Mr. Jeff DeRouen
Executive Director
Kentucky Public Service Commision
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

July 2, 2012

## RECEIVED

JUL 022012
PUBLIC SERVICE COMMISSION

## Louisville Gas and <br> Electric Company

State Regulation and Rates 220 West Main Street PO Box 32010 Louisville, Kentucky 40232 www.lge-ku.com

## RE: STEVE N. NICHOLS COMPLAINANT V. LOUISVILLE GAS AND <br> ELECTRIC COMPANY DEFENDANT

 Case No. 2012-00218Dear Mr. DeRouen:
Enclosed please find an original and ten (10) copies of the Answer of Louisville Gas and Electric Company to the Complaint of Steve N. Nichols in the abovereferenced docket.

Also enclosed are an original and ten (10) copies of a Petition for Confidential Protection regarding certain information provided in the Answer.

A copy is being mailed to the Complainant.
Please contact me if you have any questions concerning this filing.


Sincerely,

## BEFORE THE PUBLIC SERVICE COMMISSION

## In the Matter of:

## STEVE N. NICHOLS ) <br> COMPLAINANT <br> v. <br> LOUISVILLE GAS AND ELECTRIC ) <br> COMPANY ) <br> DEFENDANT <br> CASE NO. 2012-00218

ANSWER OF
LOUISVILLE GAS AND ELECTRIC COMPANY

In accordance with the Kentucky Public Service Commission's ("Commission") Order of June 12, 2012 in the above-captioned proceeding, Louisville Gas and Electric Company ("LG\&E" or the "Company") respectfully submits this Answer to the Complaint of Steve N. Nichols filed on May 18, 2012. In support of its Answer, and in response to the specific averments contained in said Complaint, LG\&E states as follows:

1. LG\&E admits the allegations contained in paragraph (a) of the Complaint, on information and belief.
2. With regard to the allegations contained in paragraph (b) of the Complaint, LG\&E states that its primary business address is 220 West Main Street, Louisville, Kentucky 40202.
3. With regard to the allegations contained in paragraph (c) of the Complaint, LG\&E admits that Mr. Nichols was billed for services for the following accounts, addresses, amounts, and time periods ${ }^{1}$ :
a. Account 4523 ("Acct. 4523") - 155 N. Keats, Apt. \#3 $\$ 40.20$ for period $2 / 10 / 09-3 / 4 / 09$;
b. Account 2822 ("Acct. 2822") - 1051 Barrett Ave., Apt. \#2 $\$ 46.24$ for period 12/19/08-8/12/09;
c. Account 8966 ("Acct. 8966 ") - 1051 Barrett Ave., Apt. \#3 - \$38.79 for period 11/25/08-3/5/09;
d. Account 440 ("Acct. 1440")-155 N. Keats, Apt. \#1-
\$17.45 for period 10/29/09-11/19/09;
e. Account 5337 ("Acct. 5337") - 155 N. Keats, Apt. \#2$\$ 100.41$ for $10 / 13 / 11-10 / 25 / 11$.

LG\&E affirmatively states that during the above-indicated time periods, Mr. Nichols was the Landlord/Property Owner of the above-referenced properties located in Louisville, Kentucky. LG\&E had an Owner Allocation Agreement ("Agreement") on file with Mr. Nichols for all said properties during the periods question, which authorized LG\&E to leave on the electric and gas services in his name when the properties became vacant and the tenants ordered services turned off. Monthly bills were sent out for each

[^0]account to Mr. Nichols as services were incurred at said locations while they were in his name. LG\&E also provides gas and electric services to Mr. Nichols' personal residence located at 4920 Chenoweth Run Road in Louisville, Kentucky (Account No. 2392) ["Acct. 2392"]. Also at this same location, there is a rental property identified in LG\&E's billing system ("CCS") as "4920 Chenoweth Run Road Rear" to which LG\&E provides gas and electric services. Services for 4920 Chenoweth Run Road Rear were billed to Mr. Nichols for the period October 21, 2001 to March 17, 2009 under Account No. 8003 (which was changed to Account No. 2616 ["Acct. 2616"] during the CCS conversion).

In February 2012, LG\&E's Revenue Collections generated a "pre-write off report" showing delinquent accounts, which included the five outstanding balances for Mr. Nichols dating back to 2008, which are the subject of his Complaint. The report is automatically generated once a week, and is used to match accounts that are about to be written off (that are at least 120 days past due) to active customer accounts. If an exact match is made, the past due balance is transferred to the active customer account, and is identified as a "Transferred Balance" on the customer's next bill under the section "Other Charges." Upon review of the report at that time, it was determined by an LG\&E representative that Mr. Nichols had an active service in his name, so the representative transferred the five balances (totaling \$243.09) to Acct. 2392 on February 28, 2012.

The spreadsheet attached as Exhibit "A" details the amount due for each rental property, the dates the services were charged to Mr. Nichols (as authorized by him per the Agreement), and the dates the final bills were mailed to him. Attached as Exhibit " $B$ " are spreadsheets showing the bills and payments for the addresses and the service periods
in question, along with the final bills that were sent to Mr. Nichols for each account. ${ }^{2}$ (Documentation as to Mr. Nichols' two Chenoweth Run Road Accounts is also included in Exhibit "B.")

