

of 5

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

In the matter of:

MAY 19 2011

PUBLIC SERVICE COMMISSION

Brenda Joyce Clayton
(Your Full Name)

COMPLAINANT

VS.

LOW, GAS & Electric A P&L Company
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Brenda J. Clayton respectfully shows:
(Your Full Name)

(a) Brenda J. Clayton
(Your Full Name)

4232 GREENWOOD AVE
(Your Address)

(b) LOW, GAS & Electric
(Name of Utility)

W. BROADWAY
(Address of Utility)

(c) That: LGE spent my account
(Describe here, attaching additional sheets if necessary,

back in June of 2009 at my
the specific act, fully and clearly, or facts that are the reason

request due to large gas
(and basis for the complaint.)

bills, I asked that gas be

shut off and lights be turned

Formal Complaint

Brenda Clayton vs. LGE/A PPL Company

Page 2 of 2

on, since it was summer I
could use the electricity for air
and also have lights, refrigerator
etc., I could bathe and eat
at my sister's house. This is
when all the trouble began.

Wherefore, complainant asks

Please see attached
(Specifically state the relief desired.)

Dated at Louisville, Kentucky, this 13 day
(Your City)

of May, 2011.
(Month)

Brenda Clayton
(Your Signature)

4232 Greenwood Ave
(Name and address of attorney, if any)

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates.

Before the Public Service Commission

(Insert name of complainant))
Complainant)
vs.) No. _____
(Insert name of each defendant)) (To be inserted by
Defendant) the secretary)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 20_____.

(Name of each complainant)

(Name and address of attorney,
if any)

BEFORE THE PUBLIC SERVICE COMMISSION

BRENDA CLAYTON -Vs- LGE, A PPH COMPANY
 4232 GREENWOOD AVE 820 W. BROADWAY
 LOU, KY 40211 LOU, KY 40202

6/2/09 - My old acct. [REDACTED]

I WAS DISCONNECTED BY LGE 6/09 THE BALANCE ON MY ACCOUNT [REDACTED] WAS 1079.69
 6/3/09 LGE CREDITED MY ACCT - 247.70 MY 1st DEPOSIT MADE ON ACCT [REDACTED] 9/18/08

831.99
 - 250.00
 581.99
 - 107.00
 474.99

6/3/09 FINAL CHARGES ON [REDACTED] LGE BILLED ME
 (1st) DISCREPANCY

+ 10.80 [REDACTED]
 485.79 BAL DUE
 324.00 RECONNECT FEE & DEPOSIT
 96.57
 420.57
 - 295.00 [REDACTED]
 125.57 BAL DUE

MY NEW ACCT SPLIT 6/26/09 - 8/31/09 =
 + 1st BILL
 I PAID LGE DEPOSIT 6/28/09

6/29/09 THIS IS WHERE LGE AND ME STARTED HAVING PROBLEMS. THEY SAY THEY CREDITED MY ACCT # [REDACTED]

- 135.00 Electric deposit
 - 160.00 GAS deposit
 135.00 Electric deposit
 - 601.19 GAS CHARGES REMOVED DUE TO
 WHERE DID THE 601.19 COME FROM MY BAL IS 125.57 ON ACCT [REDACTED] ACCT [REDACTED] 485.19 SPLIT

IF MY ACCT # [REDACTED] WAS CR. FROM BILL DATED 10/13/09
 6/3/09 485.79
 - 160.00
 325.79 due LGE

IF MY ACCT # [REDACTED] WAS CR.
 125.57
 - 160.00
 - 34.43 My Money

THE 160.00 SHOULD HAVE BEEN CREDITED TO ACCT # [REDACTED] BECAUSE THE DEPOSIT WAS PAID ON THAT ACCT. LGE SENT ME THE RECEIPT SHOWING DEPOSIT PAID IN FULL. I DON'T HAVE A RECORD OF RECEIVING PAYMENT

According to the letter from NATRINA CLARK (2) OF LGE. To ME this proves part of their negligence since they sent me a Billing Statement showing I paid the deposit in full. They told me that LGE has gone through a couple of "Mason transition" which included transferring customer information from one system to another, including changing customer acct. numbers. I was also told that they could ^{not} show where I paid on both accts during the time frame of 6/29/09 - 3/31/10. When my acct was split, but it appears as though I received credit for all payments.

Acct # [redacted]	Acct # [redacted]	
485.79	BAL - 34.43	9/28/09
-150.00		9/28/09
<u>335.79</u>		

IN EITHER CASE BALANCE STILL DOES NOT EQUAL 601.19

2nd Discrepancy LGE gave me a credit of -275.40 ON 9/30/09 supposedly deducted from Acct # [redacted] BAL. 420.57
BAL. 145.17

This amount has not been recognized by LGE & there has been no explanation of what the credit consisted of or that it was an error, but it also appeared about the time the -601.19 appeared.

My BAL ON 9/30/09 Acct. # [redacted] *SEE CHART pg. 2

8/31/09	420.57	
+	36.89	LGE Bill 9/30
	<u>457.46</u>	
	-275.40	credit from LGE
	<u>182.06</u>	
	-150.00	payment 9/28
	<u>32.06</u>	
	32.06 + 33.66	

This is when I went and paid \$33.66 expecting gas to be turned back on, and was informed by LGE that I owed 601.19?

My original BALANCE ON Acct# [redacted] 485.19
 LGE INCREASED THE BILL Acct# [redacted] TO 601.19
 THERE IS NO EXPLANATION OF WHERE
 THIS AMOUNT COMES FROM. 601.19?
 ON 9/21/09 SEE: Bill dated 9/21/09 Acct# [redacted] BAL. due 485.79
 AND 9/21/09 SEE: Bill dated 9/21/09 Acct# [redacted] 420.57

4th discrepancy
 STATE DATE TRANSACTIONS MADE AFTER - 9/21/09
 10/13/09 Acct# [redacted] BAL due 420.57

9/28/09 PAYMENT -150.00
 BAL due 270.57 #4, Pg 3.

