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OCT 09 2006

**PUBLIC SERVICE
COMMISSION**

Elizabeth O'Donnell
Executive Director
Public Service Commission of Kentucky
211 Sower Boulevard
Frankfort, Kentucky 40602

E.ON U.S. LLC
Legal Department
220 W. Main Street
P.O. Box 32030
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Allyson K. Sturgeon
Corporate Attorney
T 502-627-2088
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October 9, 2006

RE: Ronald J. Biddle v. Louisville Gas & Electric Company
Case No.: 2006-00381

Dear Ms. O'Donnell:

Enclosed please find an original and five (5) copies of the Response of Louisville Gas and Electric Company to the Commission Staff's First Data Requests in the above-referenced docket.

Please file-stamp the extra copy of the Response as received and return it to me in the enclosed envelope. Should you have any questions concerning the enclosed, please do not hesitate to contact me.

Sincerely,


Allyson K. Sturgeon

AKS/kmw
Enclosures
C: Ronald J. Biddle

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

RONALD J. BIDDLE

COMPLAINANT

v.

LOUISVILLE GAS AND ELECTRIC COMPANY

DEFENDANT

CASE NO.
2006-00381

RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
TO THE COMMISSION STAFF'S
FIRST DATA REQUEST
DATED SEPTEMBER 19, 2006

FILED: OCTOBER 9, 2006

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 1

Witness: Michael D. Lowery, Manager, Customer Accounting

- Q-1. Refer to page 2, Item 3(a), of LG&E's Answer to the Complaint of Ronald J. Biddle ("Answer") filed on August 11, 2006. LG&E states that it sent Mr. Biddle a bill in the amount of \$931.63 for service at 9305 Woodmont Ridge Drive over a 61-day period. Explain why the bill covers 61 days when all other bills issued from January 2005 through November 2005 were issued monthly. Also state why LG&E did not bill for the 9,049 kWh recorded in September.
- A-1. On September 9, 2005, the account was processed with a meter reading of 23630. This meter reading was compared to the meter reading on August 10, 2005 of 14581. The calculated usage of 9049 caused the account to generate a billing exception code of "Consumption exceeds maximum high limits". After reviewing the account history, Customer Accounting sent the account back to meter reading to obtain a review of the meter reading. The field check was scheduled for September 15, 2005.

The meter reading field check was returned to Customer Accounting without a valid re-read, because the meter reader was unable to access the meter. Without a valid re-read, the account was not processed for billing during the month of September. On the regular read date of October 10, 2005 the meter read 29444. The meter was billed for 61 days from August 10, 2005 reading of 14581 to the October 10, 2005 reading 29444 for a consumption of 14863 kwh.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 2

Witness: Michael D. Lowery, Manager, Customer Accounting

- Q-2. Refer to page 2 of LG&E's Answer. Explain why "the bill was pulled to confirm its accuracy." Additionally, explain the process used to confirm its accuracy and provide documentation of this confirmation process.
- A-2. On the regular read date, September 9, 2005, electric meter 805580 at this address created a billing exception "C" (which means that consumption exceeded the maximum high limit). As a result, the bill for service at this address was not processed at that time.

Customer Accounting sent a request for a field check to the meter reading department to have the meter reading validated. On September 15, 2005, the service representative reported a problem gaining access to the meter and therefore, no meter reading could be obtained at that time. A reading was taken at the next regular read date, October 10, 2005.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 3

Witness: Joan M. Renfrow, Manager, Meter Reading Process

- Q-3. Refer to page 2 of LG&E's Answer. LG&E states that Mr. Biddle's meter was tested on July 3, 2006. Explain why LG&E did not check the meter for accuracy in September 2005 when it pulled Mr. Biddle's bill to check its accuracy.
- A-3. Meter Reading did receive a sendback and a Special Reader visited the premise on September 15, 2005, but was unable to access the meter.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 4

Witness: Joan M. Renfrow, Manager, Meter Reading Process

Q-4. When Mr. Biddle's meter was pulled for testing, was the meter seal broken or did the meter show any signs of tampering?

