

PSC Consumer Inquiry System

Complaint:	2026-00792	Entry Date:	5/19/2026	Closed Date:		Contact Type:	Hotline
Name:	Melissa Saurini			Utility:	Louisville Gas and Electric Company		
Address:	241 Braxton Lily, KY 40740			Utility Nbr:	500	Location:	Residence
County:	Laurel			Utility Type:	Investor-		
Home:	(720) 717-1234	Work:		Reason:	Disconnection (Non-pay) (none) ((none))		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	☐	Spoke with:					
		Cust Relations:	None				
Utility Contact:	Customer Commitment Staff			Contact's	(502) 627-2202		
Preliminary Description:				Other Contacts:			
Processor:	RON						
See File	☐	Case Related	☐	Staff Referral	☐	Confidential	☐
Info Only	☐	Formal Forms	☐	Ref to Util	☐	Customer Satisfied	Yes ☐ No ☐

PSC Narratives:

Investigator: RON

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customer called in complaining that her electric was shut off. She said she had set up a payment plan but when she called in was told that she didn't.

She would like her electric turned back on. She also stated that there is no way her electric bill could be \$500.

She also stated that she is filing a lawsuit against LGE