ON THE BACK OF THIS STATEMENT LGE HAS MADE A
 NUMBER OF CHANGES THAT I DO NOT AGREE WITH.
 SEE BACK PG OF STATEMENT AND LGE'S DESCRIPTION
 OF WHAT THEY SAY I HAVE BEEN CREDITED WITH
 AND MY BALANCE, WHICH HAVE CHANGED DRAMATICALLY
 ON THE FRONT OF THE SAME STATEMENT MY ACCOUNT
 APPEARS TO HAVE BEEN CREDITED -270.57 DUE TO
 THEIR CALCULATION WHICH ARE AS STATED BY LGE

SEE STATEMENT MARKED #4 DATED 10-13-09
 ALSO, PLEASE SEE HAND WRITTEN STATEMENT FROM
 REPRESENTATIVE KATRINA CLARK EXPLAINING CHARGES,
 ETC... THE STATEMENTS ARE IN AGREEMENT, EXCEPT
 FOR THE FACT THE CREDIT OF -270.57 THAT WAS
 SUPPOSE TO BE CREDITED TO MY ACCOUNT # [redacted]
 IS NOT FIGURED INTO LGE'S CALCULATIONS? (WHY NOT?)
 BUT, WHEN I CAME TO PAY THE BALANCE ON MY ACCOUNT

ON 10/26/09 32.06 DUE ON BILL DATED 10/13/09
 + 1.60 LATE FEE
33.66 TOTAL DUE
 10/26/09 33.66 PAID IN FULL Acct# [redacted]

10/26/09 REQUESTED GAS BE TURNED BACK ON.
 AND WAS TOLD I OWED 601.19 WHICH HAD 1ST
 APPEARED ON THAT SAME BILL

(4) discrepancy cont.

DATE 10-13-09 I HAVE CREDIT TOTALING 270.57 (4)
WHICH AT THE SAME TIME TURNS INTO ME OWING

My balance was at this point	LGE 601.19
	485.79
	- 150.00 payment 9/28/11
	<hr/> 335.79
	- 160.00 Amt. that should've been credited BA
	<hr/> 175.79
	- 84.36 Gas charge removed
	<hr/> 91.43

The reconnect fee should not be allowed due to the fact that LGE had made an error by not turning my gas on months prior to their staff members finding out and explaining to me that I did not owe LGE 601.19 that someone had made a very bad mistake. On that day my gas was restored supposedly at no cost.

	335.79	Amt. that should've been credited BA
	- 160.00	
	<hr/> 175.79	
	- 84.36	Gas charge removed
	<hr/> 91.43	
	- 29.00	reconnect fee: my BAL rema with LGE my credit
	<hr/> 62.43	
	- 135.00	
	<hr/> + 72.57	

DUE LGE

pg. 3 #4 ALSO THE CREDIT FOR 275# IS NET ACCT

The gas & light stayed on for approx. 1 yr. After that point, then in March of 2011 I called LGE to make late payment arrangements and spoke with a gentleman who informed me that my utilities would be shut off, since I had a balance of 601.19. I tried to explain the situation but when I went to pay my bill the 601.19 and some other charges had been added back to my acct. # [redacted] Now my new past due amount from LGE is as follows. 711.65 as of 3/31/11 according to char and statement received 5/4/11.

(5) Discrepancy - Although my account with LGE was in dispute, my gas and light was turned off, and would have remained off had I not been at home on vacation on 4/29/11.

I stayed on the Phone for Approx. 1 1/2 hrs. (5)
Before I thought about calling the Public
Service Commission. I spoke with Carol who
assisted me with reaching LGE and ultimately
my gas and lights were turned back on. Thanks
so much for the assistance from Ms. Susan Dunn
and Carol they have been very professional
and resolved my dilemma quickly. LGE has made
half hearted attempts at helping me to resolve
this matter a few of their comments

sounded as though they are beyond being
in error, but I believe we can see that
is incorrect. As the company is a monopoly
they should be encouraged to work with all
consumers and not act as they are doing
us a favor, as we pay for everything we
get from their service and cannot just
go to another company because we are not
satisfied. LGE did not want to work with
me to figure this mess out in 2009.

However when they found their error
with leaving my service off for approximately
(9) months my Bill/Account was checked by
(2) employees who found an error on LGE's
behalf. One was a supervisor who had been
employed there long enough to have retired
since Mar of 2010 and another who is evidently
competent enough to still be employed by
LGE. Both agreed that what they saw at

Time warranted my LGE be turned on immediately at NO charge to me. That was in March of 2010. One year later the charges were reversed by another staff member named Ron, I was not given an opportunity to speak with a supervisor over the phone but instead was told that the amount of 601.19 would be added back in my balance and to speak to customer service when I paid my bill. I believe that if I owed LGE anything it would have been \$62.43 and that is why I disputed the charge

in 9/09 or 10/09 and I was given the first chart dated Oct 29, 2009, which told me nothing. See Exhibit A.

At that time I did not know about the credit to my acct# [redacted] had been reversed back out when LGE added the 601.19 back in.

