



**LG&E Energy LLC**  
220 West Main Street (40202)  
P.O. Box 32030  
Louisville, Kentucky 40232

April 18, 2005

RECEIVED

APR 18 2005

PUBLIC SERVICE  
COMMISSION

Ms. Elizabeth O'Donnell  
Public Service Commission  
211 Sower Boulevard  
P. O. Box 615  
Frankfort, Kentucky 40601

**RE: Damon Scott (Case No. 2005-00134) v. LG&E**

Dear Ms. O'Donnell:

In accordance with the Commission's Order dated April 8, 2005, in the above-captioned proceeding, enclosed please find an original and ten (10) copies of the response of Louisville Gas & Electric Company.

If you have any questions regarding this filing, please contact me at (502) 627-4110.

Sincerely,

John Wolfram  
Manager, Regulatory Affairs

JW:mjr

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

**DAMON SCOTT** )  
 )  
 **COMPLAINANT** )  
 )  
 v. )  
 )  
 **LOUISVILLE GAS AND** )  
 **ELECTRIC COMPANY** )  
 )  
 **DEFENDANT** )

**CASE NO. 2005-00134**

RECEIVED  
APR 18 2005  
PUBLIC SERVICE  
COMMISSION

**ANSWER OF LOUISVILLE GAS AND ELECTRIC COMPANY**

In accordance with the Kentucky Public Service Commission's ("Commission") Order of April 8, 2005 in the above-captioned proceeding, Louisville Gas and Electric Company ("LG&E") respectfully submits this Answer to the Complaint of Damon Scott ("Mr. Scott") filed on March 29, 2005. In support of its Answer, and in response to the specific averments contained in Mr. Scott's Complaint, LG&E states as follows:

1. As an initial matter, LG&E states that its representatives have offered to enter into 24-, 30-, and 36-month payment plans with Mr. Scott to attempt to resolve this matter. LG&E further states that it remains willing to enter into such a plan, including a plan with a longer term, with Mr. Scott.

2. LG&E admits the allegations contained in paragraphs (a) and (b) of the Complaint.

3. With respect to the allegations contained in paragraph (c)(1) of the Complaint, LG&E admits that on or about November 19, 2002, it inadvertently removed the electric meter at 1576 Shelby Street (Mr. Scott's residence at the time) from its computer system. LG&E is

without sufficient information either to admit or deny Mr. Scott's allegation with respect to the square footage of the rental home at 1576 Shelby Street, but LG&E admits that the electric meter at that address, which was an automatic-read meter, was present and functioning properly at that time and at all relevant times subsequent thereto. LG&E further admits that, because the meter was not in its computer system, LG&E did not bill Mr. Scott for electric service from November 20, 2002, through October 6, 2004, which LG&E states was the date Mr. Scott requested that his billing for that address terminate. LG&E is without sufficient information either to admit or deny Mr. Scott's allegation that he moved physically out of the residence at 1576 Shelby Street on September 15, 2004, but states that such date is irrelevant to this case because Mr. Scott asked that service be taken out of his name at that address as of October 6, 2004.

4. LG&E admits the allegations contained in paragraphs (c)(2) and (c)(3) of the Complaint.

5. With respect to the allegations contained in paragraphs (c)(4) and (c)(5) of the Complaint, LG&E states that the text of the e-mail Mr. Scott quotes in paragraph (c)(3) of the Complaint speaks for itself.

LG&E further states that it computed the amount it billed Mr. Scott for electric service for the period November 20, 2002, through October 6, 2004, in the following manner:

First, LG&E subtracted the November 19, 2002 electric meter reading (42,597 kWh) from the November 30, 2004 electric meter reading (87,052 kWh), yielding a difference of 44,455 kWh.

Second, LG&E subtracted the November 30, 2004 electric meter reading (87,052 kWh) from the December 7, 2004 electric meter reading (87,795 kWh), yielding a difference of 743 kWh.

Third, LG&E took the 743 kWh to be the estimated typical weekly usage of the new tenant at that address, yielding an estimated typical daily usage of 106 kWh for the new tenant.

