



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 W. Gardner
Vice Chairman

Linda Breathitt
Commissioner

June 14, 2012

PARTIES OF RECORD

Re: Case No. 2012-00168

Attached is a copy of the memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Virginia Gregg at 502-564-3940, Extension 407.

Sincerely,

A handwritten signature in black ink that reads "Stephanie Bell for Jeff Derouen".

Jeff Derouen
Executive Director

VG/kar
Attachment

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File

FROM: Virginia Gregg

DATE: June 14, 2012

RE: Case No. 2012-00168
Louisville Gas and Electric Company – Alleged Failure to Comply with
Administrative Regulations

On June 12, 2012, Commission Staff ("Staff") held an informal conference ("IC") with representatives of Louisville Gas and Electric Company ("LG&E"). The purpose of the IC was to discuss issues related to this show cause proceeding. LG&E requested the conference and notice of the IC was issued by the Commission on June 8, 2012. A list of attendees is attached to this memorandum.

The IC began with a presentation by LG&E (see the attached LG&E Handout) regarding the training of its customer service representatives and different measures of their performance. During the presentation, Commission Staff asked questions for clarification purposes. Following the presentation, LG&E stated its wish to reach a settlement in this matter. LG&E proposed to make a filing within 10 days of the date of the IC which would address the errors outlined in the order, which initiated this proceeding and the steps that have been taken in conjunction with the recent management audit of its customer functions that it believes will enable it to avoid those types of errors in the future. Commission Staff agreed that such a filing should be made and the parties discussed the possibility of meeting again. The IC was then adjourned.

Attachments: Sign-In Sheet
LG&E Handout (Main Case File only)

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

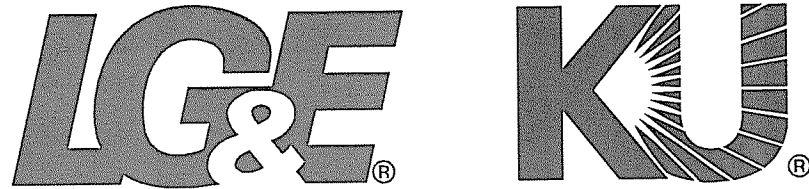
In the Matter of:

LOUISVILLE GAS AND ELECTRIC COMPANY) CASE NO.
ALLEGED FAILURE TO COMPLY WITH) 2012-00168
ADMINISTRATIVE REGULATIONS)

June 12, 2012

Please sign in:

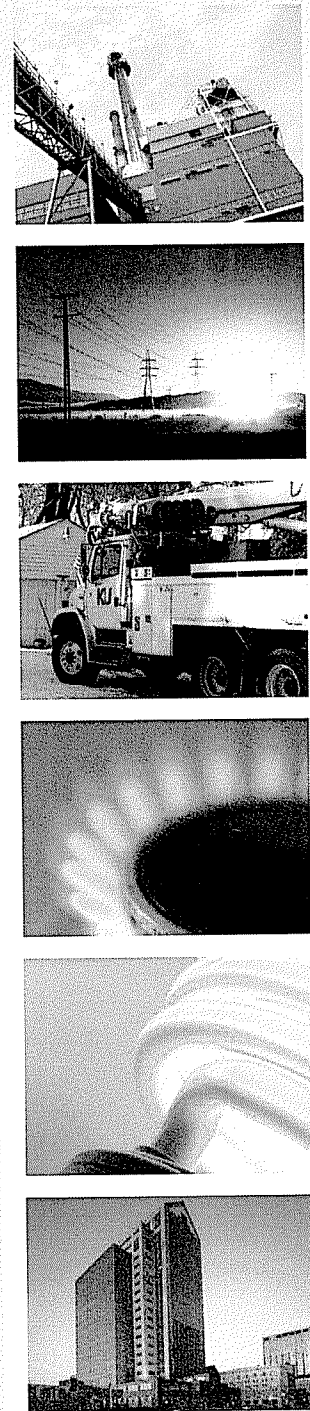
NAME	REPRESENTING
<u>John P. Malloy</u>	<u>LGE - KU</u>
<u>Lonnie Bellar</u>	<u>LGE - KU</u>
<u>RICK LOVEKAMP</u>	<u>LGE - KU</u>
<u>Allyson Sturgeon</u>	<u>LGE + KU</u>
<u>Chris Hermann</u>	<u>LGE + KU</u>
<u>Jean Ann Pfisterer</u>	<u>LGE - KU</u>
<u>Cheryl Bruner</u>	<u>LGE - KU</u>
<u>Jeff Shams</u>	<u>PSC - FA</u>
<u>Chris Whelan</u>	<u>PSC - FA</u>
<u>Virginia Tragg</u>	<u>PSC - Legal</u>
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PPL companies

