COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LINGLEE SU	)	
	)	
COMPLAINANT	)	
v.	)	CASE NO.
	)	2009-00271
KENTUCKY UTILITIES COMPANY	)	
	)	
DEFENDANT	)	

O R D E R

On July 9, 2009, Complainant, Linglee Su, filed a complaint against Defendant, Kentucky Utilities Company ("KU"). In her complaint, Linglee Su claims that the water meter at a property that she owns at 272 Kimberly Heights, Nicholasville, Kentucky "was broken." Her complaint states that, as a result of the malfunctioning meter, KU incorrectly read the meter and, as a result, she believes she was overcharged for service rendered.

The Commission finds that, because KU is an electric utility and does not provide water service, it is likely that the Complainant is referring to an electric meter and a bill for electric service, rather than a water meter and a bill for water service. However, the Commission finds that the July 9, 2009 complaint, as presently filed, does not describe with sufficient specificity the Complainant's grievances against KU in order for the Commission to determine, pursuant to 807 KAR 5:001, Section 12(4)(a), whether it establishes a prima facie case.

The Complainant has previously provided to the Commission's Division of Consumer Services four printouts of digital photographs of an electric meter hand-dated

April 2, 2009 and April 6, 2009 and a photocopy of a KU electric bill for the Nicholasville property dated June 2, 2009. The Commission is returning the digital photograph prints and the copy of the June 2, 2009 KU bill to Complainant in the event she wishes to attach them to an amended complaint.

Based upon the foregoing, IT IS HEREBY ORDERED that:

1. Complainant, Linglee Su, shall be allowed to amend the July 9, 2009 complaint within 20 days of the date of service of this Order to state fully, clearly, and with reasonable certainty the acts or things allegedly done or not done by the Defendant, KU, which form the substance of the complaint.

2. The amended complaint shall make reference, where practicable, to the law(s), regulation(s), or order(s) of which a violation is claimed and any other matters or facts necessary to inform the Commission regarding the details of the alleged violation.

3. If Complainant chooses to attach any documents or exhibits in support of the amended complaint, Complainant shall include in the amended complaint a detailed description of how each document or exhibit supports the allegations made in the amended complaint.

4. Failure to amend the complaint within 20 days of the date of service of this Order, or such extension thereof as the Commission, for good cause shown, may grant, shall result in the dismissal of the complaint, pursuant to 807 KAR 5:001, Section 12(4)(b).

By the Commission

ATTEST:

Executive Director

ENTERED

AUG - 3 2009

KENTUCKY PUBLIC SERVICE COMMISSION

Customer Service: (859) 255-0394 Mon-Fri 7AM-7PM(EST)
Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
Telephone Payments: (800) 807-3596
www.eon-us.com

PPL company

DUE DATE	AMOUNT DUE
06/02/09	$39.90

ase see the Important Information section
his bill for details about your new account
nber.

April 7 – May 19

ACCOUNT INFORMATION

Account Number:	[redacted]
Account Name:	LING LEE SU
Service Address:	272 Kimberly Heights Dr
Next Read Date:	06/15/09

s for eriod	This Year	Last Year
Temperature	58°	58°
of Days Billed	43	43
wh per day	9.4	0.0

BILLING SUMMARY

Previous Balance		0.00
Payment as of 05/21		0.00
Balance as of 05/21		0.00
Electric Charges	35.62	
Taxes and Fees	4.28	
Utility Charges as of 05/21		39.90
Total Amount Due		**39.90**

ELECTRIC CHARGES

e: Residential Service	
Charge	7.17
arge	23.15
harges For Above Rates	
tment ($0.00385 x 405 kwh)	1.56
SM ($0.00144 x 405.00 kwh)	0.58
ntal Surcharge (9.270% x $32.46)	3.01
rgy Assistance Fund Charge	0.15
ctric Charges	**$35.62**

Meter Reading Information

Meter # L315579	
Actual Reading on 05/19	15708
Previous Reading on 04/07	15303
Current kwh Usage	405
Meter Multiplier	1
Metered kwh Usage	**405**

