

RECEIVED

SEP 28 2026

**PUBLIC SERVICE
COMMISSION**

PUBLIC SERVICE COMMISSION COMPLAINT

To:

Kentucky Public Service Commission
211 Sower Boulevard

Frankfort, KY 40601

Complainant:

DaTanya Shanay Morgan
2821 W. Jefferson St.

Louisville, KY 40212

Utility:

Louisville Gas & Electric (LG&E)

STATEMENT OF COMPLAINT

I. JURISDICTION

The Kentucky Public Service Commission (PSC) has jurisdiction under **KRS Chapter 278** to regulate LG&E's rates, tariffs, billing practices, disconnection procedures, and consumer-protection obligations.

PSC is required to enforce:

- **KRS 278.030** – fair, just, reasonable utility service
- **KRS 278.260** – investigation of unfair or unreasonable utility practices
- **KRS 367.170** – prohibition of unfair, false, misleading, deceptive acts
- **807 KAR 5:006 Section 10** – disconnection protections
- **KRS 446.080** – strict construction of statutes to protect consumers

II. NATURE OF THE COMPLAINT

This complaint concerns **multi-year billing disputes, billing-cycle manipulation, payment-plan manipulation, illegal disconnection threats, failure to verify the debt, and PSC's failure to investigate or enforce the law.**

PSC's prior dismissal did **not** resolve any issue and did **not** prove the debt.

III. FACTUAL BACKGROUND (STRICT CHRONOLOGICAL ORDER)

A. Multi-Year Billing Disputes

For multiple years, LG&E billed me amounts **higher than larger homes**, including homes with finished basements and higher energy loads.

LG&E has never provided:

- full account ledger
- complete billing history
- meter-reading logs
- meter-reading timestamps
- meter-reading route data
- cycle-change documentation
- internal notes

LG&E provided bills showing “meter read” numbers, but a printed number on a bill is **not proof** of an actual meter read.

LG&E has provided **no meter-reading verification records**.

B. Billing-Cycle Manipulation (FULL BREAKDOWN)

LG&E followed a consistent cutoff cycle for **March, April, and May 2026**:

March 2026

- Bill mailed: March 4
- Cutoff date: March 16

April 2026

- Bill mailed: April 1
- Cutoff date: April 13

May 2026

- Bill mailed: April 30

- Cutoff date: May 12

This establishes my normal cutoff cycle:

LG&E consistently provided until the **12th–13th** of each month before disconnection.

I have had LG&E services at 2821 W. Jefferson St. since 2009, and my billing cycle for shut-off notices has always run on the 12th or 13th of each month. This cycle remained consistent for over 17 years. Now, after PSC refuses to act and got legal (not law) involved, my billing cycle was altered for the first time in nearly two decades.

A brown bill dated October 14, 2021 for Account # [REDACTED] further confirms my long-standing billing cycle. The notice was mailed on 10/1/21 with a Final Pay Date of 10/14/21, which falls directly within my established shut-off cycle of the 12th–13th of each month. This 2021 bill demonstrates that LG&E followed the same cutoff pattern years before PSC refused to act. The sudden alteration of my billing cycle in 2026 occurred only after PSC dismissed my complaint and involved “legal,” showing clear retaliation and violation of KRS 367.170 and 807 KAR 5:006 Section 10.

A 2016 email I sent to Louisville Metro on November 13, 2016 further confirms my long-standing billing cycle. In that email, I stated that my LG&E brown-bill date was 11/14/16, which falls directly within my established shut-off window of the 12th–16th of each month. This shows that LG&E followed the same cutoff pattern in 2016, 2021, and 2026. My billing cycle remained consistent for over a decade. The sudden alteration of my cutoff cycle in 2026 occurred only after PSC refused to act and involved “legal,” demonstrating clear retaliation and violations of KRS 367.170, KRS 278.030, and 807 KAR 5:006 Section 10.