*Informal Conference
Kentucky Public Service Commission
Case No. 2012-00168*

June 12, 2012



Improved Contact Center Staff Hiring

- *Transitioned from "temp to hire" to "direct hire" of contact center employees*
- *Implemented use of assessment tools*
- *Increased number of contact center agents*
- *Implemented New Hire survey*

Residential Service Center	Customer Service Agents	Customer Service Agent Temporaries	Total Agents	% Increase from June '11 to May '12
Jun-11	98	32	130	18%
May-12	148	5	153	

Business Service Center	Customer Service Agents	Customer Service Agent Temporaries	Total Agents	% Increase from June '11 to May '12
Jun-11	11	6	17	53%
May-12	25	1	26	

Enhanced Training of Customer Service Staff

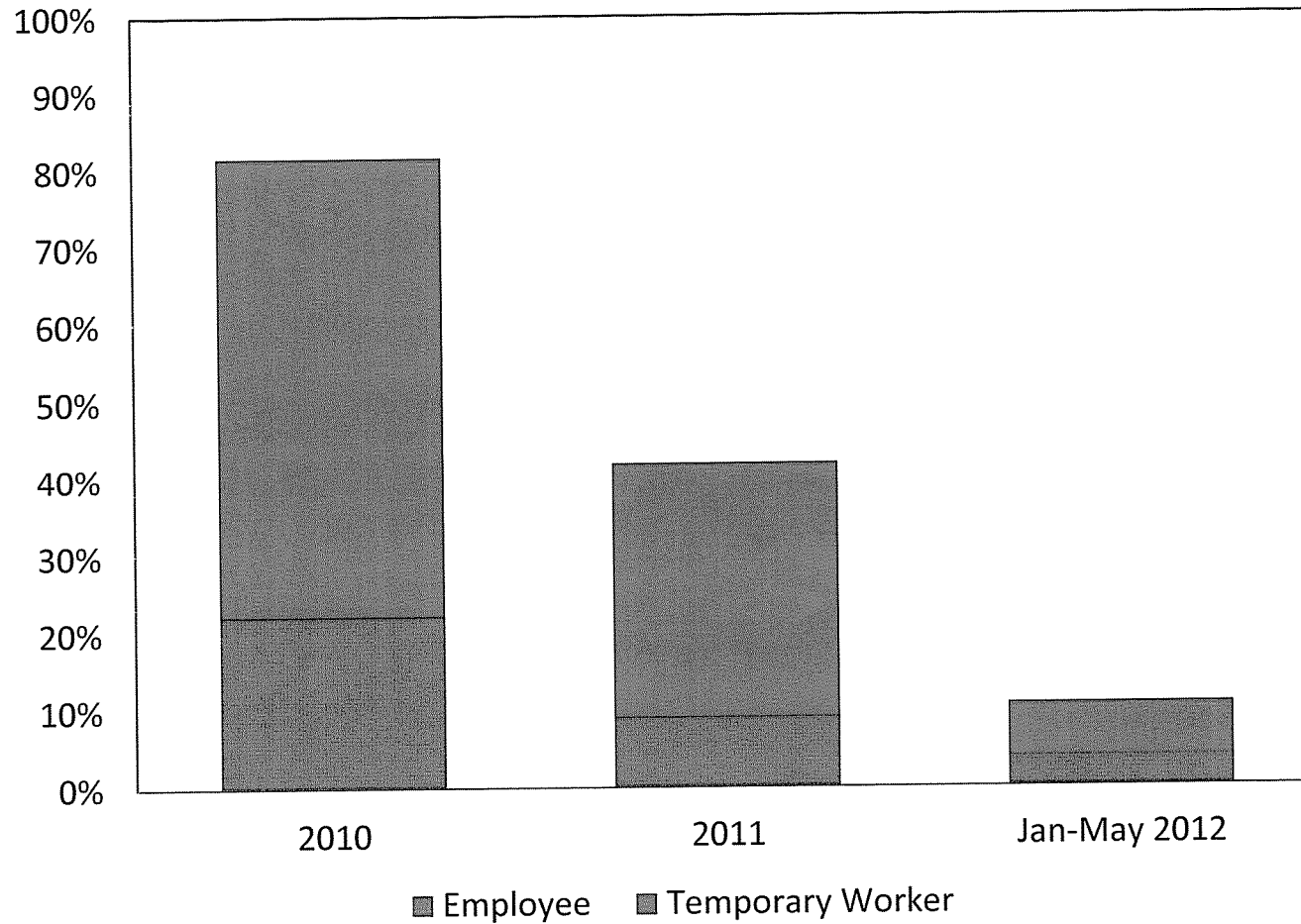
- *Created new retail manager role tasked with overseeing learning/training and quality of retail operations*
- *Training conducted in segments by "skill sets"*
 - *Outage, Gas Emergency, Reconnect - 15 days classroom, 10 days nesting (new hires - 5 classes in 2012)*
 - *Credit - 4 days classroom, 10 days nesting (5 classes in 2012)*
 - *Billing - 8 days classroom, 10 days nesting (10 classes in 2012)*
 - *Moves - 10 days classroom, 20 days nesting (11 classes in 2012)*
- *Additional training is held on Presidents' Day and Columbus Day each year to cover new topics and areas identified for refresher training*
 - *Annual Columbus Day training includes the KAR required topics*
 - *Certification provided annually as required*

