

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

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

O R D E R

On February 23, 2010, Complainants, Metro Property Management Company, Inc. ("Metro Properties") and Tina Higdon, filed a data request directed to Defendant, Louisville Gas and Electric Company ("LG&E"). A copy of the data request is attached hereto as Appendix A.

IT IS HEREBY ORDERED that:

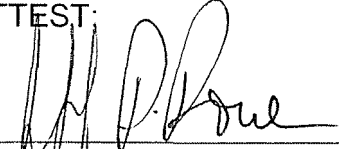
1. LG&E, pursuant to 807 KAR 5:001, shall file with the Commission the original and five copies of the information contained in Appendix A, with a copy to all parties of record.
2. The information requested herein is due on or before March 12, 2010.
 - a. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

b. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

c. LG&E shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which LG&E fails or refuses to furnish all or part of the requested information, LG&E shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

d. Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations.

By the Commission

ATTEST:


Executive Director

ENTERED
MAR - 3 2010 *M*
KENTUCKY PUBLIC
SERVICE COMMISSION

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2009-00462 DATED **MAR - 3 2010**

2-23-2010

Attention: Jeff DeRouen

RECEIVED

FEB 23 2010

**PUBLIC SERVICE
COMMISSION**

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CASE NO. 2009-00462

Metro Property Management Co. Inc.

Tina Higdon

CASE NO. 2009-00462
Metro Property Management Co. Inc.
Tina Higdon

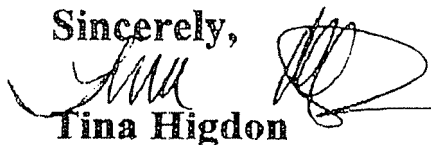
2-23-2010
Response to LG & E 2-17-2010

With regard to the statement of LG&E that the billing name and address problems have been resolved and corrected, I would like to know how LG&E corrected these problems? I have been told since May of 2009 that my accounts were all reviewed and corrected. Each month we would have issues. How after 11 months can I be assured this is actually resolved? I would also like to know how in fact my bills, under my tax identification number were changed and mailed to another company with a different address and tax identification number without my authorization? I would also like to ask how I can be assured that this will not happen again? I have a total of 210 addresses, and I would like to ask LG&E if in fact each address has been checked and corrected?

In response to the LG&E statement that the new system is designed to prevent bills from being mailed when the usage or meter readings appears to be out of line with historic consumption, this is a completely inaccurate statement. I would ask LG&E to provide two years of monthly usage and total \$ billed for both gas and electric on the attached service addresses for the Service Commission to review. (The actual account

numbers were changed on various accounts by LG&E to fix their billing errors.) You will find these house meter accounts change very little. A serious leak, weather change, or a large vacancy change will vary a bill some but over all these accounts stay close in line. I was told over and over by several LG&E employees this was happening because of LOW ELECTRICAL USAGE. These house meters are for the heating of hot water per building and recently also outdoor lighting. I would like to know which statement by LG&E is accurate. I would also like to know "what" changes LG&E has made to reduce the number of delayed bills? Again, this is something I was told over and over each month and still had problems. What has changed the situation today? It is very clear by the statement LG&E has made stating they have reduced the number of bills being delayed that this problem is not resolved. It is completely unbelievable that a customer would have to beg for a bill over and over again. It is completely absurd that your new billing system would not bill properly and promptly each month and even more absurd to change my name, address and tax identification number to bill MY accounts to a different company. That is a privacy issue also! Until April of 2009 I have never had these issues in the aprox. 25 years we have been dealing with LG&E.

Sincerely,



Tina Higdon

Metro Property Management Co. Inc.

A selection of Service Addresses for review:

3102 Chinquapin Lane

3126 Chinquapin Lane

3100 Chinquapin Lane

3203 Twin Oak Lane

Please note, at the Service Commission request I can provide all service addresses.

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