

May 16, 2013  
3605 Ten Broeck Way  
Louisville, KY 40241

Public Service commission  
211 Sower Blvd  
Frankfort, KY 40601

RECEIVED

MAY 28 2013

PUBLIC SERVICE  
COMMISSION

✓ Attn: Jeff Derouen  
Executive director

Subject: PSC case 2013-00008

Gentlemen:

This letter is to advise the PSC that we were not able to reach a satisfactory agreement with LGE on settlement of the overcharges for the faulty electric meter. As a matter of fact LGE did not make an offer to reimburse us for any of the over charges for power usage.

During the phone conference of 4/16/13 with the PSC and LGE, I mentioned that during the tornado of January 17, 2012 a power line was damaged on our property. An LGE employee was on the property January 18, 2012 to repair the downed line.

During the repair of the power line, the employee damaged a stone column at my drive way entrance. I had gotten an estimate of \$700.00 to repair the damage. However, due to the delay by LGE of paying for the damage, we received a check for \$700 in January, 2013 one (1) year later, the contractor refused to do the work for the price quoted earlier of \$700.00. Also, due to the delay by LGE, we had more damage due to freeze/thaw during the winter. See enclosed photo.

At a meeting on April 26, 2013 with the following LGE employees Ms. Julie Stethen, Mr. Steve Woodworth and Mr. Scott Cooke they offered to pay a higher amount for the repair of damage. The above referenced LGE employees after much work of checking with approximately twelve (12) other companies was able to get an estimate for the repair. The bid from "Unlimited Landscape" was \$3100.00. Considerable more than our original estimate. They offered to pay us the additional \$2400.00 difference, if we would drop the complaint against LGE with the PSC. You will notice this is very close to my original estimate of overcharges, not including the interest. My estimate of overcharges was \$2,555.54. Also, we offered to drop our complaint for the \$2,400.00 and if LGE would move the power line off our property. We knew the power line would not be moved, because we had investigated this possibility in 2006.

Also during this same period of March and April, LGE had contracted with Wright Tree Service to trim back the trees in Ten Broeck. One of the large Wright Co. trucks turning around in our narrow driveway backed out and damaged our mailbox, see enclosed photo. The mail box has been replaced. When LGE was in the area I spoke with a Ms. Tammy Eiffert about a tree in the neighbor's yard that is close to the power line about trimming the tree back. The tree is approximately eighteen (18) feet from the power line. The tree is very diseased and has a huge amount of vines growing up the trunk, and it will knock the power line down when it falls in the near future, see enclosed photo. A similar situation occurred when hurricane IKE came through in September 2008. A neighbor called LGE some months earlier and requested that a large tree be taken care of as it was in the right of way next to the main pole bringing power from HWY 22 into the subdivision. The LGE employee's answer was "call us when it falls and we will take care of it."

Well, it did fall and knocked out the power and broke the power line pole at the entrance to the subdivision. We were without power for eight (8) days before LGE showed up to remove the tree, place a new pole and restore power. See enclosed photos.

I feel that we have provided sufficient data to justify our request for further test of meter No 384880 in a parallel test. Also, we need clarification on the meter regarding which one of the dials was loose, i.e., second from right or second from left. As to the comment on the seal being broken, the seal was ok when it was in place on our home. See photo enclosed.

In the future for any discussion of the meter No 384880, we must have engineers from the PSC present to answer technical questions regarding the meter.

This has taken a considerable amount of our time and even more of LGE to evaluate the problem.

LGE is fighting this complaint "tooth and nail" as a positive result from a parallel test could be a large liability problem for them. Even though this type of electro-mechanical meter has been around for many years, they do fail at times.

Mr. Steve Woodworth has offered us an electronic meter as a replacement for the current meter. This will be ok if the monthly meter charges do not increase now or in the future more than the current electro-mechanical meters.

I appreciate their working with us to resolve the problem and we hope the PSC takes this complaint seriously.

