

MELISSA SAURINI / [REDACTED]
241 BRAXTON LN LOT 17 / LILY KY 40740-3158

- **9/6/2025**- Attempts to create IP via Web 3 times. Receives a message that the IP is already active.

Date/Time	09/06/2025	22:27:37	Created By	7500576065
Class	PPLN Payment Plans			
Action	0034	Installment Plan Exists	AuthorizGroup	
Type	09) Cust Self SrvWeb			
In/Outgoing	Incoming			
Add. Info				
Priority	High			
Customer Info.				

La Text T L

EN There is an active payment arrangement on this account for \$170.62 that is due on 09/04/2025.

Contact Attributes		Business Objects		
Date/Time	09/06/2025	22:41:12	Created By	7500576065
Class	PPLN Payment Plans			
Action	0034	Installment Plan Exists	AuthorizGroup	
Type	09) Cust Self SrvWeb			
In/Outgoing	Incoming			
Add. Info				
Priority	High			
Customer Info.				

La Text T L

EN There is an active payment arrangement on this account for \$170.62 that is due on 09/04/2025.

Partner

BusinessPartner: 7500576065 MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY KY 40740

Contact Person:

☐ Contact Attributes ☒ Business Objects

Date/Time	09/06/2025	22:41:54	Created By	7500576065
Class	PPLN	Payment Plans		
Action	0034	Installment Plan Exists	AuthorizGroup	
Type	09) Cust Self SrvWeb			
In/Outgoing	Incoming			
Add. Info				
Priority	High			
Customer Info.				

La Text T L

EN There is an active payment arrangement on this account for \$170.62 that is due on 09/04/2025.

- **9/22/2025 @ 2:24pm- IVR- Invoice Inquiry**

Partner

BusinessPartner: 7500576065 MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY KY 40740

Contact Person:

☐ Contact Attributes ☒ Business Objects

Date/Time	09/22/2025	14:24:54	Created By	IVR
Class	BILL	Billing		
Action	0012	Invoice Inquiry	AuthorizGroup	
Type	10) IVR			
In/Outgoing	Incoming			
Add. Info				
Priority				
Customer Info.				

La Text T L

EN Contract Account: [REDACTED] ☒

Company: 0110

Next Read Date Window: 10/07/20 - 10/09/20

- **9/22/2025 2:25PM- IVR -Auto Reconnect**
 - Customer received a disconnect notice that expired on 9/18; no IP was created, so it was disconnected.

Contact Attributes		Business Objects	
Date/Time	09/22/2025 14:25:20	Created By	System User - Process Orche...
Class	ZARC Auto Reconnect		
Action	0003 Auto Reconn Safety Msg Ac...	AuthorizGroup	
Type	10) IVR		
In/Outgoing	Incoming		
Add. Info	Fully Resolved		
Priority	Average		
Customer Info.			

La Text T L

EN RSS Reconnection successfully created.

Contact Attributes		Business Objects	
Date/Time	09/22/2025 14:25:19	Created By	System User - Process Orche...
Class	DEPO Deposit		
Action	0006 Created	AuthorizGroup	
Type	08) System Generated		
In/Outgoing	Incoming		
Add. Info			
Priority	Low		
Customer Info.			

La Text T L

EN A security deposit in the amount of 160.00 was automatically created due to a service order reconnect.

Contact Attributes		Business Objects	
Date/Time	09/22/2025 14:25:19	Created By	System User - Process Orche...
Class	PPLN Payment Plans		
Action	0010 Installment Plan Created	AuthorizGroup	
Type	08) System Generated		
In/Outgoing	Incoming		
Add. Info			
Priority	Low		
Customer Info.			

La Text		T L
EN	An installment plan in the amount of 160.00 for a duration of 6 month(s) was automatically created due ...	

- **9/22/25 2:23 PM- 1st Email from customer**
 - Sent: 9/22/2025 2:23:16 PM
 - Subject: KU Credit/Billing [InteractionID:80d124e3-21b5-41d3-a9ca-5e9123dab15a]
 - No Auto Contact created in CCS
 - Fields not completed are listed below in transcript. The ‘**Question**’ field was not completed.
 - No system-recorded error or submission failure.
- **9/23/25 7:07 PM- LKE 1st Email response and contact in CCS**
 - We responded via email with the following:
 - The current balance and deposit installment plan amount and terms.
 - Manual contact in CCS to document the interaction.
- Email Transcript
- Melissasaurini@gmail.com

Hi Melissa:

I'm showing a current bill of \$216.73 due 10/3/25.

Your account has a security deposit balance of \$160.00. This balance has been split into 6 equal monthly installments starting with your next bill, and must be paid with the current bill amount, before 7pm on the due date. Please review your bills thoroughly regarding important details about your security deposit.

IMPORTANT: Please keep in mind that while the account is on the payment arrangement for the deposit, the bill must be paid in full on or by the due date before 7:00pm ET for each of the first six invoices. Default would result is the cancellation of the payment plan, the remaining deposit would become due immediately, the service would be in danger of disconnection without further notice and any and all past due balance would become due immediately.

If you're needing further assistance with your account, please respond to this email with a more specific question, then we would be happy to assist you.