That would have made Acct# [redacted] +270.57
 - 62.43
 LGE did not apply 270.51 to my account and I never had a balance of 601.19. Bal in my favor + 208.14

I hope that the Public Service Commission finds in my favor, and hope that will help other consumers from be misused by

LGE

Thank you
 Brenda Clayton

BRENDA CLAYTON
4232 GREENWOOD AVENUE

Contract Account [REDACTED] - 09/12/08 - 03/03/09

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
09/18/08 - 10/02/08	\$17.75	200	\$29.39	13	\$0.00	\$240.00	-\$150.00	10/16/08	\$137.14	Deposit
10/31/08	\$17.79	181	\$118.00	60	\$2.36	\$0.00	\$0.00		\$275.29	
12/02/08	\$23.12	272	\$267.35	206	\$6.79	\$0.00	-\$160.00	12/10/08	\$412.55	
01/05/09	\$29.24	353	\$387.95	296	\$14.53	\$0.00	-\$428.00	01/14/09	\$416.27	
02/02/09	\$25.61	286	\$378.10	296	\$0.00	-\$2.01	\$0.00	01/30/09	\$817.97	Deposit Interest
03/03/09	\$18.25	179	\$205.98	165	\$20.19	\$0.00	\$0.00		\$1,062.39	

Contract Account [REDACTED] - 03/03/09 - 06/03/09

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
03/03/09 - 03/31/09	\$21.11	219	\$150.45	112	\$11.21	\$0.00	\$0.00		\$1,245.16	
05/01/09	\$19.63	201	\$92.47	71	\$8.58	\$0.00	-\$140.33	04/13/11	\$1,225.51	
06/02/09	\$25.77	289	\$22.81	16	\$5.60	\$0.00	-\$200.00	05/28/09	\$1,079.69	
06/03/09	\$1.85	19	\$6.52	7	\$2.43	-\$247.70	-\$357.00	06/12/09 06/26/09	\$485.79	\$ 7.70 Deposit Interest \$240.00 Deposit

\$250.00 06/12/09

\$107.00 06/26/09

\$357.00

*06/03/09 - Electric service disconnected for non-payment - \$1,031.11

BRENDA CLAYTON
4232 GREENWOOD AVENUE

Contract Account [REDACTED] - 06/26/09 - Present
(Electric Service restored: 06/26/09)
(Gas Service restored: 03/18/10)

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
06/26/09 - 08/31/09	\$75.37	924	\$21.20	0	\$0.00	\$324.00	\$0.00		\$420.57	\$ 29.00 Reconnect Charge \$295.00 Deposit
										\$ -135.00 Electric Deposit \$ -160.00 Gas Deposit \$ 135.00 Electric Deposit \$ -601.19 Gas Charges Removed (due to split) \$ 485.79 Balance from:
* 09/30/09	\$22.41	251	\$9.65	0	\$4.83	-\$275.40	-\$150.00	09/28/09	\$32.06	[REDACTED] Acct# [REDACTED]
10/29/09	\$41.87	532	\$9.65	0	\$1.60	\$0.00	-\$33.66	10/26/09	\$51.52	
12/01/09	\$70.25	966	\$9.65	0	\$2.57	\$0.00	-\$54.09	11/25/09	\$79.90	
01/04/10	\$162.71	2249	\$9.65	0	\$3.99	\$0.00	-\$70.00	12/21/09	\$186.25	
02/02/10	\$123.31	1635	\$9.65	0	\$8.62	-\$2.75	-\$100.00	02/01/10	\$225.08	Deposit Interest
03/03/10	\$137.26	1814	\$9.65	0	\$6.65	\$0.00	-\$80.00	03/01/10	\$298.64	
04/05/10	\$86.14	1144	\$17.08	9	\$7.34	\$29.00	-\$210.00	03/16/10	\$228.20	Reconnection Charge
05/04/10	\$20.77	213	\$21.80	16	\$5.16	\$0.00	-\$100.00	03/30/10	\$175.93	
06/03/10	\$25.54	272	\$17.11	10	\$2.13	\$0.00	-\$133.36	04/30/10	\$87.35	
07/02/10	\$48.34	583	\$17.11	10	\$0.00	-\$3.26	-\$87.35	05/13/10	\$62.19	Deposit Interest
08/03/10	\$49.07	599	\$19.09	12	\$0.00	\$0.00	-\$63.00	06/15/10	\$67.35	
09/01/10	\$50.22	558	\$22.88	12	\$0.00	\$0.00	-\$67.35	07/22/10	\$73.10	
10/01/10	\$31.84	316	\$22.02	11	\$0.00	\$0.00	-\$73.10	08/12/10	\$53.86	
10/29/10	\$33.86	333	\$33.56	21	\$2.69	\$0.00	-\$60.00	09/14/10	\$63.97	
11/30/10	\$79.89	934	\$61.37	61	\$0.00	\$0.00	-\$63.97	10/29/10	\$141.26	
01/03/11	\$128.93	1557	\$179.22	226	\$7.06	\$0.00	-\$150.00	11/15/10	\$306.47	
01/31/11	\$98.98	1163	\$164.81	205	\$15.32	\$0.00	\$0.00	12/22/10	\$585.58	

\$60.00 03/16/10

\$150.00 03/30/10

\$210.00

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
03/01/11	\$53.77	596	\$130.21	150	\$13.19	\$601.19	-\$462.00	02/11/10 03/04/10	\$921.94	Gas charges added back on account (Charges should have been added back to account, when gas service was restored on 03/18/10.)
03/31/11	\$37.65	380	\$99.56	108	\$0.00	-\$84.36	-\$130.00	03/15/11	\$844.79	Customer charge for gas service from 06/03/09 - 03/18/10 (When gas service was off due to split account.)
							-\$140.00	04/15/11	\$704.79	
					\$6.86				\$711.65	

