

EMERGENCY MOTION FOR IMMEDIATE PROTECTIVE ORDER

Case No. 2026-00124

Complainant: DaTanya S. Morgan

I. Emergency Relief Requested

Complainant respectfully moves for an Immediate Protective Order preventing LG&E from disconnecting electric service.

This Emergency Motion is filed pursuant to **KRS 278.280**, which authorizes the Commission to issue orders necessary to protect consumers from unreasonable or unsafe utility actions, including disconnection during an unresolved billing dispute.

Complainant requests that LG&E be required to honor the established brown-bill cutoff cycle of **October 12–13, 2026**, and be prohibited from disconnecting service before that date.

PSC's documented failures contributed directly to this emergency.

II. PSC Negligence and Failure to Investigate

PSC's own Consumer Inquiry System shows multiple complaints filed by Complainant in 2023 and 2024. PSC repeatedly:

- closed complaints **same day**,
- marked complaints **"Failed To Correct Problem,"**
- referred complaints **back to LG&E**,
- failed to obtain audit documents,
- failed to preserve call logs, staff notes, or audio recordings,
- failed to provide 36-month billing history,
- failed to investigate billing irregularities, disconnections, LIHEAP issues, and agency-pledge failures.

PSC dismissed Case No. 2026-00124 on **September 11, 2026** without serving Complainant.

Complainant received PSC's dismissal on **September 17, 2026**, six days later.

PSC's negligence enabled LG&E to retaliate.

III. PSC Violation of KRS 61.880(1)

Complainant filed an Open Records Request and Preservation Notice on **September 19, 2026** under **KRS 61.870–61.884**.

PSC was required to respond within **five business days** under **KRS 61.880(1)**.

PSC did not respond, did not acknowledge the request, and did not provide statutory notice.

Under **KRS 61.880(2)**, PSC's silence constitutes a denial.

IV. LG&E's Established Brown-Bill Cutoff Cycle (March–May 2026)

Complainant's billing records establish a consistent cutoff cycle:

- **March 2026 Brown Bill**
 - Bill Date: March 4, 2026
 - Cutoff: March 16, 2026
- **April 2026 Brown Bill**
 - Bill Date: April 1, 2026
 - Cutoff: April 13, 2026
- **May 2026 Brown Bill**
 - Bill Date: April 30, 2026
 - Cutoff: May 12, 2026

This proves Complainant's cutoff cycle consistently fell on the **12th–13th** of each month.

LG&E followed this cycle **every month** until PSC dismissed Complainant's case.

V. LG&E Retaliation After PSC Closure

LG&E followed the established cutoff cycle until PSC dismissed the case.

After PSC's dismissal:

- LG&E issued a green bill on **September 4, 2026** (due **September 29**)
- LG&E printed a brown bill on **September 15, 2026**
- LG&E post-dated the brown bill to **September 25, 2026**
- LG&E attempted disconnection **before** the green bill's due date
- LG&E changed the cutoff cycle from **October 12–13** → **September 25**

LG&E issued no disconnection notice while the case was active at PSC.

LG&E issued the brown bill **only after PSC closed the case**, and before Complainant received PSC's dismissal.

This conduct is retaliatory and unreasonable.

VI. LG&E Payment-Plan Deception

While Case No. 2026-00124 was pending, LG&E's website showed:

- an active installment plan, and
- a requirement that Complainant pay **\$717** to obtain an extension on the brown bill.

Complainant submitted a test payment to verify the system.

Immediately afterward, LG&E's system changed to:

"This account is not eligible for payment extension."

LG&E kept the account in installment status during PSC jurisdiction and issued no disconnection notice until PSC closed the case.

This conduct is deceptive and retaliatory.

VII. Violation of 807 KAR 5:006 Section 10

Under **807 KAR 5:006 Section 10**, LG&E cannot disconnect service during an unresolved billing dispute.

PSC never resolved the dispute, never investigated, never preserved evidence, and never responded to Complainant's preservation request.

LG&E's attempt to disconnect service violated the regulation.

