COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

REGINA ANN MORRIS	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO. 2005-00010
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on December 30, 2004, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 12th day of January, 2005.

By the Commission

ATTEST:

Executive Director

RECEIVED
DEC 30 2004
PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED
DEC 30 2004
PSC Consumer Services

In the matter of:

Regina Ann Morris
(Your Full Name)
COMPLAINANT

VS.

Louisville, GAS + Electric
(Name of Utility)
DEFENDANT

2005-00010

COMPLAINT

The complaint of Regina Ann Morris respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)
4906 RED FERN Rd
(Your Address)

(b) LGE.
(Name of Utility)
P.O. BOX 32020
(Address of Utility)

(c) That: LGE Charged me a 90 dollars
(Describe here, attaching additional sheets if necessary,
Deposit. They cut my electricty
the specific act, fully and clearly, or facts that are the reason
on a green bill my bill was not
and basis for the complaint.)
even a month old. I see Bills
every day on the Job that are 600 and
over balance due. Why must they
Charge me a deposit because they change
the amount. → over

Continued on Next Page

I've been a customer over 20 yrs.

Formal Complaint

_____ vs. _____

Wherefore, complainant asks I dont think I Should
(Specifically state the relief desired.)
be charged a deposit when I've paid
it already. They are charging me the difference
because they changed their policy.
Please see attached Bill.

Dated at Louisville, Kentucky, this 15 day
(Your City)

of December, 19 04
(Month)

Regina Mann
(Your Signature)

_____
(Name and address of attorney, if any)

Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM
Walk-In Center Hours: Mon-Fri 8AM-5PM
www.lgeenergy.com

DATE DUE	AMOUNT DUE
12/28/04	$190.76

Conserve paper! With e-bill, we'll send you an e-mail each month letting you know your bill is available for viewing and, if you choose, online payment. Sign up today by visiting our website at www.lgeenergy.com.

ACCOUNT INFORMATION

Account Number: 1000-1341-7700-1 1
Account Name: REGINA A MORRIS
Service Address: 4906 Red Fern Rd
Next Read Date: 01/10/05

BILLING SUMMARY

Previous Balance		166.10
Payments as of 12/09		(166.10)
Balance as of 12/09		0.00
Electric Charges	37.66	
Gas Charges	62.70	
Utility Charges as of 12/09		100.36
Other Charges		90.40
Total Amount Due		**190.76**

Averages for Billing Period	This Year	Last Year
Average Temperature	49º	48º
Number of Days Billed	33	33
Electric/kwh per Day	16.8	20.2
Gas/ccf per Day	1.6	1.9

ELECTRIC CHARGES

Rate Type: ELECTRIC RESIDENTIAL

Customer Charge	5.00
Energy Charge	32.67
Other Charges For Above Rates	
Electric Fuel Adjustment ($.00031 CR x 555 kwh)	-0.17
Electric Residential DSM ($.00088 x 555 kwh)	0.49
Environmental Surcharge (0.760% x $37.99)	0.29
Merger Surcredit (3.262% CR x $38.28)	-1.25
Earnings Sharing Adjustment(2.360% x $37.03)	0.87
Value Delivery Surcredit (0.900% CRx $37.90)	-0.34
Home Energy Assistance Fund Charge	0.10
Total Electric Charges	$37.66

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due By Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
1000-1341-7700-1 1	12/28/04	$190.76	$195.78	$	$

Home Phone # (502) 802-2221

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

OFFICE USE ONLY: 61
C06, R0071, G999999
P166.10

PRINTED ON RECYCLED PAPER

PO BOX 35590
LOUISVILLE, KY 40232-5590

#BWNGGLS
#1000134177001 0 5#

REGINA A MORRIS
4906 RED FERN RD
LOUISVILLE, KY 40218-4142

Service Address: 4906 Red Fern Rd

0110001341770011000000019578000000190760000000000011

BILLING INFORMATION

Late Charge to be Assessed After Due Date	$5.02
Total deposit required	$80.00
Deposit paid to date	$0.00
Remaining deposit to be billed	$0.00

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

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution–control equipment needed to meet government–mandated air emission reduction requirements.

IMPORTANT INFORMATION

To request a copy of your rate schedule, please call 1–502–589–1444, and press 1–1–2–2–4–2.

We offer you many convenient and flexible ways to pay your bill, including our Automatic Bank Club, online (www.lgeenergy.com), over the telephone or mail using the convenient return envelope we provide.