

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

GLEN AND PATRICIA A. DAMRON	)	
	)	
COMPLAINANTS	)	
V.	)	CASE NO.
	)	2013-00008
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER

On January 17, 2013, Louisville Gas and Electric Company ("LG&E") filed a motion for an extension of time to file its Answer to the Complaint of Glen and Patricia A. Damron. In support of its motion, LG&E states that additional time is needed for it to provide a complete response to the issues contained in the Complaint. It requests that the Commission issue an Order granting an extension of time through January 31, 2013 in which to file its Answer.

On January 24, 2013, the Complainants filed a revised and amended Complaint against LG&E, a copy of which is attached hereto.

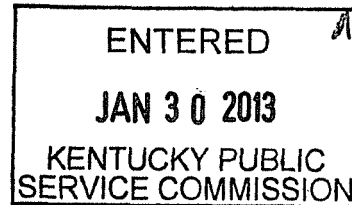
Based on LG&E's motion, the revised and amended Complaint of the Complainants, and being otherwise sufficiently advised, the Commission finds that the Complainants should be allowed to amend their Complaint and LG&E's motion for an extension of time should be granted. However, due to the revised and amended

Complaint, LG&E should have ten days from the date of this Order to respond to the matters in the revised and amended Complaint.

IT IS THEREFORE ORDERED that:

1. The revised and amended Complaint shall be accepted and filed.
2. LG&E's motion for an extension of time is granted and LG&E shall satisfy the matters complained of or file a written Answer to the revised and amended Complaint no later than ten days from the date of this Order.

By the Commission



ATTEST:

  
Executive Director

2013-00008

JP

1/22/13

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

GLEN & PATRICIA A. DAMRON  
(Your Full Name)

COMPLAINANT

VS.

LG & E  
(Name of Utility)

DEFENDANT

Revised/amended  
Additional data  
on overcharge for  
electrical usage.  
Enclosure Jan. 16, 2013  
LG&E bill.

RECEIVED

JAN 24 2013

PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of GLEN DAMRON respectfully shows:  
(Your Full Name)

(a) PATRICIA A. DAMRON  
(Your Full Name)

3605 TEN BROECK WAY  
LOUISVILLE, KY 40241  
(Your Address)

(b) LG & E  
(Name of Utility)

820 W. BROADWAY, LOU., KY 40202  
(Address of Utility)

(c) That #1 LG&E overcharged me in  
(Describe here, attaching additional sheets if necessary,

the amount of \$3548.79 due to  
the specific act, fully and clearly, or facts that are the reason

a defective electric meter. Details  
and basis for the complaint.)

attached. And #2 LG&E owes me

Continued on Next Page

Formal Complaint

GLEN & PATRICIA A. DAMRON vs. LG & E

Page 2 of 2

\$700<sup>00</sup> due to service truck hitting  
& damaging a stone column at the  
entrance of my drive way. Details  
attached

Wherefore, complainant asks A check in the amount  
(Specifically state the relief desired.)  
of \$4248.79 thru 12/31/12.  
Increases by 6% interest after  
that date.

Dated at LOUISVILLE, Kentucky, this 27th day  
(Your City)

of December, 2012.  
(Month) Patricia A Damron  
Glen Damron  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

12/27/12  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.



a PPL company

Customer Service:  
Telephone Payments:

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

Walk-In Center:  
Online Customer Self-Service:

DUE DATE	Pay This Amount
02/13/13	\$268.95

Late Payment Fees will be applied to current charges if the current amount due is not received in full by the payment due date on this bill even if payment arrangements have been made.