A-4. No. The meter seal was not broken, nor did it show any signs of tampering.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 5

Witness: Joan M. Renfrow, Manager, Meter Reading Process

Q-5. Provide the date that electric meter 805580 was originally installed at 9305 Woodmont Ridge Drive.

A-5. Meter number 805580 was originally installed on September 14, 2004.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 6

Witness: Michael D. Lowery, Manager, Customer Accounting

- Q-6. Explain whether or not 9305 Woodmont Ridge Drive is now or has ever been a natural gas customer of LG&E. Would LG&E be the natural gas provider at this address if gas service were provided?
- A-6. No, the customer has not been a natural gas user at this premise. However, LGE would be the provider of natural gas to this customer.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 7

Witness: Michael D. Lowery, Manager, Customer Accounting

Q-7. Is 9305 Woodmont Ridge Drive heated electrically?

A-7. LG&E is not aware of any other type of heat at this premise and only provides electricity to this address.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 8

**Witnesses: Michael D. Lowery, Manager, Customer Accounting/ Joan M. Renfrow,
Manager, Meter Reading Process**

- Q-8. Each of the 11 copies of bills rendered for service at 9305 Woodmont Ridge Drive that LG&E included with its Answer states that the meter reading is an actual reading.
- a. Do all of the billings reflect actual readings or was any bill generated by an estimate of usage?
 - b. Identify the individual(s) who read the meter at 9305 Woodmont Ridge Drive from January 1, 2005 to December 31, 2005.
 - c. Did LG&E use automated metering to register the amount of electricity used at 9305 Woodmont Ridge Drive? If yes, identify the type of meter-reading equipment used and state the date on which LG&E began using that equipment at 9305 Woodmont Ridge Drive.
- A-8.
- a. The information entered in CIS, which is received from the Meter Reading department, indicates that all the readings were actual reads.
 - b. Readings were taken in January and February, 2005, by Employee #1036, in March and June through December, 2005, by Employee #1095 and in April and May, 2005, by Employee #1080.
 - c. No. There is no automated meter reading technology on the meter at 9305 Woodmont Ridge Drive. This premise is read by a meter reader as part of a normal meter reading route.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
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Question No. 9

Witness: Michael D. Lowery, Manager, Customer Accounting

Q-9. Is 9305 Woodmont Ridge Drive new construction? Was new construction taking place on any adjacent property from August 2005 through October 2005.

A-9. The home at 9305 Woodmont Ridge Drive was completed in 2005.

Yes, new construction was also taking place at adjacent properties during this same time period at 9301 and 9309 Woodmont Ridge Drive .

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
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Dated 9/19/06**

Question No. 10

Witness: Michael D. Lowery, Manager, Customer Accounting

Q-10. Was Mr. Biddle or DB Real Estate, LLC responsible for electric service at any property adjacent to 9305 Woodmont Ridge Drive from August 2005 through October 2005?

A-10. Yes. Mr. Biddle was the customer of record for service at 9309 Woodmont Ridge Dr from June 29, 2004 to October 20, 2005 and at 9301 Woodmont Ridge Dr from June 29, 2004 to September 30, 2005.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 11

Witness: Julia D. Stethen, Lead Customer Relations Specialist

Q-11. Provide all correspondence that LG&E has received from or sent to the Complainant.

A-11. Copies are attached hereto.

