

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARK S. RADELL)	
)	
COMPLAINANT)	
V.)	CASE NO.
)	2010-00407
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

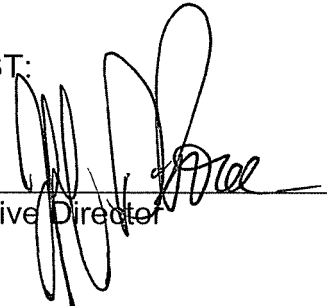
ORDER TO SATISFY OR ANSWER

Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on October 19, 2010, 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

ENTERED *M*
NOV - 1 2010
KENTUCKY PUBLIC
SERVICE COMMISSION

RECEIVED
OCT 20 2010
GENERAL COUNSEL

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Mark S Radell)
_____))
(Your Full Name))
COMPLAINANT)
VS.)
Louisville Gas & Electric)
_____))
(Name of Utility))
DEFENDANT)

RECEIVED
OCT 19 2010
PUBLIC SERVICE
COMMISSION
2010-00407

COMPLAINT

The complaint of Mark S Radell respectfully shows:
(Your Full Name)

(a) Mark S Radell
(Your Full Name)

10933 Old Harrods Woods Circle Louisville, KY 40223
(Your Address)

(b) Louisville Gas & Electric
(Name of Utility)

820 W Broadway Louisville, KY 40202
(Address of Utility)

(c) That: on August 27th 2010 we had a power failure
(Describe here, attaching additional sheets if necessary,

that only affected our home. LG&E responded
the specific act, fully and clearly, or facts that are the reason

rapidly to our call and rapidly determined the problem
and basis for the complaint)
was with the underground feed to our home. They then

told us that it was not their responsibility and proceeded

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Formal Complaint

Mark S Radell vs. Louisville Gas & Electric

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to disconnect the power and left. Fortunately we were
able to have the problem repaired by an electrical
contractor the following day (Saturday). Unfortunately
this repair cost us \$1445.50 because LG&E accepted no
responsibility for the incident. The following day I filed
an online complaint with the PSC. (continued on page 3)

Wherefore, complainant asks Reimbursement of all of my
(Specifically state the relief desired.)
expenses for the repair (\$1445.50)

Dated at Louisville, Kentucky, this 16 day
(Your City)

of October, 2010.
(Month)

Mark S. Radell poa/Laura Radell
(Your Signature)

NA

(Name and address of attorney, if any)

Formal Complaint

Mark S Radell vs Louisville Gas & Electric

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On Monday the 30th I received a reply from Matthew Rhody of your department informing me that the customer was responsible for the meter to the house this was also my understanding.

Through several additional emails I was told there may be an exception in their tariffs but the only way to find out would be to file a complaint. Mr. Rhody proceeded to file the complaint with LG&E.

In their reply, LG&E stated that page 97 of the tariffs covered this (see attachment #1). By reading this, I see no place where it states or infers that the underground feeder is my responsibility. In their response, they also made reference to the connection from a device to the house. Since the only device between the transformer and my home is the meter this would appear to support my position.

LG&E's interpretation of a conversation between one of the representatives and I is also quite different than mine. While the representative did tell me it was my responsibility, my response was that that only appeared to be their opinion. When she asked me why I didn't question the explanation when the incident happened, I explained that it happened on a Friday evening and I did not want to be without power the entire weekend. I knew the issue would take a while to be resolved. When she asked why the contractor would repair it if it wasn't something they normally did, my response was why wouldn't they since somebody

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would end up paying them anyway. She never really understood what I was questioning.

Overall LG&E's position on this matter has been very defensive. "Why in the world would you question us" seems to be their position instead of trying to explain their position to the customer.

Formal Complaint

Mark S Radell vs Louisville Gas & Electric

Attachment #1

Policy Tariff Regulation Reference: Original Sheet #97 - Customer Responsibilities - Customer's Equipment and Installation

CUSTOMER'S EQUIPMENT AND INSTALLATION

Customer shall furnish, install and maintain at Customer's expense all electrical apparatus and wiring to connect with Company's service drop or service line. All such apparatus and wiring shall be installed and maintained in conformity with applicable statutes, laws or ordinances and with the rules and regulations of the constituted authorities having jurisdiction. Customer shall not install wiring or connect and use any motor or other electricity-using device which in the opinion of Company is detrimental to its electric system or to the service of other customers of Company. Company assumes no responsibility whatsoever for the condition of Customer's electrical wiring, apparatus, or appliances, nor for the maintenance or removal of any portion thereof.

In the event Customer builds or extends its own transmission or distribution system over property

Customer owns, controls, or has rights to, and said system extends or may extend into the service territory of another utility company, Customer will notify Company of their intention in advance of the commencement of construction.

Resolution: Marla contacted Mr, Radell and explained that he was responsible for the charges to fix his meter. He was told that he needed an electrician to make the repairs and then once the repairs were made it would need to be inspected. Per regulation #97, the customer is responsible from the device to the house except for the glass on the meter (LG&E is responsible for that). The customer is also responsible for the meter base.

Marla explained this to Mr. Radell and he understood. He thanked Marla for contacting him.

Thank you.

Marla

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

Mark Radell
10933 Old Harrods Woods Circle
Louisville, KY 40223