**

To: [REDACTED]

Subject: FORM: LG&E and KU Residential contact us - Payment and billing question  
[InteractionID:94d78937-5f52-48e9-9fb3-89cc2b5bedd3]

Good morning, Kristen!

Upon review, I show a payment of \$440.95 posted to your account on 4/1 and service has been restored.

I show a current bill balance of \$161.97 due 4/15.

I understand your concerns over the increase in your billing and have reviewed your current and previous usage. I do not show any estimated readings have been entered on your account and the last reading was a verified read on 3/19 at 13,498.

You have an advanced meter which allows the meter to be read remotely. I obtained a read this morning at 13,521. Based off the new read the bill is correct.

The meter is only going to register the amount of electricity that has passed through it. This would indicate that one of your electric appliances, possibly the heating system, caused the increase. Please check to be sure that you do not have the heat setting on emergency or auxiliary heat as this will also cause a large increase in usage.

To determine the area of your home that is using the most electricity, you can try the breaker test. To start, make sure your appliances are running as they normally should. For example, make sure that your furnace is turned on, and your washer, dryer, dishwasher, refrigerator, or other major appliances are turned on that would normally be in use.

1. Turn all of your electric breakers off.

2. Go outside and check your electric meter. In the lower right-hand corner of the display, you'll see three alternating black squares. They should be blinking one after another.
3. Go inside and turn on one breaker and check the meter again. You should notice an increase in the speed of the blinking black squares.
4. Go back inside and turn that breaker off.
5. Repeat steps three and four for each breaker.

When one breaker is turned on and the black squares blink rapidly, this will narrow down the area of your home that is pulling the most electricity. Typically, the furnace will use the most electricity in the wintertime, compared to your other major appliances, combined.

The advanced meter will allow you to see your usage in as small as 15-minute increments online. Usage is continuously displayed within 48 hours of when it occurs, which allows you to take a closer look at when you are using energy. MyMeter provides you with the detailed information you can use to better understand electricity and gas usage in your home.

To view the data, log into My Account. Click on View My Meter under Account History.

We hope this information has been helpful!

Kind regards,

Tabatha  
Customer Service Representative  
502-589-1444 (LG&E)  
800-981-0600 (KU/ODP)  
lge-ku.com/contact

**Electronic Communication**

----- Original Message -----

[REDACTED] <customercare@lge-ku.com>

To: "myaccount@lge-ku.com" <myaccount@lge-ku.com>

**Sent: 4/1/2025 3:12:12 PM**

Subject: FORM: LG&E and KU Residential contact us - Payment and billing question  
[InteractionID:e0f376c2-79f2-45aa-800c-ccd0d8e7eb33]

Residential – online contact form

Question type  
Payment and billing question

Contact information

First Name  
Kristyn



Last Name  
Stasel

Email  
[REDACTED]

Phone  
[REDACTED]

Phone Type  
Mobile

Address  
620 Stewart St, A

City  
Elizabethtown

Zip  
42701

Account validation

Authentication type  
Social Security number

Your social security number  
xxx-xx-xxxx

Message information

Message

I dispute the 2,285 kWh charge. Under 807 KAR 5:026, conduct a free meter audit. Restore power during the investigation. Failure to comply will result in legal action. If power is not restored by April 1 at 4:30 PM KPSC will be investigating this as well.

Terms and Privacy Policy agreement  
checked

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\*\*Copies of the Bill due 4/15/25 and disconnection notice for 3/31/25 were also emailed to Ms. Stasel by customer service as well as usage charts for 2024-2025.

### **Customer Call**

#### **2/3/25 2:43 pm – Phone call Summary:**

Linda Caswell, Kristyn Stasel's mother, called. Mother is not listed on account. Stated the service had been disconnected, she paid bill and wanted to get it reconnected for her daughter. CSR entered request for remote reconnection since there is an AMR meter at the premise. CSR advised that since there was no security deposit on file, one would be billed for \$160.00. CSR advised it would be placed onto a monthly payment arrangement with \$26.66 being added to the bill for six months. CSR advised of possibility of agency assistance. CSR advised local agency phone numbers. Stated they did not understand why bills were so high. CSR advised that Ms. Stasel could contact customer service to discuss the billing.

### **Electronic Communication**

From: Kristyn Kate [REDACTED]

**Sent: Monday, February 3, 2025 2:05 PM**

To: Customer Care WEB <CustomerCareWEB@lge-ku.com>

Subject: Re: Billing

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening attachments.

I am killing myself and it is Kentucky utilities fault I have documented all of this and it is to be played for everyone. You are responsible for my death. They illegally shutting my electric off. I hope it was worth it. F\*\*\*\* you and I put a hex on your entire family for 1000 years after you die.

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

**Sent: Monday, February 3, 2025 2:01:51 PM**

[REDACTED]

Subject: Billing

Thank you for contacting us. We have received your inquiry and will make every effort to contact you by e-mail within three (3) business days. Our normal response time hours are 7am-5pm EST Monday-Friday, with the exception of holidays.

NOTE: Please do not reply to this message. If you have questions or need additional information, please go to

<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flge-ku.com%2Fcontact&data=05%7C02%7C%7Cb6c222e4310a4cec548c08dd44855536%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C638742061637834400%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIslIAiOiJXaW4zMilSlkFOljoITWFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=g7Hwallzci0%2F9N0Q2u7ZRR1hNH0ChU%2BB%2BH0Ln2jW4QA%3D&reserved=0>

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

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

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

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----- Original Message -----

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

To: "RSCBillInquiry@lge-ku.com" <RSCBillInquiry@lge-ku.com>

**Sent: 2/3/2025 2:01:51 PM**

Subject: KU Credit/Billing [InteractionID:868ed23d-86ad-4f12-88dd-b37b3d36f48b]

Contract Account: 350011983862

Business Partner: 7001368763

Name: KRISTEN STASEL

E-mail Address: [REDACTED] (Verified)

Telephone Number: [REDACTED]

Street Address: 620 STEWART ST Apt. A

City: ELIZABETHTOWN

State: KY

Zip Code: 42701

Question:

I have Noreau virus. I have been calling for days trying to make a payment plan and the phone says everyoneas busy and hangs up. I am unable to get out of bed. I am so sick, but animals are going to

die without electric and I donat have any power what the hell This is beyond illegal I have everything documented where I was unable to reach your company and nobody would call me back. My animals are gonna die and I promise if they do lam going to diewith them and your company will be responsible.