Fourth, LG&E multiplied the new tenant's estimated typical daily usage (106 kWh) by the number of days between the date Mr. Scott had the service taken out of his name (October 6, 2004) and the date of the next meter reading (November 30, 2004), a total of 55 days, which yields a product of 5,380 kWh.

Fifth and finally, LG&E took the 5,380 kWh to be the total estimated usage that the new tenant had incurred, and subtracted that amount from 44,455 kWh, which LG&E found in the first step to be the difference in meter readings between November 19, 2002, and November 30, 2004. The fifth step yields a difference of 38,625 kWh, which is Mr. Scott's estimated usage, based upon actual usage at the property per meter reads, during the period November 20, 2002 through October 6, 2004.

This process does not involve extrapolating Mr. Scott's usage from the new tenant's usage as Mr. Scott supposes in paragraph (c)(4) of the Complaint, nor does it mean that LG&E billed Mr. Scott for the usage between the two actual meter reading dates of November 19, 2002, and November 30, 2004, as Mr. Scott supposes in paragraph (c)(5) of the Complaint. Instead, LG&E simply took the new tenant's actual usage for one week and used it to extrapolate that tenant's usage for the fifty-five days between the date Mr. Scott terminated service in his name, October 6, 2004, and the date of the meter reading on November 30, 2004. LG&E then subtracted the new tenant's estimated usage from the total actual usage between November 19, 2002, and November 30, 2004, to create an accurate estimate of Mr. Scott's usage between November 19, 2002, and October 6, 2004. LG&E states that this method of calculating Mr. Scott's bill was conservative and the most favorable to him.

6. LG&E admits the allegations contained in paragraph (c)(6) of the Complaint, with the exception that the date “January 24, 2004,” should read “January 24, 2005.”

7. LG&E admits the allegations contained in paragraph (c)(7) of the Complaint.

8. LG&E denies the allegations contained in paragraph (c)(8) of the Complaint. LG&E states that an overpayment by Mr. Scott, a deposit refund and two deposit interest refunds -- not refunds for overbilling -- were the sole causes of the credit balances listed in paragraph (c)(7) of the Complaint, as evidenced by the Breakdown of Payment and Billing from January 4, 2002 to October 6, 2004 for 1576 Shelby St., attached hereto as Exhibit 1.

9. LG&E denies the allegations contained in paragraph (c)(9) of the Complaint. LG&E states that it installed Load Control Devices at 1576 Shelby Street on September 5, 2003, as part of its Demand Conservation Program. The effect of these devices on Mr. Scott’s usage and bill is already accounted for in LG&E’s calculations.

10. LG&E denies the allegations contained in paragraph (c)(10) of the Complaint. LG&E states that on or about March 5, 2005, LG&E provided Mr. Scott’s attorney a spreadsheet, a copy of which is attached hereto as Exhibit 2, that shows the process by which LG&E computed Mr. Scott’s usage during the period November 20, 2002, through October 6, 2004. LG&E further states that on at least one occasion LG&E attorney Jim Dimas offered to meet with Mr. Scott’s attorney to explain how LG&E had calculated Mr. Scott’s bill and to work out a payment plan.

11. LG&E denies the allegations contained in paragraphs (c)(11) and (c)(12) of the Complaint, and incorporates as if set forth fully herein the explanation of LG&E’s calculation of Mr. Scott’s usage from November 19, 2002, through October 6, 2004, contained in paragraph four (4) of this Answer.

12. LG&E denies the allegations contained in paragraph (c)(13) of the Complaint, and states that the November 19, 2002, November 30, 2004, and December 7, 2004, meter readings were and are accurate. LG&E states that any energy (Kwh) savings Mr. Scott may have realized were correctly reflected in the form of lower electric meter readings. LG&E further states that it has given Mr. Scott full credit for all payments he has made and all credits that are due him, including those set out in paragraph 7 of the Complaint. LG&E further states that Mr. Scott has been given the full benefit of the Load Conservation Devices installed at 1576 Shelby Street in the form of lower electric meter readings than would have been the case in the absence of such Devices. In fact, in fully reviewing Mr. Scott's account, LG&E determined that Mr. Scott was due a \$14.00 credit in connection with the presence of the Load Conservation Devices installed at 1576 Shelby Street, and a check in that amount is being processed and sent to Mr. Scott at his present mailing address.