Customer Usage History

From 9/1/2004 To 11/10/2005

Account Number	Status	Type	Customer Name	Service Address
1000256897009	F	R	RONALD J BIDDLE	9305 WOODMONT RIDGE LOUISVILLE, KY 40245

History

Date Billed	Due Date	Utility Type	Rate Plan #	Usage Units	Amount Billed
1/14/2005	2/1/2005	E001	515	3796	\$246.17
Bill Total:					\$246.17
2/14/2005	3/2/2005	E001	515	5117	\$0.00
Bill Total:					\$0.00
2/15/2005	3/3/2005	E001	515	5117	\$310.52
Bill Total:					\$310.52
3/15/2005	4/1/2005	E001	515	3262	\$196.46
Bill Total:					\$196.46
4/14/2005	5/2/2005	E001	515	1547	\$92.18
Bill Total:					\$92.18
5/12/2005	6/1/2005	E001	515	203	\$16.19
Bill Total:					\$16.19
6/13/2005	6/30/2005	E001	515	130	\$12.61
Bill Total:					\$12.61
7/13/2005	8/1/2005	E001	515	78	\$9.43
Bill Total:					\$9.43
8/11/2005	8/30/2005	E001	515	448	\$32.47
Bill Total:					\$32.47
9/12/2005	10/10/2005	E001	515	9049	\$0.00
Bill Total:					\$0.00
10/11/200	10/28/2005	E001	515	0	\$0.00
Bill Total:					\$0.00
10/12/200	10/31/2005	E001	515	14863	\$931.63
Bill Total:					\$931.63

Account Number	Status	Type	Customer Name	Service Address	
11/9/2005	11/29/2005	E001	515	674	\$44.92
Bill Total:					\$44.92
Total Billed:					\$1,892.58

Customer Transaction History

From 9/1/2004 To 11/10/2005

Account Number	Status	Type	Customer Name	Service Address
1000256897009	F	R	RONALD J BIDDLE	9305 WOODMONT RIDGE LOUISVILLE, KY 40245

History

Transaction Date	Transaction Type	Transaction Description	Amount Entered	Amount Due
1/14/2005	Bill	A/R - UTILITY CHARGE	\$246.17	\$246.17
1/25/2005	Payment	Payment Received	\$246.17	\$0.00
2/15/2005	Bill	A/R - UTILITY CHARGE	\$310.52	\$310.52
2/28/2005	Payment	Payment Received	\$310.52	\$0.00
3/15/2005	Bill	A/R - UTILITY CHARGE	\$196.46	\$196.46
3/29/2005	Payment	Payment Received	\$196.46	\$0.00
4/14/2005	Bill	A/R - UTILITY CHARGE	\$92.18	\$92.18
4/29/2005	Payment	Payment Received	\$92.18	\$0.00
5/12/2005	Bill	A/R - UTILITY CHARGE	\$16.19	\$16.19
5/24/2005	Payment	Payment Received	\$16.19	\$0.00
6/13/2005	Bill	A/R - UTILITY CHARGE	\$12.61	\$12.61
6/20/2005	Payment	Payment Received	\$12.61	\$0.00
7/13/2005	Bill	A/R - UTILITY CHARGE	\$9.43	\$9.43
8/11/2005	Bill	A/R - UTILITY CHARGE	\$32.47	\$41.90
8/11/2005	Bill	Late Payment Charges	\$0.47	\$42.37
8/29/2005	Payment	Payment Received	\$0.47	\$41.90
8/29/2005	Payment	Payment Received	\$9.43	\$32.47
8/29/2005	Payment	Payment Received	\$32.47	\$0.00
10/12/2005	Bill	A/R - UTILITY CHARGE	\$931.63	\$931.63
11/9/2005	Bill	A/R - UTILITY CHARGE	\$44.92	\$976.55
11/9/2005	Bill	Late Payment Charges	\$46.58	\$1,023.13

All-Temp
Heating & Air Conditioning, Inc.
 3730 Manslick Rd.
 Louisville, Kentucky 40215
 (502) 366 8808
 Fax (502) 366-5002

