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OCT 11 2006

PUBLIC SERVICE  
COMMISSION

Elizabeth O'Donnell  
Executive Director  
Public Service Commission of Kentucky  
211 Sower Boulevard  
Frankfort, Kentucky 40602

**E.ON U.S. LLC**  
Legal Department  
220 W. Main Street  
P.O. Box 32030  
Louisville, Ky 40232  
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Corporate Attorney  
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October 10, 2006

RE: John McKeehan v. Louisville Gas & Electric Company  
Case No.: 2006-00385

Dear Ms. O'Donnell:

Enclosed please find an original and six (6) copies of the Responses of Louisville Gas and Electric Company to the Commission Staff's First Data Requests in the above-referenced docket.

Please file-stamp the extra copy of the Responses as received and return it to me in the enclosed envelope. Should you have any questions concerning the enclosed, please do not hesitate to contact me.

Sincerely,

Allyson K. Sturgeon

AKS/kmw  
Enclosures

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

**RECEIVED**

OCT 11 2006

PUBLIC SERVICE  
COMMISSION

In the Matter of:

JOHN McKEEHAN )

COMPLAINANT )

v. )

LOUISVILLE GAS AND ELECTRIC COMPANY )

DEFENDANT )

CASE NO.  
2006-00385

RESPONSE OF  
LOUISVILLE GAS AND ELECTRIC COMPANY  
TO THE COMMISSION STAFF'S  
FIRST DATA REQUEST  
DATED SEPTEMBER 21, 2006

FILED: OCTOBER 11, 2006



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 1**

**Witness: Michael D. Lowery, Manager, Customer Accounting**

- Q-1. Provide copies of the monthly bills for the addresses listed below for the dates requested. Additionally, provide a detailed analysis of the monthly usage and payment history for each address for the dates listed. The analysis should include the monthly usage for gas and electric listed separately, any other charges separately identified, and the application of payments to the appropriate account. Indicate the billing and mailing address for each account.
- a. 319 M Street, Apartment 1F, account number 8000215825002, from April 1, 1996 to February 20, 1997.
  - b. 319 M Street, Apartment 2F, account number 8000215825003, from April 1, 1996 to June 2, 1997.
  - c. 4105 Southern Parkway, account number 8000215825004, from June 19, 1997 to December 17, 1997.
- A-1. LG&E retains the billing, payment and usage history of each customer for three years. These accounts have been closed since 1997. When service to 319 M Street Apts. 1F and 2F was terminated on February 20, 1997, and June 2, 1997, respectively, the balances were transferred to 4105 Southern Parkway. There are no other alternate mailing addresses for these accounts.



LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2006-00385

Response to Commission Staff's  
First Data Request  
Dated 9/21/06

Question No. 2

**Witness: Charles "Mike" Cooper, Manager, Remittance and Collection**

Q-2. Describe the collection efforts made by LG&E before and after the date of the bankruptcy.

A-2. 319 M Street, Apt 1F (LG&E account 8000215825002) – Service was established in Mr. McKeehan's name on April 1, 1996. On October 30, 1996, service was disconnected for nonpayment. On December 2, 1996, the electricity was found to be on illegally and service was again disconnected. On January 8, 1997, service was found to be on illegally again, but was not disconnected due to the cold weather. On February 4, 1997 the electricity was again cut off. Mr. McKeehan called LG&E on February 18, 1997 to say that a new tenant would be applying for service. Final bill for \$2,693.73 was issued to Mr. McKeehan. No payments were made. The balance was transferred to 4105 Southern Parkway (LG&E account 8000215825004) that was in Mr. McKeehan's name.

319 M Street, Apt 2F (LG&E account 8000215825003) – Service was established in Mr. McKeehan's name on April 1, 1996. On October 30, 1996, service was disconnected for nonpayment. On December 2, 1996, the electricity was found to be on illegally and service was again disconnected. On February 4, 1997, the electricity was found to be on illegally again, and it was disconnected. On June 2, 1997, the electric meter was removed. The balance owed was \$604.85. No payments were made and the balance was subsequently transferred to 4105 Southern Parkway. Mr. McKeehan was the only person of record on this account.