13. LG&E denies the allegations contained in paragraph (c)(14) of the Complaint, and states that LG&E did not use any part of the chart attached to the Complaint as Exhibit A in its calculation of Mr. Scott's usage or amount due for the period November 20, 2002, through October 6, 2004.

14. LG&E denies the allegations contained in paragraph (c)(15) of the Complaint. LG&E states that it billed Mr. Scott \$2,012.78 for his electric service between November 20, 2002, and October 6, 2004, the date Mr. Scott had specified as the date service should be taken out of his name. LG&E further states that, to the extent that this billing averages to approximately \$90 per month for Mr. Scott's electric service during that period, it is approximately 10% less than Mr. Scott's actual average electric bill for the thirteen month period

between and including November 2001 through November 2002, which averaged \$101.70 per month. See Exhibit A to the Complaint.

15. LG&E denies the allegations contained in paragraph (c)(16) of the Complaint, except that LG&E admits that it disconnected Mr. Scott's electric service at his current residence on March 16, 2005.

LG&E states that on December 16, 2004, it responded to Mr. Scott's informal complaint filed with the Commission on December 13, 2004, as evidenced by the document from the Commission's Consumer Inquiry System attached hereto as Exhibit 3. LG&E further states that the Commission staff closed that informal complaint on December 17, 2004, as evidenced by the copy of an e-mail from Commission staff member Matt Rhody to LG&E representative Katrina Clark, attached hereto as Exhibit 4.

LG&E further states that on January 25, 2005, it responded to Mr. Scott's informal complaint filed with the Commission by his attorney the same day, as evidenced by the document from the Commission's Consumer Inquiry System attached hereto as Exhibit 5. LG&E further states that the Commission staff closed that informal complaint the very same day, January 25, 2005, as evidenced by the copy of an e-mail from Commission staff member Matt Rhody to LG&E representative Katrina Clark, attached hereto as Exhibit 6.

LG&E further states that Mr. Scott did have an overdue balance of \$106.35 outstanding on his current address at the time LG&E disconnected Mr. Scott's electric service on March 16, 2005. LG&E further states that it did send Mr. Scott notice that his service would be eligible for disconnection as of March 4, 2005, as evidenced by the copy of the brown bill LG&E mailed to Mr. Scott on February 21, 2005, attached hereto as Exhibit 7.

16. LG&E admits the allegations contained in paragraph (c)(17) of the Complaint, but states that LG&E did not disconnect Mr. Scott's service subsequent to Mr. Scott's receipt of the disconnection notice referenced in paragraph (c)(17) of the Complaint.

17. With respect to the allegations contained in paragraph (c)(18) of the Complaint, LG&E admits that its customer service representative spoke with Mr. Scott on March 16, 2005, and did advise that it would be better for him to negotiate a payment plan on his own, but states that the representative did so because, in the representative's words, "you're going to be the one making the payment on the account." LG&E further states that at no time did the representative say that Mr. Scott should not seek assistance of counsel with respect to his overall dispute with LG&E. LG&E further states that it has a recording of this call that it will make available for the Commission's review upon the Commission's request.

18. LG&E denies the allegations contained in paragraphs (c)(19) and (c)(20) of the Complaint.

19. With respect to the allegations contained in paragraph (c)(21) of the Complaint, LG&E admits that LG&E's customer accounting department has not telephoned Mr. Scott's attorney to explain how Mr. Scott's bill was calculated, but LG&E states that on at least one occasion LG&E's attorney, Jim Dimas, offered to meet with Mr. Scott's attorney, along with a representative from LG&E's customer accounting department, to explain how LG&E calculated Mr. Scott's bill. LG&E is without sufficient information to admit or deny the number of times Mr. Scott's attorney attempted to contact LG&E's accounting department, if any. LG&E further states that, because LG&E is a party represented by counsel in this matter, Mr. Scott's attorney should initiate contact with LG&E only after obtaining consent from LG&E's counsel.

20. LG&E denies the allegations contained in paragraph (c)(22) of the Complaint.



21. LG&E denies all allegations in the Complaint which are not expressly admitted in the foregoing paragraphs of this Answer.