Regards,



Customer Service Representative

502-589-1444 (LG&E)

800-981-0600 (KU/ODP)

lge-ku.com/contact

----- Original Message -----

From: "LG&E and KU Customer Service" <CustomerCare@lge-ku.com>

To: "RSCBillInquiry@lge-ku.com" <RSCBillInquiry@lge-ku.com>

Sent: 9/22/2025 2:23:16 PM

Subject: KU Credit/Billing [InteractionID:80d124e3-21b5-41d3-a9ca-5e9123dab15a]

> Contract Account: [REDACTED]
>
> SSN: *
>
> Federal Tax ID: (Not Supplied)
>
> Driver's License#: (Not Supplied)
>
> ITIN: (Not Supplied)
>
> Name: Melissa saurini
>
> E-mail Address: Melissasaurini@gmail.com
>
> Telephone Number: [REDACTED]
>
> Street Address: 241 Braxton lane
>
> City: Lily
>
> State: KY
>
> Zip Code: 40740
>
> Question:
>

> Account

>

Manual Contact created in CCS:

Contact Attributes **Business Objects**

Date/Time: 09/23/2025 07:07:40 Created By: [REDACTED]

Class: BILL Billing

Action: 0012 Invoice Inquiry AuthorizGroup: [REDACTED]

Type: 03) Email

In/Outgoing: Incoming

Add. Info:

Priority:

Customer Info:

La Text T L

EN MELISSA SAURINI / [REDACTED] Current bill 216.73 due 10/3. Advised of 160.00 deposit and terms
if needing assistance with something else reply with a specific question;Melissa Saurini;Melissasaurini...

MELISSA SAURINI / [REDACTED] /Current bill 216.73 due 10/3. Advised of
160.00 deposit and terms
if needing assistance with something else reply with a specific
question;Melissa Saurini;Melissasaurini@gmail.com

- **9/22/25 2:46 PM-** 2nd Email from customer
 - Sent: 9/22/2025 2:46:28 PM
 - Subject: KU Credit/Billing [InteractionID:1a9d8490-2a0b-41b5-ac70-a7c5ac41f2bb]
 - Fields not completed are listed below. The '**Question**' field was not completed.
 - No system-recorded error or submission failure
 - Auto contact in CCS : 9/22/25 2:46 PM

Contact Attributes		Business Objects	
Date/Time	09/22/2025 14:46:27	Created By	7500576065
Class	CCS Customer Self Serve		
Action	0005 User Issues eMail From Co...	AuthorizGroup	
Type	09) Cust Self SrvWeb		
In/Outgoing	Incoming		
Add. Info			
Priority	High		
Customer Info.			

La Text

T L

EN Contact Us CA 350014868334 User ID melissasaurini@gmail.com

- **9/23/2026 7:10:53 PM- 2nd LKE Email Response and CCS contact**
 - We responded via email with the following:
 - Requested that she send a question since it was left blank.
 - Manual contact in CCS to document the interaction.

Email Transcript:

melissasaurini@gmail.com

Good morning Melissa,

I apologize, but I'm unclear as to what you are inquiring about. If you could please respond to this email with a more specific question, then we would be happy to assist you.

Have a great day!

[REDACTED]

Customer Service Representative

502-589-1444 (LG&E)

800-981-0600 (KU/ODP)

lge-ku.com/contact

----- Original Message -----

From: "LG&E and KU Customer Service" <CustomerCare@lge-ku.com>

To: "RSCBillInquiry@lge-ku.com" <RSCBillInquiry@lge-ku.com>

Sent: 9/22/2025 2:46:28 PM

Subject: KU Credit/Billing [InteractionID:1a9d8490-2a0b-41b5-ac70-a7c5ac41f2bb]

> Contract Account: [REDACTED]

>

> Business Partner: 7500576065

>

> Name: MELISSA SAURINI

>

> E-mail Address: melissasaurini@gmail.com (Verified)

>

> Telephone Number: [REDACTED]

>

> Street Address: 241 BRAXTON LN

>

> City: LILY

>

> State: KY

>

> Zip Code: 40740

>

> Question:

>

> General

>

- Manual Contact in CCS to document interaction

Contact Attributes		Business Objects	
Date/Time	09/23/2025 07:10:53	Created By	[REDACTED]
Class	GNRL General		
Action	0002 Info Requested	AuthorizGroup	[REDACTED]
Type	03) Email		
In/Outgoing	Incoming		
Add. Info			
Priority			
Customer Info.			

La	Text	T	L
EN	ADV MELISSA TO REPLY BACK WITH SPECIFIC QUESTION;Melissa Saurini;melissasaurini@gmail.c...		

- 9/25/25 @ approx. 9:38 AM- 1st CHAT
- Approx. 9:38 AM Customer asked: *How can I see if I have RTOD on my billing statement?* (No transcription attached to contact)
- Customer accidentally disconnected chat and confirms this in the below chat transcript
- 9/25/25 @ 9:39 AM- 2nd CHAT

Transcript

- melissasaurini@gmail.com
- 2025-09-25 09:39:42 AM [REDACTED]: Hi! Welcome to LGE-KU chat. Please give me a moment to review your request.
2025-09-25 09:39:54 AM melissa saurini : I got disconnected oops
2025-09-25 09:40:15 AM [REDACTED]: That's okay! Did you get the link I sent you?
2025-09-25 09:40:17 AM melissa saurini : How do I enroll into that RTOD?

