

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

W. H. CHAPMAN)	
)	CASE NO.
COMPLAINANT)	2009-00312
)	
V.)	
)	
E.ON/LG&E)	
)	
DEFENDANT)	

ORDER TO SATISFY OR ANSWER

E.ON/LG&E ("E.ON") is hereby notified that it has been named as defendant in a formal complaint filed on July 22, 2009, a copy of which is attached hereto.

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

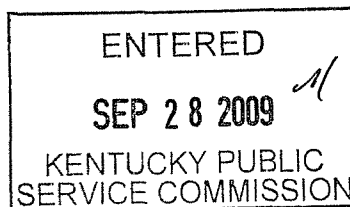
Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ATTEST:



Executive Director



2009-00312

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED
JUL 22 2009
PUBLIC SERVICE
COMMISSION

W H CHAPMAN)
(Your Full Name))
COMPLAINANT)
VS.)
EON / LG&E)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of W H CHAPMAN respectfully shows:
(Your Full Name)

(a) W H CHAPMAN
(Your Full Name)

PO BOX 314 HARRODS CREEK KY 40027
(Your Address)

(b) E.ON / LG&E
(Name of Utility)

PO BOX 32010
220 W. MAIN ST LOUISVILLE KY 40203
(Address of Utility)

(c) That: The three (3) day grace period before a
(Describe here, attaching additional sheets if necessary,

late charge being applied to the total energy
use charge is too short of a time frame & needs
the specific act, fully and clearly, or facts that are the reason
to be extended to fourteen (14) days.

This late charge will hurt the poor & elderly,
and basis for the complaint.)
on a fixed income, most. Many live paycheck to
paycheck and receive their income checks too late

to get a payment to LG&E/Eon in the mail before
Continued on Next Page
the late fee charge is applied. This can be true
even if the payment was mailed by the due date.

Formal Complaint

W H Chapman vs. LG&E/Eon

this can be true because the payee can not control the speed of the mail delivery.

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Extending the grace period to fourteen (14) days will not affect LG&E/Eon in any appreciable way but will help numerous customers stay out of a constantly catchup way of life.

If LG&E/Eon is not just attempting to find a new income stream, this should be an easy compromise for all involved.

Wherefore, complainant asks

(Specifically state the relief desired.)

Extend grace period from three (3) days to fourteen (14) days from the due date for all customers of LG&E/Eon.

Additionally LG&E/Eon should reimburse all customers for this fee already collected.

Dated at Louisville, Kentucky, this 17 day
(Your City)

of July, 2009
(Month)



(Your Signature)

(Name and address of attorney, if any)

Lonnie E Bellar
Vice President - State Regulation
Louisville Gas and Electric Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40202

WH Chapman
P.O. Box 314
Harrods Creek, KY 40027