\$322.00 02/11/10
\$140.00 03/04/10
\$462.00

READ DATE 1st ACCT

- STARTED 9-12-08 - 5/3/09

READ DATE	ELEC	GAS	WT PAY	TOTAL due	Payments PAID	BAL due	Bill Mic
9-18-08							
10-2-08	17.75	29.39	00	47.14	-150.00 ✓	(102.86)	240.00
10-31-08	17.79	118.00	2.36	138.15	-0-	275.29	137.1
12-02-08	23.12	267.35	6.79	297.26	-160.00 ✓	412.55	
1-05-09	29.24	387.95	14.53	431.72	-428.00 ✓	416.27	
2-2-09	25.61	378.10	00	819.98	-2.01	817.97	-2.01
3-3-09	18.25	205.98	20.19	244.42	-0-	1062.39	
Acct # CHANGED	2nd Account						
3-31-09	21.11	150.45	11.21	182.77	-0-	1243.16	
5-1-09	19.63	92.47	8.58	120.68	-140.33 ✓	1225.51	
6-2-09	25.77	22.81	5.60	54.18	-200.00 ✓	1079.69	SEE H.O.
6-3-09	1.83	6.52	2.43	10.80	(485.79)	6-10-09 (250.00)	
Acct changed	3rd Acct						
6-26-09	175.37	(21.20)	00	420.57	RECONNECT FEE 6-26-09 paid -295.00	295.00	RECONNECT FEE
8-31-09	175.37	(21.20)	00	420.57	-295.00	\$125.57	
9-30-09	22.41	9.65	4.83	162.46	-150.00 ✓	12.46	*
Electric only	41.87	9.65	1.60	65.58	-33.66 ✓	31.92	
10-29-09	70.25	9.65	2.57	114.39	-54.09 ✓	60.30	
1-4-10	162.71	9.65	3.99	236.65	-70.00 ✓	166.65	
2-2-10	123.31	9.65	8.62	308.23	dep -2.75 dnt -102.75 ✓	205.48	
3-3-10	137.26	9.65	6.65	359.04	-80.00 ✓	279.04	
3-16-10	Receipt for 60.00			Not on the list GAS BACK ON	-60.00 ✓	219.04	
4-5-10	86.14	17.08	7.34	358.60	(150.00) -210.00 ✓	(29.00) 148.60	RECON. FEE
5-4-10	20.77	21.80	5.16	196.33	-100.00 ✓	96.33	
6-3-10	25.54	17.11	2.13	141.11	-133.36 ✓	7.75	

HEAD DATE	ELEC	GAS	WY pmt	AMT due.	PAID =	BAL due	MISC Billi
7-02-10	48.34	17.11	00	73.20	-87.35	(17.40)	dep. I -3.2
8-03-10	49.07	19.09	00	47.39	-63.00	(15.61)	
9-01-10	50.22	22.88	00	57.49	-67.35	(9.86)	
10-01-10	31.84	22.02	00	43.00	-73.10	(30.10)	
10-29-10	33.86	33.56	2.69	40.01	-60.00	(19.99)	
11/30/10	79.89	61.37	00.	121.27	-63.97	57.30	
1/3/11	128.93	179.22	7.06	312.51	-150.00	222.51	
1/31/11	98.98	164.81	15.32	501.62	-0-	501.62	
3/1/11	53.77	130.21	13.19	698.79	-462.00	236.79	
3/15/11	0	0	00	00	-130.00	106.79	
3/25/11					Bal due to file	22.43	GAS 2 84.36
10/10/10 Payment for 250.00 not recorded anywhere?							

BRENDA CLAYTON
4232 GREENWOOD AVENUE

Contract Account [REDACTED] - 06/26/09 - Present

(Electric Service restored: 06/26/09)

(Gas Service restored: 03/18/10)

Showing on bill I paid 295.00 for Deposit

Pd. 295.00 not showing as a payment

Read Date	Electric	KWH	Gas	GGF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
06/26/09										\$ 29.00 Reconnect Charge
08/31/09	\$75.37	924	\$21.20	0	\$0.00	\$324.00	\$0.00		\$420.57	\$295.00 Deposit Bal 135.00 dep
09/30/09						① -\$160.00			\$260.57	Gas deposit no longer required due to split account.
09/30/09	\$22.41	251	\$9.65	0	\$4.83	-\$601.19	-\$150.00	09/28/09	-\$453.73	Gas charges removed (due to split) - Discrepancy Beg
09/30/09						\$485.79	OK		\$32.06	Balance from [REDACTED]
10/29/09	\$41.87	532	\$9.65	0	\$1.60	\$0.00	-\$33.66	10/26/09	\$51.52	
12/01/09	\$70.25	966	\$9.65	0	\$2.57	\$0.00	-\$54.09	11/25/09	\$79.90	
01/04/10	\$162.71	2249	\$9.65	0	\$3.99	\$0.00	-\$70.00	12/21/09	\$186.25	
02/02/10	\$123.31	1635	\$9.65	0	\$8.62	-\$2.75	-\$100.00	02/01/10	\$225.08	Deposit Interest
* 03/03/10	\$137.26	1814	\$9.65	0	\$6.65	\$0.00	-\$80.00	03/01/10	\$298.64	
3/16/10							-10.00	03/16/10		
04/05/10	\$86.14	1144	\$17.08	9	\$7.34	\$29.00	\$210.00	03/30/10	\$228.20	Reconnection Charge
05/04/10	\$20.77	213	\$21.80	16	\$5.16	\$0.00	-\$100.00	04/30/10	\$175.93	
06/03/10	\$25.54	272	\$17.11	10	\$2.13	\$0.00	\$133.36	05/13/10	\$87.35	*
07/02/10	\$48.34	583	\$17.11	10	\$0.00	-\$3.26	-\$87.35	06/15/10	\$62.19	Deposit Interest
08/03/10	\$49.07	599	\$19.09	12	\$0.00	\$0.00	-\$63.00	07/22/10	\$67.35	look @
09/01/10	\$50.22	558	\$22.88	12	\$0.00	\$0.00	-\$67.35	08/12/10	\$73.10	AMTS pd. + balance next line down
10/01/10	\$31.84	316	\$22.02	11	\$0.00	\$0.00	-\$73.10	09/14/10	\$53.86	
10/29/10	\$33.86	333	\$33.56	21	\$2.69	\$0.00	-\$60.00	10/29/10	\$63.97	
11/30/10	\$79.89	934	\$61.37	61	\$0.00	\$0.00	-\$63.97	11/15/10	\$141.26	
01/03/11	\$128.93	1557	\$179.22	226	\$7.06	\$0.00	-\$150.00	12/22/10	\$306.47	pd
01/31/11	\$98.98	1163	\$164.81	205	\$15.32	\$0.00	\$0.00		\$585.58	pd.