2025-09-25 09:40:33 AM [REDACTED] : You
can review the difference between off-peak and on-peak rates, as well
as the
off/on-peak hours, on our website at <https://lge-ku.com/residential/billing/time-of-day-rates/energy-rate>.

2025-09-25 09:40:35 AM melissa saurini : No i did the back button on
accident and lost you

2025-09-25 09:40:53 AM [REDACTED] : No problem. Did you get the link I just
added to this chat?

2025-09-25 09:40:58 AM melissa saurini : Great and how do I enroll

2025-09-25 09:41:50 AM melissa saurini : Yes I did. Greatly
appreciated. Can you enroll me?

2025-09-25 09:41:52 AM [REDACTED] : If you decide you would like to enroll,
please call 800-981-0600 then 1-2-4.

2025-09-25 09:42:03 AM [REDACTED] : I apologize, but I am unable to enroll
you via chat.

2025-09-25 09:42:03 AM melissa saurini : Ok I need to call

2025-09-25 09:42:12 AM melissa saurini : Also I have another question

2025-09-25 09:42:19 AM [REDACTED] : Yes, you can call Monday - Friday 7am -
7pm ET.

2025-09-25 09:43:02 AM melissa saurini : I got help with my bill.. Why is
my credit with Daniel boones still pending??? That should be applied
a long time ago

2025-09-25 09:43:24 AM [REDACTED] : Let me check for you. It'll take just a
moment.

2025-09-25 09:43:31 AM melissa saurini : Thanks

2025-09-25 09:43:38 AM [REDACTED] : You're welcome.

2025-09-25 09:45:06 AM [REDACTED] : I show the pledge of \$200.00 was
applied to your account balance on 8/26/25, but the payment will
continue to show as pending until the agency sends us the funds. Rest
assured, the payment was applied to the account already.

2025-09-25 09:45:44 AM Tonya : Your current bill is \$216.73 due
10/3/25.

2025-09-25 09:46:16 AM melissa saurini : If that's the case..why did

they turn my electric off for no payment when I had a payment arrangement for 170?

2025-09-25 09:46:32 AM melissa saurini : That 200 should been applied to it

2025-09-25 09:47:19 AM [REDACTED] : Just a moment while I review the account.

2025-09-25 09:47:33 AM melissa saurini : How is it a other 200? Whwn I just paid 208 and some odd cents

2025-09-25 09:49:03 AM [REDACTED] : I appreciate your patience while I continue to research your request. It shouldn't be much longer.

2025-09-25 09:49:11 AM melissa saurini : Np

2025-09-25 09:49:59 AM [REDACTED] : The \$200 pledge applied to your payment arrangement balance due 9/4/25. This balance was originally due on 8/18/25. You also had a new bill due on 9/4/25 in the amount of \$208.79 and a disconnect notice was issued with the final payment date of 9/18/25, which is why the service was disconnected.

2025-09-25 09:51:15 AM melissa saurini : Why was it applied so late?? I did daniel boones before the 170 was due

2025-09-25 09:51:58 AM melissa saurini : Ok and I paid the 208.79

2025-09-25 09:52:45 AM melissa saurini : I still don't understand how I owe another 216

2025-09-25 09:52:52 AM [REDACTED] : I don't show a payment for \$170.

2025-09-25 09:53:13 AM melissa saurini : Did they not separate the disconnect amount for 6 months like it said it would

2025-09-25 09:53:55 AM melissa saurini : That \$200 should have been applied to the 170 amount

2025-09-25 09:54:26 AM [REDACTED] : The balance of \$216.73 is due 10/3/25. The previous balance of \$208.79 was due 9/4/25. The deposit of \$160.00 has been split in 6 monthly payments, beginning with your next billing cycle in November.

2025-09-25 09:55:15 AM [REDACTED] : Please review your next bill thoroughly regarding important details about your security deposit.

2025-09-25 09:55:39 AM melissa saurini : This bill is the death of me. Ok I will call for the trod.. I will look more into things when I am on a

computer

2025-09-25 09:55:50 AM melissa saurini : Rtod

2025-09-25 09:56:01 AM melissa saurini : Thanks for your time

2025-09-25 09:56:16 AM [REDACTED] : Sounds good. We appreciate you contacting us and hope you enjoy the rest of your day.

2025-09-25 09:56:27 AM melissa saurini : You too have a great day

- **9/25/25 @ 9:57 AM- Chat 1- closed – No response to customer**

- Approx. 9:38 AM Customer asked: *How can I see if I have RTOD on my billing statement?* (No transcription attached to contact)
- Customer disconnected and chatted again (see previous chat transcript)
- At 9:57 am- We noted the account in CCS to document the duplicate chat and closed this.

The screenshot shows a CRM interface with two tabs: 'Contact Attributes' and 'Business Objects'. The 'Contact Attributes' tab is active, displaying the following information:

- Date/Time:** 09/25/2025 09:57:41
- Created By:** [REDACTED]
- Class:** BILL Billing
- Action:** 0012 Invoice Inquiry
- AuthorizGroup:** [REDACTED]
- Type:** 12) Chat
- In/Outgoing:** Incoming
- Add. Info:** [REDACTED]
- Priority:** [REDACTED]
- Customer Info:** [REDACTED]

Below the attributes, there is a 'Text' section with a 'T L' button. The text area contains the following message:

EN Chat/ How can I see if I have RTOD on my billing statement - duplicate chat that customer accidentally ...
chatted back/ see previous contact

- **9/29/25 3:47 PM – Email from Customer**

- Sent: 9/29/2025 3:47:54 PM
- Subject: KU Credit/Billing [InteractionID:28f70efd-82ee-4adb-9680-3f9eb3ecf43e]
- No auto-contact in CCS
- Customer Fields not completed are listed below.
- The '**Question**' field was not completed.

