

Gwen R. Pinson Executive Director Kentucky Public Service Commission 211 Sower Boulevard Frankfort, KY 40601

January 13, 2020

RE: YVONNE N. WILSON V. LOUISVILLE GAS AND ELECTRIC

RECEIVED

JAN 1 3 2020

PUBLIC SERVICE

COMMISSION

LG&E and KU Energy, LLC

220 W. Main Street

PO Box 32010

www.lge-ku.com

T 502-627-4671

Michael E. Hornung Manager, Pricing/Tariffs

State Regulation and Rates

Louisville, Kentucky 40232

mike.hornung@lge-ku.com

COMPANY

Case No. 2019-00466

Dear Ms. Pinson:

Enclosed please find an original and ten (10) copies of the Response of Louisville Gas and Electric Company to the Commission Staff's First Request for Information in the above-referenced docket.

Please contact me if you have any questions concerning this filing.

Sincerely,

Michael E. Hornung

COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JAN 1 3 2020

PUBLIC SERVICE COMMISSION

In the Matter of:

YVONNE N. WILSON)
COMPLAINANT V.) CASE NO. 2019-00466
LOUISVILLE GAS AND ELECTRIC COMPANY	
DEFENDANT))

RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
DATED JANUARY 7, 2020

FILED: JANUARY 13, 2020

VERIFICATION

COMMONWEALTH OF KENTUCKY)
)
COUNTY OF JEFFERSON)

The undersigned, **Timothy Melton**, being duly sworn, deposes and says that he is Manager – Customer Commitment for LG&E and KU Services Company, and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.

Timothy Melton

Subscribed and sworn to before me, a Notary Public in and before said County

and State, this 2th day of

2020.

Notary Public

_(SEAL)

My Commission Expires:

Judy Schooler

Notary Public, ID No. 603967

State at Large, Kentucky

Commission Expires 7/11/2022

LOUISVILLE GAS AND ELECTRIC COMPANY

Response to the Commission Staff's First Request for Information Dated January 7, 2020

Case No. 2019-00466

Question No. 1

Responding Witness: Timothy Melton

- Q-1. Please provide copies of the bills issued between July 2019 and the current date for Ms. Wilson's account.
- A-1. Attached are Ms. Wilson's bills from July 24, 2019, to her most recent bill dated December 23, 2019. Personal information has been redacted from these bills.



BILLING SUMMARY

Previous Balance	65.71
Payment(s) Received	-65.71
Balance as of 7/23/19	\$0.00
Current Electric Charges	70.32
Current Gas Charges	25.30
Total Current Charges as of 7/23/19	\$95.62
Total Amount Due	\$95.62

Mailed 7/24/19 for Account #

DUE DATE **8/15/19**

Account Name: Service Address: YVONNE WILSON

9403 Hurstbourne Crossings Dr

LOUISVILLE KY

Online Payments:

lge-ku.com

Apt 156

Telephone Payments:

, press 1-2-3

Customer Service:

Walk-in Center:

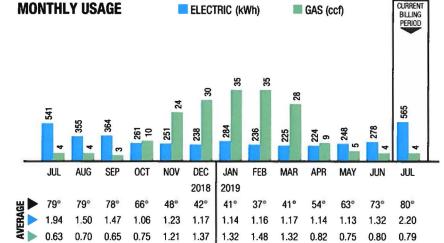
24 nours a day; \$2.00 fee

M-F, 7am-7pm ET

820 W. Broadway Louisville, KY 40202

M-F, 8am-5pm ET

Next read will occur 8/19/19 - 8/21/19 (Meter Read Portion 14)



BILLING PERIOD AT-A-GLANCE

	THIS YEAR	LAST YEAR
Average Temperature	80°	79°
Number of Days Billed	32	32
Avg. Electric Charges per DayAvg. Gas Charges per Day	\$2.20 \$0.79	\$1.94 \$0.63
Avg. Electric Usage per Day (kWh)	17.66	16.91
Avg. Gas Usage per Day (ccf)	0.13	0.13

Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 8/15/19	\$95.62
After Due Date, Pay this Amount:	\$98.49
Winterhelp Donation:	
Total Amount Enclosed:	