Sincerely,

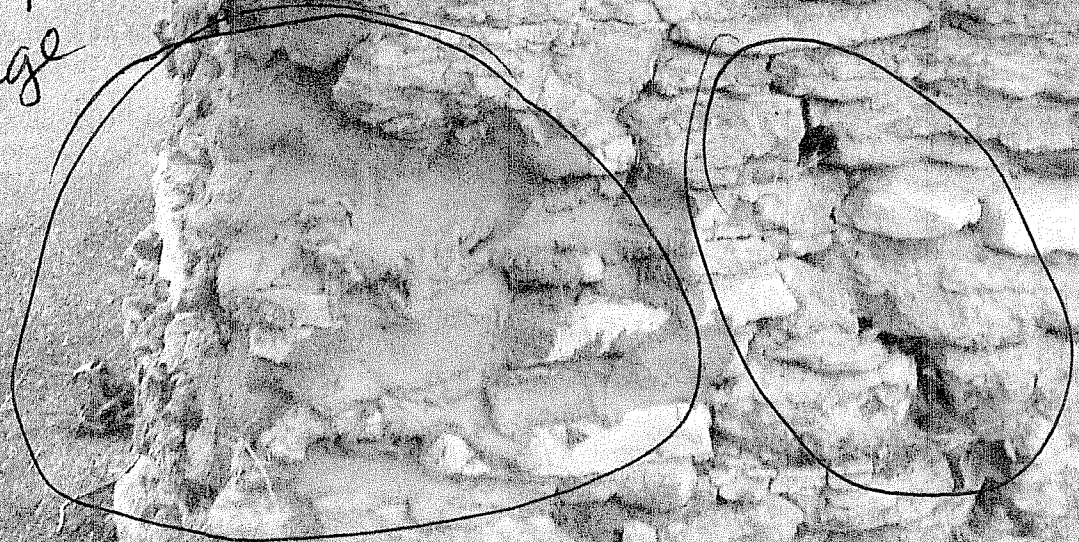
A handwritten signature in cursive script that reads "Glen Damron".