- No system-recorded error or submission failure.
- **9/30/25 7:25am LKE Email Response and CCS contact**
 - We responded via email with the following and created a manual contact:

Email Transcript

melissasaurini@gmail.com

Good Morning Melissa!

I apologize, but we are uncertain what information you need. Please reply with additional information.

Thank you!



Customer Service Representative

502-589-1444 (LG&E)

800-981-0600 (KU/ODP)

lge-ku.com/contact

----- Original Message -----

From: "LG&E and KU Customer Service" <CustomerCare@lge-ku.com>

To: "RSCBillInquiry@lge-ku.com" <RSCBillInquiry@lge-ku.com>

Sent: 9/29/2025 3:47:54 PM

Subject: KU Credit/Billing [InteractionID:28f70efd-82ee-4adb-9680-3f9eb3ecf43e]

> **Contract Account:** [REDACTED]
>
> **SSN:**
>
> **Federal Tax ID: (Not Supplied)**
>
> **Driver's License#: (Not Supplied)**
>
> **ITIN: (Not Supplied)**
>
> **Name: Melissa Saurini**
>
> **E-mail Address: melissasaurini@gmail.com**
>
> **Telephone Number:** [REDACTED]
>
> **Street Address: 241 BRAXTON LN**
>
> **City: Lily**
>
> **State: KY**
>
> **Zip Code: 40740**
>
> **Question:**
>
> **General**
>

Manual Contact created in CCS to document:

Contact AttributesBusiness Objects

Date/Time09/30/202507:25:33Created By

ClassGNRLGeneral

Action0002Info Requested

Type03Email

In/OutgoingIncoming

Add. Info

Priority

Customer Info.

AuthorizGroup

LaTextT L

ENreceived blank email/ reply with more info/ per/Melissa Saurini;melissasaurini@gmail.com

• 10/1/25 9:35 am - Call- Record ID 40310694

40310694	Shelly	Booth	10/1/2025 9:40:28 AM	RSC Moves	5026441797	00:10:00	0	-	1	5818	34015	5553016930	000010576715922262	555303341
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- Recording Playback unavailable due to system issue
 - We can see the recording, but there is no way to retrieve it
 - No play button is a common issue with Uptivity, as it was no longer supported, and we were moving to CXone.
 - Retention policy for recorded calls is 6yrs
- 10/1/2025 9:37 am-ZRTD - BI - RTOD Move BPEM case created – RTOD enrollment
 - Case ID18569681 Created and canceled
 - Case ID 18569683 created and completed
- 10/6/25 10:12 Am- Case completed-Rate changed to RTOD-E

Clarification Case 18569683

63 StatusCancelExit

Clarification Case

General Data

Case ID: 18569683

Case Description: BI - RTOD Move

Business Process: Automatic Billing

Business Proc. Area: IS-U/Billing

Case Type: ZCS

Authorization Group:

Case Category: ZRTD::BI::RTOD Move

Processing Data

Processor:

Status: Completed

Priority: High

Forward Due To: Billing Integrity

Reversal Reason:

Date

Original Date: 10/01/2025

Due Date: 10/06/2025

Due: 09:36

Additional Data

Previous Processor: E021275

Forwarding Reason: Billing Integrity

Objects

Icon	Short Text	Key	Description
	Utility Installation	0006762812	Electric(LILY, 241 BRAXTON LN LOT 17
	Business Partner	7500575000	MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY
	Utility Contract	100/906124	LILY, 241 BRAXTON LN LOT 17
	Contract Account		31 MELISSA SAURINI

Notes

10/05/2025 10:12 Adam Rowdener changed rate to RTOD-E and added "TR" (pull).

10/01/2025 10:37 Shelly Booth MELISSA SAURINI / 350014868334 241 BRAXTON LN LOT 17 / LILY KY 407403158

BP 7500575000 Installation 357412 meter

Customer is requesting RTOD - Energy

Thank!

Business Use

- BPEM case logs

▼ Logs	
Message Type	Message text
	10/06/2025 10:13:58 user [REDACTED], 026170 - Billing Integrity
	10/06/2025 10:13:58 Processing Status of Clarification Case changed from 'In Process' to 'Completed'
	10/06/2025 10:13:58 note entered
	10/02/2025 09:02:51 user [REDACTED], 026170 - Billing Integrity
	10/02/2025 09:02:51 clarification case forwarded from [REDACTED]
	10/02/2025 05:42:29 user BIBOT_BCDI,Dialog User - Billing Integrity BOT (BC,

▼ Logs	
Message Type	Message text
	10/02/2025 05:42:29 clarification case forwarded from [REDACTED]
	10/02/2025 05:42:29 reason for forwarding: 0004 (Billing Integrity)
	10/01/2025 09:37:20 user [REDACTED], 021205 - Contact Center
	10/01/2025 09:37:20 accepted by user [REDACTED]
	10/01/2025 09:37:20 Processing Status of Clarification Case changed from 'New' to 'In Process'
	10/01/2025 09:37:20 note entered