4105 Southern Parkway (LG&E account 8000215825004) – Service was established in Mr. McKeehan's name on June 19, 1997. This account was disconnected for nonpayment on September 29, 1997. The electric service was found back on illegally and disconnected at the pole on October 28, 1997. On December 3, 1997, gas service was disconnected. The balance owed was \$5,179.61, including the amounts transferred from the above accounts. No payments were made, so the balance was transferred to 317 M Street (LG&E account 700063659001 in name of John McKeehan) on May 11, 1998, where it remains.

At some point, the McKeehan's moved to Indiana, thus LG&E was unable to locate them to pursue for collection. On December 9, 2004, LG&E received notice of a bankruptcy

dismissal in Case 04-93564-BHL-13 in the names of John W. and Shannon L. McKeehan (LG&E did not receive the original bankruptcy notification). When the notice of dismissal was received, LG&E sent the information to Alliance One, LG&E's collection agency.

Service in the name of Shannon McKeehan at 2907 Arlington Road was disconnected for nonpayment on July 25, 2006, for past due bill of \$149.15. Reconnect was denied until all past due balances, including \$5,179.61 were paid.





**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 3**

**Witness: Julia D. Stethen, Lead Customer Relations Specialist**

Q-3. Provide all correspondence, internal memoranda, electronic mail messages, and other internal documents from April 1996 until the present, in which electric and/or gas service to John or Shannon McKeehan is discussed.

A-3. Copies are attached hereto.

CM039 FIRST PAGE RETURNED

ACCT NO 6000753720002 CC LAST-BILL 07 RD CYC 10 BL CYC 10 SERV  
START 12/05/05  
NAME MCKEEHAN SHANNON L STATUS ACTIVE NOR LAST-TRAN  
07/26/06  
SERVICE 2907 ARLINGTON RD ACC TYPE R  
ADDRESS LOUISVILLE KY 40220-1311 \*SO\* CURRENT BILL DUE  
08/03/06

\*\*\*\*\* 01-20 MISC. ACTION INFORMATION \*\*\*\*\* 07/26/06 \*\*\*  
1526 \*\*

TYPE TRIGGER.	LAST....
CODE ..DATE.. MESSAGE.....	UPDATED.
C 00/00/00 4826PA/ MONITORING ACCT-ALSO WE NEED TO ADD JOHN TO	
07/26/06	
C 00/00/00 THIS ACCOUNT WITH SHANNON'S PERMISSION	
07/26/06	
C 00/00/00 9612KDM/ SHANNON N OFC , QUOTED MS 5179.61 FRM C.O	
07/26/06	
C 00/00/00 ACNT 7000636590001 FOR SERV RESTORED HERE , MS	
07/26/06	
C 00/00/00 STATES JOHN LIVES AT 4103 SOUTHERN PY (W/MOM)	
07/26/06	
C 00/00/00 \$	07/26/06
C 00/00/00 CONSULT W/CUST INQUIRY GROUP AT 627-2202	07/26/06
C 00/00/00 4826PA/ CANCELLED A RECONNECT ORDER FOR 7-26/ BILL IS	
07/25/06	
C 00/00/00 PAID AT 2907 ARLINGTON RD;HOWEVER, 7000636590001 HAS	
07/25/06	
C 00/00/00 AN OUTSTANDING OBLIGATION OF 5328.76 NEEDING PAID IN	
07/25/06	
C 00/00/00 ORDER TO RESTORE SERVICE* LEFT A VOICEMAIL MSG ON 989-	
07/25/06	
C 00/00/00 0007 FOR JOHN MCKEEHAN ADVISING ABOVE AND LEFT MY	
NAME 07/25/06	
C 00/00/00 WITH HIS VOICEMAIL	07/25/06
C 00/00/00 N093750/17:10/JOHN CLD/ADV NOT LISTED ON ACCT/ONLY	
07/25/06	

