

952182X2X2XPRI
Emma Moore
319 Owsley Ave
Lexington, KY 40502-1529

RECEIVED

FEB 27 2026

PUBLIC SERVICE
COMMISSION

1.....*SNGLP 480

Kentucky Public Service Commission
211 Sower Blvd
Frankfort, KY 40601-8294



Emma Moore
319 Owsley Ave
Lexington, KY 40502
[REDACTED]
[REDACTED]

RECEIVED

FEB 27 2026

PUBLIC SERVICE
COMMISSION

Date: [Insert date]

Kentucky Public Service Commission

211 Sower Boulevard
Frankfort, KY 40602

Re: Formal Complaint Against Kentucky Utilities Company (KU)

Account Number: [REDACTED]

Service Address: 319 Owsley Ave, Lexington, KY 40502

To the Honorable Members of the Commission,

I am submitting this letter as a formal complaint against Kentucky Utilities Company (KU) regarding an unreasonably high electric bill and KU's refusal to offer any good-faith adjustment or meaningful resolution.

I am a long-standing KU customer of approximately eight years and have consistently paid my utility bills on time. For the billing period ending February 6, 2026, I received a bill totaling **\$492.38**, which is more than 2 times higher than any bill I have previously received in this town. This sudden and extreme increase prompted me to contact KU customer service multiple times seeking a reasonable explanation and accommodation.

While KU provided technical explanations regarding meter readings, temperature changes, and usage calculations, they refused to offer any form of goodwill credit, partial adjustment, or discretionary relief. I escalated the issue to a supervisor and explicitly requested a good-faith adjustment, noting my long customer history and the financial shock caused by this bill. I also offered to participate in paid energy-efficiency services or consultations to reduce future usage. All such requests were denied.

Instead, KU suggested payment extensions, disconnection notices, or referrals to external assistance programs. I am not disputing my responsibility to pay for energy used, nor am I seeking charitable assistance. My complaint concerns **fairness, reasonableness, and customer treatment**, particularly given KU's status as a *regulated monopoly* and the absence of any alternative electric provider in my area.

I believe KU failed to exercise reasonable discretion and failed to meaningfully engage in good-faith resolution efforts. I respectfully request that the Commission review KU's

handling of this matter and determine whether the charges and customer service response meet the standards expected of a regulated public utility.

Relief Requested:

1. A formal review of my account and the February 2026 bill;
2. Commission consideration of whether a good-faith adjustment or credit is warranted;
3. **Direction to KU to engage with customers in a fair and reasonable manner when extraordinary billing spikes occur.**

I have retained copies of all correspondence with KU and will provide them upon request. I affirm that the statements in this complaint are true and accurate to the best of my knowledge.

Thank you for your time and attention to this matter.

Respectfully submitted,

Emma Moore

MIME-Version: 1.0

Date: Tue, 10 Feb 2026 17:17:27 -0500

References: <ef8c5447a467a67b8961e2d9bd8afadb@pandemicd090>
<CAJQaxSp6nTw9ugYCdZniR=fK5tZyN1Hja1ah74jAQh8M7+M3dg@mail.gmail.com>

In-Reply-To:

<CAJQaxSp6nTw9ugYCdZniR=fK5tZyN1Hja1ah74jAQh8M7+M3dg@mail.gmail.com>

Message-ID: <CAJQaxSo2P1TnJ8rVmFDfKx9A8NV9o3sXkjShTV3o-
3_4Bak8kw@mail.gmail.com>

Subject: Re: Re: FORM: LG&E and KU Residential contact us - Payment and billing question
[InteractionID:f0b7d8a4-1c10-4463-8d55-12ac3f32fece]

From: Emma Moore [REDACTED]

To: rscmoves@lge-ku.com

Content-Type: multipart/alternative; boundary="000000000000e6aca1064a7f9e77"

--000000000000e6aca1064a7f9e77

Content-Type: text/plain; charset="UTF-8"

Content-Transfer-Encoding: quoted-printable

As a follow up,

I am writing to formally notify you that, due to KU=E2=80=99s refusal to of=

fer any

good-faith resolution regarding my billing dispute, I am escalating this
matter outside of customer service.