Attached as Exhibit "C" is a Move In/Move Out history for each of Mr. Nichols' rental properties for the periods in question, which are the subject of his Complaint. The summary shows the periods for which Mr. Nichols was responsible for the gas and electric services for each of the addresses. ${ }^{3}$ In situations involving rental properties where LG\&E has an Agreement in place with a property owner, once a tenant requests a move out and the account is final billed, the services revert to the name of the property owner in order to avoid shutoff of the services. During the period between tenant rentals, the property owner is responsible for the bills. When a tenant then requests service at the location, the property owner is final billed, and the service in the new tenant's name is activated. If the property owner fails to pay, CCS automatically transfers the past due balance to an account designated by the landowner. If no such account has been designated (as was the case with Mr. Nichols), LG\&E's Revenue Collections group will search for any active account in the property owner's name to make the transfer and attempt collection.

Following is a summary of each account in dispute:
Acct. 2822 (1051 Barret Ave. Apt. 2) - A final bill for electric service was issued on Acct. 3216 for $\$ 359.15$ on March 17, 2009. When Mr. Nichols failed to pay the

[^1]amount due, the balance was transferred on April 23, 2009 from Acct. 3216 to Acct. 2822, the active account in his name at 1051 Barret Ave., Apt. 2. No payments were made during the period from May 2009 to August 2009 on Acct. 2822, which was final billed on August 14, 2009 in the amount of $\$ 433.22$. Having received no payment, LG\&E transferred the amount of $\$ 386.98$ ( $\$ 433.22$ less $\$ 46.24$ ) from Acct. 2822 to Acct. 2392 on September 9, 2009, which left an unpaid balance of $\$ 46.24$ on Account No. 2822. On September 18, 2009, Mr. Nichols called LG\&E and spoke to a Customer Service Representative ("CSR") about the transferred balance of $\$ 386.98$ to his home account (Acct. 2392). The CSR explained to Mr. Nichols from where the transferred balance originated (as detailed above). Because no account had been designated by Mr . Nichols to accept balances due from this rental property while service was in his name, the outstanding balance of $\$ 46.24$ on Acct. 2822 was matched during LG\&E's pre-write off process and transferred to Acct. 2392 on February 28, 2012.

Acct. 1440 ( 155 N. Keats Ave., Apt. 1) - Mr. Nichols was final billed for gas and electric services on this account on December 4, 2009 in the amount of $\$ 17.45$. Because no account had been designated by Mr. Nichols to accept balances due from this rental property while services were in his name, the outstanding balance was matched during LG\&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

Account No. 5337 ( 155 N. Keats Ave., Apt. 2) - LG\&E sent a letter to Mr. Nichols notifying him the gas and electric services at this location reverted to his name effective October 13, 2011. In response, Mr. Nichols called LG\&E and spoke to a CSR on October 21, 2011, explaining that he had two tenants at the location, and the tenant who had LG\&E services in her name had moved out (resulting in the services reverting
back to Mr. Nichols). The CSR explained to Mr. Nichols that the remaining tenant had not requested services in her name, and LG\&E would not be able to transfer the balance due for services while it was in his name, unless directed by the tenant. The CSR informed Mr. Nichols that he would be responsible for the bill, and asked if he would like to process a move out order. Mr. Nichols stated he wanted to give the tenant until October 25, 2011 to request service before disconnecting. A move in order for the remaining tenant was completed on October 26, 2011 (see Exhibit "C"), and Mr. Nichols was final billed $\$ 100.41$ on October 27,2011 . A collection letter was sent to Mr. Nichols dated November 13, 2011, to which Mr. Nichols replied the property was occupied by a tenant, and he was not responsible for the amount due. (Said letters are attached collectively as Exhibit "D.") Because no account had been designated by Mr. Nichols to accept balances due from this rental property while services were in his name, the outstanding balance was matched during LG\&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

Acct. 4523 ( 155 N. Keats Ave.. Apt. 3) - Mr. Nichols was final billed for gas and electric services on this account on March 4, 2009 in the amount of $\$ 40.20$. Because no account had been designated by Mr. Nichols to accept balances due from this rental property while services were in his name, the outstanding balance was matched during LG\&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

