[**Re: LG&E Complaint & Complaint #2**](http://mail.yahoo.com/)

[Hide Details](http://36ohk6dgmcd1n-c.c.yom.mail.yahoo.net/om/api/1.0/openmail.app.invoke/36ohk6dgmcd1n/11/1.0.35/us/en-US/view.html/0)

FROM:

* [Connie Marshall](http://36ohk6dgmcd1n-c.c.yom.mail.yahoo.net/om/api/1.0/openmail.app.invoke/36ohk6dgmcd1n/11/1.0.35/us/en-US/view.html/0)

TO:

* [Melton, Timothy](http://36ohk6dgmcd1n-c.c.yom.mail.yahoo.net/om/api/1.0/openmail.app.invoke/36ohk6dgmcd1n/11/1.0.35/us/en-US/view.html/0)

[Message flagged](http://36ohk6dgmcd1n-c.c.yom.mail.yahoo.net/om/api/1.0/openmail.app.invoke/36ohk6dgmcd1n/11/1.0.35/us/en-US/view.html/0)

Friday, August 17, 2012 9:01 PM

Dear Mr. Melton:

I don't think so.  May God give you exactly what you deserve.  Have a nice day.

Sincerely,

Ms. Marshall

**From:** "Melton, Timothy" <Timothy.Melton@lge-ku.com>
**To:** 'Connie Marshall' <conniemarshall8@yahoo.com>; "'Smith, Virginia L (PSC)'" <vlsmith@ky.gov>
**Cc:** "Stethen, Julie" <Julie.Stethen@lge-ku.com>
**Sent:** Friday, August 17, 2012 8:39 PM
**Subject:** RE: LG&E Complaint & Complaint #2

Ms. Marshall,

I am your single point of contact at LG&E for anything. No exceptions.

Thanks

Tim Melton

**From:** Connie Marshall [mailto:conniemarshall8@yahoo.com]
**Sent:** Friday, August 17, 2012 8:36 PM
**To:** Melton, Timothy; 'Smith, Virginia L (PSC)'
**Cc:** Stethen, Julie
**Subject:** Re: LG&E Complaint & Complaint #2

Mr. Melton,

On more than one occasion I have called LG&E when representatives have shown up at my door and have been told that you did not send them, and I ***do*** have evidence that this is what was stated by LG&E.  Also on one occasion after an impromptu visit by LG&E, the night of their impromptu visit I begin to experience extreme sleep deprivation and muscle spasms which was reported in a hand delivered letter to the CEO of LG&E.

Also, now that you have given me your policy regarding LG&E Reps being required to show I.D. if ask by a consumer, what is going to be done about the two LG&E Reps. not following your policy. For instance the LG&E Rep. on my property who stated that he left his I.D. at home and then refused to give his last name and the LG&E Rep. who covered up his last name when showing his I.D.

Sincerely,

Connie Marshall

P.S. - I would like to also know who I need to contact at your company regarding the Smart Meters and the Recorder being installed on my property without my consent.

**From:** "Melton, Timothy" <Timothy.Melton@lge-ku.com>
**To:** "'Smith, Virginia L (PSC)'" <vlsmith@ky.gov>; "'conniemarshall8@yahoo.com'" <conniemarshall8@yahoo.com>
**Cc:** "Melton, Timothy" <Timothy.Melton@lge-ku.com>; "Stethen, Julie" <Julie.Stethen@lge-ku.com>
**Sent:** Friday, August 17, 2012 4:57 PM
**Subject:** RE: LG&E Complaint & Complaint #2

Ms. Marshall,

LG&E has confirmed that both employees were working on behalf of Louisville Gas and Electric Company.

Below are LG&E guidelines for employee identification.

In the future, LG&E ask that you refrain from making any pictures of employees and employee ID’s.

If you have any questions, please contact me.