Account #
Service Address: Apt 156



PO Box 25211 Lehigh Valley, PA 18002-5211 #110406987 6#

YVONNE WILSON APT 156 9403 HURSTBOURNE CROSSINGS DR LOUISVILLE, KY 40299-7104

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# ELECTRIC	
Meter Reading Information	Meter # 738540
Estimated (E) kWh Reading on 7/23/19	3225
Actual (R) kWh Reading on 6/21/19	2660
Current kWh Usage	565
Meter Multiplier	1
Metered kWh Usage	565

À GAS	
Meter Reading Information	Meter # 557984
Estimated (E) ccf Reading on 7/23/19	4266
Actual (R) ccf Reading on 6/21/19	4262
Current ccf Usage	4
Meter Multiplier	1
Metered ccf Usage	4

CURRENT CHARGES

# ELECTRIC	Rate: Residential E	lectric Service
Basic Service Charge (\$0 Energy Charge (\$0.0925 Electric DSM (\$0.00142) Electric Fuel Adjustment Environmental Surcharge Home Energy Assistance	3 x 565 kWh) x 565 kWh) (\$-0.00030 x 565 kWh) e (4.100% x \$67.31)	14.40 52.28 0.80 -0.17 2.76 0.25
Total Charges		\$70.32

A GAS	Rate: Residentia	Gas Service
Basic Service Charge (\$0.65	x 32 Days)	20.80
Gas Distribution Charge (\$0.	36782 x 4 ccf)	1.47
Gas Supply Component (\$0.4	43618 x 4 ccf)	1.74
Gas DSM (\$-0.00247 x 4 ccf		-0.01
Gas Line Tracker (\$1.02 + (\$	\$0.00839 x 4 ccf))	1.05
Home Energy Assistance Ful		0.25
Total Charges		\$25.30

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date \$2.87

Rate Schedules

For a copy of your rate schedule, visit <u>loe-ku.com/rates</u> or call our Customer Service Department.





Turn up the savings – adjust your thermostat up two degrees in the summer.

For more warm weather tips, visit Ige-ku.com

OFFICE USE ONLY: MRU14834056, G000000 P65.71 PF:Y eB:P



BILLING SUMMARY

Previous Balance	95.62
Payment(s) Received	-70.00
Balance as of 8/20/19	\$25.62
Current Electric Charges	45.52
Current Gas Charges	22.45
Total Current Charges as of 8/20/19	\$67.97
Total Amount Due	\$93.59

Mailed 8/21/19 for Account #

AMOUNT DUE \$93.59

DUE DATE 9/16/19

Account Name: Service Address: YVONNE WILSON

Apt 156

9403 Hurstbourne Crossings Dr

LOUISVILLE KY

Online Payments:

lge-ku.com

Telephone Payments:

press 1-2-3

Customer Service:

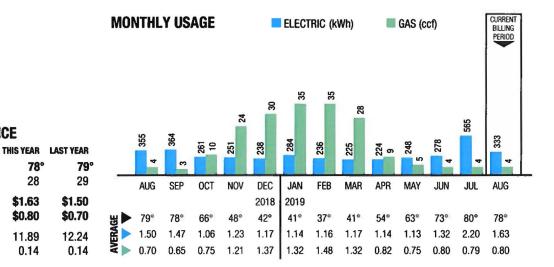
24 nours a day; \$2.00 fee

Walk-in Center:

M-F, 7am-7pm ET 820 W. Broadway Louisville, KY 40202

M-F, 8am-5pm ET

Next read will occur 9/18/19 - 9/20/19 (Meter Read Portion 14)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 9/16/19	\$93.59
After Due Date, Pay this Amount:	\$95.63
Winterhelp Donation:	
Total Amount Enclosed:	

BILLING PERIOD AT-A-GLANCE

Avg. Electric Charges per Day

Avg. Gas Charges per Day

Avg. Gas Usage per Day (ccf)

Avg. Electric Usage per Day (kWh)

Average Temperature

Number of Days Billed

Account # Service Aduress: Apt 150

PO Box 25211 Lehigh Valley, PA 18002-5211

78°

28

\$1.63

\$0.80

11.89

0.14

#113224403 7#

YVONNE WILSON **APT 156** 9403 HURSTBOURNE CROSSINGS DR LOUISVILLE, KY 40299-7104

# ELECTRIC	
Meter Reading Information	Meter # 738540
Actual (R) kWh Reading on 8/20/19	3558
Estimated (E) kWh Reading on 7/23/19	3225
Current kWh Usage	333
Meter Multiplier	1
Metered kWh Usage	333