Glen Damron

Copy: Congressman John Yarmuth

GLEN DAMRON  
3605 TEN BROECK WAY  
LOUISVILLE, KY 40241

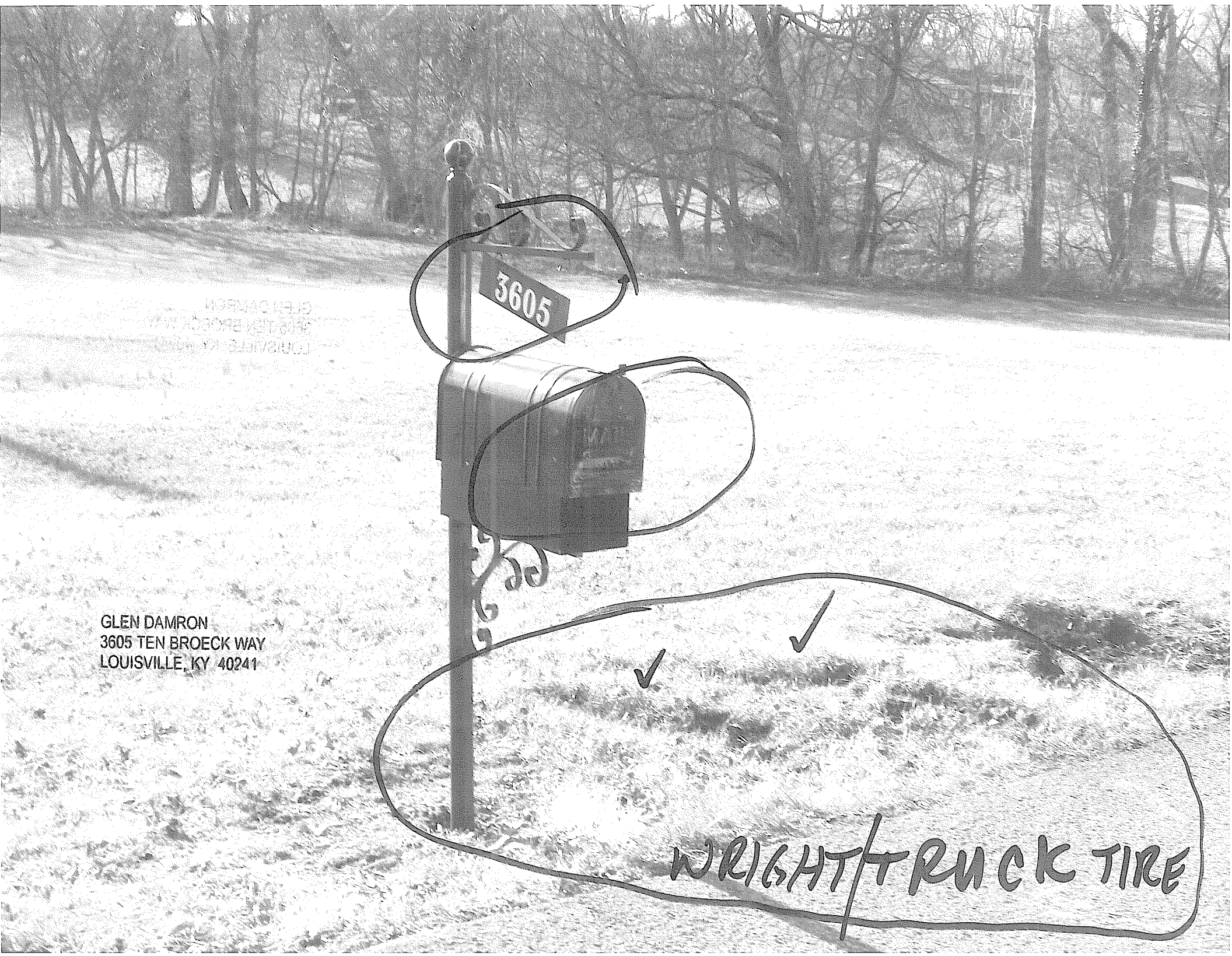