①

②

*

2/11/11
3/4/11

322.00
140.00

462.00
130.00

592.00

BRENDA CLAYTON
4232 GREENWOOD AVENUE

9-30-09
Bal on Acct
32.06

Acct # [REDACTED]

Contract Account [REDACTED] - 09/12/08 - 03/03/09

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
09/18/08 -										
10/02/08	\$17.75	200	\$29.39	13	\$0.00	\$240.00	-\$150.00	10/16/08	\$137.14	Deposit 103.76
10/31/08	\$17.79	181	\$118.00	60	\$2.36	\$0.00	\$0.00		\$275.29	
12/02/08	\$23.12	272	\$267.35	206	\$6.79	535 \$0.00	-\$160.00	12/10/08	\$412.55	375.57
01/05/09	\$29.24	353	\$387.95	296	\$14.53	431.72 \$0.00	-\$428.00	01/14/09	\$416.27	317.29
02/02/09	\$25.61	286	\$378.10	296	\$0.00	-\$2.01	\$0.00	01/30/09	\$817.97	Deposit Interest 1204.57
03/03/09	\$18.25	179	\$205.98	165	\$20.19	\$0.00	\$0.00		\$1,062.39	

Contract Account [REDACTED] - 03/03/09 - 06/03/09

Apr 2009 Bill 182.32

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
03/03/09 -										
03/31/09	\$21.11	219	\$150.45	112	\$11.21	\$0.00	\$0.00	4/13/09	\$1,245.16	
05/01/09	\$19.63	201	\$92.47	71	\$8.58	\$0.00	-\$140.33	04/13/11	\$1,225.51	
06/02/09	\$25.77	289	\$22.81	16	\$5.60	\$0.00	-\$200.00	05/28/09	\$1,079.69	I came in & spoke by someone Gas was shut off
06/03/09	\$1.85	19	\$6.52	7	\$2.43	-\$247.70	-\$357.00	06/12/09	-\$250.00	7.70 Deposit Interest
								06/26/09	\$485.79	\$240.00 Deposit

*06/03/09 - Gas & Electric service disconnected for non-payment - \$1,031.11

disc
Bal on 5/09 Statement

the de

Read Date	Electric	KWH	Gas	CCF	Late Payment Charge	Misc. Billing	Payment	Payment Date	Balance	Misc. Billing Description
03/01/11	\$53.77	596	\$130.21	150	\$13.19	\$601.19	-\$462.00	02/11/10 03/04/10	\$921.94	Gas charges added back on account (Charges should have been added back to account, when gas service was restored on 03/18/10.)
03/15/11	\$0.00	0	\$0.00	0	\$0.00	\$0.00	-\$130.00	03/15/11	\$791.94	
03/25/11						-\$84.36			\$707.58	Customer charge for gas service from 06/03/09 - 03/18/10 (When gas service was off due to split account.)



SUSAN
1 564-3940

March 28, 2011

Ms. Brenda J. Clayton
4232 Greenwood Avenue
Louisville, KY 40211-2628

Re: 4232 Greenwood Avenue

Dear Ms. Clayton,

Enclosed you will find a billing and payment history for the above referenced account. I trust this information will give you a better understanding of what you have been billed and how your payments have been applied to your account.

If you have any questions, and/or if you would like to make payment arrangements on the balance of the account, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads 'Katrina Clark'.

Katrina Clark
Customer Commitment
502-627-2202

/kc

Enclosure

Susan,

As we discussed, I met with Ms. Clayton for 2.5 hours on Monday, May 2, 2011. We reviewed every charge and payment on Ms. Clayton's account(s) since she began her service at 4232 Greenwood Avenue on 9/12/08. I believe Ms. Clayton understands each charge and how each of her payments were applied to her account. Ms. Clayton was able to supply the receipts for the payments she made on the account and we were able to confirm she was given credit for each of those payments. However, there is a \$295 deposit charge, that remains in dispute. While Ms. Clayton does not have a receipt that she paid a \$295.00 deposit; the bill that she received, in the amount of \$32.06, which was due on 10/13/09, states: "Deposit Paid in Full Date: June 26, 2009." LG&E does not have a record of receiving a payment of \$295 on 6/26/09, however, it is noted on the same statement that \$135 (Electric deposit) and \$160 (Gas deposit) has been credited to her account. These two credits total the \$295 deposit, that was billed on her initial bill, for this account number, which resulted in the message that appeared on the billing statement: "Deposit Paid in Full Date: June 26, 2009." Since Ms. Clayton's gas service was turned off, it was no longer necessary to bill her for a gas deposit, but she was still responsible for the electric deposit of \$135, which was billed on the same statement due on 10/13/09.

