

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

**PUBLIC SERVICE
COMMISSION**

In the matter of:

MELISSA SAURINI AND JONATHAN JONES

(Your Full Name)

COMPLAINANT

VS.

KENTUCKY UTILITIES COMPANY

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Melissa Saurini and Jonathan Jones respectfully shows:

(Your Full Name)

(a) Melissa Saurini and Jonathan Jones

(Your Full Name)

241 Braxton Lane, Lily, KY 40740

(b) Kentucky Utilities Company

(Name of Utility)

220 W. Main Street, P. O. Box 32010, Louisville, KY 40232-2010

(Address of Utility)

(c) That:

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

Complainants respectfully show that Kentucky Utilities has engaged in disputed billing practices, provided conflicting account balances, and made installment-plan errors regarding Account No. [REDACTED].

or facts that are the reason and basis for the complaint.)

Melissa Saurini and Jonathan Jones vs. Kentucky Utilities Company

Furthermore, the utility performed a remote disconnection of electrical service on or about May 19, 2026, while the account was under an active billing dispute. Complainants contend that the utility's actions are improper and lack justification.

Wherefore, complainant asks That the Commission order the immediate
(Specifically state the relief desired.)

preservation of all billing, payment, AMI meter data, and communication records regarding Account No. [REDACTED]. That the Commission grant Complainants access to all non-privileged records relating to this dispute. That the Commission mandate a stay of all collection activity, penalties, and service disconnections pending the formal review of this complaint.

Dated at Lily Kentucky, this 28 day of
(Your City)
May, 2026
(Month)

/s/ Melissa Saurini and Jonathan Jones
(Your Signature*)

None
(Name and Address of Attorney, if any)

May 28, 2026
Date

*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