∂ GAS		
Meter Reading Information	Meter # 557984	
Actual (R) ccf Reading on 8/20/19	4270	
Estimated (E) ccf Reading on 7/23/19	4266	
Current ccf Usage	4	
Meter Multiplier	1	
Metered ccf Usage	4	

CURRENT CHARGES

F ELECTRIC	Rate: Residential Ele	ctric Service
Basic Service Charge (Energy Charge (\$0.092 Electric DSM (\$0.00142 Electric Fuel Adjustmer Environmental Surchar Home Energy Assistance	253 x 333 kWh) 2 x 333 kWh) nt (\$0.00020 x 333 kWh) ge (3.000% x \$43.95)	12.60 30.81 0.47 0.07 1.32 0.25
Total Charges	9.	\$45.52

d GAS	Rate: Residentia	Gas Service
Basic Service Charge	(\$0.65 x 28 Days)	18.20
	ge (\$0.36782 x 4 ccf)	1.47
	ent (\$0.43618 x 1 ccf)	0.44
	ent (\$0.34846 x 3 ccf)	1.05
Gas DSM (\$-0.00247		-0.01
	.02 + (\$0.00839 x 4 ccf))	1.05
Home Energy Assista		0.25
Total Charges	•	\$22.45

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date \$2.04

Rate Schedules

For a copy of your rate schedule, visit <u>Ige-ku.com/rates</u> or call our Customer Service Department.



OFFICE USE ONLY: MRU14834056, G000000 P95.62 PF:Y eB:P



BILLING SUMMARY

Previous Balance	93.59
Payment(s) Received	-67.97
Balance as of 9/18/19	\$25.62
Current Electric Charges	41.24
Current Gas Charges	23.00
Total Current Charges as of 9/18/19	\$64.24
Total Amount Due	\$89.86

Mailed 9/19/19 for Account # AMOUNT DUE DUE DATE 10/16/19 \$89.86

YVONNE WILSON **Account Name:**

Service Address: Apt 156

9403 Hurstbourne Crossings Dr

LOUISVILLE KY

Online Payments: lae-ku.com

Telephone Payments:

press 1-2-3 24 nours a day; \$2.00 fee

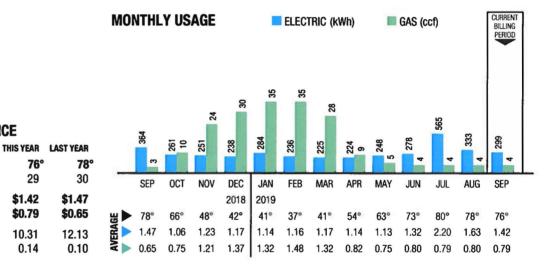
Customer Service:

M-F, 7am-7pm ET

Walk-in Center:

820 W. Broadway Louisville, KY 40202 M-F, 8am-5pm ET

Next read will occur 10/18/19 - 10/22/19 (Meter Read Portion 14)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 10/16/19	\$89.86
After Due Date, Pay this Amount:	\$91.79
Winterhelp Donation:	
Total Amount Enclosed:	

BILLING PERIOD AT-A-GLANCE

Avg. Electric Charges per Day

Avg. Gas Charges per Day

Avg. Electric Usage per Day (kWh)

Avg. Gas Usage per Day (ccf)

Average Temperature Number of Days Billed

Service Address: Apt 156

Account #

PO Box 25211 Lehigh Valley, PA 18002-5211

76°

29

\$1.42

\$0.79

10.31

0.14

#116106485 2#

YVONNE WILSON **APT 156** 9403 HURSTBOURNE CROSSINGS DR LOUISVILLE, KY 40299-7104

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# ELECTRIC	
Meter Reading Information	Meter # 738540
Actual (R) kWh Reading on 9/18/19	3857
Actual (R) kWh Reading on 8/20/19	3558
Current kWh Usage	299
Meter Multiplier	1
Metered kWh Usage	299

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Meter Reading Information	Meter # 557984
Actual (R) ccf Reading on 9/18/19	4274
Actual (R) ccf Reading on 8/20/19	4270
Current ccf Usage	4
Meter Multiplier	1
Metered ccf Usage	4

CURRENT CHARGES

# ELECTRIC	Rate: Residential Ele	ctric Service
Basic Service Charge Energy Charge (\$0.09)	253 x 299 kWh)	13.05 27.67
	nt (\$-0.00097 x 299 kWh) rge (0.340% x \$40.85)	0.42 -0.29 0.14
Home Energy Assistan Total Charges		0.25 \$41.24