405

TAXES AND FEES

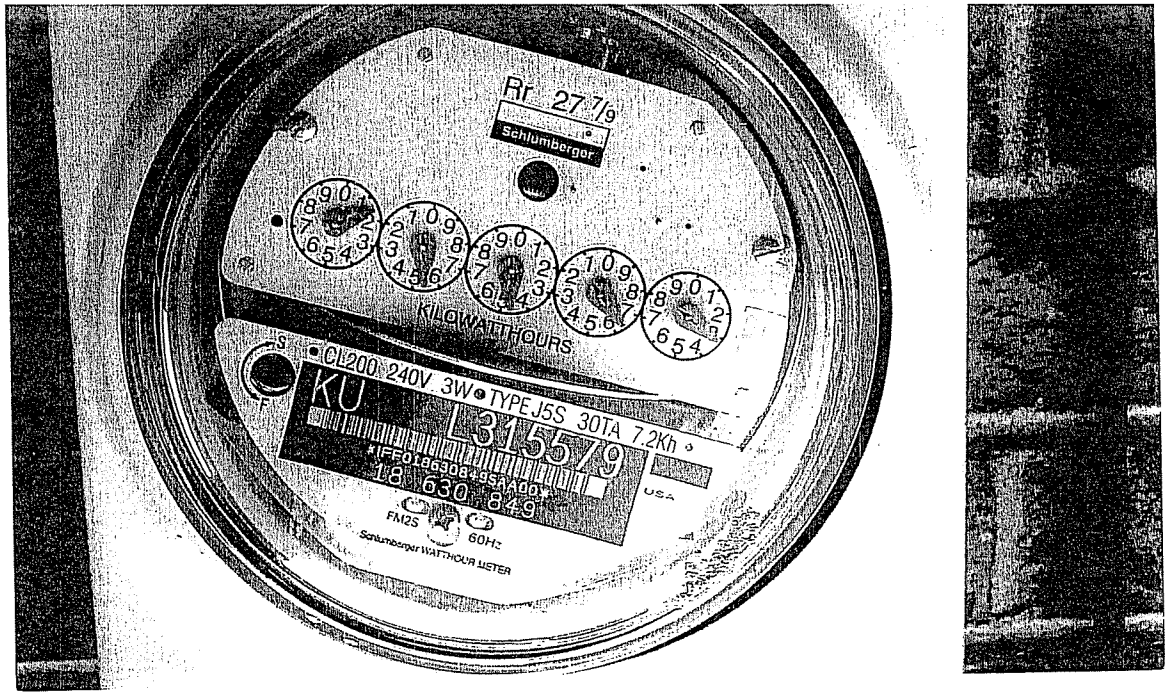
se For School Tax (3.000% x $35.47)	1.06
Fee-Nicholaville - 331 (2.73% x $35.47)	0.97
6.000% x $37.50)	2.25
es and Fees	**$4.28**

