

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)	

O R D E R

On December 7, 2009, Complainant, Cynthia Vogt, filed a complaint against Defendant, Louisville Gas and Electric Company ("LG&E"). Ms. Vogt's Complaint requests that LG&E modify its billing practice to extend her bill due date in order to ensure that she has enough time to pay the bill each month before incurring late charges. Ms. Vogt also asks that LG&E allow her to pay her bill on a specific day of each month.

On February 18, 2010, the Commission issued an Order to LG&E requiring it to answer the Complaint or otherwise satisfy the issues raised in the Complaint. LG&E filed its Answer to the Complaint on March 1, 2010. In its Answer, LG&E states that it attempted to enroll Ms. Vogt in its new Fixed and Limited Income Extension ("FLEX") program, which would allow Ms. Vogt to choose her monthly bill due date. However, LG&E states that Ms. Vogt refused its offer to enroll in the FLEX program.

LG&E requests that the Commission dismiss the Complaint for failure to set forth a claim upon which relief may be granted by the Commission and for failure to set forth a prima facie case.

It appears to the Commission that, if Complainant were to accept LG&E's offer to enroll in the FLEX program and if she were allowed to enroll in that program and designate a monthly due date of her choosing for her electric bills, then the issues raised in her Complaint would be satisfied. Therefore, the Commission will issue an Order dismissing the case unless Complainant files a statement with the Commission within 20 days of receipt of this Order explaining why LG&E's offer of satisfaction has not resolved her complaint.

Based upon the foregoing, IT IS HEREBY ORDERED that:

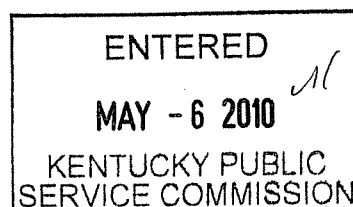
1. If Complainant, Cynthia Vogt, believes that LG&E's offer of satisfaction has not resolved her December 7, 2009 Complaint, she shall file a statement with the Commission within 20 days of the date of issuance of this Order stating the reason (or reasons) why LG&E's offer of satisfaction has not resolved her complaint, the relief she seeks from the Commission, and whether she desires a formal hearing before the Commission.

2. If no statement or response is filed by Complainant within 20 days of the date of issuance of this Order, the case shall be dismissed by further Order and removed from the Commission's docket.

ATTEST:


Executive Director

By the Commission



Case No. 2009-00482

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