\*\*\* ARE THERE MORE RECORDS YES \*\*\*

ODE ..DATE.. MESSAGE.....	UPDATED.
C 00/00/00 N093750/17:10/GAVE GENERAL INFO/ADV PER NOTES SOMEONE	
07/25/06	
C 00/00/00 N093750/17:10/CLD LEFT MSG	07/25/06
C 00/00/00 N093750/17:13/JOHN VERY UPSET/ADV DID NOT RECEIVE	
07/25/06	

C 00/00/00 N093750/17:13/VOICE MSG/WANTS TO SPK TO SOMEONE/PER  
07/25/06  
C 00/00/00 N093750/17:13/NOTES REC WAS CANCELLED/SENT TO ESC FOR  
07/25/06  
C 00/00/00 N093750/17:13/RETURN CALL 07/25/06  
C 00/00/00 N093750/17:18/CUSTOMER REF TO HAVE SUP RET CALL/SPK  
07/25/06  
C 00/00/00 N093750/17:18/WITH SUP N COMBS AND SHE HAD ME XFER TO  
07/25/06  
C 00/00/00 N093750/17:18/HER EXT 07/25/06  
G 00/00/00 E011401/17:23/SUPV CL/ADV JOHN NEED LEASE AND ID IN  
07/25/06  
G 00/00/00 E011401/17:23/OFFICE 07/25/06  
C 00/00/00 N093852/17:44/SEAN CLLD/NOT ON ACCT UNABLE TO GIVE  
07/25/06  
C 00/00/00 N093852/17:44/INFO/UNABLE TO HOLD WHILE TRYING TO MK  
07/25/06  
C 00/00/00 N093852/17:44/3WY CALL/ 07/25/06  
\*\*\* ARE THERE MORE RECORDS YES \*\*\*

C 00/00/00 8804\KSW \*\*\*\* DO NOT RECON FOR LESS THAN \$5328.76  
07/24/06  
G 00/00/00 PER 5-30 NOTES \*\*\*\*\* 07/24/06  
C 00/00/00 YRL8969/TID ACCT W/FELICIA@12:05 05/31/06  
C 00/00/00 EAB4918\*\*\*\*\*WE WILL TRY THIS FOR THE 3RD  
05/30/06  
C 00/00/00 TIME.WHEN THIS SERVICE IS CUT OFF,WE WANT TO NOT TURN  
05/30/06  
C 00/00/00 THIS SERVICE ON UNTIL THE BILL AT 7000636590001 IS PAI  
05/30/06  
C 00/00/00 PAID IN CASH.THERE IS A COMMERCIAL SERVICE FOR  
05/30/06  
C 00/00/00 \$5179.61 IN HER HUSBAND'S NAME OWED THERE SINCE 1997  
05/30/06  
C 00/00/00 WE WILL BE DENYING SERVICE HERE TO WIFE UNLESS SHE  
05/30/06  
C 00/00/00 CAN SHOW THAT SHE WAS NOT MARRIED TO HIM AT THE TIME  
05/30/06  
C 00/00/00 OF THE BILL\*\*\*\*\*  
05/30/06  
C 00/00/00 IVR/05-09-06 10:12:43/IVR RECEIPT REPORT FOR \$600, 05/09/06  
C 00/00/00 RECEIPT NO. 1296603214, PAID AT BM 05/09/06  
C 00/00/00 E010438/10:17/JOHN CLD, PD 400 BOC, 482.49 BM R 05/09/06  
\*\*\* ARE THERE MORE RECORDS YES \*\*\*  
DSPLY 21 KEY TO NEW SS DSPLY KEY