DATE	INVOICE#
10/12/2005	428969

BILL TO [REDACTED] **PAID**

BIDDLE CONSTRUCTION COMPANY
 128 S. 15TH STREET
 LOUISVILLE, KY 40203

		P.O. NUMBER	TERMS	PROJECT
			Due on receipt	
QUANTITY	DESCRIPTION	RATE		AMOUNT
	TO BILL YOU FOR THE FINAL AT: 305 WOODMONT RIDGE DRIVE 3.5-TON GOODMAN AIR HANDLER MODEL # AR42-1 3.5-TON 18 SEER GOODMAN HEAT PUMP MODEL # CPL842-1 20 KW HEAT STRIP MODEL # HCR-20C THERMOSTAT LINESET SLAB THANK YOU ALL-TEMP	3,850.00		3,850.00
RESIDENTIAL • COMMERCIAL • INDUSTRIAL <i>All Makes and Models</i>				
<ul style="list-style-type: none"> • Heat Pump Specialist • Air Conditioning & Heating • Service Agreements • Humidifiers • Refrigeration • Electronic Air Cleaners 				
SERVING LOUISVILLE OVER 30 YEARS <hr/> 24 Hour Service <hr/> Sales • Service • Installation • Parts				
<i>Thank You for Your Business!</i>				TOTAL
				\$3,850.00

1.12% interest per month will be charged on all past due accounts and a \$5.00 service charge after 60 days

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00381

**Response to Commission Staff's
First Data Request
Dated 9/19/06**

Question No. 12

Witness: Julia D. Stethen, Lead Customer Relations Specialist

Q-12. Provide all correspondence, internal memoranda, electronic mail messages, and other internal documents in which electric service to Complainant is discussed.

A-12. Copies are attached hereto.

From: Stethen, Julie
Sent: Wednesday, June 14, 2006 8:25 AM
To: Lowery, Mike
Cc: Mann, Brenda
Subject: Ronald Biddle # 1000256897009
Mike & Brenda,

I have spoken with Mr. Biddle in person. He swears he was at the house everyday and there was nothing being used but a small amount of lights. No neighbors plugging into him or anything suspicious going on here.

The A/C unit was installed on 10-12-05. I spoke with them yesterday and they confirmed that was the install date, Mr. Biddle also faxed me a copy of the invoice with the same date on it.

I think something has to be off here? I understand that these were actual readings, but is there anything we might have missed here. Mr. Biddle is giving us the opportunity to fix this before he goes to the PSC. I just don't want this to be a case where after it goes to the PSC we find something that we missed.

How could a house that is vacant and has no A/C unit use this kind of consumption?

Any thoughts would be appreciated,
Julie

To: Renfrow, Joan
Subject: FW: Ronald Biddle # 1000256897009
Joan,

See below notes: We have a customer where the usage is very high on a vacant house.... Can you please look into this for me to make sure we did everything correctly?

Thanks,
Julie

From: Lowery, Mike
Sent: Wednesday, June 14, 2006 8:35 AM
To: Stethen, Julie
Cc: Mann, Brenda
Subject: RE: Ronald Biddle # 1000256897009

Did you contact meter reading and have them review the time stamps on the account? We should eliminate any possible suspicion of "curbing" the meter.

From: Stethen, Julie
Sent: Wednesday, June 14, 2006 8:25 AM
To: Lowery, Mike
Cc: Mann, Brenda
Subject: Ronald Biddle # 1000256897009

Mike & Brenda,

I have spoken with Mr. Biddle in person. He swears he was at the house everyday and there was nothing being used but a small amount of lights. No neighbors plugging into him or anything suspicious going on here.

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How could a house that is vacant and has no A/C unit use this kind of consumption?

Any thoughts would be appreciated,
Julie

From: Renfrow, Joan
Sent: Tuesday, June 20, 2006 7:48 AM
To: Stethen, Julie
Subject: RE: Ronald Biddle # 1000256897009

Follow Up Flag: Follow up
Flag Status: Completed
The reading was 44604

From: Stethen, Julie
Sent: Monday, June 19, 2006 8:16 AM
To: Renfrow, Joan
Subject: RE: Ronald Biddle # 1000256897009

Do you have the data yet?

