

Nov. 18, 2010

Public Service Commission
211 Sower Blvd
Frankfort Kentucky 40602-0615

CC: Lonie Bellar
Louisville Gas and Electric Company
220 Main Street
P O Box 32010
Louisville, Ky. 40202

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PUBLIC SERVICE
COMMISSION

To whom it may concern,

RE: Case No. 2010-00130

I find it difficult to understand a company would have only three years of billing/gas usage history, but would have fifteen years of logged calls to customer service. I did not log every call I made to LGE customer service as I never thought I would need it. However, I am sure that I called many more times than they reference.

The only thing that I know for sure and can be proved by comparing data is that when my meter was changed my gas usage was inline with neighbor's homes similar in size to mine.

Respectfully,



Norman Vernon