- Manual contact created in CCS

Contact AttributesBusiness Objects

Date/Time10/01/202509:35:05Created By[REDACTED]

ClassZBPM BPEM

Action0002 Created BPEM CaseAuthorizGroup

Type001)Telephone-RSC

In/OutgoingIncoming

Add. Info

Priority

Customer Info.N/A

LaTextT L

ENCase Category / Number: ZRTD 0018569681 created

Canceled case

LPC/Viewer/Engine / Name: / No								Wave LPC: 1.3
Business Data Environment Service Location Environment Technical Data Environment Contract Account Service Order History BPEM Cases								
Contract Account	Case ID	Chart Description	Created By	Created On	Case Type	Case Category	Filter	Status
	0019172169	SO - Review Exam Orders		07/23/2026	ZBVC	ZEXO		Completed
	0019054025	BI - Meter Test Tolerance Failure		05/28/2026	ZMTR	ZBMT		Completed
	0016601911	BI - Customer Initiated Bill Correction		10/17/2025	ZBIL	ZBIL		Completed
	0018569681	BI - RTOD Move		10/01/2025	ZCS	ZRTD		Canceled
	0018509683	BI - RTOD Move		10/01/2025	ZCS	ZRTD		Completed

Auto contact for created case

Partner

BusinessPartner

7500576065

MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY KY 40740

Contact Person

Contact Attributes

Business Objects

Date/Time

10/01/2025

09:37:20

Created By

Shelly Booth

Class

ZBPM

BPEM

Action

0002

Created BPEM Case

AuthorizGroup

Type

001)Telephone-RSC

In/Outgoing

Incoming

Add. Info

Priority

Customer Info.

N/A

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Text

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EN

Case Category / Number: ZRTD 0018569683 created

- 10/7/25 10:09AM-Call record ID 40337227
 - \\LGEENERGY.INT\SHARES\GROUP4\RSCPULLEDCALLS > Folder
 - Manual contact created

Contact Attributes

Business Objects

Date/Time

10/07/2025

10:09:37

Created By

Class

DUNN

Dunning

Action

0005

Inquiry Only - No Arrangem...

AuthorizGroup

Type

001)Telephone-RSC

In/Outgoing

Incoming

Add. Info

Priority

Customer Info.

La

Text

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L

EN

MELISSA SAURINI /

DISCONNECT 196.73 10/20 adv rtod was approved meter change...

3 to 5 business days

10/17/25- 7:23 Am-Call record ID 40380256

- o [\\LGEENERGY.INT\SHARES\GROUP4\RSCPULLEDCALLS](#) > Folder
- o ZBIL 18601911 Created
- o Installment plan created
- o Contact person added to her account
- o Manual contacts created:

000177484535	10/17/2025	Business Partner Changed 10/17/2025 / Business Partner ...	MDAT	0001	MELISSA SAURINI ADDED JONATHAN JONES AS CONTACT PERSON
000177484338	10/17/2025	Inquiry Only - No Arrangements Made 10/17/2025 / Inquiry ...	DUNN	0005	MELISSA SAURINI CALLED ABOUT RTOD ENERGY AND WHEN ME
000177482829	10/17/2025	Installment Plan Created 10/17/2025 / Installment Plan Crea...	PPLN	0010	11/04/2025 196.73 MELISSA SAURINI IP 196.73 DUE 11/04
000177482822	10/17/2025	Created BPEM Case 10/17/2025 / Created BPEM Case	ZBPM	0002	Case Category / Number: ZBIL 0018601011 created
000177167307	10/07/2025	Inquiry Only - No Arrangements Made 10/07/2025 / Inquiry ...	DUNN	0005	MELISSA SAURINI / DISCONNECT 196.73 10/20 adv r

BusinessPartner 7500576065 MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY KY 40740

Contact Person

Contact Attributes Business Objects

Date/Time 10/17/2025 07:49:30 Created By

Class DUNN Dunning

Action 0005 Inquiry Only - No Arrangem... AuthorizGroup

Type 001)Telephone-RSC

In/Outgoing Incoming

Add. Info Fully Resolved

Priority

Customer Info.

La Text T L

EN MELISSA SAURINI CALLED ABOUT RTOD ENERGY AND WHEN METER WOULD BE REPLACED. A... ✓

EXCHANGED. ACCT WAS PUT ON RTOD ENERGY ON 10/6. THE 11/04 SHOWS NO USAGE. SUBM...

DUE 11/04 CURRENT BILL42.63 DUE 11/04.

MELISSA SAURINI CALLED ABOUT RTOD ENERGY AND WHEN METER WOULD BE REPLACED. ADV SHE HAS THE NEW METER AND DOES NOT HAVE TO BE EXCHANGED. ACCT WAS PUT ON RTOD ENERGY ON 10/6. THE 11/04 SHOWS NO USAGE. SUBMITTEDZBIL FOR CORRECTION AND WILL FOLLOW UP. IP 196.7 DUE 11/04 CURRENT BILL42.63 DUE 11/04.

- 10/20/25 12:26 PM- Manual contact – Internal -ZBIL 18601911

Contact Attributes Business Objects

Date/Time 10/20/2025 12:26:57 Created By

Class GNRL General

Action 0001 Correspondence Attached AuthorizGroup

Type 07) Other

In/Outgoing Internal

Add. Info

Priority

Customer Info.