From: Renfrow, Joan
Sent: Wednesday, June 14, 2006 11:29 AM
To: Stethen, Julie
Subject: RE: Ronald Biddle # 1000256897009

I have reviewed the account and the electric readings don't look out of line to me. I will have a service man who is in the area today get a another reading to verify though. I will also review the integrator reports for time stamps on this meter reader's route from yesterday.

From: Stethen, Julie
Sent: Wednesday, June 14, 2006 8:40 AM
To: Renfrow, Joan
Subject: FW: Ronald Biddle # 1000256897009

Joan,

See below notes: We have a customer where the usage is very high on a vacant house.... Can you please look into this for me to make sure we did everything correctly?

Thanks,
Julie

From: Lowery, Mike
Sent: Wednesday, June 14, 2006 8:35 AM
To: Stethen, Julie
Cc: Mann, Brenda
Subject: RE: Ronald Biddle # 1000256897009

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To: Lowery, Mike
Cc: Mann, Brenda
Subject: Ronald Biddle # 1000256897009

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suspicious going on here.

The A/C unit was installed on 10-12-05. I spoke with them yesterday and they confirmed that was the install date, Mr. Biddle also faxed me a copy of the invoice with the same date on it.

I think something has to be off here? I understand that these were actual readings, but is there anything we might have missed here. Mr. Biddle is giving us the opportunity to fix this before he goes to the PSC. I just don't want this to be a case where after it goes to the PSC we find something that we missed.

How could a house that is vacant and has no A/C unit use this kind of consumption?

Any thoughts would be appreciated,
Julie

e-mail from wanda[1].txt

From: McGuiggan, Wanda
Sent: Thursday, June 29, 2006 10:22 AM
To: Stethen, Julie
Subject: RE: Elec dept checked this out in March also.

I have talked to Theresa and she thinks they will do a field test. Not just check the reading & look at it to see if it is okay. The reason it because the customer didn't want it changed when they we out in March. If this won't do I need to call her back & she will check with John Howard. You might want to call John yourself if you think it would help solve this problem.
Let me know,
Wanda

-----Original Message-----
From: Stethen, Julie
Sent: Thursday, June 29, 2006 10:17 AM
To: McGuiggan, Wanda
Subject: RE: Elec dept checked this out in March also.

absolutely

-----Original Message-----
From: McGuiggan, Wanda
Sent: Thursday, June 29, 2006 10:07 AM
To: Stethen, Julie
Subject: RE: Elec dept checked this out in March also.

I left Theresa a voice mail stating we probably should remover the meter.

-----Original Message-----
From: Stethen, Julie
Sent: Wednesday, June 28, 2006 2:54 PM
To: McGuiggan, Wanda
Subject: RE: Elec dept checked this out in March also.

I know, but we need to have them bring it in and do a complete test to satisfy they customer...before he goes to the PSC

Thank you for being so wonderful....

-----Original Message-----
From: McGuiggan, Wanda
Sent: Wednesday, June 28, 2006 2:52 PM
To: Stethen, Julie
Subject: Elec dept checked this out in March also.

02-20 SENDBACK SERVICE ORDERS HIST * PRT: E
S.O. NO 8000659740 01 WORK IND E CYCLE 08 ROUTE 084 SEQ 55220 SB TYPE 2
ACCT 2000732996004 NAME HAMILTON SHAWN M STOPPED METER
.....SERVICE ADDRESS..... CITY..... ST ZIP.....CODE
9305 WOODMONT RIDGE DR LOT 005 0
DIRECTION WOODMONT SUB
PROCESS DATE 03 03 06 LAST UPDATE 03 08 06 ORDER REP 9014 NOTIFY DAYS: 007

MTR RD/SPCL INST PLEASE CHECK DIALS FOR ANY MALFUNCTIONING! FINAL PARTY
QUESTIONING USAGE AND DOES APPEAR EXTREMELY HIGH.