My 2016 LG&E account number was [REDACTED]. This account was closed after LG&E shut off services for 60 days, forcing me to obtain a new account number [REDACTED]. Despite the account change, my billing cycle remained consistent, with cutoff dates falling within the 12th–16th window. This further proves long-term cycle stability and shows that LG&E’s sudden cycle manipulation in 2026 was retaliatory and occurred only after PSC refused to act.

After PSC dismissed my complaint, LG&E changed my cutoff cycle to **September 25**, which is **17 days earlier** than the established cycle.

LG&E issued an **early brown bill** and attempted disconnection **before the due date**, violating **807 KAR 5:006 Section 10**.

LG&E changed the billing cycle **without cause, without notice, and in retaliation** for filing complaints.

LG&E’s retaliatory conduct violates KRS 367.170, KRS 278.030, and 807 KAR 5:006 Section 10.

C. Payment-Plan Manipulation

On multiple occasions, LG&E representatives told me my account was “**not eligible**” for an extension.

On those same days, I successfully completed the extension **online**, proving LG&E was **manually blocking extensions** when I called.

This is a **deceptive practice** prohibited under **KRS 367.170**.

D. Illegal Collection Activity During Dispute

My account was in **active billing dispute** when LG&E demanded full payment.

LG&E threatened disconnection during the dispute.

Under **15 U.S.C. §1692g(b)**, LG&E was required to **stop all collection activity** until the debt was verified.

LG&E continued collection activity **without proving the debt**.

E. Illegal Disconnection Threats During Hardship

During this period, I had **zero income**.

All payments made to LG&E were **agency-funded**, which LG&E and PSC knew.

LG&E threatened disconnection while I was in **documented financial hardship**.

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

F. PSC’s Failure to Investigate

PSC dismissed my prior complaint **without resolving any issues** documented for years.

PSC failed to investigate LG&E’s billing disputes, payment-plan manipulation, and illegal disconnection threats.

PSC failed to enforce:

- **KRS 367.170**
- **KRS 278.030**
- **KRS 278.260**
- **807 KAR 5:006 Section 10**

PSC’s failure to act **benefits LG&E** by allowing these practices to continue without oversight.

G. Due Process Violations

PSC failed to provide fair notice, failed to investigate, and failed to enforce the law.

PSC's administrative dismissal did **not** resolve the dispute and did **not** prove the debt.

PSC's actions deprived me of **due process** and **equal protection**.

H. PSC's Refusal to Assist and Hostile Conduct During Open Records Inquiry

On September 28, 2026 at **8:11 AM**, I contacted PSC to ask a question regarding my Open Records Request and PSC's role in my complaint being closed, including the adversity I experience due to PSC's refusal to act and negligence. During this call, PSC employee **Becky** stated that she "**cannot answer any of your questions**" and refused to provide any information. She further stated that once a formal complaint is filed, it "goes to legal," and repeated that she could not speak with me. Her tone and manner were **hostile, dismissive, and unprofessional**, and she told me I could "**talk to legal**" or "**go talk to an attorney to see if I can get recourse.**"

PSC's refusal to speak with me or answer questions about an active Open Records Request violates **KRS 61.880**, which requires agencies to provide timely assistance and proper handling of records inquiries. PSC's refusal to provide consumer assistance also violates **KRS 278.260**, which requires PSC to investigate unfair or unreasonable utility practices. Directing a consumer to "talk to legal" or "go talk to an attorney" instead of fulfilling statutory duties is improper, obstructive, and further evidence of PSC's failure to investigate and protect consumers.