*Freeze/thaw  
damage*



3605

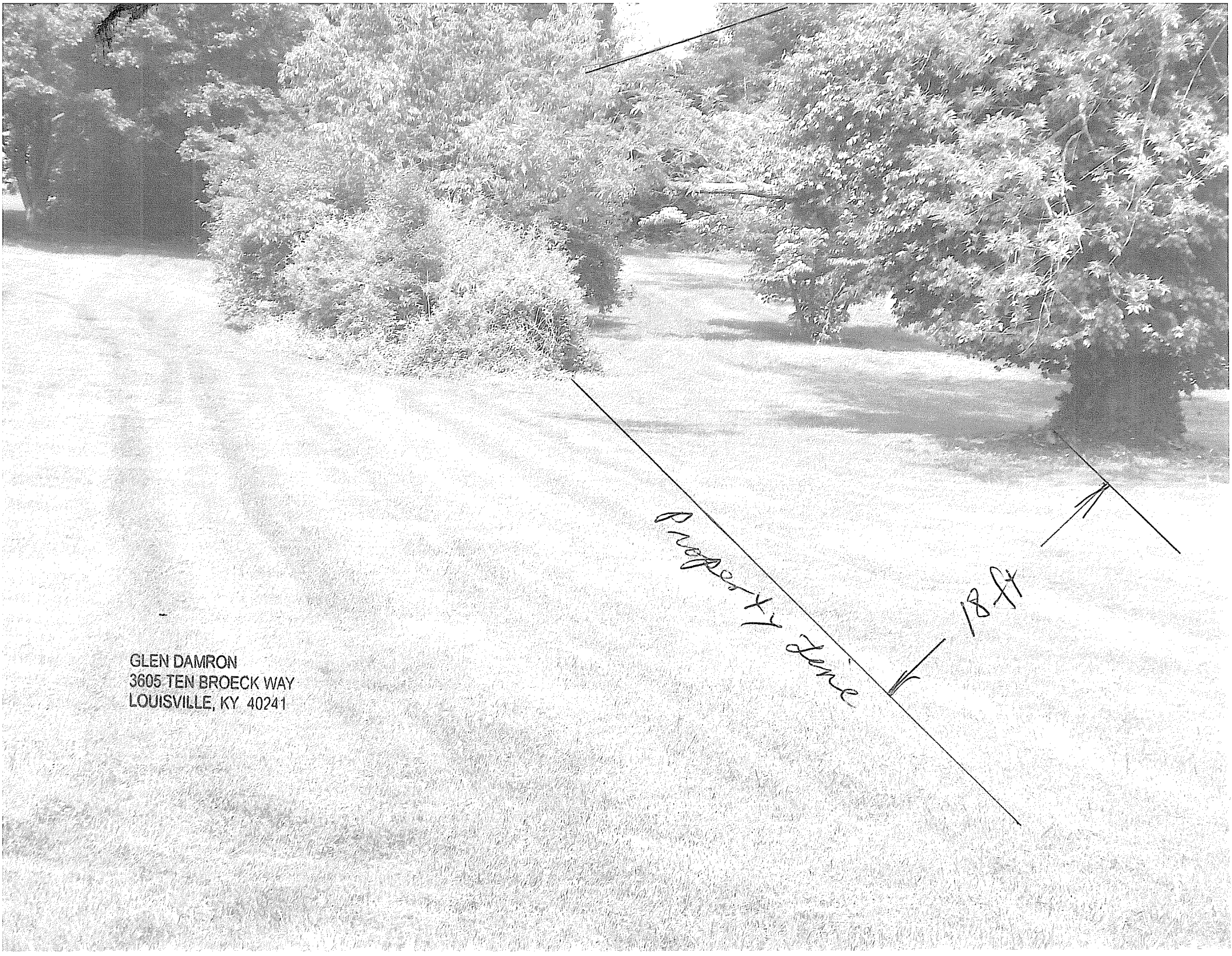
GLEN DAMRON  
3605 TEN BROECK WAY  
LOUISVILLE, KY 40241

