

BARBARA N. GRAVES

November 8, 2010

RECEIVED

NOV 10 2010

PUBLIC SERVICE
COMMISSION

PUBLIC SERVICE COMMISSION OF KY.

211 Sower Blvd.
PO Box 615
Frankfort, Ky 40602
c/o Ginny Smith

Ref: Complaint Regarding Kentucky Utilities

Gentlemen,

This letter will provide you with written notice that during the months of September and October we, Kentucky Technology, Inc owned and operated by Coldstream Ventures One, LLC, received an onerous, unfair bill from the above mentioned regarding our exterior parking lot lighting. Normally, our monthly KU bill for this lighting would be in the \$300 range, however the September/October bill was over \$1,800. Those seem excessive given we did not use anymore KW's to operate the lighting.

While researching the obvious issue it came to our knowledge that we had been moved to a new minimum energy plan which called for minimum dollars to be billed whether or not the KW's were actually used. In our case the usage of electricity has never been nor would we ever come close to using the projected minimum. We think the indiscriminate, unannounced moving of our account was unfair.

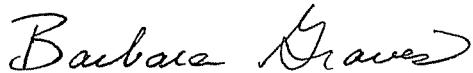
We were out of town during the month of September and our KU bill was misplaced, therefore we didn't find out about the increase until October. In fact when we asked why we didn't get an overdue notice late in September we were advised since we had never missed a payment we were given a "pass." Had we not been "awarded" the pass in September we would have addressed the issue and solved it. KU has since agreed to move us out of the new program and back into paying for what electricity we actually use.

Our problem lies, and the reason for this letter is that KU will not give us credit for the month of September, and claim we still owe them more than \$600. Their response is that we had ample time to respond but didn't do so, and that if they did it for us they would have to go back to every KU customer affected and offer them the same. Their argument lacks substance since, when we did bring the problem to their attention they immediately made restitution for October and took us out of the minimum payment plan. Also, as previously state, if we would have received a late notice for September or a letter notifying us of their intent the issue would have been solved.

BARBARA N. GRAVES

We have discussed our issue in length with KU and they have been helpful, however with respect to properly crediting our September account they have said they would not do so. We are sure that this overcharging issue is not unique and several of their customers have the same problem. We respectfully ask that the Public Service Commission step in and help us solve our problem. Thank you for your immediate attention to this matter.

Sincerely,
**COLDSTREAM VENTURES ONE, LLC/
KENTUCKY TECHNOLOGY INC.**



Barbara Graves

CC: Tim Melton, Manager Customer Commitment
Kentucky Utilities
820 W. Broadway
Louisville, Ky. 40232

Attachment: Subject KU bill



an e-on company

Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
Customer Service: 1-859-367-1200 (M-F, 7 a.m. to 6 p.m. ET)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row 1: 10/12/10, \$1,831.30

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

Table with 3 columns: Billing Period, This Year, Last Year. Rows: Average Temperature, Number of Days Billed, Electric/kwh per day

ACCOUNT INFORMATION table with fields: Account Number, Account Name, Service Address, Next Read Will Occur, Date Bill Mailed

BILLING SUMMARY table with fields: Previous Balance, Payment(s) Received, Balance as of 9/30, Current Electric Charges, Current Taxes and Fees, Current Charges as of 9/30, Other Charges, Total Amount Due

ELECTRIC CHARGES table with fields: Rate Type, Basic Service Charge, Energy Charge, Base Demand Minimum Applied, Other Charges For Above Rates, Fuel Adjustment, Electric DSM, Environmental Surcharge, Total Electric Charges

Please see reverse side for additional charges.

Customer Service 1-859-367-1200

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Table with 6 columns: Account Number, Payment Due Date, Pay This Amount, Pay This Amount 3 Days After Due Date, Winter Care Donation, Amount Enclosed

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

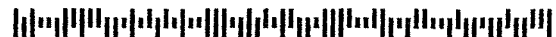
OFFICE USE ONLY: MRU01311681, G000000 P970.76 PF:Y eB:P



#227217421 6# 210004681 01 AV 0.335 COLD STREAM VENTURES 1 KY TECHNOLOGY INC 1405 HAMPSHIRE PL LEXINGTON KY 40502-2818

PRINTED ON RECYCLED PAPER Rev. 10.09.08

PO BOX 539013 ATLANTA, GA 30353-9013



Service Address: 1501 Bull Lea Rd Parking

02030000471&24700000001&39&1000001&313000000000000015

METER AND USAGE INFORMATION

ELECTRIC

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand	kwh
Power Service Secondary	[REDACTED]	08/30/10	5016	09/29/10	8866	R	1		3850
kwh		08/30/10		09/29/10	10.1000	R	1		
dem-bs								10.10	
Total Usage								10.10	3850

OTHER CHARGES

Late Payment Charge	9.71
Total Other Charges Due	\$9.71

TAXES AND FEES

Rate Increase For School Tax (3.000% x \$757.23)	22.72
Franchise Fee-Lexington (3.00% x \$757.23)	22.72
Sales Tax (6.000% x \$802.67)	48.16
Total Taxes and Fees	\$93.60

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date \$8.51

Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

IMPORTANT INFORMATION

For a copy of your rate schedule, visit www.eon-us.com or call our Customer Service Department.

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

- Automatic Bank Club** (voided check must be provided). Please note that any past due balance on your KU 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 KU account balance is current before enrolling in ABC.

Please deduct my Automatic Bank Club Payment from my Checking Account.

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

Signature: _____

Date: _____

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.



2109291004681010

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Barbara GRAVES)
(Your Full Name))

COMPLAINANT)

VS.)

Kentucky Utilities)
(Name of Utility))

DEFENDANT)

COMPLAINT

The complaint of Barbara GRAVES) respectfully shows:
(Your Full Name)

(a) Barbara GRAVES)
(Your Full Name)

1405 Hampshire Place)
(Your Address)

(b) Kentucky Utilities)
(Name of Utility)

1 Quality St. Lexington, Ky 40507)
P.O. Box 539013 Atlanta, Ga.)
(Address of Utility)

(c) That: (see attached letter))
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Barbara Graves vs. Kentucky Utilities

Page 2 of 2

Wherefore, complainant asks See attached letter
(Specifically state the relief desired.)

relief from September 2010 overbilling

Dated at Lexington, Kentucky, this 9th day
(Your City)

of November, 2010.
(Month)

Barbara Graves
(Your Signature)

(Name and address of attorney, if any)