IV. LEGAL VIOLATIONS

A. Violations by LG&E

- **KRS 367.170** — unfair, false, misleading, deceptive acts
- **KRS 278.030** — unreasonable service
- **807 KAR 5:006 Section 10** — illegal disconnection threats
- **FTC Act §5** — unfair/deceptive practices
- **15 U.S.C. §1692g(b)** — failure to verify debt before collection activity

B. Violations by PSC

- **KRS 278.260** — failure to investigate
- **KRS 278.030** — failure to enforce reasonable service

- **KRS 367.170** — failure to enforce consumer-protection laws
- **Due Process Clause** — failure to provide fair notice and investigation

V. RELIEF REQUESTED

I request:

- Full investigation into LG&E's billing practices, payment-plan manipulation, and disconnection threats.
- Full accounting of my LG&E account, including billing history, meter readings, payment records, cycle-change documentation, and internal notes.
- Immediate suspension of all collection activity until the debt is verified.
- Restoration of proper billing cycle and removal of retaliatory cycle changes.
- Correction of all improper charges identified through investigation.
- Formal finding that PSC failed to enforce required consumer-protection laws.
- Order requiring LG&E to comply with all state and federal regulations going forward.

AFFIDAVIT OF FACTS

Complainant: DaTanya Shanay Morgan

Address: 2821 W. Jefferson St., Louisville, KY 40212

I, **DaTanya Shanay Morgan**, state the following facts based on my personal knowledge:

1. Long-Standing Billing Cycle (2016–2026)

My LG&E billing cycle has remained consistent for over a decade, with cutoff dates falling within the **12th–16th** window every month. This pattern is documented in **Exhibit A**, **Exhibit B**, and **Exhibit C**.

2. 2016 Account Number and Brown-Bill Evidence

In 2016, my LG&E account number was [REDACTED].

On November 13, 2016, I emailed Louisville Metro Senior Social Worker **Joel T. Black** stating my LG&E brown-bill cutoff date was **11/14/16**.

This email is attached as **Exhibit A**.

3. Closure of Account # [REDACTED]

Account [REDACTED] was closed after services were shut off for 60 days.

4. 2021 Brown Bill and New Account Number

After LG&E closed out my account [REDACTED], I was issued a new account number: [REDACTED].

A brown bill dated **October 14, 2021** confirms LG&E continued the same cutoff pattern.

This bill is attached as **Exhibit B**.

5. 2026 Billing-Cycle Evidence and Retaliation

In March, April, and May 2026, LG&E followed the same cutoff pattern (12th–13th window).

These bills are attached as **Exhibit C**.

After PSC dismissed my complaint, LG&E suddenly changed my cutoff date to **September 25**, which is **17 days earlier** than the established cycle.

This constitutes **retaliation, billing-cycle manipulation, and adverse action**.

6. PSC Call Made This Morning (Exact Words Provided)

On **September 28, 2026**, I called PSC this morning and spoke with **Becky**.

During this call, Becky stated:

- **“I cannot answer any of your questions.”**
- **“Once a formal complaint is filed, it goes to legal.”**
- **“You can talk to legal.”**
- **“You can go talk to an attorney to see if you can get recourse.”**

Becky refused to answer anything I asked and repeated that she could not speak with me.