METER	RATE	LOC	MULT	STAT	REAS	RDG	CD	USAGE	DAY
000805580	515	0	1.0000		PRESENT	37098		2350	29
					PREVIOUS	34748		2736	34
DCO COMM1:					2ND PRV	32012		1894	29
DCO COMM2:					13TH PRV	13925		203	28

e-mail from wanda[1].txt

READ CONDITION: REGULAR READ

CURRENT READINGS: 039024 DEM1 0.000 DEM2 0.000 KVAR .00000

FIELD REMRK: all seals ok meter reg ok..... .customer claims that they did n
ot called about usage. customer requested meter to remain. 1ft
as fd.....

DSPLY 20 KEY

TO NEW SS

DSPLY

KEY

To: Miller, Theresa
Subject: Ronald Biddle

Importance: High

Theresa, This customer is going to the PSC regarding the meter... Please keep the meter incase they want to do their own test on it.

Thanks,
Julie

Meter 805580 x45610 & tested 99.86%.

The meter subsystem has the meter is being held out in the electric department.

The new meter is using about the same usage as the old meter. New x0839 13 days. This is 64.54 per day. The old meter 1136 17 days is 66.82 per day. I'm not sure this will help you.

Julie Stethen
Lead Inquiry Specialist
627-2765

Inquiry Group (502) 627-2202
pssc complaints@eon-us.com

From: Couch, Marla
Sent: Thursday, July 27, 2006 12:57 PM
To: 'Dunn, Susan L (PSC)'
Subject: FW: <Sent to @lgeenergy.com>::2006_2216.pdf - Biddle
October 12, 2005

Marla Couch
Complaints and Inquiry
502-627-2202
psccomplaints@eon-us.com

From: Dunn, Susan L (PSC) [mailto:SusanL.Dunn@ky.gov]
Sent: Thursday, July 27, 2006 10:08 AM
To: Couch, Marla
Subject: RE: <Sent to @lgeenergy.com>::2006_2216.pdf - Biddle

Marla:

What date is on the receipt from the air conditioning unit?

From: Couch, Marla [mailto:Marla.Couch@eon-us.com]
Sent: Thursday, July 27, 2006 9:25 AM
To: Dunn, Susan L (PSC)
Cc: Clark, Katrina; Stethen, Julie; Reinert, Marty
Subject: FW: <Sent to @lgeenergy.com>::2006_2216.pdf - Biddle

<<Transaction History.rtf>> <<usage history.rtf>> <<Hamilton, ShawnrptCustomerTransactionHistory.rtf>>
<<Hamilton, ShawnrptCustomerUsageHistory.rtf>>

Issue: Mr. Biddle is a builder and had service at one of his homes from Oct 2004 - Oct 2005. During that period of time, he had a small monthly bill for temporary lighting, no heater or air conditioning unit was in place according to the customer. Mr. Biddle claims that in August/Sept 2005, he received a very large bill from LG&E in the amount of \$1100.00, which he contends was for one month's usage. He spoke to LG&E and was told that someone must have been stealing his electric or something was wrong with his meter. The meter was tested and is being held if the state wants to test the meter further. (Meter tested good according to LG&E.) Mr. Biddle also states that he has proof from a sub-contractor of when the heating and air conditioning unit was installed and it was after he received this large bill. Now the old balance has been transferred to his current residential account. The house according to the customer was sold in November. Please provide all billing and payment history for 9305 Woodmount Ridge address. (including Mr. Biddle's and the new owner)

Thank you.

Background: Julie met with Mr. Biddle and showed him all the billing information that we had

on his account. These were actual readings not estimated ones. Mr. Biddle is supplying Julie with the date the A/C unit was installed to help with her investigation. He says there is no way that a house without an A/C unit could use this much consumption when it was sitting empty & for sale.

