

From: [REDACTED]
To: [Parritt, Ronald D \(PSC\)](#)
Subject: FW: Informal Complaint 2026-00792
Date: Wednesday, May 20, 2026 8:35:49 AM
Attachments: [2026_792.pdf](#)

Ron,

Please see the details of Ms. Saurini's complaint below:

Issue: 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

Background: On service since 8/30/24. Total account balance is \$854.09 with \$741.89 past due.

5/19/26 – Service disconnected for non-payment. \$741.89 to reconnect service.

Recent Billing Details

6/4/26 - \$854.09 due. \$779.24 previous + \$112.20 current - \$37.35 rate refund credit.

5/18/26 - Final pay date for past due \$741.89.

5/4/26 - 1,003.24 due. \$1225.01 previous + \$175.51 current + \$2.72 return payment charge.

Recent Payment Details

05/05/2026 - \$184.00 - From assistance agency to cover pledge made on 4/16/26

05/05/2026 - \$400.00 payment - From assistance agency to cover pledge made on 3/16/26

04/14/2026 - \$40.00 payment – Web payment

04/08/2026 - Returned Payment - \$26.00 - Returns Reason: NSF

04/03/2026 – \$26.00 Payment

Due to Ms. Saurini's circumstances with mother with health condition in the home KU will work with her and allow reconnection of service for partial payment of \$350.00 if Ms. Saurini agrees to pay the remaining \$391.89 on 6/1/26.

PSC Regulations and Tariff: KU PSC Sheet Number 95

Resolution: [REDACTED] spoke with Ms. Saurini regarding her account. [REDACTED] verified that a disconnect notice was mailed for \$741.89 past due to be paid by 5/18/26 to avoid disconnect. [REDACTED] reviewed the payment and assistance agency pledges to the account. [REDACTED] explained that no error occurred, the disconnect notice was sent and when no payment or payment arrangement was set up on the account, once the final pay date of 5/18/26 passed the service was disconnected. [REDACTED] advised that due to Ms. Saurini's circumstances with someone with a medical condition in the home, KU would work with her by allowing reconnection for a partial payment. [REDACTED] explained this was a one-time exception. [REDACTED] advised that if \$350.00 could be paid, then the service could be reconnected. Ms. Saurini agreed to pay the remaining past due amount of \$391.89 by 6/1/26. [REDACTED] advised once paid this would leave the current bill due 6/4/26 for \$112.20. [REDACTED] advised if this is not paid by the due date and a disconnect notice is issued Ms. Saurini will want to call customer service to request a payment arrangement before the final pay date of the notice. Ms. Saurini stated that she understood.

Service was reconnected at 6:36 pm on 5/19/26.

Thanks,

[REDACTED]
Ombudsman|Customer Commitment|LG&E and KU
820 West Broadway, Louisville, KY 40202

[REDACTED]
[REDACTED]

Business Use

From: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>

Sent: Tuesday, May 19, 2026 1:46 PM

To: PSC Complaints <PSC.Complaints@lge-ku.com>

Subject: Informal Complaint 2026-00792

EXTERNAL email. STOP and THINK before responding, clicking on links, or opening

attachments.

Attached is an informal complaint submitted to your office. Please review the complaint in its entirety, contact the complainant, and provide your response to this office within three (3) business days.

This request is made in accordance with Commission regulation 807 KAR 5:001, Section 21(2), which establishes the requirements for utility responses to informal complaints.

If you have any questions or require further clarification, please do not hesitate to contact us.