

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

METRO PROPERTY MANAGEMENT CO., INC./	)	
TINA HIGDON	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2009-00462
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

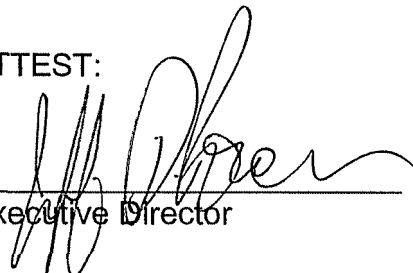
Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on November 19, 2009, a copy of which is attached hereto.

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 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

ENTERED *ew*  
DEC - 8 2009  
KENTUCKY PUBLIC  
SERVICE COMMISSION

85

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

Elaine

In the matter of:

Metro Property Management Co Inc.  
(Your Full Name)

COMPLAINANT

2009-00462

RECEIVED

NOV 19 2009

PSC Consumer Services

VS.

LCE

(Name of Utility)

DEFENDANT

RECEIVED

NOV 25 2009

GENERAL COUNSEL

COMPLAINT

The complaint of Metro Properties / Tina Higdon  
(Your Full Name) respectfully shows:

(a) Metro Property Management Co Inc.  
(Your Full Name)

Chinquapan Ln. (PO Box 485)  
(Your Address) <sup>mailing address</sup> Louisville 40219 Cove City KY

(b) LCE  
(Name of Utility) 42127

PO Box 538612 Atlanta GA 30353-8612  
(Address of Utility)

(c) That: LCE will not provide my  
(Describe here, attaching additional sheets if necessary,

bills each month from Chinquapan Ln.  
the specific act, fully and clearly, or facts that are the reason

Louisville 40219. Also my residents  
and our company have been and  
are still being billed for gas  
and basis for the complaint.)

Formal Complaint

Metro Properties vs. LLE

Page 2 of 2

Service at <sup>3101-1</sup><sub>3255-28</sub> Chingupin Lane  
after the gas meters were  
removed in June 2009.

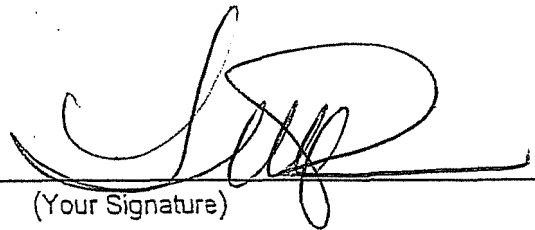
Wherefore, complainant asks

(Specifically state the relief desired.)

I would like all my bills each  
month on time I would also like all  
Residents and myself to receive checks  
for all monies paid for gas from June forward  
in these units

Dated at Louisville, Kentucky, this 14<sup>th</sup> day  
(Your City)

of November, 2009.  
(Month)

  
(Your Signature)

(Name and address of attorney, if any)

## 807 KAR 5:001. Rules of procedure.

### Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

#### (4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

## 807 KAR 5:001. Rules of procedure.

### Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

Metro Property Management  
Co. Inc

(Insert name of complainant)

Complainant

vs.

(Insert name of each defendant)

Defendant

LUE

)  
)  
) No. \_\_\_\_\_  
) (To be inserted by  
) the secretary

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at \_\_\_\_\_, Kentucky, this 17 day  
of November, 2009.

Metro Properties - Tina Hopson

(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney,  
if any)

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

Tina Higdon  
Metro Properties Co Inc  
Chinquapin Lane P.O. Box 485  
Cave City, KY 42127