Delivered Soft Skills Training

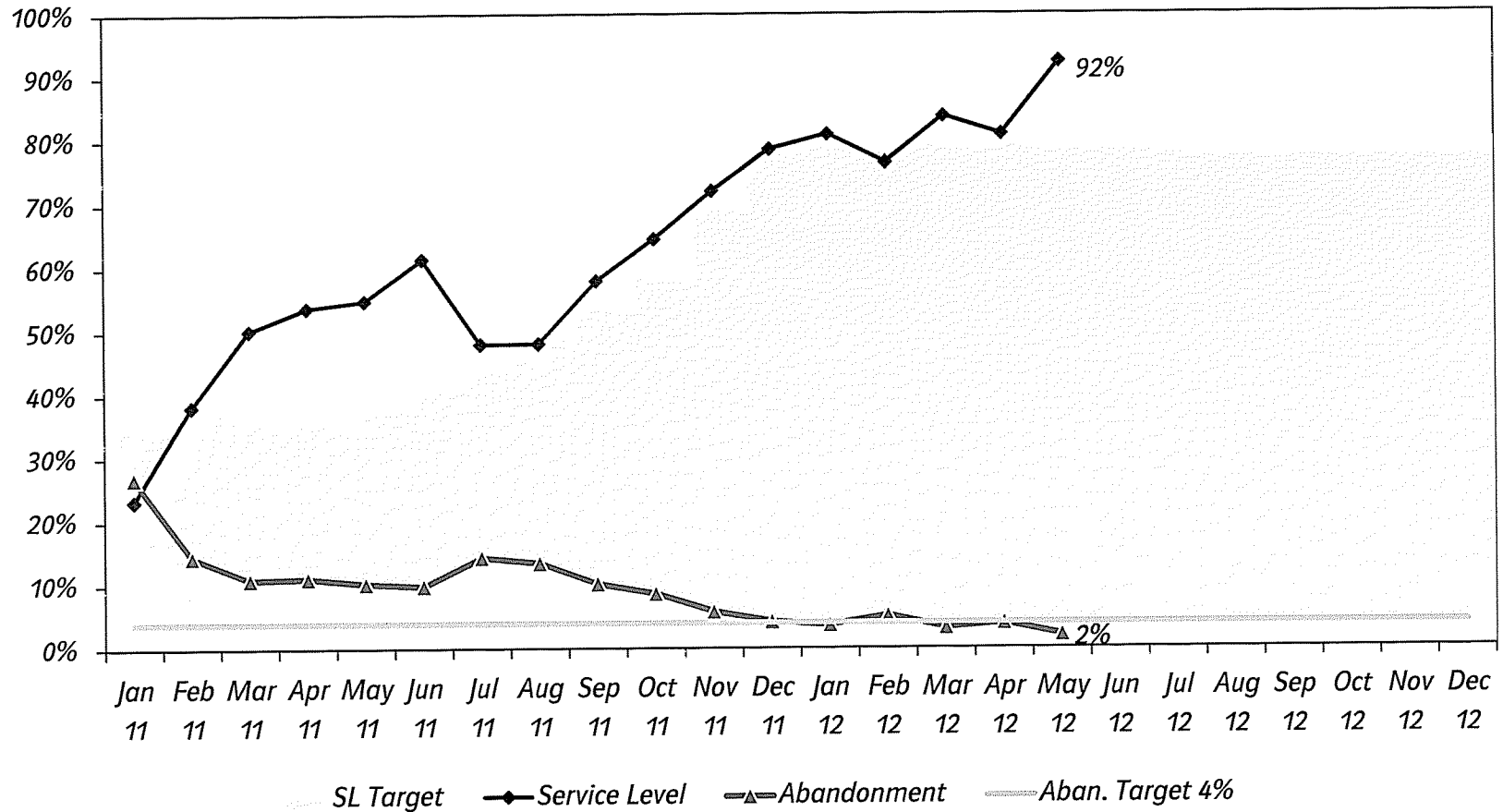
- *Provided 747 employees and contractors over 1,120 hours of training on "Soft Skills" in March and April, 2012*

