

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

NORMAN D. VERNON)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2010-00130
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

ORDER

On November 9, 2010, the Commission issued an Order directing this matter be submitted on the record after receipt of comments unless a party made a request for a hearing. No such requests were received and the matter was submitted on the record. The Commission, on its own motion, however, has re-examined the record and reviewed the comments filed and has determined that additional information is required before a final decision can be rendered.

IT IS THEREFORE ORDERED that:

1. Within ten days of the date of this Order, the Complainant, Mr. Norman Vernon, shall file with the Commission the original and five copies of the information requested in Appendix A to this Order with a copy mailed to the other party.
2. Within ten days of the date of this Order, the Defendant, Louisville Gas and Electric Company, shall file with the Commission the original and five copies of the information requested in Appendix B to this Order with a copy mailed to the other party.

3. a. Responses to requests for information shall be appropriately bound, tabbed and indexed and shall include the name of the witness responsible for responding to the questions related to the information provided.

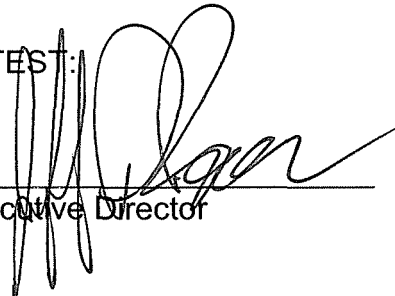
b. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that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

c. Any party 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.

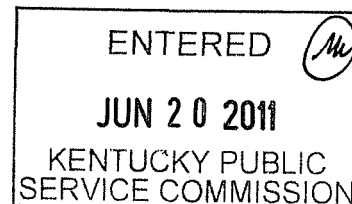
d. For any request to which a party fails or refuses to furnish all or part of the requested information, that party shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

4. Any party wishing a hearing in this matter shall file a request for a hearing no later than 15 days from the date of this Order.

By the Commission

ATTEST:


Executive Director



APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2010-00130 DATED JUN 20 2011

1. Refer to the CD attached to LG&E's Response to Commission Staff's First Data Request, Item 1, which was a recording of a conversation held between Norman Vernon and an LG&E customer representative on January 21, 2009. During the conversation, LG&E provided the number one could call to request a new meter. Explain whether you called the number and made such a request. If so, state whether you scheduled the meter change-out and the date the change-out was scheduled to be performed.

APPENDIX B

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2010-00130 DATED JUN 20 2011

1. Refer to LG&E's Answer, Exhibit A, Pages 1 and 2 of 3.
 - a. These pages appear to be identical. Confirm that this is correct and, if confirmed, explain whether LG&E intended to submit a duplicate of Page 1 of 3 or whether it intended to submit something in addition to Page 1 of 3.
 - b. Explain the entries on the last yellow line under the heading "Meter Test History Data."
2. Refer to the CD attached to LG&E's Response to Commission Staff's First Data Request, Item 1, which was a recording of a conversation held between an LG&E customer representative and Mr. Vernon on January 21, 2009.
 - a. During the conversation, Mr. Vernon was provided a number to call to request a new meter. Explain whether LG&E received a request to have the meter changed at 116 Cherry Hills Lane, Louisville, Kentucky.
 - b. If yes to a., explain whether Mr. Vernon's request prompted LG&E to test the meter under its sample meter testing program.
 - c. If yes to a., explain why Mr. Vernon was not informed that the meter would be tested and the results of the test.
3. Refer to LG&E's Response to Commission Staff's First Data Request, Items 1 and 3. LG&E indicates that Mr. Vernon contacted LG&E on December 28, 2001; February 11, 2004; December 19, 2005; and January 21, 2009 concerning his natural gas usage and that he was offered a meter test on January 21, 2009. Explain

why Mr. Vernon was not offered a meter test on the other occasions that he contacted LG&E concerning his natural gas usage.

4. Provide the following information concerning the testing of Meter No. 517508:

a. Explain where the meter was taken upon removal from Mr. Vernon's home.

b. If the response to 4a. was not the testing location, provide the testing location and state when the meter was transported to the testing location.

c. Provide the name of the company that performs LG&E's meter testing.

d. Explain whether the testing was performed by an individual certified to perform such testing and the individual's certification date.

e. Explain whether the testing equipment used to test the meter was certified and the certification date.

Lonnie E Bellar
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