

Case No. 2026-00124

RECEIVED

MAY 11 2026

PUBLIC SERVICE
COMMISSION

From: DaTanya Morgan [REDACTED]

Sent: Monday, May 11, 2026 10:31 AM

To: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>; PSC Executive Director <PSCED@ky.gov>

Subject: Formal Complaint Submission – LG&E Billing, Audit Failure, and Service Disconnection – DaTanya Shanay Morgan

I am filing a formal complaint against LG&E and KU Energy regarding disputed billing, service disconnection, and failure to provide requested audit documentation.

I have disputed high and inconsistent charges over an extended period and requested a formal audit of my account through a branch manager identified as “Rosemary,” who stated that an audit was completed and mailed.

On May 12, 2026, I contacted the Kentucky Public Service Commission and was informed there is no record of any audit on my account.

LG&E has failed to investigate disputed charges, failed to provide records, and disconnected services despite financial hardship.

This complaint also raises concerns regarding broader patterns of overbilling and inconsistent charges affecting multiple customers.

A full detailed complaint with supporting facts and legal citations is attached.

COMPLAINANT

Name: DaTanya Shanay Morgan

RESPONDENT

LG&E and KU Energy

DATE

May 12, 2026

I. INTRODUCTION

This is a formal complaint filed pursuant to **KRS 278.260** requesting an investigation into the billing practices, service actions, and regulatory compliance of LG&E.

This complaint alleges violations of:

- **KRS 278.030** (unjust, unreasonable, or discriminatory practices)
- **807 KAR 5:006** (billing, recordkeeping, and service requirements)
- Potential violations of **Title VI of the Civil Rights Act of 1964**

II. SUMMARY OF COMPLAINT

LG&E has:

- Disconnected services during financial hardship
- Failed to validate disputed billing
- Misrepresented that an account audit was conducted
- Failed to provide required records
- Engaged in billing practices that appear inconsistent and disproportionately burdensome
- Failed to correct or respond to disputes
- Participated in a broader pattern of overbilling affecting multiple customers

III. FACTUAL BACKGROUND

A. Billing Disputes Ignored

I have repeatedly disputed **high and inconsistent utility bills**, yet:

- No meaningful investigation was conducted
- No corrected billing explanation was provided
- Charges remained unchanged despite disputes

This violates:

- **807 KAR 5:006, Section 10** (duty to investigate disputed bills)

B. Service Disconnection Under Hardship

My utility services were disconnected despite financial hardship, raising concerns under:

- **807 KAR 5:006, Sections 14–15** (termination protections and payment arrangements)
- **KRS 278.030** (requirement of reasonable service practices)

C. Misrepresentation of Account Audit (Key Issue)

For years, I communicated with “Rosemary,” a branch manager for LG&E and KU Energy, regarding billing concerns.

- I was told an **audit would be conducted**
- I was later told the audit **was completed and mailed**

However:

- **I never received any audit documentation**

On **May 12, 2026**, I contacted the Kentucky Public Service Commission and was informed by a Consumer Services representative (“Stacey”) that:

- There is **no record of any audit** on my account
- Rosemary **retired in December 2025**

This indicates:

- **False or misleading statements to a customer**
- **Failure to maintain required records** (807 KAR 5:006, Section 6)
- **Unreasonable practices** under KRS 278.030

D. Failure to Provide Records

LG&E has failed to provide:

- Billing verification
- Audit documentation
- Account review records

This obstructs dispute resolution and violates:

- **807 KAR 5:006, Section 6** (recordkeeping requirements)

IV. PATTERN AND PUBLIC CONCERN

This issue is not isolated.

- Numerous customers across social media platforms have reported **unusually high LG&E bills**
- There have been **recent news reports** regarding overbilling concerns involving LG&E
- Customers were reportedly expected to receive **billing credits by April 20, 2026**, yet issues persist

This suggests a **systemic issue requiring regulatory review**, not an isolated account error.

V. DISPARATE IMPACT AND BILLING CONCERNS

I further allege that LG&E's billing practices result in:

- **Higher or inconsistent charges in lower-income and predominantly Black communities**
- Bills that are **equal to or higher than significantly larger homes**

Additionally:

- Bills appear to **increase during periods when LIHEAP assistance is available**, effectively offsetting federal aid

These practices raise concerns under:

- **KRS 278.030(3)** (prohibition of unreasonable discrimination)
- **Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d)**

VI. HARM SUFFERED

- Loss of essential utility services
- Financial hardship
- Emotional distress
- Inability to verify or challenge billing
- Ongoing instability due to unresolved account issues

VII. REQUEST FOR RELIEF

I respectfully request that the Kentucky Public Service Commission:

1. **Initiate a formal investigation** under KRS 278.260
2. Order a **full independent audit** of my account
3. Require LG&E to **produce all records** (KRS 278.280)
4. Determine violations of **KRS 278.030 and 807 KAR 5:006**
5. Investigate **systemic overbilling practices**
6. Examine potential **disparate impact across communities**
7. Require **billing corrections, credits, and policy changes**

VIII. SUPPORTING EVIDENCE

Supporting documentation will be submitted and supplemented as it becomes available.

The issues raised in this complaint are based on **years of ongoing disputes, communications, and unresolved billing concerns**, including repeated requests for account review and audit that were not properly addressed.

IX. ADDITIONAL CONCERN REGARDING REGULATORY OVERSIGHT

I further raise concern regarding the adequacy and independence of oversight provided by the Kentucky Public Service Commission in relation to my ongoing disputes with LG&E and KU Energy.