Billing Integrity	48
Business Offices	107
Business Service Center	42
Business Readiness	11
Customer Commitment	4
Economic Development and Major Accounts	18
Field Services	69
Meter Reading	227
Remittance and Collection	13
Revenue Protection	2
Residential Service Center	184
Regional Structure Group	11
Meter Shop	11
Total	747

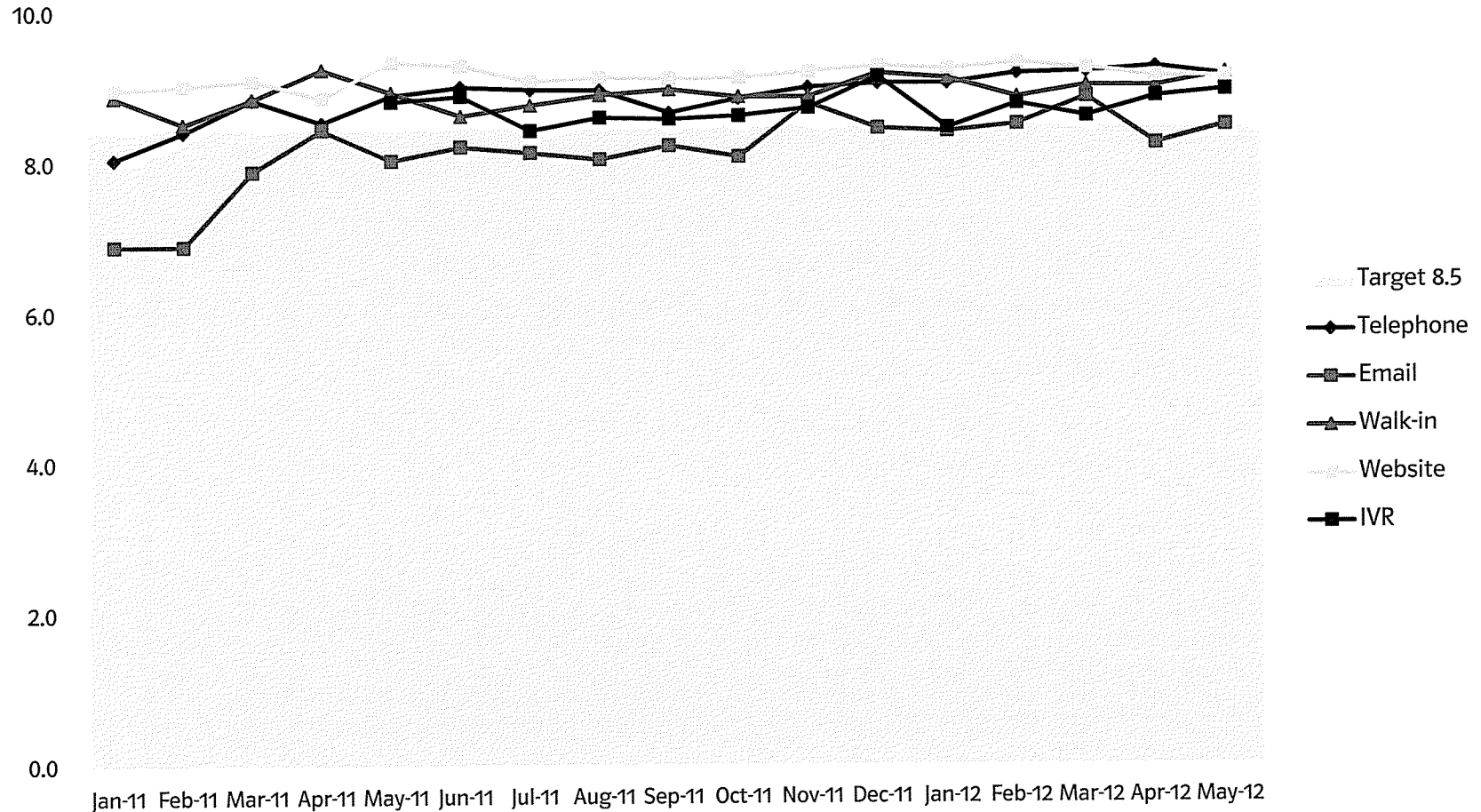
Decreasing Residential Service Center Turnover Rate



Improving Residential Service Level *(calls answered w/n 30 sec)* and Decreasing Abandonment Rate *(calls abandoned in queue)*



Meeting or Exceeding Targets in Residential Customer Experience Transaction Surveys



Reducing Customer Complaints (Jan 2009 - May 2012)