Acct. 8966 (1051 Barret Ave., Apt. 3) - Mr. Nichols was final billed for gas and electric services on this account on March 5, 2009 in the amount of $\$ 38.79$. Because no account had been designated by Mr. Nichols to accept balances due from this rental
property while services were in his name, the outstanding balance was matched during LG\&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.
4. As to the relief requested "that these amounts be removed from my home account \# (redacted) and be marked as paid since they are so old and I have had balances on these addresses since then," LG\&E affirmatively states that it is required to charge customers for the amount of electric and gas services consumed. LG\&E is required to charge Mr. Nichols for the electric and gas consumed based upon LG\&E's filed rates contained in its tariff, and properly and timely charged Mr. Nichols for the services in question. See In the Matter of: James R. and Charlene Smith v. Louisville Gas and Electric Company, Case No. 1998-00211, Order of September 25, 1998. LG\&E further states that the information contained above provides detailed information demonstrating that Mr. Nichols' bills were correct, and therefore believes the Complaint should be dismissed.
5. LG\&E has attempted to contact Mr. Nichols' concerning his complaint on several occasions. On April 5, 2012, an LG\&E Customer Relations Specialist spoke with Mr. Nichols to confirm receipt of his informal complaint that he filed with the KPSC that same day. On April 10, 2012, the same Customer Relations Specialist called Mr. Nichols to discuss the transferred balances on his account, and he indicated he did not have time to discuss it and would call back. On April 17, 2012, the Customer Relations Specialist left a message with a woman who identified herself as Mr. Nichols' girlfriend for a return call from Mr. Nichol. On June 11, 2012, a Customer Relations Specialist left another message for Mr. Nichols for a return call. On June 27, 2012, another attempt to reach Mr. Nichols was made by a Customer Relations Specialist by leaving messages for him at
two available phone numbers. To date, Mr. Nichols has not made contact with LG\&E in response to the messages left for him concerning his Complaint.
6. LG\&E denies all allegations contained in the Complaint which are not expressly admitted in the foregoing paragraphs of this Answer.

## FIRST AFFIRMATIVE DEFENSE

The Complaint, or parts of it, fails to set forth any claim upon which relief can be granted by this Commission and, therefore should be dismissed.

## SECOND AFFIRMATIVE DEFENSE

The Complainant has failed to set forth a prima facie case that LG\&E has violated its tariff or any statute or Commission regulation, and the Complaint should be dismissed for that reason.

WHEREFORE, for all reason set forth above, Louisville Gas and Electric Company respectfully requests:
(1) that the Complaint herein be dismissed without further action being taken by the Commission;
(2) that this matter be closed on the Commission's docket; and
(3) that LG\&E be afforded any and all other relief to which it may be entitled.

Respectfully submitted,


Senior Corporate Attorney
LG\&E and KU Services Company
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

## Counsel for Louisville Gas and Electric Company CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following on the $2^{\text {nd }}$ day of July, 2012, U.S. mail, postage prepaid:

Steve N. Nichols 4920 Chenoweth Run Road Louisville, KY 40299

Clump Stwrien-
Counsel fou Louisville Gas and Electric Company



Exhibit B
Page 1 of 27
a PPL company

Customer Service: Telephone Payments:

Walk-In Center: Online Customer Self-Service:

1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET) 1-502-589-1444; press 1-2-2-3
( 24 hours a day; $\$ 2.95 \mathrm{fee}$ )
Open Mon-Fri 8 a.m. to 5 p.m. ET
www.lge-ku.com ( 24 hours a day)

| DUE DATE | Pay This Amount |
| :---: | :---: |
| $11 / 07 / 11$ | $\$ 100.41$ |

This is a final bill
Please have your account number available when calling to discuss your account.

| Averages for <br> Billing Period | This <br> Year | Last <br> Year |
| :--- | :--- | :--- |
| Average Temperature | $56^{\circ}$ | $64^{\circ}$ |
| Number of Days Billed | 13 | 0 |
| Electric/kwh per day | 71.6 | 0.0 |
| Gas/ccf per day | 1.8 | 0.0 |


| ACCOUNT INFORMATION |  |
| :--- | :--- |
| Account Number: | -5337 |
| Account Name: | STEVE N NICHOLS |
| Service Address: | 155 N Keats Ave Apt 2 |
|  | L.OUSVILLE KY |
| Date Bill Mailed: | $10 / 26 / 11$ |


| BILLING SUMMARY |  |  |
| :--- | :--- | ---: |
| Previous Balance |  | 0.00 |
| Payment(s) Received $1 / \uparrow-10 / 26$ |  | 0.00 |
| Balance as of 10/26 |  | 0.00 |
| Current Electric Charges | 24.85 |  |
| Current Gas Charges |  | 100.41 |
| Current Charges as of 10/26 |  | $\mathbf{1 0 0 . 4 1}$ |
| Total Amount Due |  |  |

## ELECTRIC CHARGES

| Rate Type: Residential Electric Service | Meter Reading Information |  |  |
| :---: | :---: | :---: | :---: |
| Basic Service Charge | 3.68 | Meter \# 629511 |  |
| Energy Charge | 67.26 | Actual Reading on 10/25/11 | 67380 |
| Other Charges For Above Rates |  | Previous Reading on 10/13/11 | 66449 |
| Electric Fuel Adjustment ( $\$ 0.00221 \times 931 \mathrm{kwh}$ ) | 2.06 | Current kwh Usage | 931 |
| Electric DSM | 2.27 | Meter Muitiplier | 1 |
| Environmental Surcharge | 0.14 | Metered kwh Usage | 931 |
| Home Energy Assistance Fund Charge | 0.15 |  |  |
| Total Electric Charges | \$75.56 |  |  |

Please see reverse side for additional charges
Customer Service 1-502-589-1444

## PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



## GAS CHARGES

| Rate Type: Residential Gas Service |  |
| :--- | ---: |
| Basic Service Charge | 5.42 |
| Gas Distribution Charge | 5.38 |
| Gas Supply Component | 13.45 |
| Other Charges For Above Rates |  |
| Gas DSM | 0.45 |
| Home Energy Assistance Fund Charge | 0.15 |
| Total Gas Charges | $\mathbf{\$ 2 4 . 8 5}$ |

## Meter Reading Information

Meter \# 401501
Actual Reading on 10/25/11 2094
Previous Reading on 10/13/11 $\underline{2070}$
Current ccf Usage 24
Meter Multiplier
Metered ccf Usage 24

## BILLING INFORMATION

Initial bill
FINAL BILL
This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed to be applied to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than $\$ 1$ will only be refunded upon request.

## IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,862 pounds of CO 2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of $2,000 \mathrm{lbs}$. of carbon. Visit our Web site at www. Ige-ku.com for Smart Saver tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit www.Ige-ku.com or call our Customer Service Department. New enrollment only - Please check box(es) below and on front of stub.Budget PlanI would like to enroll in Demand Conservation.Auto Pay (voided check must be provided). Please note that any past due balance on your LG\&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid' unintended debits to your bank account, please make sure your LG\&E account balance is current before enrolling in Auto Pay.

Please deduct my Auto Pay Payment from my Checking Account.
I hereby authorize LG\&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG\&E accounts, and will remain in effect until revoked by me or LG\&E.

Signature: $\qquad$
Date: $\qquad$


| DUE DATE | AMOUNT DUE |
| :---: | :---: |
| $12 / 15 / 09$ | $\$ 17.45$ |

## This is a final bill

## ACCOUNT INFORMATION

This year, give a gift everyone can use: a HUG - Home Utility Gift - certificate from LGE. Visit us online at or call us at (502) 589-1444 to learn more.

| ACCOUNT INFORMATION |  |
| :--- | :--- |
| Account Number: | 1440 |
| Account Name: | STEVE N NICHOLS |
| Service Address: | 155 N Keats Ave Apt 1 |
|  | LOUISVILLE KY |


| Averages for Billing Period | This Year | Last <br> Year | BILLING SUMMARY |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Previous Balance |  | 0.00 |
| Average Temperature | $54^{\circ}$ | $50^{\circ}$ | Payment as of 12/03 |  | 0.00 |
| Number of Days Billed | 22 | 0 | Balance as of 12/03 |  | 0.00 |
| Electric/kwh per day | 1.6 | 0.0 | Electric Charges | 6.43 |  |
| Gas/ccf per day | 0.2 | 0.0 | Gas Charges | 11.02 |  |
|  |  |  | Utility Charges as of 12/03 |  | 17.45 |
|  |  |  | Total Amount Due |  | 17.45 |


| ELECTRIC CHARGES |  |  |  |
| :---: | :---: | :---: | :---: |
| Rate Type: Residential Electric Service |  | Meter Reading Inform |  |
| Customer Charge | 3.67 | Meter \# 569981 |  |
| Energy Charge | 2.46 | Actual Reading on 11/19 | 14092 |
| Other Charges For Above Rates |  | Previous Reading on 10/29 | 14055 |
| Electric Fuel Adjustment | -0.02 | Current kwh Usage | 37 |
| Electric DSM | 0.07 | Meter Multiplier | 1 |
| Environmental Surcharge | 0.10 | Metered kwh Usage | 37 |
| Home Energy Assistance Fund Charge | 0.15 |  |  |
| Total Electric Charges | \$6.43 |  |  |
| GAS CHARGES |  |  |  |
| Rate Type: Residential Gas Service |  | Meter Reading Inform |  |
| Customer Charge | 6.97 | Meter \# 402255 |  |
| Gas Distribution Charge | 1.07 | Actual Reading on 11/19 | 3976 |
| Gas Supply Component | 2.46 | Previous Reading on 10/29 | 3971 |
| Weather Normalization Adjustment | 0.32 | Current ccf Usage | 5 |
| Other Charges For Above Rates |  | Meter Multiplier | 1 |
| Gas DSM | 0.05 | Metered ccf Usage | 5 |
| Home Energy Assistance Fund Charge | 0.15 |  |  |
| Total Gas Charges | \$11.02 |  |  |
|  |  |  |  |
|  |  |  |  |


| Account Number | Payment Due Date | Amount Due by Due Date | Amount Due 3 Days After Due Date | Winter Help Donation | Amount <br> Enclosed |
| :---: | :---: | :---: | :---: | :---: | :---: |
| -1440 | 12/15/09 | \$17.45 | \$17.45 |  | \$ |

Home Phone \# (XXX)
OFFICE USE ONLY:
MRU20802045, G000000
P0. 00
PF:


STEVE N NICHOLS
4920 CHENOWETH RUN
LOUISVILLE KY 40299

## 

$\sum_{\underset{\sim}{x}}^{\stackrel{j}{\sim}}$ Service Address: 155 N Keats Ave Apt 1

## BILLING INFORMATION

FINAL BILL
This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed to be applied to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than $\$ 1$ will only be refunded upon request.
Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

## IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 74 pounds of CO2. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of $2,000 \mathrm{lbs}$. of carbon.

You can reduce these emissions and your energy usage by adjusting your thermostat. Move your thermostat down two degrees in the winter to prevent, on average, about 3,200 pounds of carbon dioxide from being emitted. And you'll save approximately $\$ 98$ each year.
To request a copy of your rate schedule, please call (502) 589-1444.