See the attached spreadsheet that Ms. Clayton and I reviewed on 5/2/11. As I have noted, we were both in agreement of all of the charges and payments on the first page.



Update Billing &
Payment Histo...

I made some changes to the above spreadsheet, in an effort to make the "Miscellaneous Billing" information, more understandable. (See Attached)



Update Billing &
Payment Histo...

Below are the charges included on the first two statements of Ms. Clayton's active account. (See Attached)

FIRST BILL

\$ 75.37 (Electric – Service used from 6/26/09 – 8/31/09)
\$ 21.20 (Gas – Service used from 6/26/09 – 8/31/09)
\$295.00 (Electric Deposit \$135 + Gas Deposit \$160)
\$ 29.00 (Reconnect Charge)
\$420.57 Total Amount Due – 9/21/09

SECOND BILL

\$ 420.57 (Previous Balance)
\$-150.00 (Payment Received on 9/28/09)
\$ 22.41 (Electric – Service used from 8/31/09 – 9/30/09)
\$ 9.65 (Gas – Gas Customer charge \$9.50 + \$.15 Home Energy Assistance Fund Charge)

\$ 4.83 (Late Payment Charge)
\$-135.00 (Credit applied for Electric Deposit)
\$-160.00 (Credit applied for Gas Deposit) (Gas Deposit no longer needed since account was split)
\$ 135.00 (Electric Deposit) (Electric Deposit is necessary, since customer has electric service)
\$-601.19 (Gas Charges removed – due to split account)
\$ 485.79 (Balance transferred from Account [REDACTED])
\$ 32.06 Total Amount Due – 10/13/09



1st & 2nd Bill for
Active Acco...

After meeting 2.5 hours with a bill still in dispute, Ms. Clayton suggested that we continue our meeting on another day. Before Ms. Clayton left the office, I gave her a copy of the handwritten notes and asked her to review them and suggested she contact me, when she determined a convenient time for us to meet again. Ms. Clayton agreed to do that. I advised Ms. Clayton I would provide you with a copy of the handwritten note below.



5-2-11
Handwritten Notes.p

I apologized, to Ms. Clayton, for the inconveniences she has experienced as a result of attempting to resolve the billing issues on her account. We will be happy to make payment arrangements, if necessary, in order to bring Ms. Clayton's complaint to a resolution.

If you have any questions, please let me know.

Katrina Clark
Customer Commitment
502-627-2202

3-11-09 Electric turned off
Gas still on

~~6-3-09 Electric already off
Gas still on~~

6-26-09 Turned elec on
Turned gas off

1st bill on new account
- billed 295.00 deposit

2nd bill on new account
- gave credit for 295.00 deposit
then billed \$135 for elec deposit

4.83 LPC
-135.00 Credit Elec Deposit
-160.00 Credit Gas Deposit
135.00 Billed Elec Deposit
-601.19 Removed Gas Charge
485.79 Bal. from previous acct

* deposit interest once a year in June.
(was changed from Jan.)



Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L. Armstrong
Chairman

James Gardner
Vice-Chairman

John W. Clay
Commissioner

May 3, 2011

Ms. Brenda Clayton
4232 Greenwood Ave
Louisville, KY 40211

Dear Ms. Clayton:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint, as requested. Please complete the forms and return them to the above-listed address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Ginny Smith".

Ginny Smith, Director
Division of Consumer Services

Enclosure

3-11-09 Electric turned off
Gas still on

~~6-3-09 Electric already off
Gas still on~~

6-26-09 Turned elec on
Turned gas off

1st bill on new account
- billed 295.00 deposit

2nd bill on new account
- gave credit for 295.00 deposit
then billed \$135 for elec deposit

4.83 LPC
-135.00 Credit Elec Deposit
-160.00 Credit Gas Deposit
135.00 Billed Elec Deposit
-601.19 Removed Gas Charge
485.79 Bal. from previous acct

* Deposit interest once a year in June.
(was changed from Jan.)



a PPL company

Customer Service: 1-502-589-1444 (Mon-Fri 7a.m. to 7p.m. ET)
Telephone Payments: 1-502-589-1444; press 1-2-2-3
(24 hours a day; \$2.95 fee)
Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET
Online Customer Self-Service: www.lge-ku.com (24 hours a day)

1-502-589-1444 (Mon-Fri 7a.m. to 7p.m. ET)
1-502-589-1444; press 1-2-2-3
(24 hours a day; \$2.95 fee)
Mon-Fri 8a.m. to 5p.m. ET
www.lge-ku.com (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
05/12/11	\$711.65

Reconnection of Service:
Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at 1-502-589-1444 after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 GREENWOOD AVE LOUISVILLE KY
Date Notice Mailed:	05/02/11

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

DISCONNECTION NOTICE

Payment required by the final payment date to avoid disconnection: 711.65

BILLING INFORMATION

Your account is past due. If the required payment is not received by the final payment date 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.lge-ku.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 1-502-589-1444.

704.79 Bal as of 5/3 on green Bill
6.86
711.65 Total due this Bill

Customer Service 1-502-589-1444

Account Number
[REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Final Pay Date	Delinquent Amount Due	Amount Enclosed
05/12/11	\$711.65	\$

OFFICE USE ONLY:
MRU020000, G000000



PO BOX 538612
ATLANTA, GA 30353-8612

[REDACTED]
BRENDA J CLAYTON
4232 GREENWOOD AVE
LOUISVILLE KY 40211-2628



PRINTED ON RECYCLED PAPER
Rev. 11.04.21

Service Address: 4232 GREENWOOD AVE

0103000133077270000000071165000000711650000000000014

Why did they not look up the receipt

BILLING INFORMATION (cont)

Service Deposit Receipt - Please retain for your records.