WRIGHT TRUCK TIRE



GLEN DAMRON  
3605 TEN BROECK WAY  
LOUISVILLE, KY 40241

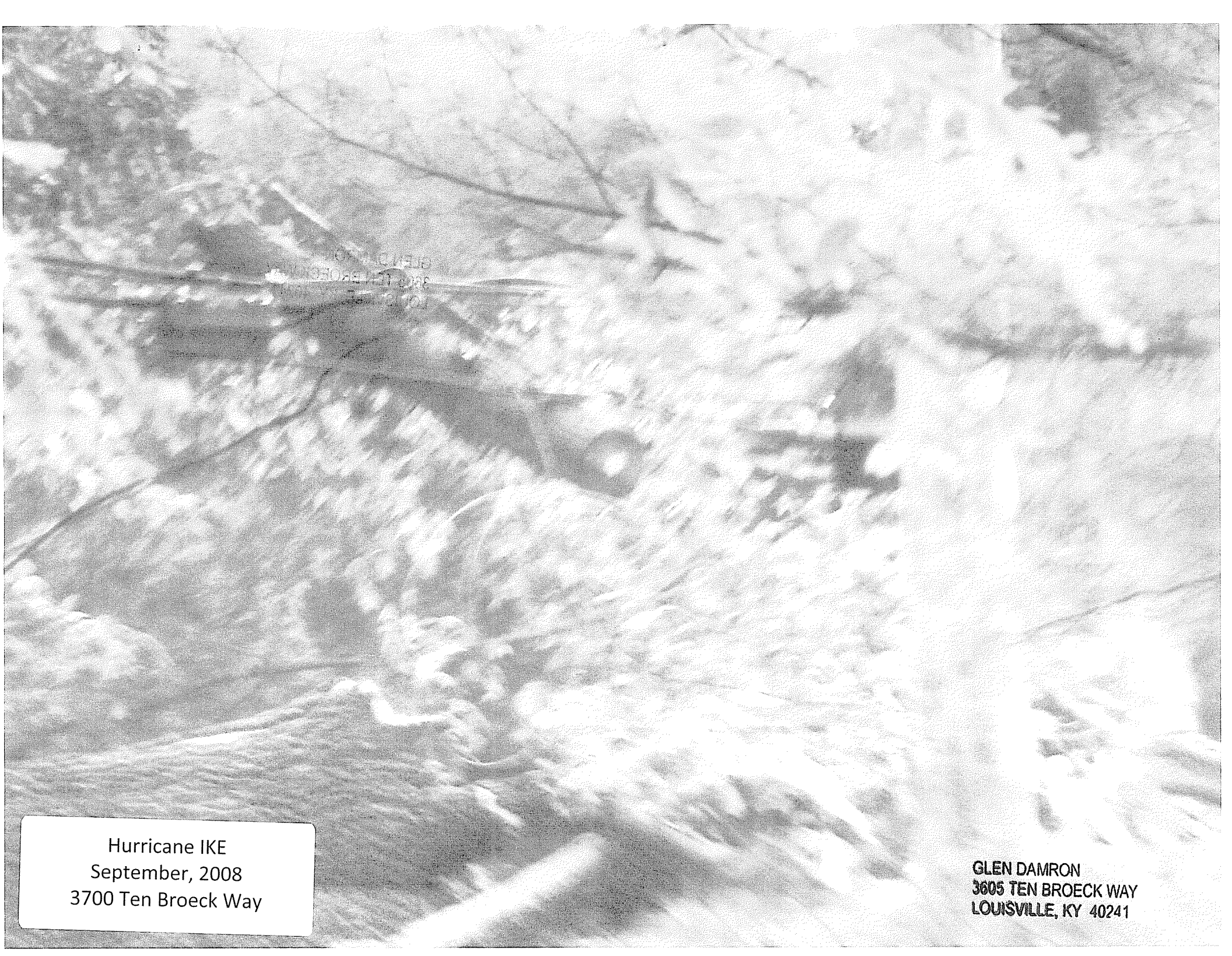
*Property Line*  
18 ft





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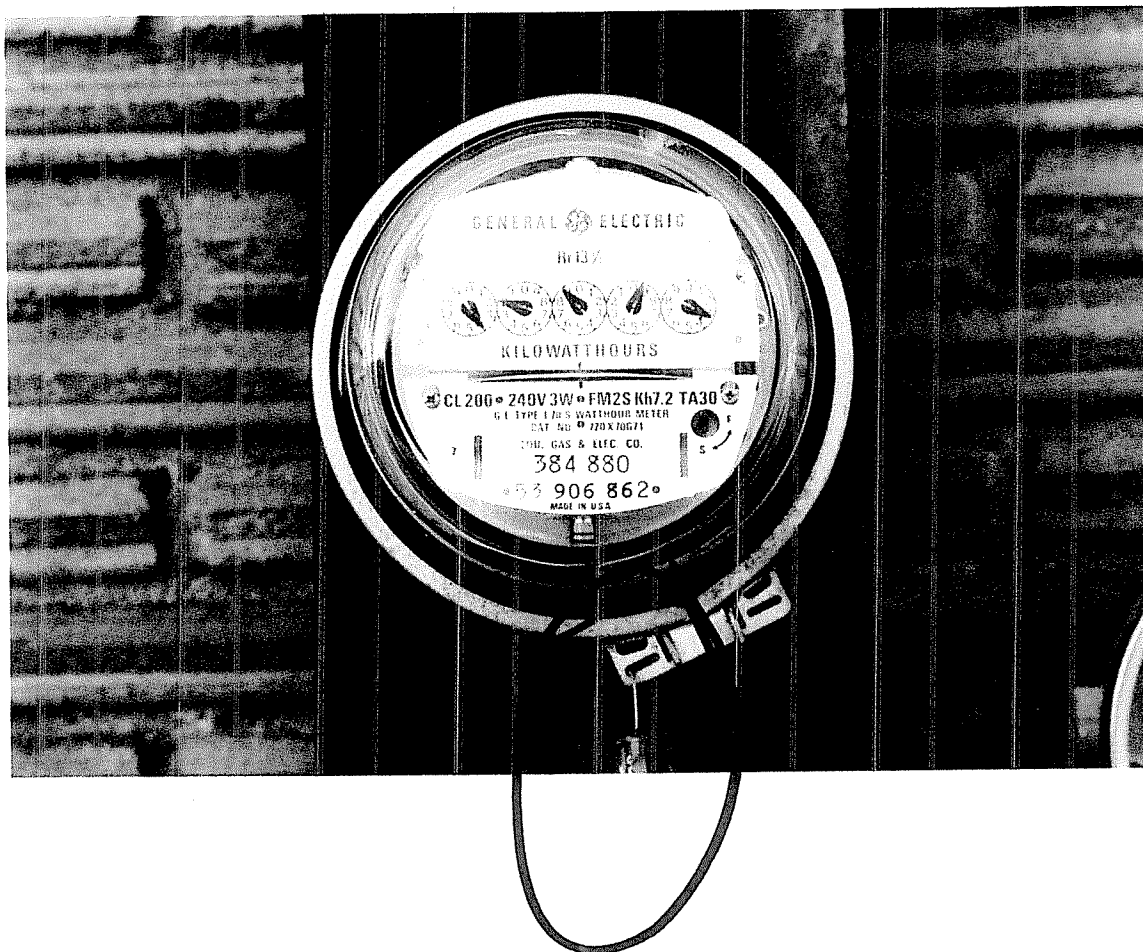
Hurricane IKE  
September, 2008  
3700 Ten Broeck Way



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LOUISVILLE, KY 40241

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