

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

Complainant, Linglee Su, filed her original Complaint against Defendant, Kentucky Utilities Company (“KU”), in this matter on July 9, 2009. Due to an error in her original filing (referring to a problem with a water meter, as opposed to an electric meter), the Commission allowed Ms. Linglee to amend her Complaint to state more clearly the acts or things allegedly done or omitted to be done by the Defendant, KU. Complainant filed an amended Complaint on August 21, 2009. Her Complaint claims that the electric meter at a rental property she owns in Nicholasville, Kentucky “was broken” and that, as a result of the malfunctioning meter, KU incorrectly read the meter, which resulted in an incorrect electric bill. Attached to the Complaint were four photographs of the electric meter in question dated April 6, 2009, which showed the reading at that time as “15471.”

On September 29, 2009, KU filed an Answer to the Complaint that contained an offer of satisfaction. KU stated in its Answer that it agrees that the electric meter at the Nicholasville residence was in the name of the tenant who was renting the property from

Complainant before being switched to Ms. Linglee's name in April 2009. KU tested the meter and found that it was operating properly. However, when its automatic meter-reading device read the meter in April 2009, it generated an inaccurate reading of "15303" instead of the "15471" shown in the pictures attached to the Complaint. KU has now credited Complainant's account in the amount of \$12.11 for the difference between the estimated reading of 15303 and the 15471 shown in Complainant's photographs.

In a series of telephone discussions between Complainant, KU's counsel, and Commission Staff, it was determined that KU had also improperly charged Complainant a \$5.53 late fee. KU subsequently credited Complainant's account for the \$5.53 late fee.

On October 21, 2009, the Commission issued an Order to Complainant requiring her to file a written response stating whether KU's offer of satisfaction had resolved her August 21, 2009 Complaint. On November 9, 2009, Complainant appeared at the Commission's Frankfort, Kentucky offices and filed her response to the Commission's October 21, 2009 Order. The response expresses Complainant's frustration with KU's customer service personnel who, she believes, did not treat her with sufficient professionalism when she brought the problem with her meter to their attention prior to the filing of her original Complaint.

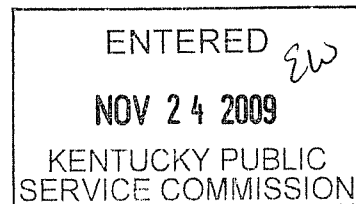
In a discussion with Commission Staff, Complainant verified that KU's refund of \$12.11 for the misread electric meter and the \$5.53 late fee has satisfied her complaints regarding her KU account.

The Commission finds that KU's offer of settlement and its actions in refunding the disputed amount of \$12.11 for the misread electric meter and the \$5.53 late fee have satisfied the matters complained of in the August 21, 2009 Complaint. The Commission

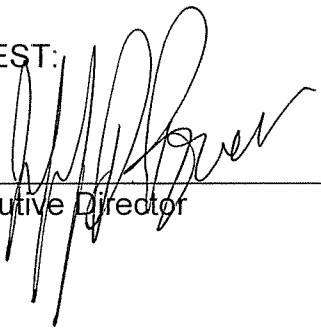
also finds that the customer service issues raised by Complainant, while being a matter that KU may wish to examine internally, do not set out a prima facie complaint pursuant to 807 KAR 5:001, Section 12(4)(a). Therefore, the Commission finds that the August 21, 2009 Complaint should be dismissed.

IT IS THEREFORE ORDERED that the Complaint filed by Complainant, Linglee Su, on August 21, 2009 against Defendant, KU, is hereby DISMISSED with prejudice.

By the Commission



ATTEST:



Executive Director

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