Deposit Receipt Number: 001680002803
Deposit Amount: \$295.00
Deposit Paid in Full Date: June 26, 2009

\$295 Deposit was not "paid"
\$295 Deposit was removed from billing. Then deposit for electric (\$135) was billed.

The requested deposit for service has been paid in full. The deposit will be held a minimum of 1 year and will earn 6% interest per annum. After 1 year, the deposit and interest earned will be applied to your account, provided a satisfactory payment history has been established. Satisfactory payment is defined as having received no disconnect notices, no disconnects for nonpayment, no payments returned for insufficient funds, no defaulted payment arrangements, and no energy theft or diversion.

If the payment history is not satisfactory after 1 year, your account will continue to be reviewed monthly. Interest earned will be applied annually to your account if your deposit is held longer than 12 months, except that no refund or credit will be made if your bill is delinquent on the anniversary date of the deposit. When the satisfactory payment criteria outlined above has been met for the most recent 12-month period, the deposit and interest earned will be applied to your account.

The Kentucky Public Service Commission requires that, upon customer request, deposits held over 18 months shall be recalculated based on the customer's actual usage. The deposit amount should represent 2/12 of an annual bill. If the deposit on hand differs from the calculated amount by more than \$10.00, the Company will refund any over collection, and may also collect any underpayment of a deposit based on actual usage. The Company is not required to refund any over collection if your account is delinquent by more than one billing period.

If service is discontinued and no new service is needed, the deposit plus interest earned will be applied to your account, and any remaining balance will be refunded to you by check.

IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 502 pounds of CO2. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.

You can reduce these emissions and your energy usage by switching to Compact Fluorescent Lighting (CFL). Take control by switching five of the highest used light bulbs in your home to CFL bulbs to prevent about 1,900 pounds of greenhouse gas emissions. You'll also save more than \$60 each year in energy costs.

To request a copy of your rate schedule, please call (502) 589-1444.



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500

DUE DATE	AMOUNT DUE
09/21/09	\$420.57

www.eon-us.com

Please see the Important Information section of this bill for details about your new account number.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave
Next Read Date:	09/30/09

Averages for Billing Period	This Year	Last Year
Average Temperature	75°	79°
Number of Days Billed	67	0
Electric/kwh per day	13.7	0.0

BILLING SUMMARY	
Previous Balance	0.00
Payment as of 09/09	0.00
Balance as of 09/09	0.00
Electric Charges	75.37
Gas Charges	21.20
Utility Charges as of 09/09	96.57
Other Charges	324.00
Total Amount Due	420.57

ELECTRIC CHARGES	
Rate Type: Residential Electric Service	
Customer Charge	11.00
Energy Charge	61.52
Other Charges For Above Rates	
Electric Fuel Adjustment	0.20
Electric DSM	0.82
Electric DSM	0.96
Environmental Surcharge	0.57
Home Energy Assistance Fund Charge	0.30
Total Electric Charges	\$75.37

FIRST BILL
NEW ACCOUNT NO.

GAS CHARGES	
Rate Type: Residential Gas Service	
Customer Charge	20.90
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.30
Total Gas Charges	\$21.20

Please see reverse side for additional charges.
 Customer Service (502) 589-1444

Bring entire bill when paying in person.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due 3 Days After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	09/21/09	\$420.57	\$425.40		\$

Check here if plan(s) requested on back of stub

Home Phone (502) 994-3208
 OFFICE USE ONLY:
 MRU02823010, G000000
 P0.00



PO BOX 538612
 ATLANTA, GA 30353-8612

#125106153 5#
 BRENDA J CLAYTON
 4232 GREENWOOD AVE
 LOUISVILLE KY 40211-2628

PRINTED ON RECYCLED PAPER
 Rev. 09/08/11

Service Address: 4232 Greenwood Ave

01030001330772700000000425400000004205700000000000012

METER AND USAGE INFORMATION**ELECTRIC**

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand kw	kwh
Residential Electric Service kwh	595925	06/26/09	2228	08/31/09	3152	R	1		924
							Total Usage		924

GAS

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	ccf
Residential Gas Service ccf	384407	06/26/09	8138	08/31/09	8138	R	1	0
							Total Usage	0

OTHER CHARGES

Cash Deposit Request	295.00
Reconnect Charges	29.00
Total Other Charges Due	\$324.00

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date \$4.83

Initial bill

Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1848 pounds of CO₂. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.

Visit www.eon-us.com for Smart Saver tips to help you better manage and lessen the impact of your energy usage.

To request a copy of your rate schedule, please call (502) 589-1444.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- I would like to enroll in Demand Conservation.
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

DUE DATE	AMOUNT DUE
10/13/09	\$32.06

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave
Next Read Date:	10/28/09

Averages for Billing Period	This Year	Last Year
Average Temperature	71°	74°
Number of Days Billed	30	0
Electric/kwh per day	8.3	0.0

BILLING SUMMARY	
Previous Balance	420.57
Payment as of 10/01	(150.00)
Balance as of 10/01	270.57
Electric Charges	22.41
Gas Charges	9.65
Utility Charges as of 10/01	32.06
Other Charges	(270.57)
Total Amount Due	32.06

ELECTRIC CHARGES

Rate Type: Residential Electric Service	
Customer Charge	5.00
Energy Charge	16.71
Other Charges For Above Rates	
Electric Fuel Adjustment (\$0.00064- x 251 kwh)	-0.16
Electric DSM (\$0.00193 x 251.00 kwh)	0.48
Environmental Surcharge (1.060% x \$22.03)	0.23
Home Energy Assistance Fund Charge	0.15
Total Electric Charges	\$22.41