Please make note of your new account number, which can be found on the front of your bill. Your old account number, 2857-6 is no longer valid but is provided here for reference purposes only.

New enrollment only - Please check box(es) below and on front of stub.
$\square$ Budget Plan
$\square$ I would like to enroll in Demand Conservation.
Automatic Bank Club (voided check must be provided). Please note that any past due balance on your LG\&E account will be debited from your bank account immediately upon enrollment in the ABC program. To avoid unintended debits to your bank account, please make sure your LG\&E account balance is current before enrolling in $A B C$.

Please deduct my Automatic Bank Club Payment from my Checking Account.
I hereby authorize LG\&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG\&E accounts, and will remain in effect until revoked by me or LG\&E.

Signature: $\qquad$
Date: $\qquad$



TG:
an e.on company

Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
Telephone Payments: (800) 780-9723
Power Outage Reporting: (502) 589-3500 www.eon-us.com

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

| Averages for Billing Period | This Year | Last <br> Year | BILLING SUMMARY |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Previous Balance |  | 427.68 |
|  |  |  | Payment as of 08/13 |  | 0.00 |
| Average Temperature | $77^{\circ}$ | $74^{\circ}$ | Balance as of 08/13 |  | 427.68 |
| Number of Days Billed | 5 | 0 | Electric Charges | 5.54 |  |
| Electric/kwh per day | 12.8 | 0.0 | Utility Charges as of 08/13 |  | 5.54 |
|  |  |  | Total Amount Due |  | 433.22 |


|  | ELECTRIC CHARGES |  |  |
| :--- | :--- | :--- | :--- |
| Rate Type: Residential Electric Service |  | Meter Reading Information <br> Customer Charge | 0.83 |
| Energy Charge | 4.26 | Meter \#560047 |  |
| Actual Reading on 08/12 |  |  |  |
| Other Charges For Above Rates |  | Previous Reading on 08/07 | 74794 |
| Electric Fuel Adjustment | 0.12 | Current kwh Usage | $\mathbf{7 4 7 3 0}$ |
| Eletric DSM | 0.12 | Meter Multiplier | 64 |
| Environmental Surcharge | 0.06 | Metered kwh Usage | $\mathbf{1}$ |
| Home Energy Assistance Fund Charge | 0.15 |  | 64 |
| Total Electric Charges | $\$ 5.54$ |  |  |

## BILLING INFORMATION

## FINAL BILL

This is your final bill. If you have an active account with us, your final balance will be transferred to this account. If you no longer have service with us, please contact us to provide your new forwarding address.
Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

## Please see reverse side for additional charges Bring entire bill when paying in person.

Customer Service (502) 589-1444 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT


## IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 128 pounds of CO2. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of $2,000 \mathrm{lbs}$. of carbon.

Visit www.eon-us.com for Smart Saver tips to help you better manage and lessen the impact of your energy usage.
To request a copy of your rate schedule, please call (502) 589-1444.

Please make note of your new account number, which can be found on the front of your bill. Your old account number, is no longer valid but is provided here for reference purposes only.

New enrollment only - Please check box(es) below and on front of stub.Budget PlanI would like to enroll in Demand Conservation.

Please deduct my Automatic Bank Club Payment from my Checking Account.
I hereby authorize L.G\&E to debit my bank account for payment of my monthly bill., This authorization applies to all my current and future LG\&E accounts, and will remain in effect until revoked by me or LG\&E.

Signature: $\qquad$
Date: $\qquad$
Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