**FIRST AFFIRMATIVE DEFENSE**

The Complaint, or parts of it, fails to state a claim upon which the Commission can grant relief, and for that reason should be dismissed.

**SECOND AFFIRMATIVE DEFENSE**

Complainant has failed to set forth a *prima facie* case that LG&E has violated its tariff or any statute or Commission regulation, and the Complaint should be dismissed for that reason.

**WHEREFORE**, for all of the reasons set forth above, Louisville Gas and Electric Company respectfully requests:

- (1) that the Complaint herein be dismissed without further action being taken by the Commission;
- (2) that this matter be closed on the Commission's docket; and
- (3) that LG&E be afforded any and all other relief to which it may be entitled.

Dated: April 18, 2005

Respectfully submitted,



J. Gregory Cornett  
W. Duncan Crosby III  
Ogden Newell & Welch PLLC  
1700 PNC Plaza  
500 West Jefferson Street  
Louisville, Kentucky 40202  
Telephone: (502) 582-1601

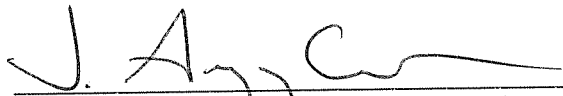
Elizabeth L. Cocanougher  
Senior Regulatory Counsel  
Louisville Gas and Electric Company  
220 West Main Street  
Post Office Box 32010  
Louisville, Kentucky 40232  
Telephone: (502) 627-4850

Counsel for Louisville Gas and  
Electric Company

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following persons on the 18th day of April 2005, U.S. mail, postage prepaid:

Mary Cartwright  
Legal Aid Society, Inc.  
425 W. Muhammad Ali Blvd.  
Louisville, Kentucky 40502  
*Counsel for Complainant,  
Damon Scott*