La Text T L

EN rate was changed to RTOD as of 9/9/25; meter shows a reconnect date of 9/22/25 with read of 27026 a... ✓

27670, showinguse/ case 18601911

- 10/27/25 9:27 Am-Manual contact- Internal -ZBIL 18601911

Contact AttributesBusiness Objects

Date/Time10/27/202509:27:24Created By

ClassBILLBilling

Action0020Mass Invoice Reversal Crea...AuthorizGroup

Type07) Other

In/OutgoingInternal

Add. Info

Priority

Customer Info.

LaTextT L

ENReversed the Oct bill and updated reg 3 to relevant to billing. Incorrectly billed in Oct 0 for off and on pe...

Added MH tpull for tomorrow, will add TR tpull back after rebill. *** BPEM 18601911

- 10/28/25 2:42 PM- Call – Record ID 40428021

- [\\LGEENERGY.INT\SHARES\GROUP4\RSCPULLEDCELLS](#) > Folder
 - Manual contact created

Contact AttributesBusiness Objects

Date/Time10/28/202514:42:06Created By

ClassBILLBilling

Action0012Invoice InquiryAuthorizGroup

Type001)Telephone-RSC

n/OutgoingOutgoing Manual

Add. InfoFully Resolved

Priority

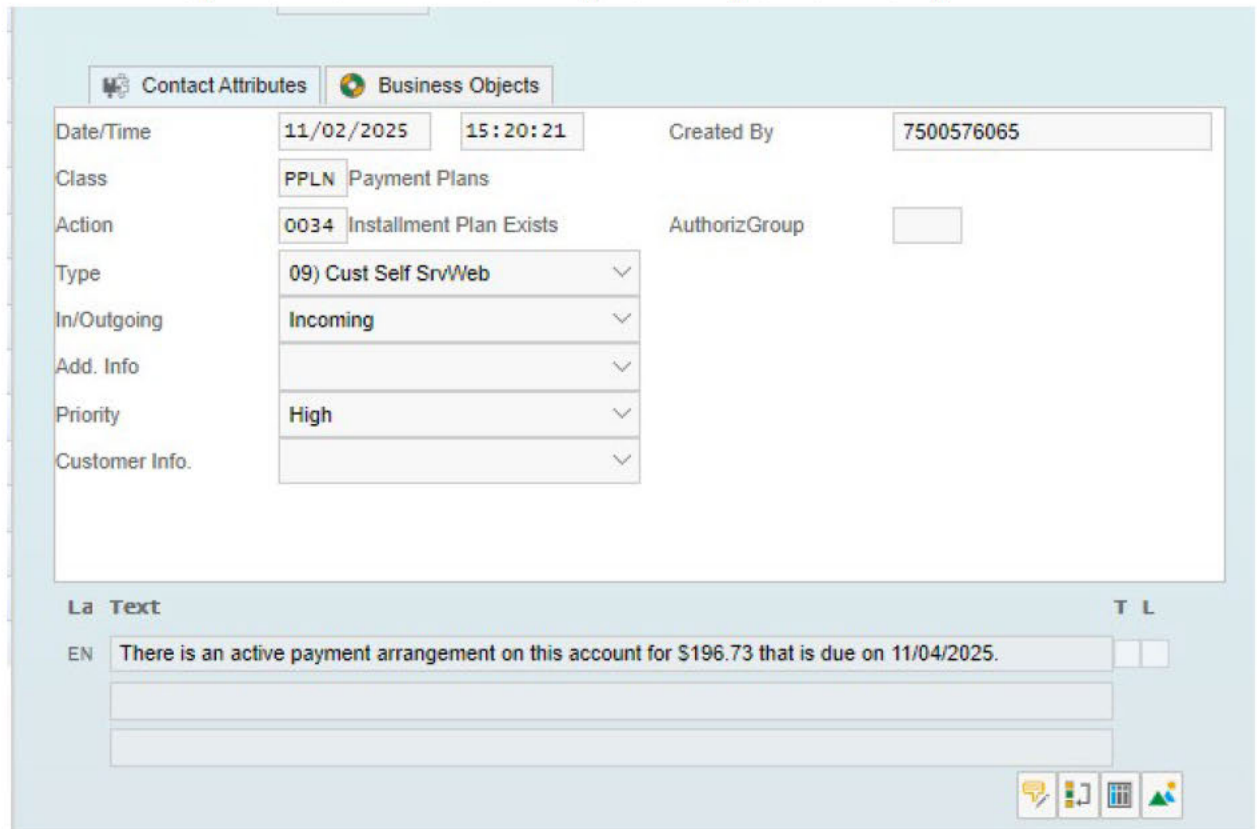
Customer Info.

LaTextT L

EN6062092339. SPOKE WITH JONATHAN JONES. ADV CORRECTED BILL ISSUED TODAY. PAY IP 19...

CORRECTED BILL IS NOW SHOWING CHARGES FOR ON PEAK OFF PEAK HOURS.