Exhibit B
Page 10 of 27

## Account Information



Accounts Receivable Information


## Usage Information




Billing Information


Exhibit B
Page 12 of 27


Exhibit B


Exhibit B
Page 14 of 27

## Account Information




Account Receivable Information


## Usage Information




## Billing Information






Exhibit B
Page 17 of 27

|  |  |  |  | Steve N Nicholas4920 Chenoweth Run Road Ft.CCS Account number 392Service Dates 2/21/1995-Current |  |  |  | Active |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Read Date Billed Date Transferred Date | Electric | KWH | Gas | CCF | Late Payment Charge | Misc. <br> Billing | Transferred in Balance | Payment | Payment Date | Balance | Misc. Billing Description |
| Read Date 5/22/2012 <br> Due Date 6/5/2012 | \$145.03 | 1680 | -\$24.94 | 6 |  |  |  |  |  | \$525.29 |  |
| 05/21/12 |  |  |  |  |  |  |  | -\$276.20 | 05/21/12 | \$405.20 |  |
| 05/10/12 |  |  |  |  | \$5.87 |  |  |  |  | \$681.40 |  |
| Read Date 4/23/2012 Due Date 5/7/2012 | \$58.19 | 615 | \$59.10 | 53 |  |  |  |  |  | \$675.53 |  |
| 04/09/12 |  |  |  |  | \$7.29 |  |  |  |  | \$558.24 |  |
| Read Date 3/22/2012 Due Date 4/4/2012 | \$87.60 | 995 | \$58.15 | 51 |  |  |  |  |  | \$550.95 |  |
| 03/20/12 |  |  |  |  |  |  |  | -\$120.94 |  | \$405.20 |  |
| 03/09/12 |  |  |  |  | \$8.37 |  |  |  |  | \$526.14 |  |
| 03/05/12 |  |  |  |  |  |  |  | -\$73.58 |  | \$517.77 |  |
| 02/28/12 |  |  |  |  |  |  | \$100.41 |  |  | \$591.35 | Transferred From 5rexs 5333 |
| 02/28/12 |  |  |  |  |  |  | \$17.45 |  |  | \$490.94 | Transferred from 5x max 440 |
| 02/28/12 |  |  |  |  |  |  | \$38.79 |  |  | \$473.49 | Transferred from 966 |
| 02/28/12 |  |  |  |  |  |  | \$46.24 |  |  | \$434.70 | Transferred from - 2822 |
| 02/28/12 |  |  |  |  |  |  | \$40.20 |  |  | \$388.46 | Transferred from 3 523155 N Keats Ave Apt\# |
| Read Date 2/22/2012 Due <br> Date 3/6/2012 | \$1.25 | 601 | \$111.73 | 130 |  |  |  |  |  | \$348.26 |  |
| 02/21/12 |  |  |  |  |  |  |  | -\$200.00 | 02/21/12 | \$235.28 |  |
| Read Date 1/23/2012 Due Date 2/6/2012 | \$117.53 | 1403 | \$142.63 | 162 |  |  |  |  |  |  |  |

Exhibit B
Page 18 of 27

Walk-In Center: Online Customer Self-Service:

| DUE DATE | Pay This Amount |
| :---: | :---: |
| $04 / 04 / 12$ | $\$ 550.95$ |


| ACCOUNT INFORMATION |  |
| :--- | :--- |
| Account Number: | $\quad$-2392 |
| Account Name: | STEVE N NICHOLS |
| Service Address: | 4920 Chenoweth Run Rd Ft |
|  | LOUISVILLE KY |
| Next Read Will Occur: | $04 / 19 / 12-04 / 23 / 12$ |
| Date Bill Mailed: | $03 / 23 / 12 \quad$ (Meter Read Portion 15) |


| BILLING SUMMARY |  |  |
| :--- | ---: | ---: |
| Previous Balance | 348.26 |  |
| Payment(s) Received $2 / 23-3 / 22$ |  | -194.52 |
| Balance as of 3/22 | 153.74 |  |
| Current Electric Charges | 87.60 |  |
| Current Gas Charges | 58.15 |  |
| Current Charges as of 3/22 |  | 145.75 |
| Other Charges (See Other Charges Box) | 251.46 |  |
| Total Amount Due | $\mathbf{5 5 0 . 9 5}$ |  |


| Averages for <br> Billing Period | This <br> Year | Last <br> Year |
| :--- | :--- | :--- |
| Average Temperature | $56^{\circ}$ | $51^{\circ}$ |
| Number of Days Billed | 29 | 33 |
| Electric/kwh per day | 34.3 | 19.3 |
| Gas/ccf per day | 1.7 | 2.4 |

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

ACCOUNT INFORMATION
Account Number STEVE N NICHOLS 4920 Chenoweth Run Rd Ft LOUISVILLE KY

## ELECTRIC CHARGES

| Rate Type: Residential Electric Service |  |
| :--- | ---: |
| Basic Service Charge | 8.50 |
| Energy Charge $(\$ 0.07242 \times 995.00 \mathrm{kwh})$ | 72.06 |
| \#lectric DSM ( $\$ 0.00238 \times 995.00 \mathrm{kwh})$ | 2.37 |
| Electric Fuel Adjustment $(\$ 0.00395 \times 995 \mathrm{kwh})$ | 3.93 |
| Environmental Surcharge $(0.670 \% \times \$ 86.86)$ | 0.58 |
| Home Energy Assistance Fund Charge | 0.16 |
| Total Electric Charges | $\$ 87.60$ |


| Meter Reading Information |  |
| :--- | ---: |
| Meter \# 627669 |  |
| Actual Reading on 3/22/12 | 49186 |
| Previous Reading on 2/22/12 | $\underline{48191}$ |
| Current kwh Usage | $\underline{995}$ |
| Meter Multiplier | $\underline{1}$ |
| Metered kwh Usage |  |

Please see reverse side for additional charges
Customer Service 1-502-589-1444

## PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



## GAS CHARGES

## Rate Type: Residential Gas Service

| Basic Service Charge | 12.50 |
| :--- | ---: |
| Gas Distribution Charge $(\$ 0.22396 \times 51 \mathrm{ccf})$ | 11.42 |
| Gas Supply Component $(\$ 0.47423 \times 51 \mathrm{ccf})$ | 24.19 |
| Weather Normalization Adjustment $(\$ 0.22396 \times 38.250 \mathrm{ccf})$ | 8.57 |
| Gas DSM ( $\$ 0.02566 \times 51.00 \mathrm{ccf})$ | 1.31 |
| Home Energy Assistance Fund Charge | 0.16 |
| Total Gas Charges | $\$ 58.15$ |

## Meter Reading Information

Meter \# 656407
Actual Reading on 3/22/12 792
Previous Reading on 2/22/12 $\quad 741$
Current ccf Usage 51
Meter Multiplier $\quad 1$
Metered ccf Usage 51

## OTHER CHARGES

| Late Payment Charge | 8.37 |
| :--- | ---: |
| Transferred Balance | 243.09 |
| Total Other Charges Due | $\$ 251.46$ |


| Late Charge to be Assessed 3 Days After Due Date $\quad$ DING INFORMATION |
| :--- | :--- |
| IMPORTANT INFORMATION |

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,990 pounds of CO 2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of $2,000 \mathrm{lbs}$. of carbon. Visit our Web site at www.lge-ku.com for Smart Saver tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit www.Ige-ku.com or call our Customer Service Department.
If you use mail to submit your payment, please update your records to reflect the new address (located on the front of the bill stub) for our payment processing center. Remember, you can pay your bill online when you sign in or register your account at my.Ige-ku.com.

New enrollment only - Please check box(es) below and on front of stub.Budget PlanI would like to enroll in Demand Conservation.Auto Pay (voided check must be provided). Please note that any past due balance on your LG\&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG\&E account balance is current before enrolling in Auto Pay.

## Please deduct my Auto Pay Payment from my Checking Account.

I hereby authorize LG\&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG\&E accounts, and will remain in effect until revoked by me or $\angle G \& E$.

Signature: $\qquad$
Date: $\qquad$
Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments
Exhibit B untll you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

4920 Chenoweth Run Road REAR
CCS\# 2616 / CIS\# 庴 8003

## Account Information



## Accounts Receivable Information






Exhibit B
Page 22 of 27



Exhibit B
Page 23 of 27

Billing Information


Exhibit B




| Result ． $\boldsymbol{\nabla}^{\text {\％}}$ | Result Amount | Argumenti $\quad \mathbf{7}$ | $\underset{\text { Value }}{\text { Argument1 }}$ | Operator1 $\quad$－ | Argument2 $\quad \nabla$ | $\text { Argument2 } \nabla$ | Operator2 $\nabla$ | Argument3 $\quad \nabla$ | ${ }^{\text {Argument } 3} \mathrm{~V}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| CUST CHARGE． | $\leqslant-\quad$ smo | ADI CUST CHS | $\dagger$ ¢ 5.00 | ＊ | \％OFISAGE DAYS |  |  |  | $\because$ |
| ENERGY DOLLARS | $\$-117.96$ | USAGE RATE | ．064840 | ＊ | KWH USAGE | 1842 |  |  |  |
| FCa（Electric） | \＄ | FACTOR UNITS | 1842．00． | ， | factor bate | 000240 |  | \％ |  |
| ECR CHARGE | \＄$\quad 0.94$ | FACTOR DOLLARS | 128.19 | － | FACTOR RATE | ． 007300 |  |  |  |
| MERGER SURCR | 4. | factor dollars | 129.13 | ＊ | factor rate | 014990 | ，． | サ®》） | $\stackrel{y}{2}$ |
| DSM ELECTRIC | \＄ 4.79 | FACTOR UNITS | 1842 ．00 | － | FACTOR RATE | ． 002600 |  |  |  |
|  | 6－ 010 | FACTOR METER | 1,00 |  | factor rate | 100000 |  |  | 》． |






:

## STEVE NICHOLS COMPLAINT

| 155 N KEATS AV APT 1 |  |  |  |
| :--- | :--- | :--- | :--- |
|  |  |  |  |
| TENANT | ACCOUNT | MOVE-IN | MOVE-OUT |
| NAME | NUMBER | DATE | DATE |
|  |  | $1 / 12 / 2009$ | $10 / 28 / 2009$ |
| STEVE NICHOLS |  | $10 / 29 / 2009$ | $11 / 19 / 2009$ |
|  |  | $11 / 20 / 2009$ | $1 / 23 / 2011$ |


| 155 N KEATS AV APT 2 |  |  |  |
| :--- | :--- | :--- | :--- |
|  |  |  |  |
| TENANT | ACCOUNT | MOVE-IN | MOVE-OUT |
| NAME | NUMBER | DATE | DATE |
|  |  | $2 / 15 / 2011$ | $10 / 12 / 2011$ |
| STEVE NICHOLS |  | $10 / 13 / 2011$ | $10 / 25 / 2011$ |


| 155 N KEATS AV APT 3 |  |  |  |
| :---: | :---: | :---: | :---: |
| tenant | account | MOVE-IN | MOVE-OUT |
| NAME | NUMBER | DATE | DATE |
|  |  | 3/31/2008 | 2/10/2009 |
| STEVE NICHOLS |  | 2/10/2009 | 3/4/2009 |
|  |  | 3/14/2009 | 4/29/2009 |


| 1051 BARRETT AV APT 2 |  |  |  |
| :--- | :--- | :--- | :--- |
| TENANT | ACCOUNT | MOVE-IN | MOVE-OUT |
| NAME | NUMBER |  | DATE |
|  |  | $10 / 27 / 2004$ | DATE |
| STEVE NICHOLS |  | 2822 | $12 / 19 / 2008$ |
|  |  |  | $8 / 13 / 2009$ |


| 1051 BARRETT AV APT 3 |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- |
|  |  |  |  |  |
| TENANT | ACCOUNT | MOVE-IN | MOVE-OUT |  |
| NAME | NUMBER |  | DATE | DATE |
|  |  | $11 / 19 / 2007$ | $11 / 25 / 2008$ |  |
| STEVE NICHOLS |  |  | $11 / 25 / 2008$ | $3 / 5 / 2009$ |
|  |  |  | $3 / 5 / 2009$ | $10 / 15 / 2009$ |

