

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

O R D E R

On August 21, 2009,¹ Complainant, Linglee Su, filed an amended complaint against Defendant, Kentucky Utilities Company (“KU”). Her complaint claims that the electric meter at a rental property that she owns at 272 Kimberly Heights, Nicholasville, Kentucky “was broken” and that, as a result of the malfunctioning meter, KU incorrectly read the meter, resulting in an incorrect electric bill. Ms. Su’s complaint contained photographs of the electric meter dated April 6, 2009, which showed the reading on the meter as “15471.”

Pursuant to an Order issued by the Commission on September 21, 2009, KU filed an Answer which contained an offer to satisfy the Complaint. KU stated in its Answer that it agrees that the electric meter at 272 Kimberly Heights, Nicholasville,

¹ The Commission’s Order of September 21, 2009 erroneously stated that the amended complaint was received on August 31, 2009. It was actually received on August 21, 2009.

Kentucky was in the name of Complainant's tenant before being switched to Ms. Su's name in April 2009. KU states that it tested the meter and found that its meter was operating properly. However, KU's investigation of the matter revealed that, on April 6, 2009, when its automatic meter reading device read Ms. Su's meter, it generated an inaccurate reading of "15303" instead of the "15471" shown in the pictures attached to the Complaint. KU has since credited the Complainant's account in the amount of \$12.11 for the difference between the estimated read of 15303 and the photographed read of 15471.

The Commission finds that, if KU's offer of satisfaction has resolved the August 21, 2009 amended complaint and if it is acceptable to the Complainant, this case should be dismissed. Therefore, the Commission will issue an Order dismissing the case unless the Complainant files a statement with the Commission, within 20 days of receipt of this Order, explaining why KU's offer of satisfaction has not resolved her complaint.

IT IS THEREFORE ORDERED that:

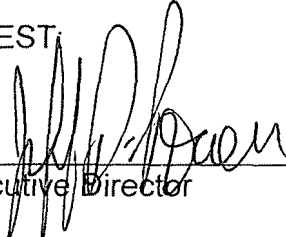
1. If Complainant, Linglee Su, believes that KU's offer of satisfaction has not resolved her August 21, 2009 amended complaint, she shall file a statement with the Commission, within 20 days of the date of issuance of this Order, stating the reason(s) why KU's offer of satisfaction has not resolved her complaint, the relief she seeks from the Commission, and whether she desires a formal hearing before the Commission.

2. If no statement or response is filed by the Complainant within 20 days of the date of issuance of this Order, the case shall be dismissed and shall be removed from the Commission's docket.

By the Commission

ENTERED
OCT 21 2009 *M*
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST



Executive Director

Case No. 2009-00271

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