A GAS	Rate: Residentia	Gas Service
Basic Service Charge (\$0.65 x 29 l	Days)	18.85
Gas Distribution Charge (\$0.36782	x 4 ccf)	1.47
Gas Supply Component (\$0.34846		1.39
Gas DSM (\$-0.00247 x 4 ccf)	SOURCE OF CHARLESTON	-0.01
Gas Line Tracker (\$1.02 + (\$0.008)	39 x 4 ccf))	1.05
Home Energy Assistance Fund Cha		0.25
Total Charges		\$23.00

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date \$1.93

Rate Schedules

For a copy of your rate schedule, visit lge-ku.com/rates or call our Customer Service Department.





Disasters happen. Prepare now. Learn how.

Ige-ku.com/safety/preparedness



BILLING SUMMARY

Previous Balance Payment(s) Received	89.86 -64.24
Balance as of 10/18/19	\$25.62
Current Electric Charges Current Gas Charges	41.83 23.65
Total Current Charges as of 10/18/19 Other Charges (See Other Charges on back)	\$65.48 1.93
Total Amount Due	\$93.03

Mailed **10/21/19** for Account #

*93.03

DUE DATE 11/15/19

Account Name: YVONNE WILSON

Service Address: Apt 156

9403 Hurstbourne Crossings Dr

LOUISVILLE KY

Online Payments: Ige-ku.com

Telephone Payments:

, press 1-2-3 24 nours a day; \$2.00 fee

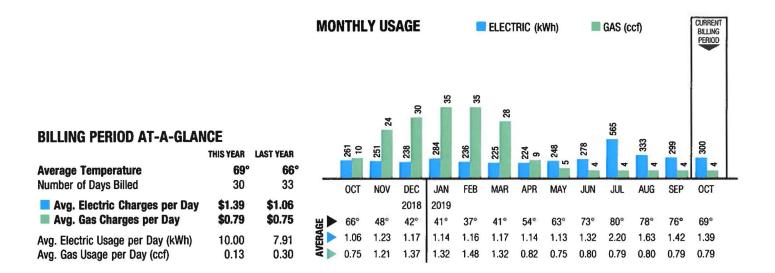
Customer Service:

M-F, 7am-7pm ET

Walk-in Center: 820 W. Broadway

Louisville, KY 40202 M-F, 8am-5pm ET

Next read will occur 11/18/19 - 11/20/19 (Meter Read Portion 14)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 11/15/19	\$93.03
After Due Date, Pay this Amount:	\$94.99
Winterhelp Donation:	
Total Amount Enclosed:	77

Account #
Service Address: Apt 156

C85

PO Box 25211 Lehigh Valley, PA 18002-5211 #119111439 4#

YVONNE WILSON APT 156 9403 HURSTBOURNE CROSSINGS DR LOUISVILLE, KY 40299-7104

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# ELECTRIC	
Meter Reading Information	Meter # 738540
Actual (R) kWh Reading on 10/18/19	4157
Actual (R) kWh Reading on 9/18/19	3857
Current kWh Usage	300
Meter Multiplier	1
Metered kWh Usage	300

À GAS	
Meter Reading Information	Meter # 557984
Actual (R) ccf Reading on 10/18/19	4278
Actual (R) ccf Reading on 9/18/19	4274
Current ccf Usage	4
Meter Multiplier	1
Metered ccf Usage	4

CURRENT CHARGES

∲ ELECTRIC	Rate: Residential Ele	ctric Service
Basic Service Charge (\$ Energy Charge (\$0.0925 Electric DSM (\$0.00142 Electric Fuel Adjustment Environmental Surcharg Home Energy Assistance Total Charges	53 x 300 kWh) x 300 kWh) (\$-0.00152 x 300 kWh) e (0.840% x \$41.23)	13.50 27.76 0.43 -0.46 0.35 0.25

d GAS	Rate: Residential	Gas Service
Basic Service Charge (\$0.65 x 30		19.50
Gas Distribution Charge (\$0.36782		1.47
Gas Supply Component (\$0.34846	x 4 ccf)	1.39
Gas DSM (\$-0.00247 x 4 ccf)		-0.01
Gas Line Tracker (\$1.02 + (\$0.008)	339 x 4 ccf))	1.05
Home Energy Assistance Fund Cha	arge	0.25
Total Charges		\$23.65

Other Charges	
Late Payment Charge	1.93
Total Other Charges Due	\$1.93

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date

\$1.96

Rate Schedules

For a copy of your rate schedule, visit <u>loe-ku.com/rates</u> or call our Customer Service Department.