---

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C 00/00/00 E010438/10:17/1294603823 AND 600 BM R 1296603214, TI'D 05/09/06  
C 00/00/00 E010438/10:17/THE ACCT, LEFT MSG ON 3710 05/09/06  
C 00/00/00 EAB4918\*\*\*\*\*REC MADE WITH A BAD CHECK GIVEN TO  
05/04/06  
C 00/00/00 PAY AGENT. THIS HAS TO BE CASH IN OUR OFFICE ONLY.ALSO  
05/04/06  
C 00/00/00 HUSBAND JOHN OWES US \$5,179.61 AT 7000636590001. WE  
05/04/06  
C 00/00/00 ARE DENYING SERVICE TO BE TURNED BACK ON HERE TILL AT  
05/04/06  
C 00/00/00 1/2 OF THAT BILL IS PAID IN ADDITION TO THE BILL AT  
05/04/06  
C 00/00/00 THIS ADDRESS AND THEY AGREE TO XFR THE REST OF THAT  
05/04/06  
C 00/00/00 BILL TO THIS ADDRESS AND MAKE ARRANGEMENTS TO PAY  
05/04/06  
C 00/00/00 \*\*\*\*\* 05/04/06  
C 00/00/00 IVR/04-15-06 10:04:17/IVR RECEIPT REPORT FOR \$1482, 04/15/06  
C 00/00/00 RECEIPT NO. 1059600152, PAID AT APS 04/15/06  
C 00/00/00 E009980/10:11/SHANNON GAVE OK FOR TODAY TO DISCUSS  
04/15/06  
C 00/00/00 E009980/10:11/WITH JOHN TODAY ONLY 04/15/06

ACCT NO 6000753720002 CC LAST-BILL 07 RD CYC 10 BL CYC 10 SERV  
START 12/05/05  
NAME MCKEEHAN SHANNON L STATUS ACTIVE NOR LAST-TRAN  
07/26/06  
SERVICE 2907 ARLINGTON RD ACC TYPE R  
ADDRESS LOUISVILLE KY 40220-1311 \*SO\* CURRENT BILL DUE  
08/03/06

\*\*\*\*\* 01-20 MISC. ACTION INFORMATION \*\*\*\*\* 07/26/06 \*\*\*  
1527 \*\*

TYPE TRIGGER. LAST....  
CODE ..DATE.. MESSAGE..... UPDATED.

C 00/00/00 N093134/09:36/JOHN CLD ADV NOT LISTED ON ACCT, ADV TO  
03/28/06  
C 00/00/00 N093134/09:36/HAVE SHANNON CALL 03/28/06  
C 00/00/00 E009103/10:06/SHANNON CALLED QUOTED 1054.64 TO RECON  
03/28/06  
C 00/00/00 ADDED HUSBAND JOHN TO ACT, SHE GAVE ME SS [REDACTED]  
03/28/06  
C 00/00/00 DID NOT KNOW LAST FOUR DIGITS//THERE IS A JOHN  
03/28/06  
C 00/00/00 MCKEEHAN SS 407175655 WITH CHARGE OFF 5179.61  
03/28/06

C 00/00/00 ON ACT 7-636590001\*\*TRY TO GET JOHN'S FULL SS\*\*\*\*

03/28/06

C 00/00/00 PJF8806\*\*\*\*\*

03/28/06

C 00/00/00 PER EAB - DO NOT RECONNECT HERE UNTIL JOHN'S

03/28/06

C 00/00/00 COFF PAID FOR 5179.61 FRM 7000636590001 -TOTAL TO

03/28/06

C 00/00/00 BE PAID IS 6234.25 FROM BOTH ACCOUNTS 03/28/06

C 00/00/00 \*\*\*\*\*

03/28/06

G 00/00/00 COPIED NOTES START HERE (SO - XFER) ON 12-05-05

12/05/05

G 00/00/00 LLM/5021 CLD ERICKA IN CUST ACCTG TO BILL CUST

12/05/05

\* \* \* ARE THERE MORE RECORDS YES \* \* \*

ACCT NO 6000753720002 CC LAST-BILL 07 RD CYC 10 BL CYC 10 SERV

START 12/05/05

NAME MCKEEHAN SHANNON L STATUS ACTIVE NOR LAST-TRAN

07/26/06

SERVICE 2907 ARLINGTON RD ACC TYPE R

ADDRESS LOUISVILLE KY 40220-1311 \*SO\* CURRENT BILL DUE

08/03/06

\*\*\*\*\* 01-20 MISC. ACTION INFORMATION \*\*\*\*\* 07/26/06 \*\*\*

1527 \*\*

TYPE TRIGGER.

