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Public Service Commission
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David L. Armstrong
Chairman

James W. Gardner
Vice Chairman

July 24, 2012

PARTIES OF RECORD

Re: Case No. 2012-00168

Attached is a copy of the memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Virginia Gregg at 502-564-3940, Extension 407.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen
Executive Director

VG/kar
Attachment

INTRA-AGENCY MEMORANDUM
KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File

FROM: Virginia Gregg

DATE: July 24, 2012

RE: Case No. 2012-00168
Louisville Gas and Electric Company – Alleged Failure to Comply with
Administrative Regulations

On July 20, 2012, Commission Staff (“Staff”) held an informal conference (“IC”) with representatives of Louisville Gas and Electric Company (“LG&E”). The purpose of the IC was to discuss issues related to the case and possible settlement of all issues. LG&E requested the conference and notice of the IC was issued by the Commission on July 19, 2012. A sign-in sheet listing the attendees is attached to this memorandum.

The IC began with a general discussion of LG&E’s presentation and handout from the IC held at the Commission’s offices on June 12, 2012. Staff then reviewed its concerns regarding LG&E’s six errors involving Clayton.¹ Specifically discussed was the nature of the individual errors made with five of the six errors pertaining to Clayton’s “split account.” LG&E described the extensive training that is now given to employees on how to handle all aspects of split accounts. The sixth error involving Clayton’s service being disconnected while her informal complaint was pending before the Commission has been addressed by a new procedure instituted by LG&E.

Finally, there was a discussion of a possible settlement of the case. An initial draft settlement agreement will be prepared by LG&E and tendered to Staff by July 27, 2012 for its review.

The IC was then adjourned.

Attachments: Sign-In Sheet

¹ Clayton refers to the complainant in Case No. 2011-00211, Brenda Joyce Clayton, Complainant vs. Louisville Gas and Electric Company (Ky. PSC Apr. 24, 2012), the case which led to this proceeding.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LOUISVILLE GAS AND ELECTRIC COMPANY) CASE NO.
ALLEGED FAILURE TO COMPLY WITH) 2012-00168
ADMINISTRATIVE REGULATIONS)

July 20, 2012

Please sign in:

NAME	REPRESENTING
<u>RICK LOVEKAMP</u>	<u>LG&E / KU</u>
<u>Allison Sturgeon</u>	<u>LG&E / KU</u>
<u>Cheryl Bruner</u>	<u>LG&E / KU</u>
<u>JEFF SHAW</u>	<u>PSC - FA</u>
<u>Chris Whelan</u>	<u>PSC - FA</u>
<u>Virginia Gregg</u>	<u>PSC - Legal</u>
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