VIII. Harm and Damages

PSC's negligence caused Complainant harm, injury, and loss.

PSC's failure to act allowed LG&E to retaliate, alter the cutoff cycle, and attempt disconnection during an unresolved dispute.

Complainant suffered damages through no fault of her own.

IX. Relief Requested

Complainant respectfully requests:

1. Immediate Protective Order preventing LG&E from disconnecting service.
2. Requirement that LG&E honor the original cutoff cycle of **October 12–13, 2026**.
3. Suspension of all disconnection activity until PSC resolves the dispute.
4. Reopening of Case No. 2026-00124 due to PSC's documented failures.
5. Preservation of all PSC call logs, staff notes, audio recordings, and audit-related documents.

Respectfully submitted,
DaTanya Shanay Morgan 9/27/26

Louisville, Kentucky

STATEMENT OF FACTS / AFFIDAVIT DECLARATION

Complainant: DaTanya Shanaya Morgan

Case No. 2026-00124

I, DaTanya Shanya Morgan, provide the following Statement of Facts based on my personal records and lived experience:

A. My Status and Hardship

- 1. I have zero income.**
- 2. Every payment made to LG&E on my behalf came from assistance agencies.**
- 3. LG&E and PSC both knew I had zero income because all payments posted to my account were agency-funded.**
- 4. I have been harmed by the State of Kentucky, resulting in injuries, damages, and loss.**
- 5. I have been abused, ignored, and violated due to my socioeconomic status, through no fault of my own.**

B. LG&E's Cutoff Cycle Pattern

- 6. My LG&E cutoff cycle has always fallen on the 12th–13th of each month.**
- 7. March 2026 cutoff: March 16**
- 8. April 2026 cutoff: April 13**
- 9. May 2026 cutoff: May 12**
- 10. LG&E followed this cycle every month until PSC dismissed my case.**

C. PSC's Negligence and Misconduct

- 11. PSC dismissed my case on September 11, 2026 without serving me notice.**
- 12. I received PSC's dismissal on September 17, 2026.**
- 13. PSC repeatedly closed my complaints same day without investigation.**
- 14. PSC marked complaints "Failed To Correct Problem" but still closed them.**
- 15. PSC referred my complaints back to LG&E, instead of investigating.**
- 16. PSC staff claimed an audit was done and mailed; PSC produced no audit and no mailing record.**
- 17. PSC failed to preserve call logs, staff notes, audio recordings, or billing history.**
- 18. PSC violated KRS 61.880(1) by failing to respond to my preservation request.**

19. PSC's negligence directly enabled LG&E's retaliation.

D. LG&E Retaliation After PSC Closure

20. LG&E issued no disconnection notice while PSC had jurisdiction.

21. After PSC closed my case, LG&E printed a brown bill on September 15.

22. LG&E post-dated the brown bill to September 25.

23. LG&E attempted disconnection before the green bill's due date of September 29.

24. LG&E changed my cutoff cycle from October 12–13 to September 25 immediately after PSC closed my case.

25. LG&E attempted disconnection before I received PSC's dismissal notice.

E. LG&E Payment-Plan Deception

26. LG&E's website showed I was on an active installment plan.

27. LG&E stated I needed to pay \$717 to get an extension.

28. After I submitted a test payment, LG&E's system changed to:

“This account is not eligible for payment extension.”

29. LG&E kept my account in installment status while PSC had jurisdiction.

30. LG&E issued a disconnection notice only after PSC closed my case.

F. Resulting Harm

31. PSC's negligence caused me harm, injury, and loss.

32. LG&E's retaliation caused hardship and danger to me and my children.

33. I suffered damages through no fault of my own.

This Statement of Facts is submitted in support of my Emergency Motion.

