

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CYNTHIA VOGT	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2009-00482
	)	
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 December 7, 2009, a copy of which is attached hereto.

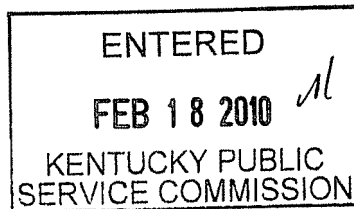
Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

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



Wesley  
RECEIVED  
DEC - 7 2009  
PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Cynthia Vogt  
(Your Full Name)  
COMPLAINANT  
VS.  
LGE  
(Name of Utility)  
DEFENDANT

2009-00482

COMPLAINT

The complaint of Cynthia Vogt  
(Your Full Name) respectfully shows:

(a) \_\_\_\_\_  
(Your Full Name)

\_\_\_\_\_  
(Your Address)

(b) LGE  
(Name of Utility)

\_\_\_\_\_  
(Address of Utility)

(c) That: LGE has started billing customers  
(Describe here, attaching additional sheets if necessary,

in a 28 day cycle. This practice has  
the specific act, fully and clearly, or facts that are the reason

led to my bill being paid late while in  
and basis for the complaint.)

the last several months. I have always  
paid my LGE bill on the 1st of the month.

Formal Complaint

\_\_\_\_\_ vs. \_\_\_\_\_

Page 2 of 2

For 10 years, I had never been late. Recently LME has changed to a 28 day billing cycle. This has caused my bill to be due anywhere from the 30<sup>th</sup> of the month to the 5<sup>th</sup> of the month. I pay bills twice a month. The LME bill is not here in time to be paid on the 15<sup>th</sup> but they are not allowing enough time to be paid on the 1<sup>st</sup>, <sup>over</sup>

Wherefore, complainant asks That LME go back to billing  
(Specifically state the relief desired.)

on one specific day per month and ensure bills arrive with enough time for customers to pay them.

Dated at [redacted], Kentucky, this 24 day  
(Your City)

of NOV, ~~1999~~ 2009  
(Month)

[Signature]  
(Your Signature)

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

18 NOV 09. LME expect payment in thier office  
by 30 NOV 09. That is 8 business days.

Also I'm curious to know, with LME's new  
billing system are we now billed 13 times a  
year instead of 12. Thereby inuring the  
monthly chge 13 times a year?

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

Cynthia Vogt  
3801 Carriage Pointe Drive  
Crestwood, KY 40014-8537