---

Counsel for Louisville Gas and Electric  
Company



Scott L Damon  
 1576 S Shelby St  
 9000853863002

Breakdown of payment & billing from January 4, 2002 to October 6, 2004

DATE		WATER HEATER	ELECTRIC	GAS	DEBIT	CREDIT	BALANCE
01/04/02							\$557.90
	Payment					-\$250.00	\$307.90
01/07/02	Payment					-\$100.00	\$207.90
01/22/02	December late payment charge (LPC)	\$0.05	\$3.62	\$6.30			\$217.87
	January billing	\$0.93	\$56.62	\$190.82			\$466.24
01/28/02	Payment					-\$100.00	\$366.24
02/07/02	Payment					-\$180.00	\$186.24
02/21/05	January LPC	\$0.05	\$2.83	\$9.54			\$198.66
	February billing	\$0.93	\$46.90	\$119.28			\$365.77
03/22/02	February LPC	\$0.05	\$2.35	\$5.96			\$374.13
	March billing	\$0.93	\$45.54	\$106.20			\$526.80
04/15/02	Payment					-\$250.00	\$276.80
04/23/02	March LPC	\$0.05	\$2.28	\$5.31			\$284.44
	April billing	\$0.93	\$75.21	\$60.56			\$421.14
05/06/02	Payment					-\$200.00	\$221.14
05/22/02	May billing	\$0.93	\$80.63	\$42.19			\$344.89
06/06/02	Payment					-\$250.00	\$94.89
06/21/02	June billing	\$0.93	\$159.88	\$10.70			\$266.40
07/08/02	Payment					-\$260.00	\$6.40
07/23/02	July billing	\$0.93	\$204.65	\$6.99			\$218.97
08/21/02	July LPC	\$0.05	\$10.23	\$0.35			\$229.60
	August billing	\$0.93	\$180.75	\$6.99			\$418.27
08/29/02	Payment					-\$230.00	\$188.27
09/03/02	Reconnect charge				\$18.50		\$206.77
09/20/02	September billing	\$0.93	\$180.72	\$6.99			\$395.41
10/21/02	September LPC	\$0.05	\$9.04	\$0.35			\$404.85
	October billing	\$0.93	\$83.71	\$26.37			\$515.86
10/31/02	Payment					-\$405.00	\$110.86
11/04/02	Payment					-\$200.00	-\$89.14
11/07/02	Reconnect charge				\$18.50		-\$70.64
11/14/02	Return check				\$405.00		\$334.36
	Return check charge				\$7.50		\$341.86
11/18/02	Payment					-\$200.00	\$141.86
11/23/02	November billing	\$0.96	\$69.80	\$74.84			\$287.46
12/19/02	November LPC	\$0.05	\$3.49	\$3.74			\$294.74
	December billing		\$2.43	\$144.00			\$441.17
01/06/03	Payment					-\$150.00	\$291.17
01/22/03	January billing			\$151.89			\$443.06
01/29/03	Payment					-\$21.00	\$422.06
01/31/03	Payment					-\$125.00	\$297.06
02/21/03	January LPC			\$7.59			\$304.65
	February billing			\$118.29			\$422.94
02/26/03	Payment					-\$250.00	\$172.94
03/24/03	March billing			\$78.92			\$251.86
03/28/03	Payment					-\$173.00	\$78.86
04/23/03	April billing			\$32.77			\$111.63
05/06/03	Payment					-\$200.00	-\$88.37
05/21/03	Deposit interest refund					-\$10.80	-\$99.17
	May billing			\$16.17			-\$83.00
06/20/03	June billing			\$6.96			-\$76.04
07/22/03	July billing			\$6.96			-\$69.08
08/20/03	Deposit refund					-\$180.00	-\$249.08
	Deposit interest refund					-\$6.75	-\$255.83
	August billing			\$6.96			-\$248.87
09/19/03	September billing			\$6.96			-\$241.91
10/20/03	October billing			\$23.83			-\$218.08
11/18/03	November billing			\$69.55			-\$148.53
12/18/03	December billing			\$137.99			-\$10.54
01/21/04	January billing			\$192.01			\$181.47
02/10/04	Payment					-\$182.00	-\$0.53
02/20/04	February billing			\$201.37			\$200.84
03/19/04	Payment					-\$210.00	-\$9.16
03/22/04	March billing			\$106.20			\$97.04
04/08/04	Payment					-\$98.00	-\$0.96
04/21/04	April billing			\$58.72			\$57.76
05/10/04	Payment					-\$58.00	-\$0.24
05/20/04	May billing			\$15.75			\$15.51
06/24/04	Payment					-\$20.00	-\$4.49
06/23/04	June billing			\$6.54			\$2.05
07/21/04	Demand Conservation credit					-\$7.00	-\$4.95
	July billing			\$7.91			\$2.96
08/19/04	Demand Conservation credit					-\$7.00	-\$4.04
	August billing			\$8.47			\$4.43
09/20/04	Demand Conservation credit					-\$7.00	-\$2.57
	September billing			\$8.47			\$5.90
10/09/04	Final billing			\$6.29			\$12.19
10/21/04	Final billing cancelled					-\$6.29	\$5.90
	Final bill rebilled			\$5.29			\$11.19
12/08/04	Final bill rebilled		\$2,012.78				\$2,023.97
12/15/04	Payment					-\$60.00	\$1,963.97



**Damon Scott**  
**1576 Shelby Street**  
**9000853863002**  
**7/24/01 – 10/06/04**

Damon Scott				
	Beginning Reading 11/19/02	42,597		
	Next Reading 11/30/04	87,052		
	Total Usage 11/19/02 – 11/30/04			44,455
New Customer				
	Reading 11/30/04	87,052		
	Reading 12/7/04	87,795		
	Usage 7 days	743		
	7 Day usage	743		
	Divided by 7 + Daily usage		106	
	Beginning Date 10/06/04			
	End Date 11/30/2004			
	Days since Scott Moved		55	
	Estimated usage new party (106 x 55)			<u>5,830</u>
	Usage			38,625
	Usage billed to Damon Scott			<u>38,696</u>
	Difference			(71)
	Rate per kwh			\$0.055
	Difference in estimated bill and worksheet			\$(4.00)