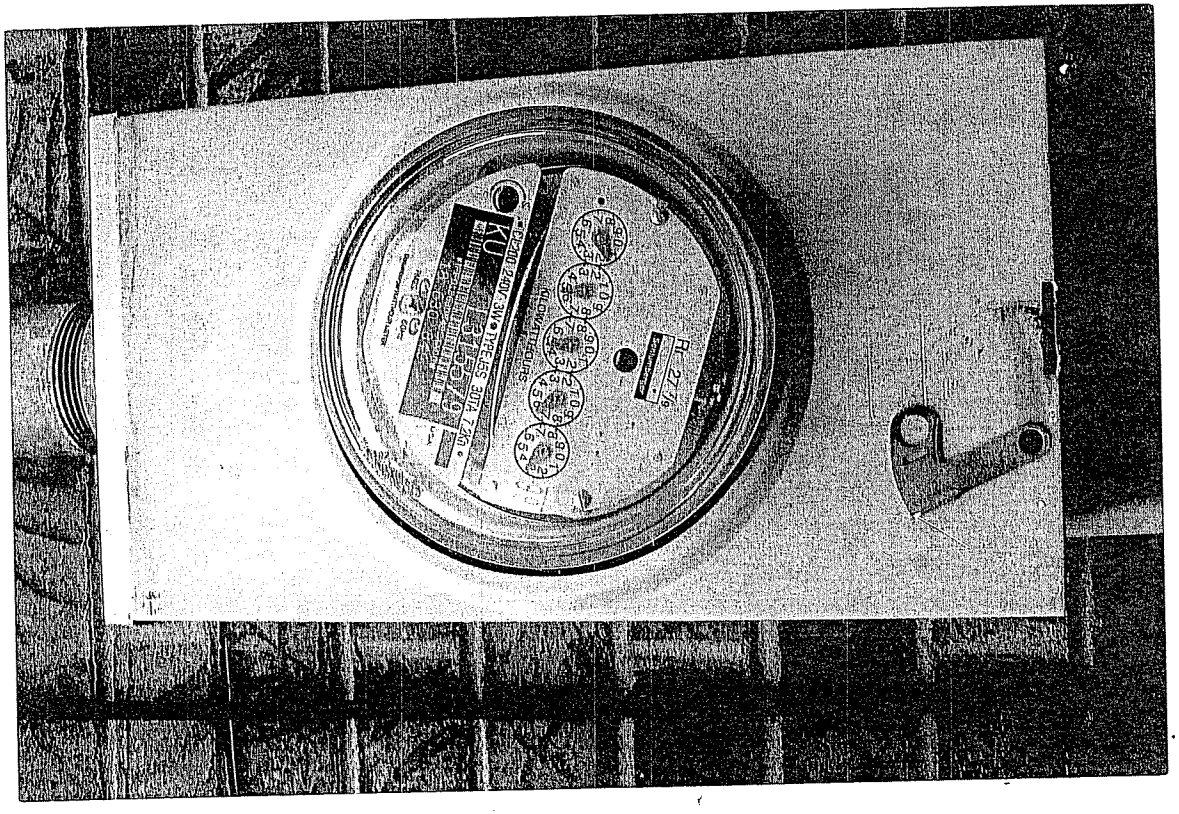
315579
6-05-09

BILLING INFORMATION

rge to be Assessed 3 Days After Due Date $2.00

verse side for additional charges Bring entire bill when paying in person


Rr 27 7/9
Schlumberger
KILOWATTHOURS
CL200 240V 3W TYPEJ5S 30TA 7.2Kh
KU
3155 7/9
18 630 849
USA
FM2S
60Hz
Schlumberger WATTHOUR METER



4-02-09

[illegible]

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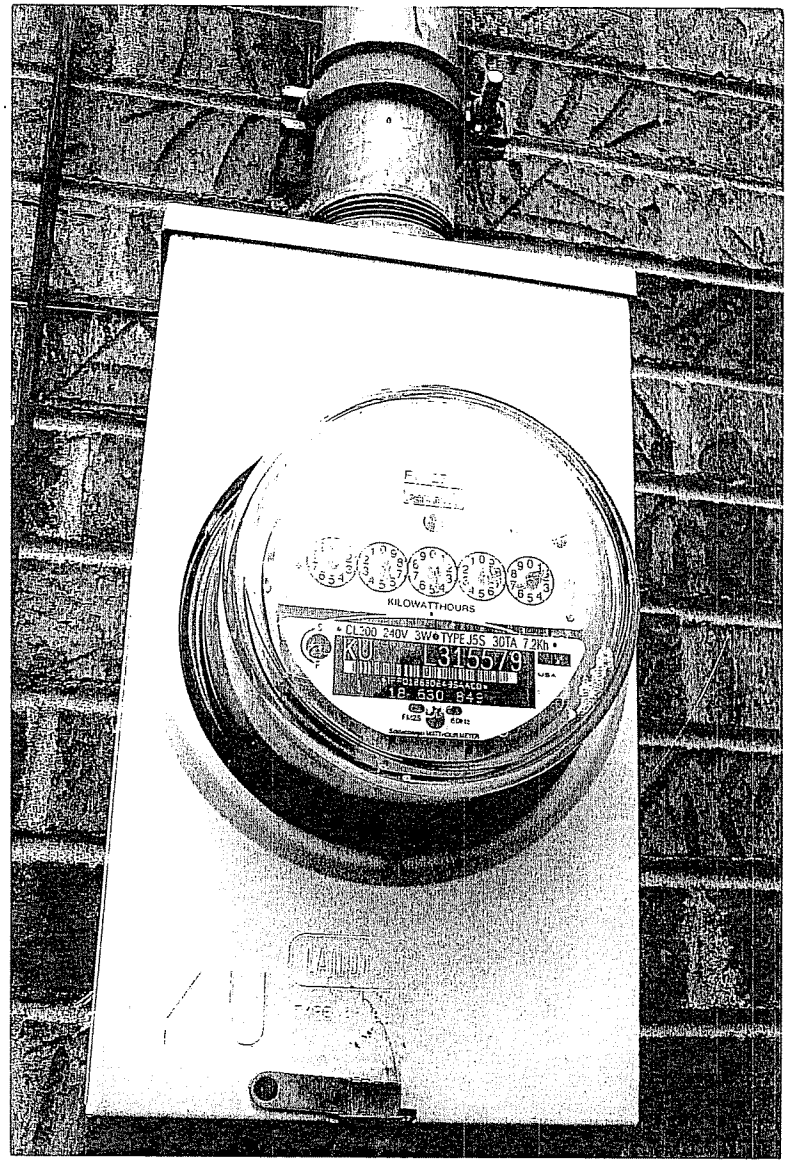
zeotrang meter

4-2-09

→ up


KILOWATTHOURS
CL200 240V 3W TYPE J5S 30TA 7.2Kh
KU
L315579
USA
18 630 849
FM2S
60Hz

KILOWATTHOURS
CL200 240V 3W TYPE J5S 30TA 7.2Kh
KU
L315579
USA
18 630 849
FM2S
60Hz
Schlumberger WATTHOUR METER

4-6-09

4-6-09

Lonnie E Bellar
Vice President - State Regulation
Kentucky Utilities Company
220 West Main Street
P. O. Box 32010
Louisville, KY 40202

Linglee Su
272 Kinberly Heights Drive
Nicholasville, KY 40356