I am in the process of filing a formal complaint with the Kentucky Public

Service Commission regarding the handling of my account, the reasonableness of the charges, and KU=E2=80=99s refusal to exercise any discretion despite repeated, documented requests. Your responses, along with the supervisor determination you referenced, will be included as part of that record.

I want to be clear that I made multiple good-faith efforts to resolve this directly with KU. I offered to participate in paid efficiency services, requested a reasonable adjustment, and sought escalation. Each of those efforts was declined. At this point, further redirection to payment extensions or assistance programs is no longer relevant.

Please ensure that this correspondence and all prior communications are fully documented on my account.

No further response from customer service is required at this time.

Emma

On Tue, Feb 10, 2026 at 5:13=E2=80=AFPM Emma Moore [REDACTED] w=
rote:

> Good afternoon Elisha,

>

> Thank you for the follow-up. I am extremely disappointed by this response=

.

>

> To be clear, I am not asking for payment extensions, disconnection
> notices, or referrals to assistance agencies. I am a financially
> responsible, long-term customer who pays my bills. Framing this situation
> as an inability to pay rather than an issue of fairness and reasonableness

s

> fundamentally misses the point.

>

> What I raise, and continue to raise, is that a sudden bill approaching
> \$500, without any attempt at goodwill, flexibility, or shared
> responsibility, is unreasonable. I explicitly offered to invest in paid
> services, efficiency programs, or consultations to reduce my usage going
> forward. That offer was ignored. Instead, the only options presented are
> delayed payment, threat of disconnection, or outside aid. None of those
> address the core issue.

>

> As a regulated utility with a monopoly in this town, KU occupies a
> position of unavoidable dependence for its customers. I do not have the
> option to choose a competitor. In that context, refusing to offer even a
> one-time good-faith adjustment feels deeply inequitable, especially for a
> customer acting proactively and responsibly.

>

> I am formally objecting to the handling of this matter. While I understand

> that policies exist, policies do not negate the need for discretion,

> judgment, and accountability, particularly when customer trust and
> retention are at stake. This interaction has made it clear that KU is
> unwilling to exercise any flexibility, even when doing so would clearly be
e
> reasonable.
>
> I will, of course, continue service because I have no alternative.
> However, I want it noted that this outcome is not the result of a lack of
> cooperation or unwillingness on my part, but rather KU's refusal =
to meet a
> customer in good faith.
>
> Please ensure this correspondence and my objection are fully documented on
n
> my account.
>
> I will be seeking alternative electricity methods such as solar in the
> immediate future.
>
> Sincerely,
> Emma
>
> On Tue, Feb 10, 2026 at 4:54 AM AFPM <rscmoves@lge-ku.com> wrote:
>
>> Hi Emma,
>>

>> A supervisor has reviewed the account and confirmed we are unable to
>> apply any adjustments or credits for the usage. I apologize for the
>> inconvenience. I can definitely understand your concern. We do have opti=
ons
>> for customers with higher than expected bills that I wanted to provide t=
o
>> you.
>>
>>
>> If you are unable to pay the bill in full by the due date, once the bill
>> goes past due, a disconnection notice may be issued. The
>> disconnection notice gives an additional 10 days to make payment to avoi=
d
>> disconnection. If you end up getting a disconnection notice and feel lik=
e
>> you might need extra time to make your payment we can set up a payment
>> extension, let us know and we=E2=80=99ll be happy to help. Just keep in =
mind that
>> the extension will need to be set up by 7:00pm ET on the due date of the
>> disconnection notice.
>>
>> We have also put together a list of agencies that may be able to assist
>> you with your utility bill. For more information, please visit us at
>> <https://lge-ku.com/residential/assistance-programs/ku-heating-assistance=>
.
>>

>> 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.

>>

>> Kind Regards,

>>

>>

>>

>> Elisha

>>

>> Customer Solutions Representative

>>

>> 502-589-1444 (LG&E)

>>

>> 800-981-0600 (KU/ODP)

>>

>> lge-ku.com/contact

>>

>>

>>

>> ----- Original Message -----

>> *From:* "Emma Moore" [REDACTED]

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

>> *Sent:* 2/10/2026 4:09:35 PM

>> *Subject:* Re: FORM: LG&E and KU Residential contact us - Payment and
>> billing question [InteractionID:5ce89b80-c1d8-4d38-9f24-215a280816d9]

>>

>> Good afternoon Elisha,

>>

>> Thank you for the detailed response. I have reviewed the information you
>> provided, and while I understand the explanation of usage, meter reading=
s,

>> and seasonal temperature changes, it does not address my core concern.