*Second Bill
New Account No.*

GAS CHARGES

Rate Type: Residential Gas Service	
Customer Charge	9.50
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.15
Total Gas Charges	\$9.65

Please see reverse side for additional charges.
 Customer Service (502) 589-1444

Bring entire bill when paying in person.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due 3 Days After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	10/13/09	\$32.06	\$33.66		\$

Check here if plan(s) requested on back of stub

Home Phone (502) 994-3208
 OFFICE USE ONLY:
 MRU02823010, G000000
 P420.57

#127310065 9#
 BRENDA J CLAYTON
 4232 GREENWOOD AVE
 LOUISVILLE KY 40211-2628



PO BOX 538612
 ATLANTA, GA 30353-8612

Service Address: 4232 Greenwood Ave

PRINTED ON RECYCLED PAPER
 Rev. 09.09.29

0103000133077270000000003366000000032060000000000012

METER AND USAGE INFORMATION

ELECTRIC

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand kw	kwh
Residential Electric Service	[REDACTED]	08/31/09	3152	09/30/09	3403	R	1		251
kwh									251
							Total Usage		251

GAS

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	ccf
Residential Gas Service	[REDACTED]	08/31/09	8138	09/30/09	8138	R	1	0
ccf							Total Usage	0

OTHER CHARGES

Late Payment Charge	4.83
Interim Bill Correct Elec	-135.00
Interim Bill Correct Gas	135.00
Stat Split Account Write Off C	-601.19
Cash Deposit Request	-160.00
Transferred Balance	485.79
Total Other Charges Due	\$-270.57

Charge Electric Deposit ← (points to -135.00)
 Removed Deposit \$295 (points to -160.00)

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date \$1.60
 Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read
 After payment, Your Deferred Agreement Balance is \$0.00

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- I would like to enroll in Demand Conservation.
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.



an e-on company

Exh # A

BRENDA J CLAYTON
4232 GREENWOOD AVE
LOUISVILLE KY 40211-2628

Louisville Gas and
Electric Company
Customer Service
820 West Broadway
Louisville, KY 40202
www.eon-us.com

T 502-589-1444
T 800-331-7370
F 502-333-6434
customer.care
@eon-us.com

October 29, 2009

Re: Account [REDACTED]

Dear Customer,

As you requested, enclosed is a record of billings and/or payments for the above account.

If you should have any questions, or if any additional information is needed please feel free to contact our office.

Sincerely,

Customer Service Team



an **e-on** company

BRENDA J CLAYTON
4232 GREENWOOD AVE
LOUISVILLE KY 40211-2628
Contract Account [REDACTED]

12 Months Payment History

Date Received	Payment type	Amount	Clearing Reason
09/28/2009	Cash Desk-Check	\$ 150.00	Incoming Payment
10/26/2009	Cash Desk-Cash	\$ 33.66	Incoming Payment

183.66



an **e-on** company

BRENDA J CLAYTON
4232 GREENWOOD AVE
LOUISVILLE KY 40211-2628
 Contract Account [REDACTED]

12 Month Usage & Billing History

Division: Electric

Device: 595925

Read date	Usage	kw Demand	Bill Amount	Rate Category	Meter Reading Reason
07/30/2009	425		\$36.44	Residential Electric Service	Periodic Meter Reading
08/28/2009	499		\$38.93	Residential Electric Service	Periodic Meter Reading
09/30/2009	251		\$22.41	Residential Electric Service	Periodic Meter Reading

Division: Gas

Device: 384407

Read date	Usage	kw Demand	Bill Amount	Rate Category	Meter Reading Reason
07/30/2009	0		\$11.55	Residential Gas Service	Periodic Meter Reading
08/28/2009	0		\$9.65	Residential Gas Service	Periodic Meter Reading
09/30/2009	0		\$9.65	Residential Gas Service	Periodic Meter Reading

Note: Bill amounts do not include taxes. 30.85

$$\begin{array}{r} 36.44 \\ 38.93 \\ 22.41 \\ \hline 97.78 \end{array}$$

$$\begin{array}{r} 97.78 \\ 97.78 \\ 30.85 \\ \hline 128.63 \end{array}$$

How do I owe
 Gas when I had
 is cut off?
 no hot water
 no heat water
 no stove?

These are
 mtr charges
 only for no
 usage



an e-on company

BRENDA J CLAYTON
 4232 GREENWOOD AVE
 LOUISVILLE KY 40211-2628
 Contract Account [REDACTED]

Division: Gas

Device: 384407

Read date	Usage	kw Demand	Bill Amount	Rate Category	Meter Reading Reason
05/29/2009	16		\$22.81	Residential Gas Service	Periodic Meter Reading
06/04/2009	7		\$6.52	Residential Gas Service	Final meter reading at move-in/out

Note: Bill amounts do not include taxes. 29.33

Electric Charges

10/08 21.1
 17.79
 12/02 23.12
 1/5 29.24
 Sub tot. = 70.15
 2/2 28.61
 3/2 18.25
 Sub = 114.01
 3/31 21.11
 Sub = 135.12
 4/29 19.63
 5/29 23.77
 6/4 1.85
 182.37

Did not show pymt from one for Oct/Nov. 08
 JAN/FEB or Mar 09

Gas
 Feb-Mar?
 Storm
 No Electricity
 for 3-4 wks
 Gas & Elec
 1600.30
 182.37
 1782.67

118.00 10/31
 267.35 12/02
 385.35
 387.95 1/05
 773.30
 378.10 2/2
 1151.40
 205.98 3/02
 1357.38
 150.45 3/31
 1507.83
 92.47
 1600.30 4/29