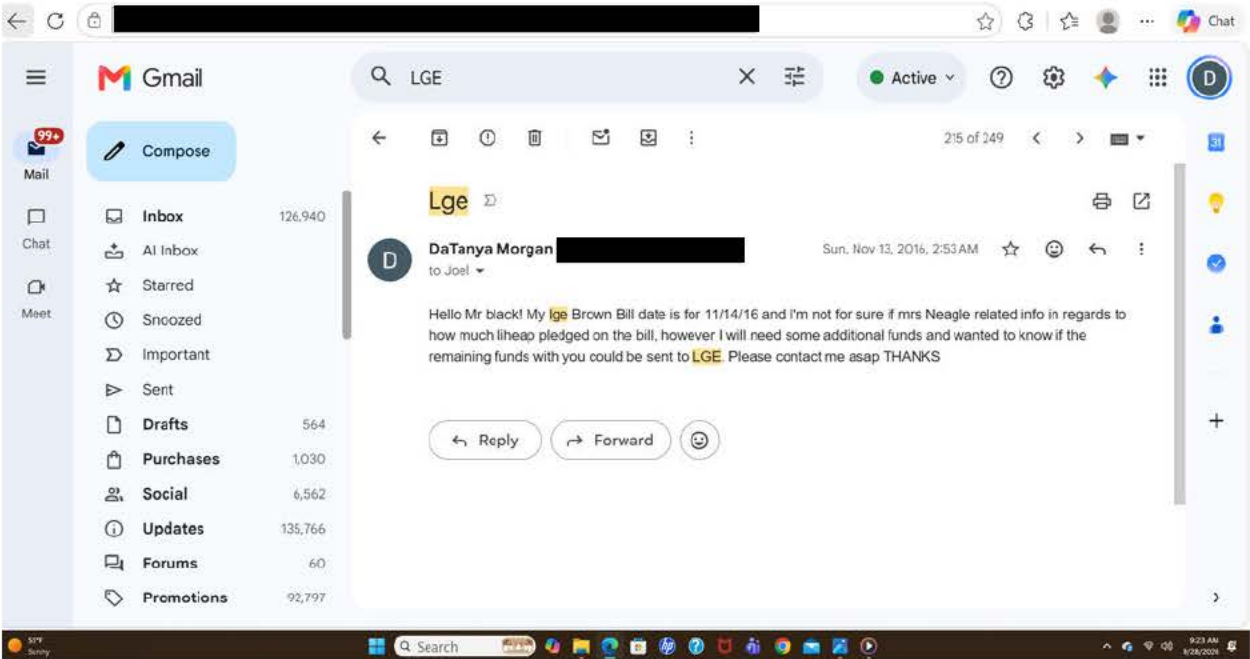
7. Summary of Adversity

LG&E’s actions—including cycle manipulation, early brown bills, disconnection threats, and forced account closure—combined with PSC’s refusal to assist, have caused **financial harm, procedural disadvantage, and adverse regulatory impact**.

DaTanya Shanay Morgan

Date: 9/28/2026 9:19 AM

Exhibit A





Mailed 10/1/21 for Account # [REDACTED]

DELINQUENT AMOUNT DUE
\$767.24

FINAL PAY DATE
10/14/21

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

Online Payments: lge-ku.com

Telephone Payments: (502) 589-1444, press 1-2-3
24 hours a day; \$2.00 fee

Customer Service: (502) 589-1444
M-F, 7am-7pm ET

Walk-in Center: 820 W. Broadway
Louisville, KY 40202
M-F, 9am-5pm ET



DISCONNECTS RESUMING

Your account is past due. We ARE disconnecting accounts with a delinquent amount due. If the Delinquent Due Amount is not received by the **Final Pay Date**, your service will be subject to disconnection. Please refer to the **NEED ASSISTANCE** and **NEXT STEPS** information sections on this notice for information to help you avoid disconnection.

Reconnection: Your service will be reconnected within 24 hours after verification of full payment of the Delinquent Amount Due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection.

Unauthorized reconnection of service is punishable by law.



NEED ASSISTANCE?

Financial Assistance may be available 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.



NEXT STEPS

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 remaining balances can be made through our mobile app, online via My Account, by phone (press 1-2-2-1) or in person at a Walk-in Center.

To avoid future disconnection, pay the agreed-upon payment arrangement amount PLUS the current bill each month by the due date.

If disconnected, the entire Delinquent Amount Due must be paid and reconnection must be requested through our mobile app, online My Account, or our automated phone system.

Delinquent Amount Due **10/14/21** **\$767.24**

Total Amount Enclosed:



a PPL company

PO Box 25211
Lehigh Valley, PA 18002-5211

Account # [REDACTED]
Service Address: 2821 W JEFFERSON ST

#417302162 0#

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



01035000485941800000000076724000000767240000000000000017



CUSTOMER ASSISTANCE

Sister Visitors Center

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

Central Jefferson County

Office of Resilience and Community Services

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

For information about the availability of local, state, or federal programs for assistance contact:

Commonwealth of Kentucky's Cabinet for Families and Children
800-372-2973

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



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 **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 **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

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 **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:





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

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 **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

01035000485941800000000756530000007565300000000000010



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:





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

(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 **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:





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 **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 **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:





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



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:

