

2012-00218

July 30, 2011

Public Service Commission
P.O. Box 615
Frankfort, Ky. 40602
Attn: Jeff Derouen

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AUG - 3 2012

PUBLIC SERVICE
COMMISSION

In response to LG&E 's answer filed July 2, 2012 concerning old balances on accounts that they claim are due, I have serious questions as to their business practices when dealing with the public, especially since they have continually changed ownership in recent years.

First, they have openly admitted that they transfer balances to customer's active accounts when the final bills are not paid according to their billing cycles. As far as my Chenoweth Run Road account where I live, I have had this account active for the last 15 + years, why would it take 2 – 3 years to locate this account?

With respect to their final billing process, why would there be an additional balance owed on a final bill that has already been closed out, shouldn't the total be added to the FINAL bill when it is closed out?

I would also like to note that upon any communication that I have had with their company, they have adamantly refused to change any discrepancies that may occur on any accounts just like in their response to the complaint. I have also repeatedly received TRANSFERRED BALANCES on my accounts for years with no description as to what they were for, and on many occasions upon my inquiry as to the source of the charges, there was great difficulty as to them explaining where these charges were generated.

In closing, I do not believe that these charges are still owed by me as they have already either been transferred to my active accounts many years ago or they are balances that LG&E was not able to recover from the tenant that was residing at the perspective address at that time.

Very Truly Yours,


Steve N. Nichols



Steve L. Beshear
Governor

David L. Armstrong
Chairman

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission

James Gardner
Vice Chairman

211 Sower Blvd.
P.O. Box 615
Frankfort Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

Linda Breathitt
Commissioner

July 24, 2012

Steve N Nichols
4920 Chenoweth Run Road
Louisville, KENTUCKY 40299

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PUBLIC SERVICE
COMMISSION

RE: Case No. **2012-00218**

Please see enclosed data request from Commission Staff in the above case.

If you need further assistance, please contact my staff at (502) 564-3940.

Sincerely,

Jeff Derouen
Executive Director

JD/rs
Enclosure

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

STEVE N. NICHOLS)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2012-00218
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO LOUISVILLE GAS AND ELECTRIC COMPANY

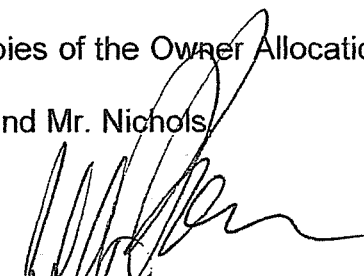
Louisville Gas and Electric Company ("LG&E"), pursuant to 807 KAR 5:001, is to file with the Commission the original and ten copies of the following information, with a copy to all parties of record. The information requested herein is due 14 days from the date of issuance of this request. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

LG&E shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which LG&E fails or refuses to furnish all or part of the requested information, it shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request.

1. Refer to LG&E's Answer filed July 2, 2012 at page 2. The Answer states that LG&E had an Owner Allocation Agreement on file with Mr. Nichols for all of the properties during the periods in question that authorized LG&E to leave on the electric and gas services in Mr. Nichols' name when the properties became vacant and the tenants ordered services turned off. Provide copies of the Owner Allocation Agreement or Agreements that were entered into by LG&E and Mr. Nichols.



Jeff Derbuen
Executive Director
Public Service Commission
P.O. Box 615
Frankfort, Kentucky 40602

DATED JUL 24 2012

cc: Parties of Record

Case No. 2012-00218