- **11/2/25- 3:20 pm- Self service Web- IP request- Ineligible for existing IP**



Contact Attributes **Business Objects**

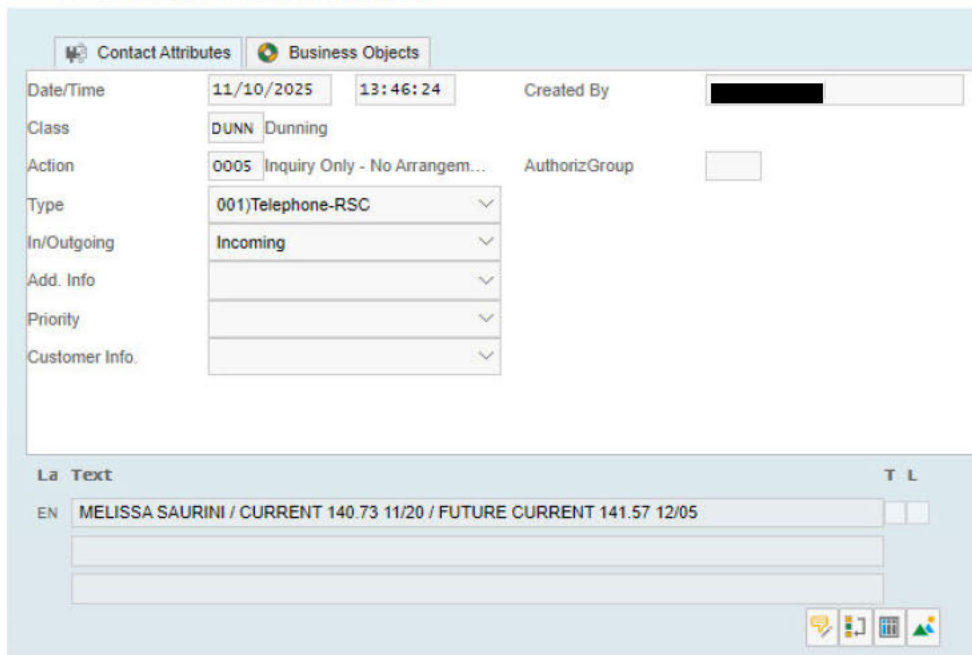
Date/Time	11/02/2025	15:20:21	Created By	7500576065
Class	PPLN	Payment Plans		
Action	0034	Installment Plan Exists	AuthorizGroup	
Type	09) Cust Self SrvWeb			
In/Outgoing	Incoming			
Add. Info				
Priority	High			
Customer Info.				

La Text **T L**

EN There is an active payment arrangement on this account for \$196.73 that is due on 11/04/2025.

- **11/10/25 1:46 PM- Call Record ID 40485998**

- [\\LGEENERGY.INT\SHARES\GROUP4\RSCPULLEDCALLS](#) > [REDACTED]
[REDACTED] Folder
- Manual contact created



Contact Attributes **Business Objects**

Date/Time	11/10/2025	13:46:24	Created By	[REDACTED]
Class	DUNN	Dunning		
Action	0005	Inquiry Only - No Arrangem...	AuthorizGroup	
Type	001)Telephone-RSC			
In/Outgoing	Incoming			
Add. Info				
Priority				
Customer Info.				

La Text **T L**

EN MELISSA SAURINI / CURRENT 140.73 11/20 / FUTURE CURRENT 141.57 12/05

• 11/19/26 8:07 AM- Self Service Web- Declined Budget

Contact AttributesBusiness Objects

Date/Time	11/19/2025	08:07:41	Created By	7500576065
Class	PPLN	Payment Plans		
Action	0017	Budget Payment Plan - Acc...	AuthorizGroup	
Type	09) Cust Self SrvWeb			
In/Outgoing	Incoming			
Add. Info				
Priority	High			
Customer Info.				

LaText

ENCA: [REDACTED] by melissasaurini@gmail.com

Ineligible: Customer Status

- 11/21/25- IP automatically deactivated due to non-payment- Auto contact

Contact AttributesBusiness Objects

Date/Time11/21/202502:32:38Created BySAP Batch Administrator

ClassPPLNPayment Plans

Action0011Installment Plan DeactivatedAuthorizGroup

Type

In/Outgoing

Add. Info

Priority

Customer Info.

LaTextT L

ENInstallment Plan Deactivated

- 12/15/25-30 day extension from qualifying Agency pledge

000179154928	12/15/2025	Agency Pledge 12/15/2025 / Agency Pledge	LOWI	0008	Agency Name :DANIEL BOONE CAAgency Rep Name :Debor
000179154927	12/15/2025	LGE 30-day extension 12/15/2025 / LGE 30-day extension	LOWI	0022	CA received a 30-day extension until 01/17/2026 due to qualifyin

- 3/14/26 1:43:16 pm – Self service Web- IP created

Contact AttributesBusiness Objects

Date/Time03/14/202613:43:16Created By7500576065

ClassPPLNPayment Plans

Action0010Installment Plan CreatedAuthorizGroup

Type09) Cust Self SrvWeb

In/OutgoingIncoming

Add. InfoFully Resolved

PriorityHigh

Customer Info.N/A

LaTextT L

ENThe past due amount of \$929.87 was included in an installment plan due on 04/03/2026 Created by mel...

3/14/26 1:43:28- Self service Wed- 2nd IP request- IP already exists

Contact AttributesBusiness Objects

Date/Time

03/14/202613:43:16

Created By

7500576065

Class

PPLNPayment Plans

Action

0010Installment Plan Created

AuthorizGroup

Type

09) Cust Self SrvWeb

In/Outgoing

Incoming

Add. Info

Fully Resolved

Priority

High

Customer Info.