>>

>> A single bill totaling nearly \$500 is not reasonable or manageable,
>> regardless of whether it can be technically justified after the fact. I =
am

>> not disputing that energy was used; I am expressing that the impact of t=
his

>> bill, without any form of flexibility or goodwill, places an unfair burd=
en

>> on a long-standing customer who has acted in good faith for years.

>>

>> I want to be clear that I am not unwilling to take responsibility or mak=
e

>> changes. In fact, I would be more than willing to pay for a service,
>> consultation, or program that actively helps me manage and reduce my ene=
rgy

>> usage over the coming months and years. I am asking for partnership here=

,

>> not deflection.

>>

>> What I need in order to continue as a customer in good faith is a

>> meaningful adjustment to *this* bill. A one-time credit, partial

>> adjustment, or any reasonable accommodation would demonstrate that KU

>> values customer retention and understands the real-world impact of sudden,

>> extreme billing spikes.

>>

>> As a regulated utility, KU is the sole provider of electric service in

>> this area. I do not have the option to take my business elsewhere. That

>> reality makes it especially important that customer concerns are met with

>> fairness and discretion, not simply policy recitation. Being told "nothing

>> can be done" when there is no alternative provider feels deeply inequitable.

>>

>> I am asking that this matter be escalated to someone with the authority

>> to review my account for a good-faith adjustment. I want to continue

>> service, I want to improve my energy efficiency, and I want to do so with a

>> company that demonstrates reasonableness and accountability toward its

>>

>> I look forward to a response from a supervisor or retention specialist

>> who can meaningfully address this request.

>>

>> Sincerely,

>> Emma

>>

>> On Tue, Feb 10, 2026 at 3:33=E2=80=AFPM <rscmoves@lge-ku.com> wrote:

>>

>>> Good afternoon, Emma,

>>>

>>>

>>> We understand the concerns over your high bill. We take your concerns

>>> very seriously and want to do what we can to help you learn more about =
your

>>> energy usage and ways to be more energy efficient. Our goal is to deliv=
er

>>> safe and reliable service at the lowest possible cost. While I'm unable=
to

>>> provide specific usage information from previous accounts at your addre=
ss,

>>> a review of your account indicates that your utility bills this year ap=
pear

>>> to be in line with the usage and bills incurred during the same time fr=
ame

>>> in previous years at this address. Our records show that you started

>>> service at this address on 04/25/25, since you weren't at this address

>>> during the previous winter heating season, I could understand why this =

may

>>> be a shock to you.

>>>

>>> Your most recent bill balance is \$492.38 due on 03/06/26. The bill is

>>> based on the information recorded by the meter. The previous meter read

>>> on 01/08/26 was recorded as 39,715 kWh and the meter read on 02/06/26 w=

as

>>> recorded as 43,375 kWh. This indicates a total of 3,660 kWh were consum=

ed

>>> in the 29 days between 01/08 and 02/06.

>>>

>>>

>>>

>>> The average daily temperature for the current billing period was 24.7

>>> degrees. Last month the average was 39.7 degrees. When temperatures dro=

p,

>>> we use more energy to heat our homes, as your heating system has to wor=

k

>>> much harder to make up the difference between the outside air and your

>>> thermostat setting. You may attempt to be more energy efficient by keep=

ing

>>> your thermostat set to a lower temperature; however, it is important to=

do

>>> what is most comfortable for you. You may want to consider having your

>>> furnace serviced by a licensed heating and air conditioning professiona=

l to

>>> ensure it is operating at its highest efficiency.

>>>

>>> If you feel that the meter reader recorded the meter reading

>>> inaccurately, you may choose to read the meter. For instructions on how to

>>> read the meter, please visit

>>> <https://lge-ku.com/help/knowledge-base/how-read-your-meter>. If the

>>> meter read you record is lower than the read of 43,375 kWh we originally

>>> recorded on 02/06/26, please reply to this email or contact Customer

>>> Service at 800-981-0600.

>>>

>>> As a friendly reminder, you also have a balance of \$247.73 due 02/12/26=

.