KY PSC Consumer Inquiry System  
PO Box 615  
Frankfort, KY 40602

Complaint Number: 20044637      Entry Date: 12/13/2004  
Name: Scott, Damon      Utility: LG&E  
Addr: 4111 Mannerdale Dr.      Utility Contact: Katrina Clark  
                        Louisville, KY 40220  
County: Jefferson      Complaint Reasons: Delayed billing  
Home: 502-493-2499  
E-mail: [dlscott877@bellsouth.net](mailto:dlscott877@bellsouth.net)      Investigator: Matt Rhody

Customer Narrative  
12/13/2004

(Copy of customer's email to PSC)

I recently moved from 1576 S. Shelby St. Lou., KY to the above address in September 2004, at same time switching my LG&E service (receiving my first substantial bill of 165.00 in November for Mannerdale). Friday Dec.10th 2004 LG&E sent me a bill dated for October 2004 for 2,023.87! When I called and inquired what this bill was, the customer service rep, and her Supervisor stated they had not been charging me for Electrical service, but for gas since October or 2002 and that I must pay the bill. I told them my circumstances, that I am disabled receiving a monthly check and I paid all the bills that they sent me on Shelby St., and that I did not realize any separate billing, and that I should not be held liable for their mistake; I was told I was responsible and must pay it. I have 3 children, and receive section 8 assistance because of my disability.

Utility Response  
12/16/04

An order to remove the water heater meter at 1576 S. Shelby Street was completed, because the meter was not being used. An error occurred, in that, the electric meter was removed from CIS (Customer Information System), although it was not removed physically. This account was an AMR (Automatic Meter Read) account. Since the electric meter did not appear in CIS, the AMR did not register a meter reading each month. Mr. Scott moved from 1576 S. Shelby Street and had the service taken out of his name at on 10/06/04. The serviceman did not read or turn the electric meter off at that time. When a new party signed for service at 1576 S. Shelby Street on 11/30/04, the serviceman reported the electric meter at the location and it was re-installed in CIS. Mr. Scott was sent a bill for electric usage from 11/19/02 to 10/6/04.

Mike Lowery  
Manager, Customer Accounting





-----Original Message-----

From: Rhody, Matt (PSC) [mailto:Matt.Rhody@ky.gov]  
Sent: Thursday, January 06, 2005 12:36 PM  
To: Clark, Katrina  
Subject: RE: LG&E Complaint - Damon Scott - #4637

Yes, I closed this complaint on December 17.

-----Original Message-----

From: Clark, Katrina [mailto:Katrina.Clark@lgeenergy.com]  
Sent: Thursday, January 06, 2005 11:22 AM  
To: Matt.rhody@ky.gov  
Subject: FW: LG&E Complaint - Damon Scott - #4637

Good Morning, Matt,

Can you tell me if complaint #4637 has been closed? Thanks.

Katrina



PSCNarrative.txt  
KY PSC Consumer Inquiry System  
PO Box 615 , Frankfort  
KY 40602  
502 564 3940 Fax 502 564

04/15/2005

Complaint Number: 20050322      Entry Date: 01/25/2005  
Name: Scott, Damon      Utility: Louisville Gas and Electric Company  
Addr: 4111 Mannerdale Dr.      Utility Contact: Katrina Clark  
Contact Mary Cartwright - Le  
Louisville, KY 40220  
County: Jefferson      Complaint Reasons:  
Home:      Work: 5025841254      Delayed billing  
Billing  
Fax:      CBR Nbr:      Customer Relations:  
Email:      Failed To Correct Problem  
MCartwright@laslou  
.org

Investigator:  
RHODY\_M

Customer Narrative  
01/25/2005

(Copy of customer's email to PSC)

According to Alan Bottom at LG&E, the utility placed a meter on Damon Scott's rental home but the meter "was not showing up in the system." Thereafter, 2 years of electric service was never metered or billed. Now LG&E has estimated the usage to be \$80 per month for each of the past 24 months. This is an extremely high estimate for electric-only usage. I have been unable to reach LG&E's accounting dept. because they do not accept incoming calls. No one can explain how this figure was decided on.

Utility Response  
01/25/2005

An order to remove the water heater meter at 1576 S. Shelby

Street was completed, because the meter was not being used.