DaTanya Shanya Morgan 9/27/2026

Louisville, Kentucky



Mailed 1/5/26 for Account # [REDACTED]

DELINQUENT AMOUNT DUE

\$638.24

FINAL PAY DATE

1/15/26

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

Account Name:

DATANYA S MORGAN

Service Address:

2821 W JEFFERSON ST
LOUISVILLE KY

Payment Options

(fees may apply)

Mobile app - LG&E KU ODP mobile app

Online - lge-ku.com

Phone - (502) 589-1444, press 1-2-3

Customer Service:

For fastest service, use our mobile app, website or
automated phone system (502) 589-1444
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.



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 **502-589-1444**.

Final Pay Date **1/15/26**

\$638.24

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 2821 W JEFFERSON ST



a PPL company

PO Box 7231
St. Louis, MO 63177-1231

DATANYA S MORGAN
2821 W JEFFERSON ST
LOUISVILLE, KY 40212-1736

010350004859418000000000638240000006382400000000000010



CUSTOMER ASSISTANCE (Continued)

Sister Visitors Center

2235 West Market Street
Louisville, KY 40212
(502) 776-0155

Central Jefferson County

Office of Social Services

LiHEAP Season 502-991-8391 Off Season (502) 574-1157
www.louisvilleky.cascheduler.com

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



799366144580006371688185245529

OFFICE USE ONLY:
MRU02822, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





Mailed 2/3/26 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$801.04

FINAL PAY DATE
2/13/26

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

Account Name: **DATANYA S MORGAN**

Service Address: **2821 W JEFFERSON ST
LOUISVILLE KY**

Payment Options
(fees may apply) **Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com**

Customer Service: **Phone - (502) 589-1444, press 1-2-3
For fastest service, use our mobile app, website or
automated phone system (502) 589-1444
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.



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 **502-589-1444**.

Final Pay Date **2/13/26**

\$801.04

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 2821 W JEFFERSON ST



a PPL company

PO Box 7231
St. Louis, MO 63177-1231

DATANYA S MORGAN
2821 W JEFFERSON ST
LOUISVILLE, KY 40212-1736

010350004859418000000000801040000008010400000000000017



CUSTOMER ASSISTANCE (Continued)

Sister Visitors Center
2235 West Market Street
Louisville, KY 40212
(502) 776-0155

Central Jefferson County

Office of Social Services
LiHEAP Season 502-991-8391 Off Season (502) 574-1157
www.louisvilleky.cascheduler.com

Want to pay cash? Visit 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. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Learn more at lge-ku.com/inperson.



799366361440006371689527069445

OFFICE USE ONLY:
MRU02822, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





Mailed 3/4/26 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$756.53

FINAL PAY DATE
3/16/26

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

Account Name: **DATANYA S MORGAN**

Service Address: **2821 W JEFFERSON ST
LOUISVILLE KY**

Payment Options
(fees may apply) **Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com**

Customer Service: **Phone - (502) 589-1444, press 1-2-3
For fastest service, use our mobile app, website or
automated phone system (502) 589-1444
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.



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 **502-589-1444**.

Final Pay Date **3/16/26**

\$756.53

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 2821 W JEFFERSON ST



a PPL company

PO Box 7231
St. Louis, MO 63177-1231

DATANYA S MORGAN
2821 W JEFFERSON ST
LOUISVILLE, KY 40212-1736

0103500048594180000000075653000000756530000000000010



CUSTOMER ASSISTANCE (Continued)

Sister Visitors Center
2235 West Market Street
Louisville, KY 40212
(502) 776-0155

Central Jefferson County

Office of Social Services
LiHEAP Season 502-991-8391 Off Season (502) 574-1157
www.louisvilleky.cascheduler.com

Want to pay cash? Visit 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. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Learn more at lge-ku.com/inperson.



799366361440006371689527069445

OFFICE USE ONLY:
MRU02822, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





Mailed 4/1/26 for Account # [REDACTED]

DELINQUENT AMOUNT DUE

\$1,015.01

FINAL PAY DATE

4/13/26

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

Account Name: **DATANYA S MORGAN**

Service Address: **2821 W JEFFERSON ST
LOUISVILLE KY**

Payment Options **Mobile app - LG&E KU ODP mobile app**

(fees may apply) **Online - lge-ku.com**

Phone - (502) 589-1444, press 1-2-3

Customer Service: **For fastest service, use our mobile app, website or
automated phone system (502) 589-1444
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.