Tim Melton

Manager Customer Commitment

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| --- |
| **Identifying Our Employees** Our employees or contractors who have been hired to work on our behalf may contact you regarding a meter reading or other service issue.If someone appears at your door stating that they are there on our behalf, ask to see the person's company-issued employee or contractor identification card. An authentic LG&E identification card shows the company logo, the employee's name and color photograph on the front.If you have any questions about the person's identity or reason for needing to enter your home, ask him or her to wait outside while you call us. We can verify that the person is working on our behalf and that they have a legitimate reason for needing to come inside your home. You should always call us for verification if you did not ask to have a representative visit you.Our employees won't mind waiting while you make the call. Safety is a priority for us, and our employees want you to be safe. |

 |

**From:** Connie Marshall [mailto:conniemarshall8@yahoo.com]
**Sent:** Wednesday, August 15, 2012 10:45 AM
**To:** Smith, Virginia L (PSC)
**Subject:** Re: LG&E Complaint & Complaint #2

I still have not received a response from Mr. Melton regarding the LG&E Rep stating he left his I.D. at home and refusing to give a last name and the LG&E Rep covering up his last name.

What is the status of these complaints?

Sincerely,

Connie Marshall

**From:** Connie Marshall <conniemarshall8@yahoo.com>
**To:** "Smith, Virginia L (PSC)" <vlsmith@ky.gov>
**Sent:** Saturday, August 4, 2012 8:11 PM
**Subject:** Re: LG&E Complaint & Complaint #2

Ms. Smith,

It is my understanding that I have a right to know the first and the last name and this was confirmed by a Supervisor at LG&E and I do have this verbatim conversation.  It is my understanding that I have a right to see the entire badge for confirmation of who is working on my property.

Sincerely,

Connie Marshall

**From:** "Smith, Virginia L (PSC)" <vlsmith@ky.gov>
**To:** Connie Marshall <conniemarshall8@yahoo.com>
**Sent:** Friday, August 3, 2012 12:05 PM
**Subject:** RE: LG&E Complaint & Complaint #2

Ms. Marshall,

I have received your new information and will document your file.

The LG&E representative did present his badge with a photograph and his first name.  This is in compliance with the regulations.

The Kentucky Public Service Commission does not award damages.  Any claims for damages must be pursued through the Court system.

Ginny Smith

**From:** Connie Marshall [mailto:conniemarshall8@yahoo.com]
**Sent:** Friday, August 03, 2012 11:39 AM
**To:** Smith, Virginia L (PSC)
**Cc:** Daniel Cobble; Cassandra Lewis
**Subject:** Fw: LG&E Complaint & Complaint #2

Resending because I forgot to attach the attachments

see attachments

Connie Marshall

----- Forwarded Message -----
**From:** Connie Marshall <conniemarshall8@yahoo.com>
**To:** "Smith, Virginia L (PSC)" <vlsmith@ky.gov>
**Sent:** Friday, August 3, 2012 11:34 AM
**Subject:** Re: LG&E Complaint & Complaint #2

Dear Ms. Smith,

**NEW COMPLAINT RE: LG&E**

LG&E came and told me that they did replace the Smart Meter, however after they did this computer screens, cd players were freezing/stopping and starting as if a remote control was turning things off and on in my home.

I called them back on July 29, 2012 and once again a representative came out and **REFUSED** to show his I.D.  This time he took out his I.D. and covered up his last name and stated that he is not showing me his last name.  It is evident that this problem has still not been resolved at LG&E.  Also, Mr. Melton has still not addressed the problem with the LG&E rep that came on June 26,2012 and refused to show I.D. and has not addressed that fact that they have been switching meters on my property without informing me and the fact that this has caused medical/physical damage and damage to my property.

I am attaching the following new exhibits regarding the LG&E rep. that came out on July 29, 2012 at 9:58 a.m.:

1) Picture of LG&E rep working on my meter

2) Picture of LG&E rep refusing to show his last name on his I.D.

3) LG&E Truck License Number.

Please confirm that you received this Email and record this as a NEW COMPLAINT regarding LG&E.

Sincerely,

Connie Marshall

(502) 322-3449

**From:** "Smith, Virginia L (PSC)" <vlsmith@ky.gov>
**To:** Connie Marshall <conniemarshall8@yahoo.com>
**Sent:** Monday, July 16, 2012 3:38 PM
**Subject:** RE: LG&E Complaint

Ms. Marshall,

I have received your complaint.