An error occurred, in that, the electric meter was removed

from CIS (Customer Information System), although it was not

PSCNarrative.txt

removed physically. This account was an AMR  
(Automatic Meter  
Read) account. Since the electric meter did not  
appear in  
CIS, the AMR did not register a meter reading  
each month.  
Mr. Scott moved from 1576 S. Shelby Street and  
had the service  
taken out of his name at on 10/06/04. The  
serviceman did not  
read or turn the electric meter off at that time  
. When a new  
party signed for service at 1576 S. Shelby  
Street on 11/30/04,  
the serviceman reported the electric meter at  
the location and  
it was re-installed in CIS. Mr. Scott was sent  
a bill for  
electric usage from 11/19/02 to 10/6/04.

Mike Lowery  
Manager, Customer Accounting





Katrina

-----Original Message-----  
From: Matt.Rhody@ky.gov [mailto:Matt.Rhody@ky.gov]  
Sent: Friday, April 15, 2005 4:17 PM  
To: Clark, Katrina  
Subject: RE: Damon Scott

January 25.

-----Original Message-----  
From: Clark, Katrina [mailto:Katrina.Clark@lgeenergy.com]  
Sent: Friday, April 15, 2005 4:16 PM  
To: Rhody, Matt (PSC)  
Subject: RE: Damon Scott

Thanks, Matt. What day did you close this?

-----Original Message-----  
From: Rhody, Matt (PSC) [mailto:Matt.Rhody@ky.gov]  
Sent: Friday, April 15, 2005 4:11 PM  
To: Clark, Katrina  
Subject: Damon Scott

<<PSCNarrative.txt>>







Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM  
 Walk-In Center Hours: Mon-Fri 8AM-5PM  
 www.lgeenergy.com

<b>FINAL PAY DATE</b>	<b>DELINQUENT AMOUNT DUE</b>
03/04/05	\$2,260.32

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee will be billed to your account at the time of reconnection. If another deposit is required, it will be billed to your account. If paying by credit card, debit card, or electronic check or at one of LG&E's Authorized Payment Agent locations, you will need to call LG&E Customer Service at (502) 589-1444 after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	9000-8538-6300-3 3
Account Name:	DAMON L SCOTT
Service Address:	4111 Manner Dale Dr Louisville, Ky

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

<b>Utility Charges</b>	<b>Delinquent Amount Due as of 02/18</b>	<b>\$ 2,260.32</b>
------------------------	--	--------------------

**BILLING INFORMATION**

Your account is past due. If full payment of the delinquent amount due is not received by the final pay date shown above, your service will be subject to disconnection.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.

Full payment of the delinquent amount due can be made:

- By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.)
- On-line at [www.lgeenergy.com](http://www.lgeenergy.com). (Transaction fees may apply.)
- By mail. (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.)
- At one of our Authorized Payment Agent locations. (You must present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at (502) 589-1444.

Please see reverse side for additional information.

Customer Service (502) 589-1444

**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT**

<b>Account Number</b>	<b>Final Pay Date</b>	<b>Delinquent Amount Due</b>	<b>Amount Enclosed</b>
9000-8538-6300-3 3	03/04/05	\$ 2,260.32	\$

OFFICE USE ONLY:  
C19, R0035, G



PO BOX 35590  
LOUISVILLE, KY 40232-6590

#BWNGLS  
#9000853863003 0 B#  
DAMON L SCOTT  
4111 MANNER DALE DR  
LOUISVILLE, KY 40220-3027

PRINTED ON RECYCLED PAPER

Service Address: 4111 Manner Dale Dr  
Home Phone # (502) 493-2499

01900085386300330000002260320000022603200000000000017

**CUSTOMER ASSISTANCE (CONT)**

If financial assistance is necessary, please contact one of the following

Central Jefferson County -  
Louisville Community Action Partnership  
1200 S. 3rd St.  
Louisville, Ky. 40203  
(502) 574-1157

South Jefferson County -  
Louisville Community Action Partnership  
7219 Dixie Hwy.  
Louisville, Ky. 40258  
(502) 574-1157

East Jefferson County -  
Louisville Community Action Partnership  
4810 Exeter Ave.  
Louisville, Ky. 40218  
(502) 574-1157

West Jefferson County -  
Louisville Community Action Partnership  
3308 Chauncey Ave.  
Louisville, Ky. 40211  
(502) 574-1157