Stay on top of due dates with My Notifications. lge-ku.com/paperless



BILLING SUMMARY

Previous Balance Payment(s) Received	93.03 -65.48
Balance as of 11/18/19	\$27.55
Current Electric Charges Current Gas Charges	40.10 34.14
Total Current Charges as of 11/18/19 Other Charges (See Other Charges on back)	\$74.24 1.96
Total Amount Due	\$103.75

Mailed 11/19/19 for Account #

AMOUNT DUE **\$103.75**

DUE DATE 12/17/19

Account Name: Service Address: YVONNE WILSON

Apt 156 9403 Hurstbourne Crossings Dr

LOUISVILLE KY

Online Payments:

lge-ku.com

Telephone Payments:

, press 1-2-3 24 nours a day; \$2.00 fee

Customer Service:

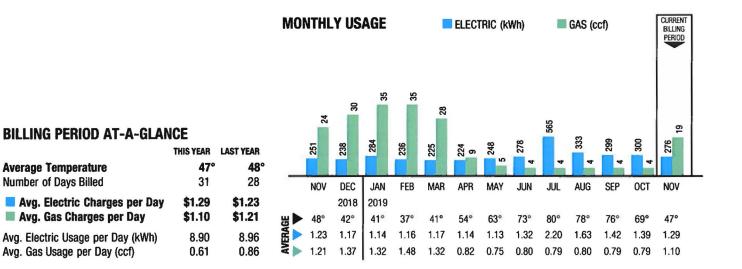
flours a day, \$2.00 fee

Walk-in Center:

M-F, 7am-7pm ET 820 W. Broadway Louisville, KY 40202

M-F, 8am-5pm ET

Next read will occur 12/18/19 - 12/20/19 (Meter Read Portion 14)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 12/17/19	\$103.75
After Due Date, Pay this Amount:	\$105.97
Winterhelp Donation:	
Total Amount Enclosed:	

Service Aduress: Apt 156

Account #

C85

PO Box 25211 Lehigh Valley, PA 18002-5211 #112219803 7#

YVONNE WILSON APT 156 9403 HURSTBOURNE CROSSINGS DR LOUISVILLE, KY 40299-7104

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# ELECTRIC	
Meter Reading Information	Meter # 738540
Actual (R) kWh Reading on 11/18/19	4433
Actual (R) kWh Reading on 10/18/19	4157
Current kWh Usage	276
Meter Multiplier	1
Metered kWh Usage	276

Meter Reading Information Actual (R) ccf Reading on 11/18/19 Actual (R) ccf Reading on 10/18/19 Current ccf Usage Meter Multiplier Metered ccf Usage 19

Account #

CURRENT CHARGES

F ELECTRIC	Rate: Residential Ele	ctric Service
Basic Service Charge (\$0 Energy Charge (\$0.09253 Electric DSM (\$0.00142 x Electric Fuel Adjustment of Environmental Surcharge Home Energy Assistance Total Charges	3 x 276 kWh) 276 kWh) (\$-0.00172 x 276 kWh) (1.120% x \$39.41)	13.95 25.54 0.39 -0.47 0.44 0.25

A GAS	Rate: Residential Gas	Service
Basic Service Charge (\$0.65 x 31	Days)	20.15
Gas Distribution Charge (\$0.36782		6.99
Gas Supply Component (\$0.34846	x 6 ccf)	2.09
Gas Supply Component (\$0.38405		4.99
Weather Normalization Adjustmen	t (\$0.36782 x -3.959 ccf)	-1.46
Gas DSM (\$-0.00247 x 19 ccf)		-0.05
Gas Line Tracker (\$1.02 + (\$0.008)	339 x 19 ccf))	1.18
Home Energy Assistance Fund Cha		0.25
Total Charges		\$34.14

Other Charges	
Late Payment Charge	1.96
Total Other Charges Due	\$1.96

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date

\$2.22

Rate Schedules

For a copy of your rate schedule, visit lae-ku.com/rates or call our Customer Service Department.