>>>

>>> I wanted to let you know that you have a very helpful tool at your

>>> fingertips, which is the My Meter dashboard. You have an advanced meter

>>> installed at your address. The advanced meter automatically uploads usage

>>> data to your My Meter dashboard in 15-minute increments, so that you can

>>> track your usage. To access your My Meter dashboard, visit my.lge-ku.com

>>> and log into your online account. Once logged in, choose "View My Meter="

"

>>> from the Account History menu. For more information about the My Meter

>>> Dashboard and helpful tricks and tips, please visit

>>> <https://lge-ku.com/mymeter>.

>>>

>>>

>>>

>>> Feel free to check out our website for some additional tips on how to

>>> cut back your energy usage at

>>> <https://lge-ku.com/saving-energy-money/tips>.

>>>

>>> Please know that as a regulated utility company we are not at liberty to

o

>>> apply credits or make adjustments to charges unless an error is made by

KU

>>> on the account. All usage that is passed through the meter must be billed.

>>> I apologize for any inconvenience.

>>>

>>> If you have reviewed these suggestions and feel that there may be

>>> another issue, or you would like to discuss your billing further, please

e

>>> 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.

>>>

>>>

>>> I hope this information is helpful. Have a great day!

>>>

>>>

>>>

>>> Elisha

>>>

>>> Customer Solutions Representative

>>>

>>> 502-589-1444 (LG&E)

>>>

>>> 800-981-0600 (KU/ODP)

>>>

>>> lge-ku.com/contact

>>>

>>>

>>> ----- Original Message -----

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

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

>>> *Sent:* 2/10/2026 2:49:21 PM

>>> *Subject:* FORM: LG&E and KU Residential contact us - Payment and

>>> billing question [InteractionID:965f9ae7-5529-4c40-a422-b0ac1d1be558]

>>>

>>> Residential =E2=80=93 online contact form

>>>

>>> *Question type*

>>> Payment and billing question

>>>

>>> Contact information

>>>

>>> *First Name*

>>> Emma

>>>

>>> *Last Name*

>>> Moore

>>>

>>> *Email*

>>> [REDACTED]

>>>

>>> *Phone*

>>> [REDACTED]

>>>

>>> *Phone Type*

>>> Mobile

>>>

>>> *Address*

>>> 319 Owsley Ave

>>>

>>> *City*

>>> Lexington

>>>

>>> *Zip*

>>> 40502

>>>

>>> Account validation

>>>

>>> *Authentication type*

>>> Social Security number

>>>

>>> *Your social security number*

>>> x

>>>

>>> Message information

>>>

>>> *Message*

>>> To Whom It May Concern, I am writing to formally express my deep

>>> disappointment with how my recent billing issue was handled. I have been a

>>> loyal customer for over eight years. In that entire time, I have never

>>> experienced a bill even remotely close to what I was just charged. This

>>> month's bill is more than 2.5 times higher than anything I have paid in

>>> this town in over nearly a decade, and that alone warranted a reasonable,

>>> good-faith response from your company. Instead, after spending significant

>>> time on the phone, I was met with rigidity, deflection, and ultimately no

>>> meaningful attempt to work with me. I repeatedly asked for a reasonable

>>> adjustment or goodwill credit given my long history of consistent payments

>>> and stable usage, and none was offered. Being redirected to an =E2=80=
=9Cenergy

>>> saver=E2=80=9D program after the fact does nothing to address the immed=
iate and

>>> unreasonable spike in my bill. I understand that rates change and that

>>> policies exist. That said, customer service is supposed to involve

>>> judgment, discretion, and fairness=E2=80=94especially for long-standing=
customers.

>>> In this case, none of that was demonstrated. I am asking, plainly, for =
a

>>> credit or adjustment to this bill. I am not asking for something

>>> extraordinary, only what I believe is the reasonable and right thing to=
do

>>> given the circumstances and my loyalty as a customer. I hope someone wi=
th

>>> the authority to actually help will review this situation and choose to=
do

>>> so. I would prefer to continue as a customer, but this experience has

>>> seriously damaged my trust in your company. I look forward to a respons=
e

>>> that reflects consideration and accountability. Sincerely, Emma Moore

>>>

>>> *Terms and Privacy Policy agreement*