## . STEVE N NICHOLS

4920 CHENOWETH RUN RD
LOUISVILLE KY 40299-4342

## Louisville Gas and Electrle Company

Customer Sarvice G20 West Broadway Loulsville, KY 40202 wow.igoku.com

November 13,2011
Acct No: 5337
We recently mailed you a final bill for service at 155 N KEATS AVE APT 2. As of today, you owe $\$ 100.41$. Please accept this friendly reminder and make payment within 10 days in order to ensure your account is cleared of this amount. Payment can be mailed to us at:

## LGE

PO Box 9001960
Louisville, KY 40290-1960
If payment has already been made, please disregard this notice. It has been our pleasure to serve you. Please do not hesitate to contact us if you have any questions or need additional information.

Sincerely, Revenue Collection Department
Louisville Gas and Electric

# ERT <br> RECEIVED DEC 012011 

## 

November 20, 2011
Acct No: ..... 5337
RE: 155 North Keats Avenue \# 2
Louisville, Ky. 40206
This bill belongs to the current tenant, as discussed with your customer service representative, who has resided at that address for the past year. Her information is 155 North Keats Avenue, \#2, Louisville, Ky. 40206,Sincerely,Steve Nichols

## COMMONWEALTH OF KENTUCKY

## BEFORE THE PUBLIC SERVICE COMMISSION

## In the Matter of:

## STEVE N. NICHOLS <br> COMPLAINANT <br> v. <br> LOUISVILLE GAS AND ELECTRIC COMPANY

DEFENDANT)

RECEIVED

## JUL 022012 <br> PUBLIC SERVICE COMMISSION

CASE NO. 2012-00218


## PETITION OF LOUISVILLE GAS AND ELECTRIC COMPANY FOR CONFIDENTIAL PROTECTION

Louisville Gas and Electric Company ("LG\&E") hereby petitions the Kentucky Public Service Commission ("Commission") pursuant to 807 KAR 5:001, Section 7, and KRS $61.878(1)(a)$ to grant confidential protection for the items described herein, which LG\&E has provided in support of its Answer to Mr. Nichols' Complaint in this proceeding. In support of this Petition, LG\&E states as follows:

1. The Kentucky Open Records Act exempts from disclosure certain information of a personal nature where public disclosure would constitute a clearly unwarranted invasion of personal privacy. KRS 61.878(1)(a).
2. In its Answer to Mr. Nichols' Complaint, LG\&E attached copies of, and information from, some electric utility bills. This information contains account number
and merits confidential protection because LG\&E believes that revealing their contents in the public record could result in an unwarranted invasion of personal privacy.
3. If the Commission disagrees with this request for confidential protection, however, it must hold an evidentiary hearing (a) to protect LG\&E's due process rights and (b) to supply the Commission with a complete record to enable it to reach a decision with regard to this matter. Utility Regulatory Commission v. Kentucky Water Service Company, Inc., Ky. App., 642 S.W.2d 591, 592-94 (1982).
4. LG\&E will disclose the confidential documents, pursuant to a protective agreement, to intervenors and others with a legitimate interest in this information and as required by the Commission. In accordance with the provisions of 807 KAR 5:001 Section 7, LG\&E herewith files with the Commission one copy of the above-discussed documents with the confidential information highlighted and ten (10) copies of its response without the confidential information.

WHEREFORE, Louisville Gas and Electric Company respectfully requests that the Commission grant confidential protection for the information at issue, or in the alternative, schedule an evidentiary hearing on all factual issues while maintaining the confidentiality of the information pending the outcome of the hearing.

Dated: July 2, 2012
Respectfully submitted,


Senior Corporate Attorney
LG\&E and KU Services Company
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

Counsel for Louisville Gas and Electric Company

## CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following on the $2^{\text {nd }}$ day of July, 2012, U.S. mail, postage prepaid:

Steve N. Nichols
4920 Chenoweth Run Road Louisville, KY 40299

$$
\xrightarrow[\substack{\text { Counsel for Louisville Gas and Glectric } \\ \text { Company }}]{\text { Qunder }}
$$


[^0]:    ${ }^{1}$ All confidential information herein (including all Exhibits) has been redacted subject to a Petition for Confidential Protection.

[^1]:    ${ }^{2}$ Bills for Accts 4523 and 8966 were generated from the prior CIS system, and copies of the bills are no longer available; however, documentation has been provided in the form of screen prints from CIS detailing usage, billing, and payment history for those accounts.
    ${ }^{3}$ The gas service provided to Apts. 1, 2, and 3 at 1051 Barrett Ave., Louisville, Kentucky, is metered at a single house meter that was established (and remains) in the name of Mr. Nichols. LG\&E customers at those units are billed for electric service only by LG\&E.