Virginia L. Smith, Director

Consumer Services

Kentucky Public Service Commission

**From:** Connie Marshall [mailto:conniemarshall8@yahoo.com]
**Sent:** Monday, July 16, 2012 3:19 PM
**To:** Smith, Virginia L (PSC)
**Subject:** LG&E Complaint

July 16, 2012

Dear Ms. Virginia Smith

Kentucky Public Service Office

Complaint Against – Louisville Gas and Electric Company

Filed by:  Connie Marshall – 1814 South 23rd Street, Louisville, KY 40210 / (502) 322-3449

On June 26, 2012, I left my home briefly to drop my grandson off downtown.  A couple of days earlier I spoke with Louisville Gas and Electric Company regarding the Smart Meters that they have been installing at my home and made a request to have it taken off of my home.  I am currently receiving Social Security Disability for ***"Frequency Devices and Neurological problems,"***therefore a Smart Meter is a hazard to my health.  Also, I have never given permission for LG&E to install this ***"Surveillance"*** Meter on my home.  For the record in 2010 LG&E came to my home while I was away and left a hanging tag that stated they were at my home and had my service off for about 15 minutes and I had not requested a service call.  When I arrived home from work I begin having Extreme Muscle spasms and Extreme Sleep Deprivation so severe that I lost my job due to lack of sleep.

On June 26, 2012 LG&E was again at my property and I went to the meter and saw a very wide black item behind the Smart Meter that they previously installed.  I ask them what it was and I was told that it was a Recorder and that they wanted to leave it on my house for a week to find out why the meter was not working properly.  For the record the problems that I reported was electrical appliances overheating, extreme muscle spasms and damaged property.  I also stated that I feared that they were going to catch my house on fire with the extreme amounts of heat that they were daily sending through my outlets, and I do fear that the wiring in my home has been destroyed by these excessive amouts of heat aimed at my home.  Due to the fact that I told them to remove the Smart Meter and to install the Analog Meter it appeared to me that they were using my home as a test site by installing a Recorder when I requested by telephone that they remove the Smart Meter. About a week before I reported to LG&E a damaged computer laptop battery, a damaged desktop computer, a damaged internet modem and two damaged cell phone batteries, ***all destroyed by excessive heat directed to my home. for more information regarding damaged property see page on the Website entitled, "DEW/Electric Property Damage," also see Connie Marshall's Journal.***I asked the LG&E Representative's that were on my property for their ID and their names and one of them told me his name was Massey.  When I heard his name and I looked at him, I remembered having a previous problem with him and Jerry Belcher, his Supervisor, ***however I did not tell him that I knew who he was, see page on my website regarding Oct. 12, 2010 entitled, "Louisville Gas & Electric" regarding Jerry Belcher" also note on Oct. 12, 2010 LG&E stated that they did not send these LG&E workers to my home.  Also see page on my website entitled, "Electromagnetic Office" regarding Mike Massey and note that under 5th date entitled, "Sometime in March 2010" he brought a female and male with him to my home whom LG&E stated they did not know who these people were.  Also on May 24, 2010 Massey was back on my property supposedly performing an Electromagnetic Test in my home, though he was not the person that was supposed to be dispatched to my home to perform the test.*** I ask the other LG&E Representative with Massey on June 26, 2012 for his name and I.D. and he stated, "I left my I.D. at home.  I then ask him for his last name and he stated that he was not giving it to me. ***I found this strange because Utility Workers are supposed to provide the customer with proof that they are truly with the company that they are representing.***

***Due to the numerous problems I have experienced regarding LG&E Reps. popping up on my property, refusing to show I.D. and on some visits LG&E stating that they did not send them, which I can provide audios and videos as evidence, I am filing this complaint against LG&E as these workers state that they are representing LG&E.***

***In addition, I have had numerous electrical appliances destroyed, property damage to my home and damage to my health after these visits.***

***Sincerely,***

***Connie Marshall***

***P.S.***

***For more evidence of damages to property, LG&E visits, damage to my health, etc. go to my website*** [**www.justiceforallcitizens.com**](http://www.justiceforallcitizens.com/) ***and click on the pages pertaining to LG&E and Electromagnetic Office.***

***Attachments - 45 & 61 - Picture of Guy working on my home that did not have I.D.***

***Attachment - 44 - Picture of Massey***

***Attachment - 51 Recorder behind the Smart Meter***

***Attachment - Previous Letter sent to Vic Staffieri regarding LG&E at my home causing Medical Problems that persist to date.***