



AFFORDABLE ENERGY CORPORATION
ASAP: The All Seasons Assurance Plan
150 S. State St., Louisville, Kentucky 40206-3169
(502) 893-7843 Fax (502) 893-1910
Visit our new website: www.asapky.org info@asapky.org

CLIENT APPEAL / COMPLAINT FORM

It is the policy of the Affordable Energy Corporation to give all participating households an opportunity to file a complaint on the denial or termination of services and to assure that a household aggrieved by actions arising from service rendered by the Corporation has a right of appeal. The Head of Household will not suffer retaliation or sanction as a result of any complaints filed.

An appeal must be filed / post-marked / mailed to: Affordable Energy - ASAP, 150 S. State Street, Louisville, KY 40206 or faxed to (502) 893-1910, within 30 days of the Termination Notice date.

I, _____, submit this "Client Appeal / Complaint Form" to the Program Director of Affordable Energy Corporation who is responsible for administering ASAP: The All Seasons Assurance Plan. This is a brief description of my appeal or complaint:

Reasons for non-payment the last 30-60 days before Termination; Check [x] all that apply:

Table with 2 columns and 5 rows for reasons for non-payment. Includes checkboxes for Social Security Insurance, Unemployment, Delayed Payment, Medical Expenses, Household Expenses, and Other. Includes fields for MY PAST DUE BALANCE WAS PAID ON: and Payment Confirmation or Receipt Number:

List & Explain ALL Financial Difficulties. EACH above checked issue must include documentation (30-60 days before Termination): official award letters, income statements, bills (except medical), receipts of rent, purchase, repairs or other valid, written proof to support your appeal.

Multiple empty rows for listing and explaining financial difficulties.

Client Signature:

Date:

LG&E Acct. No.:

ASAP No.:

Address:

Home Phone No.:

Cell /Other Phone No.:

- Appeals are reviewed ONCE A MONTH and require that your LG&E is CURRENT When Reviewed.
• If your appeal is accepted, your LG&E account must REMAIN CURRENT for The Rest of the Year.
• FALLING BEHIND after re-activation will result in an automatic FINAL Termination without notice.