Policy, Tariff, Regulation Reference: PSC Sheet No. 80 (Customer Bill of Rights)

Resolution: A meter test was completed and it showed the meter tested 99.86% accurate. Julie contacted Mr. Biddle and explained that with the results of the meter test showing that it was recording properly, we would have to bill him for the usage. This money was transferred to his residential account and has been placed in dispute until complaint is resolved. Mr. Biddle said that he appreciated Julie's efforts but he would pursue this through the PSC. Julie supplied him with the number. Mr. Biddle did supply us with a receipt when the air conditioning unit was installed, however, with the meter registering properly we cannot adjust off this usage. We believe that someone could have been using service fraudulently, Our records indicate that we have actual meter readings, which show the consumption did increase during the time in question. (This is a 61 day billing period, not a 30 day billing period).

Marla Couch
Complaints and Inquiry
502-627-2202
psccomplaints@eon-us.com

From: Dunn, Susan L (PSC) [mailto:SusanL.Dunn@ky.gov]
Sent: Wednesday, July 26, 2006 11:55 AM
To: PSC Complaints
Subject: <Sent to @lgeenergy.com>::2006_2216.pdf - Biddle

<<2006_2216.pdf>>

Maintenance - Electric Test

Meter No: 805580 Serial No: 34769012 Stix Code: S STOCK TTY:

As Found

Reason for Test: HIGH BILL Reading: 45610 X 1
Test Location: SHOP No-Test Code: Meter Stopped (Y/N): No
Test Comments: HOLDING METER
Time: 00:00 Test Date: 07/03/2006
% Series Full Load: 99.80 % Series Light Load: 100.10 % Series Power Factor: 99.81
Average over 2% (Y/N): N Average As Found: 99.86
Standard/Test Board No: 971 Employee: 36 2392

As Left

Reason for Test: NOT ASSIGNED Reading: X 1
Test Location: Repair Code: NOT ASSIGNED
Repair Code 2: NOT ASSIGNED
Test Comments:
Time: 00:00 Test Date: 00/00/0000
% Series Full Load: .00 % Series Light Load: .00 % Series Power Factor: .00
KYZ Test (Y/N): No Demand Register Test (Y/N): No
Standard/Test Board No: Tester: Updated By: E002392 on: 07/07/2006

INVESTIGATE | 9 | 84 | 55220 | 1000256897009 | 2005-09-12

MESSAGE CONSUMPTN EXCEEDS MAX HI LIMIT

NEED: * REPAIR OR REPLACE * INVESTIGATE * LETTER

CUSTOMER'S NAME BIDDLE RONALD J

SERVICE ADDRESS 9305 WOODMONT RIDGE DR LOT 005 LOUISVILLE KY 40245

PHONE

SEV	RATE	LOC	METER N. MULR	MULTIPLIER	READING	ON-OFF	METER DESCRIPTION
5	15	0	000805580	1		A	49S V 0P 0W 02004091

PRES. RDG.	PREV. RDG.	2ND PR RD	13TH PR RD	USAGE	9049	DAYS	30	STATUS	A
	14581-1045	0.000	0.000	USAGE	448	DAYS	29	REASON	R
				USAGE	0.00	DAYS	0	SUSPEND	
				USAGE	0.00	DAYS	0	OK READ	

1311
V

MAILING ADDRESS
120 S BROOK ST LOUISVILLE KY 402021202
SPECIAL RD INST

REMARKS

1095

No lead Bad dog

CHANGE MTR INFO

TRANSACTION CODE

MC REM

SEV	RATE	IC#	METER CL NUMBER	STAT	REA	ONT	DATE	HEAD	READING	LTS	PLE	DS	SUB	MULTIPLIER	SIZE	LOC	AIR	HEAT	DATE WANTED

LLC	NEW METER TYPE	AMP	VOLT	WIRE	PHASE	MTR SEAL	SOCKET BASE SEAL	TYPE I/L	SERIAL NUMBER
GAS	MANUFACTURER NUMBER					REQUIRES 1 LB GAS REG <input type="checkbox"/>			
						REQUIRES 10 LB GAS REG <input type="checkbox"/>			

COMMENTS

LN TO CALL OFFICE FURTHER ACTION REQUIRED BILL BACK DEPT# EMP# DATE WORKED

1095 9/15/05