

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

W. H. CHAPMAN)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2009-00312
)	
E.ON/LOUISVILLE GAS AND)	
ELECTRIC COMPANY)	
)	
DEFENDANT)	

O R D E R

On July 22, 2009, Complainant, W. H. Chapman, filed a Complaint in the above-styled matter against Defendant, E.ON/Louisville Gas and Electric Company ("LG&E"). Mr. Chapman's Complaint requested that LG&E modify its billing practice to extend the due date for his utility bill from three days to 14 days from the due date at that time. Mr. Chapman also requested that LG&E be required to reimburse him for late-payment fees charged to his account which occurred after LG&E implemented a new billing system in April 2009.

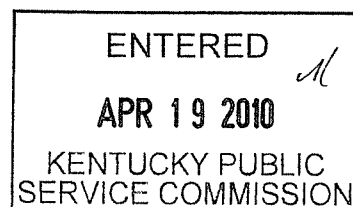
On January 14, 2010, LG&E enrolled Mr. Chapman in its Fixed and Limited Income Extension ("FLEX") program which was enacted in December 2009. Under the FLEX program, Mr. Chapman has been allowed to choose the due date for his monthly electric bill. LG&E also refunded late fees totaling \$7.98 to Mr. Chapman's account on January 15, 2010.

On March 12, 2010, the Commission issued an Order to Mr. Chapman directing him to file a statement within 20 days of the date of the Order if he believed that LG&E had not satisfactorily resolved the issues raised in the Complaint. The Order provided that the case would be dismissed and removed from the Commission's docket if no statement was filed in response to the Order. The time for filing the statement in response to the March 12, 2010 Order expired on April 1, 2010. To date, no statement or other pleading has been filed by Mr. Chapman in response to the March 12, 2010 Order.


Therefore, the Commission finds that the actions taken by LG&E in response to the July 22, 2009 Complaint have satisfied the issues raised therein. As the Complaint has been satisfied, the Commission finds that the Complaint should be dismissed with prejudice.

IT IS THEREFORE ORDERED that the Complaint filed by Complainant, W. H. Chapman, on July 22, 2009 against Defendant, LG&E, is hereby dismissed with prejudice.

By the Commission



ATTEST:


Executive Director

Lonnie E Bellar
VP - State Regulation
Louisville Gas and Electric Company
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P. O. Box 32010
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WH Chapman
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