Averages for Billing Period	2013 This Year	2012 Last Year
Average Temperature	40°	41°
Number of Days Billed	33	33
Electric/kwh per day	36.5	62.3
Gas/ccf per day	6.0	5.8

*This latest bill clearly demonstrates the lge&e was overcharging us on our electrical usage.*

*71% over charge*

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	GLEN DAMRON
Service Address:	3605 Ten Broeck Way LOUISVILLE KY
Next Read Will Occur:	02/14/13 - 02/19/13
Date Bill Mailed:	01/17/13 (Meter Read Portion 12)

BILLING SUMMARY	
Previous Balance	202.59
Payment(s) Received 12/15 - 1/16	-202.59
Balance as of 1/16	0.00
Current Electric Charges	109.04
Current Gas Charges	159.91
Current Charges as of 1/16	268.95
<b>Total Amount Due</b>	<b>268.95</b>

**ELECTRIC CHARGES**

Rate Type: Residential Electric Service		Meter Reading Information	
Basic Service Charge (\$8.50 x 17/33 Days)	4.38	Meter # 801679	
Basic Service Charge (\$10.75 x 16/33 Days)	5.21	Actual Reading on 1/16/13	16938
Energy Charge (\$0.07242 x 612 kWh)	44.32	Previous Reading on 12/14/12	15732
Energy Charge (\$0.07439 x 594 kWh)	44.19	<b>Current kwh Usage</b>	<b>1206</b>
Electric DSM (\$0.00300 x 1,206 kWh)	3.62	Meter Multiplier	1
Electric Fuel Adjustment (\$0.00515 x 1,206 kWh)	6.21	<b>Metered kwh Usage</b>	<b>1206</b>
Environmental Surcharge (0.800% x \$107.93)	0.86		
Home Energy Assistance Fund Charge	0.25		
<b>Total Electric Charges</b>	<b>\$109.04</b>		

**GAS CHARGES**

Rate Type: Residential Gas Service		Meter Reading Information	
Basic Service Charge (\$12.50 x 17/33 Days)	6.44	Meter # 143092	
Basic Service Charge (\$13.50 x 16/33 Days)	6.55	Actual Reading on 1/16/13	5145
Gas Distribution Charge (\$0.22396 x 102 ccf)	22.84	Previous Reading on 12/14/12	4944

Please see reverse side for additional charges.

Customer Service 1-502-589-1444

\$268.95 will be deducted from your bank account on payment due date

Account Number	Payment Due Date	Pay This Amount	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	02/13/13	\$268.95	\$277.02		\$*****

Check here if plan(s) requested on back of stub

OFFICE USE ONLY:  
MRU12832026, G000000  
P202.59  
PF:Y eB:P



a PPL company  
PO BOX 9001960  
LOUISVILLE, KY 40290-1960

RECEIVED  
JAN 19 2013

#101613893 3#  
110011922 01 AV 0.350  
GLEN DAMRON  
3605 TEN BROECK WAY  
LOUISVILLE KY 40241-2497



Service Address: 3605 Ten Broeck Way

*copy PSC & LG & E (Allison K. Sturgeon) 1/22/13*

**GAS CHARGES (cont)**

Gas Distribution Charge (\$0.26419 x 99 ccf)	26.15	Current ccf Usage	201
Gas Supply Component (\$0.42501 x 201 ccf)	85.43	Meter Multiplier	1
Weather Normalization Adjustment (\$0.22396 x 17.035 ccf)	3.82	Metered ccf Usage	201
Weather Normalization Adjustment (\$0.26419 x 17.803 ccf)	4.70		
Gas DSM (\$0.01307 x 201 ccf)	2.63		
Gas Line Tracker (\$2.27 x 16/33 Days)	1.10		
Home Energy Assistance Fund Charge	0.25		
<b>Total Gas Charges</b>	<b>\$159.91</b>		

**BILLING INFORMATION**

Late Charge to be Assessed After Due Date \$8.07

**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 2,412 pounds of CO<sub>2</sub> (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our website at [www.lge-ku.com/savingenergy](http://www.lge-ku.com/savingenergy) for energy-saving 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.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- I would like to enroll in Demand Conservation.
- Auto Pay change request (voided check must be provided)

**Please deduct my Auto Pay Payment from a new 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: \_\_\_\_\_

Date: \_\_\_\_\_



Lonnie E Bellar  
VP - State Regulation an  
Louisville Gas and Electric Company  
220 W. Main Street  
P. O. Box 32010  
Louisville, KY 40202

Glen and Patricia A. Damron  
3605 Ten Broeck Way  
Louisville, KENTUCKY 40241

Honorable Allyson K Sturgeon  
Senior Corporate Attorney  
LG&E and KU Energy LLC  
220 West Main Street  
Louisville, KENTUCKY 40202