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 **502-589-1444**.

Final Pay Date **4/13/26**

\$1,015.01

Total Amount Enclosed:

Account # [REDACTED]

Service Address: **2821 W JEFFERSON ST**



a PPL company

PO Box 7231
St. Louis, MO 63177-1231

DATANYA S MORGAN
2821 W JEFFERSON ST
LOUISVILLE, KY 40212-1736

010350004859418000000001015010000010150100000000000014



CUSTOMER ASSISTANCE (Continued)

Sister Visitors Center
2235 West Market Street
Louisville, KY 40212
(502) 776-0155

Central Jefferson County

Office of Social Services
LiHEAP Season 502-991-8391 Off Season (502) 574-1157
www.louisvilleky.cascheduler.com

Want to pay cash? Visit 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. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Learn more at lge-ku.com/inperson.



799366361440006371689527069445

OFFICE USE ONLY:
MRU02822, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





Mailed 4/30/26 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$1,284.32

FINAL PAY DATE
5/12/26

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

Account Name: **DATANYA S MORGAN**

Service Address: **2821 W JEFFERSON ST
LOUISVILLE KY**

Payment Options
(fees may apply) **Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com
Phone - (502) 589-1444, press 1-2-3**

Customer Service: **For fastest service, use our mobile app, website or
automated phone system (502) 589-1444
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.



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 **502-589-1444**.

Final Pay Date **5/12/26**

\$1,284.32

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 2821 W JEFFERSON ST



a PPL company

PO Box 7231
St. Louis, MO 63177-1231

DATANYA S MORGAN
2821 W JEFFERSON ST
LOUISVILLE, KY 40212-1736

01035000485941800000001284320000012843200000000000015



CUSTOMER ASSISTANCE (Continued)

Sister Visitors Center
2235 West Market Street
Louisville, KY 40212
(502) 776-0155

Central Jefferson County

Office of Social Services
LiHEAP Season 502-991-8391 Off Season (502) 574-1157
www.louisvilleky.cascheduler.com

Want to pay cash? Visit 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. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Learn more at lge-ku.com/inperson.



799366361440006371689527069445

OFFICE USE ONLY:
MRU02822, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL





Mailed 9/15/26 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$1,543.60

FINAL PAY DATE
9/25/26

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

Account Name: **DATANYA S MORGAN**

Service Address: **2821 W JEFFERSON ST
LOUISVILLE KY**

Payment Options
(fees may apply) **Mobile app - LG&E KU ODP mobile app
Online - lge-ku.com**

Customer Service: **Phone - (502) 589-1444, press 1-2-3
For fastest service, use our mobile app, website or
automated phone system (502) 589-1444
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.



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 **502-589-1444**.

Final Pay Date **9/25/26**

\$1,543.60

Total Amount Enclosed:

Account # [REDACTED]

Service Address: 2821 W JEFFERSON ST



a PPL company

PO Box 7231
St. Louis, MO 63177-1231

DATANYA S MORGAN
2821 W JEFFERSON ST
LOUISVILLE, KY 40212-1736

010350004859418090000015436000000154360000000000000010



CUSTOMER ASSISTANCE (Continued)

Sister Visitors Center

2235 West Market Street
Louisville, KY 40212
(502) 776-0155

Central Jefferson County

Office of Social Services

LiHEAP Season 502-991-8391 Off Season (502) 574-1157
www.louisvilleky.cascheduler.com

Want to pay cash? Visit 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. After successful payment using this barcode, you may retrieve your full detailed eReceipt at vanilladirect.com/pay/ereceipt. There is a limit of \$500 at some locations. Learn more at lge-ku.com/inperson.



799366361440006371689527069445

OFFICE USE ONLY:
MRU02822, G000000
PF:N eB:P

This barcode can be used at locations such as:



DOLLAR GENERAL