THE POWERFUL GIFT OF A HUG



OFFICE USE ONLY:

MRU14834056, G000000

Home Utility Gift (HUG) certificates are a unique, convenient and practical gift for anyone. Give the gift of a HUG today!

lge-ku.com/hug



BILLING SUMMARY

Previous Balance Payment(s) Received	103.75 -74.24
Balance as of 12/20/19	\$29.51
Current Electric Charges Current Gas Charges	45.26 40.35
Total Current Charges as of 12/20/19 Other Charges (See Other Charges on back)	\$85.61 2.22
Total Amount Due	\$117.34

Mailed 12/23/19 for Account #

 DUE DATE 1/17/20

Account Name: YVONNE WILSON

Service Address: Apt 156

9403 Hurstbourne Crossings Dr

LOUISVILLE KY

Online Payments:

Telephone Payments:

lge-ku.com

, press 1-2-3 24 nours a day; \$2.00 fee

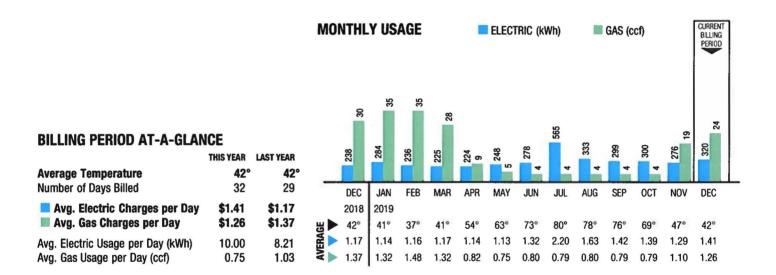
Customer Service:

M-F, 7am-7pm ET

Walk-in Center:

820 W. Broadway Louisville, KY 40202 M-F, 8am-5pm ET

Next read will occur 1/21/20 - 1/23/20 (Meter Read Portion 14)



Please return only this portion with your payment. Make checks payable to LG&E and write your account number on your check.

Amount Due 1/17/20	\$117.34
After Due Date, Pay this Amount:	\$119.91
Winterhelp Donation:	
Total Amount Enclosed:	

Service Address: Apt 156

Account #

#115410580 3#

YVONNE WILSON APT 156 9403 HURSTBOURNE CROSSINGS DR LOUISVILLE, KY 40299-7104

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PO Box 25211 Lehigh Valley, PA 18002-5211

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# ELECTRIC	
Meter Reading Information	Meter # 738540
Actual (R) kWh Reading on 12/20/19	4753
Actual (R) kWh Reading on 11/18/19	4433
Current kWh Usage	320
Meter Multiplier	1
Metered kWh Usage	320

A GAS	
Meter Reading Information	Meter # 557984
Actual (R) ccf Reading on 12/20/19	4321
Actual (R) ccf Reading on 11/18/19	4297
Current ccf Usage	24
Meter Multiplier	1
Metered ccf Usage	24

CURRENT CHARGES

# ELECTRIC	Rate: Residential El	ectric Service
Basic Service Charge (Energy Charge (\$0.092 Electric DSM (\$0.0014) Electric Fuel Adjustment Environmental Surchar Home Energy Assistant Total Charges	278 x 320 kWh) 2 x 320 kWh) nt (\$-0.00138 x 320 kWh) ge (2.070% x \$44.10)	14.40 29.69 0.45 -0.44 0.91 0.25

A GAS Rate: Residential Gas	Service
Basic Service Charge (\$0.65 x 32 Days)	20.80
Gas Distribution Charge (\$0.36782 x 24 ccf)	8.83
Gas Supply Component (\$0.38405 x 24 ccf)	9.22
Weather Normalization Adjustment (\$0.36782 x 0.245 ccf)	0.09
Gas DSM (\$-0.00247 x 24 ccf)	-0.06
Gas Line Tracker (\$1.02 + (\$0.00839 x 24 ccf))	1.22
Home Energy Assistance Fund Charge	0.25
Total Charges	\$40.35

Other Charges	
Late Payment Charge	2.22
Total Other Charges Due	\$2.22

BILLING INFORMATION

Late Payment Charge

Late Charge to be Assessed After Due Date

\$2.57

Rate Schedules

For a copy of your rate schedule, visit <u>Ige-ku.com/rates</u> or call our Customer Service Department.

HELP YOUR NEIGHBORS **STAY WARM**



LG&E matches customers' donations to Community Winterhelp. Make your donation TODAY!

lge-ku.com

OFFICE USE ONLY: MRU14834056, G000000 P103.75 PF:Y eB:P