For multiple years:

- I have raised repeated billing disputes and requested account review
- I was informed that an audit had been conducted, which was later confirmed to have **no record of existence**
- No corrective action or enforcement intervention has been taken despite clear irregularities

These circumstances raise concern that:

- Required oversight and enforcement actions may not have been properly carried out
- Customer complaints may not have been fully investigated or resolved in accordance with regulatory obligations

I am prepared to provide documentation supporting these concerns, including communications, timelines, and inconsistencies between representations made by LG&E and information provided by the Commission.

REQUEST FOR FURTHER REVIEW

I respectfully request that the Kentucky Public Service Commission:

- Conduct an internal review of how my prior complaints and inquiries were handled
- Determine whether proper investigative and enforcement procedures were followed
- Ensure that this complaint is reviewed independently and in full compliance with applicable regulatory standards

X. CERTIFICATION

I certify that the information provided in this complaint is true and accurate to the best of my knowledge and is submitted for the purpose of requesting a formal investigation into the practices of LG&E and KU Energy.

Submitted by:

DaTanya Shanay Morgan

Date: May 12, 2026

VERIFIED COMPLAINT

COMPLAINANT

DaTanya Shanay Morgan

RESPONDENT

LG&E and KU Energy

DATE

May 12, 2026

I. INTRODUCTION

This is a formal complaint filed pursuant to KRS 278.260 requesting an investigation into the billing practices, service actions, and regulatory compliance of LG&E.

This complaint alleges violations of:

- KRS 278.030
- 807 KAR 5:006
- Title VI of the Civil Rights Act of 1964

II. SUMMARY OF COMPLAINT

LG&E has:

- Disconnected services during financial hardship
- Failed to properly validate disputed billing amounts
- Misrepresented that an account audit was conducted
- Failed to provide required account and audit records
- Maintained billing practices that are inconsistent and not properly explained
- Failed to resolve repeated disputes regarding charges

III. FACTUAL BACKGROUND

A. Billing Disputes

I believe I receive unusually high utility bills based solely on where I live. The usage calculations supporting these bills have never been provided in a verifiable or transparent way. Instead, I receive bills stating that I used a certain amount and owe a certain amount.

I have always disputed these bills because I do not believe the charges are properly explained, justified, or supported by adequate usage documentation.

B. Service Disconnection

Utility services were disconnected during periods of financial hardship, despite ongoing disputes regarding billing accuracy and requests for review of charges.

I am concerned that billing practices, service disconnections, and dispute handling have not been properly explained or consistently applied. I believe these practices warrant regulatory review to determine whether they are fair, accurate, and compliant with applicable utility regulations.

C. Misrepresentation of Account Audit (Key Issue)

I communicated over time with "Rosemary," a branch manager and staff contact associated with the Kentucky Public Service Commission, regarding billing disputes and an account review.

Me and Rosemary spoke via phone several times throughout the years regarding my concerns, and my concerns were not resolved.

During those communications, I was told:

- an audit of my account would be conducted
- the audit had been completed and documentation was mailed

However:

- I never received any audit documentation

On May 12, 2026, I contacted the Kentucky Public Service Commission and was informed by Consumer Services representative “Stacey” that:

- There is no record of an audit on my account in Commission records
- Rosemary retired in December 2025

This creates a discrepancy between what was communicated to me and what is reflected in official records.

D. Failure to Provide Records

LG&E has failed to provide:

- Billing verification
- Audit documentation
- Account review records

IV. PATTERN AND PUBLIC CONCERN

I believe there may be broader billing concerns beyond my individual account, including reports and complaints from other customers regarding unusually high utility bills.

I also raise concern that customers in lower-income neighborhoods, including predominantly Black communities, may be experiencing disproportionately higher utility bills compared to other areas with similar or larger housing usage patterns.

These concerns are based on my observations, my own billing experience, and reports from other customers raising similar issues.

I raised these same concerns repeatedly over the years during my communications with “Rosemary” at the Kentucky Public Service Commission, but my concerns were not resolved or meaningfully addressed.

I request that the Commission review whether billing practices are consistent, reasonable, and applied fairly across service areas.

V. DISPARATE IMPACT CONCERNS

I raise concern that billing practices may result in inconsistent charges across customers and may disproportionately affect lower-income communities.

These concerns are raised under:

- KRS 278.030(3)
- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d)

VI. HARM EXPERIENCED

- Loss of utility service
- Financial hardship
- Inability to verify or correct billing
- Ongoing unresolved account disputes

VII. REQUEST FOR RELIEF

I respectfully request that the Kentucky Public Service Commission:

- Initiate a formal investigation under KRS 278.260
- Order a full review/audit of my account
- Require LG&E to produce all billing and audit records
- Determine compliance with KRS 278.030 and 807 KAR 5:006
- Investigate potential systemic billing issues
- Order corrective action where appropriate
- Preserve all records related to this complaint and investigation
- Affirm my right to submit supplemental filings and addendums to this complaint record as additional information becomes available

VIII. SUPPORTING INFORMATION

Supporting documentation will be provided as available, including communications and billing history.

IX. ADDITIONAL CONCERN

I request review of whether prior complaints and inquiries were properly handled and whether appropriate regulatory procedures were followed.

X. CERTIFICATION

I certify that the information provided is true and accurate to the best of my knowledge.

Submitted by:

DaTanya Shanay Morgan

Date: May 12, 2026