N/A

LaText

T L

EN

The past due amount of \$929.87 was included in an installment plan due on 04/03/2026 Created by mel...

- 3/16/26 – 4/23/26- Series of pledges, payments, a returned check, and a new disconnect notice issued on 5/5 that had a final pay date of 5/18/26.
 - IP auto-defaulted due to non-payment on 4/5/26.
 - No calls/contact from customer or new IP created
 - Customer disconnected for non-payment on 5/19/26

000183887447	05/19/2026	Disconnect Complete 05/19/2026 / Disconnect Complete	DUNN	0010	
000183048398	04/23/2026	Agency Pledge 04/23/2026 / Agency Pledge	LOWI	0008	Agency Name :DANIEL BOONE CAAgency Rep Name :Peyton Coffey Pledge No. :000002721912 Pledg...
000183039909	04/22/2026	Activity Reversed 04/22/2026 / Activity Reversed	DUNN	0001	
000182765013	04/14/2026	eCheck Payment Made 04/14/2026 / eCheck Payment Made	CSS	0011	Amt \$40.00; Posting 04/14/26; Bank X-8280; Confirm 103269048647; UID melissasaurini@gmail.com; CA ...
000182615229	04/08/2026	Returned Check Letter 04/08/2026 / Returned Check Letter	FORM	0018	Sec. Return Item Notification was delivered by Batch
000182598654	04/08/2026	Return Check - NSF 04/08/2026 / Return Check - NSF	COLL	0013	Return item reason code: Not Sufficient funds Dollar amount of \$ 26 This is the first return letter issued.
000182511025	04/05/2026	Installment Plan Deactivated 04/05/2026 / Installment Plan ...	PPLN	0011	Installment Plan Deactivated
000182480305	04/03/2026	eCheck Payment Made 04/03/2026 / eCheck Payment Made	CSS	0011	Amt \$26.00; Posting 04/03/26; Bank X-8108; Confirm 92269065606; UID melissasaurini@gmail.com; CA 3...
000181917121	03/16/2026	Agency Pledge 03/16/2026 / Agency Pledge	LOWI	0008	Agency Name :DANIEL BOONE CAAgency Rep Name :Peyton Coffey Pledge No. :000002703085 Pledg...

- 5/19/26 11:11 Am - Call – Record ID 41290281
 - \\LGEENERGY.INT\SHARES\GROUP4\RSCPULLEDCALLS >
 Folder
 - Manual contact created

Contact Attributes		Business Objects	
Date/Time	05/19/2026 11:11:18	Created By	[REDACTED]
Class	DUNN Dunning		
Action	0012 Reconnect Quote	AuthorizGroup	
Type	001)Telephone-RSC		
In/Outgoing	Incoming		
Add. Info			
Priority			
Customer Info.			

La Text T L

EN Jonathan Jones/past due 741.89/current bill 112.20 due 6/4/26 by 7 pm et/advised to be reconnected 74...
was very upset and stated he didn't get a disconnect notice and is going to sue the company

- 5/19/2026 2:22 PM- Customer Commitment Complaint call – I do not have access to the recording, if there is one.

Contact Attributes		Business Objects	
BusinessPartner	7500576065	MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY KY 40740	
Contact Person			
Date/Time	05/19/2026 14:22:23	Created By	Jerry Marlin
Class	DSPT Dispute		
Action	0005 Complaint Opened - Custo...	AuthorizGroup	
Type	07) Other		
In/Outgoing	Incoming		
Add. Info			
Priority			
Customer Info.			

La Text T L

EN Working with customer as part of PSC complaint resolution. Advised if pays \$350.00 we will reconnect t...
agreed to pay the remaining \$391.89 on 6/1/26. If \$350.00 is paid, please enter reconnect order.

- 5/19/26 6:21 PM – Call- Record ID 41294826

- [\\LGEENERGY.INT\SHARES\GROUP4\RSCPULLEDCALLS](#) > [REDACTED]
 - Folder
 - Installment plan created
 - Reconnect entered
 - Manual contact created

Contact Attributes		Business Objects	
Date/Time	05/19/2026 18:21:39	Created By	[REDACTED]
Class	PPLN Payment Plans		
Action	0010 Installment Plan Created	AuthorizGroup	
Type	001)Telephone-RSC		
In/Outgoing	Incoming		
Add. Info	Fully Resolved		
Priority			
Customer Info.	N/A		

La	Text	T	L
EN	06/04/2026 591.89 / 391.89		
	MELISSA SAURINI / [REDACTED] / 112.20 6/4 7pm et		

5/20/26- Customer Commitment-Closed complaint

Contact Attributes		Business Objects	
BusinessPartner	7500576065	MELISSA SAURINI / 241 BRAXTON LN LOT 17 / LILY KY 40740	
Contact Person			

Contact Attributes		Business Objects	
Date/Time	05/20/2026 08:27:44	Created By	Jerry Martin
Class	D.SPT Dispute		
Action	0006 Complaint Closed - Custom...	AuthorizGroup	
Type	07) Other		
In/Outgoing	Incoming		
Add. Info			
Priority			
Customer Info.			

La	Text	T	L
EN	Contact Created Via Customer Complaint Tracking Application		