LAST...

CODE ..DATE.. MESSAGE.....

UPDATED.

G 00/00/00 "CC ORDER STILL PNDG

12/05/05

G 00/00/00 EDR-6298 BILLED ACCT TO REG RDG

12/05/05

C 00/00/00 3895 DEP REQ PER CREDIT CHECK, INSF CR

12/05/05

C 00/00/00 5088 TRANS 234.81 FRM RMT/BOYFRND 8000315054003

12/05/05

C 00/00/00 (JLE4805)MS N OFC WANTED TO KNOW ABT BAL TRANSFERED

12/05/05

C 00/00/00 TO THIS ADD SYS THT JOHN WAS HER LANDLORD---SYS SHE

12/05/05

C 00/00/00 DOES NOT KNOW WHY IT IS ON HER ACCT--SH HAD --I THINK

12/05/05

C 00/00/00 NEW BOYFRIEND WITH HER & ASKING QUESTION---SH SEEMED

12/05/05

C 00/00/00 UPSET,,

12/05/05

G 00/00/00 DJW/4761 REFUND

12/05/05

G 00/00/00 DJW/4761 REFUND

12/05/05

G 00/00/00 NOTES COPIED FROM ACCOUNT - 6000753720001 ON 12-05-05

12/05/05

C 00/00/00 SDD9106/DEP PER CREDIT CHECK \$240/3

12/02/05

\*\*\* ARE THERE MORE RECORDS NO \*\*\*  
DSPLY 21 KEY TO NEW SS DSPLY KEY

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ACCT NO 7000636590001 CC LAST-BILL 07 RD CYC 00 BL CYC 15 SERV  
ENDED 01/16/97  
NAME MCKEEHAN JOHN STATUS CHARGE OFF LAST-TRAN  
12/09/04  
SERVICE 317 M ST ACC TYPE R  
ADDRESS LOUISVILLE KY 40208-1429 \*NM\* CURRENT BILL DUE  
00/00/00  
\*\*\*\*\* 01-20 MISC. ACTION INFORMATION \*\*\*\*\* 07/26/06 \*\*\*  
1528 \*\*  
TYPE TRIGGER. LAST...  
CODE ..DATE.. MESSAGE..... UPDATED.  
C 00/00/00 SJD/4901 \* GOT BKRT DISMISSAL TODAY. WE DID NOT HAVE  
12/09/04  
C 00/00/00 ACC MARKED "BKRT". BKRT WAS FILED IN 2004 IN THE  
12/09/04  
C 00/00/00 SOUTHERN DIST OF INDIANA. CASE# 04-93564-BHL-13.  
12/09/04  
C 00/00/00 BKRT DISMISSED 11-23-04. I WILL SEND BACK TO CBT.  
12/09/04  
G 00/00/00 8808/CC FAXED 01-12 SCREEN TO CUSTOMER AT 04/17/01  
G 00/00/00 888-389-0543 04/17/01  
C 00/00/00 \*\*\*\*\*SPEX COND\*\*\*\*\*  
04/11/01  
C 00/00/00 BLK/8210 JOHN MCKEEHAN,SS# [REDACTED] CLD TO COMPLAIN  
04/11/01  
C 00/00/00 ABUT BL-SAYS HE NOT RESPONSIBLE FOR USAGE RAN UP AT  
04/11/01  
C 00/00/00 THE PROP AT 317 & 319 M STREET-PROP WAS VACANT & HAD  
04/11/01  
C 00/00/00 BEEN VANDALIZED---WILLING TO WRK OUT AGREEMENT-  
04/11/01  
C 00/00/00 DISPUTES HE RESPONSIBLE FOR ENTIRE AMT-COMING INTO  
OFC 04/11/01  
C 00/00/00 TLL/5894 TRIED TO CALL CUSTOMER ON 368-6649 04/11/01  
C 00/00/00 CHILDREN SAID NOT IN I HAVE BEEN TRYING TO GET HELP  
04/11/01  
  
C 00/00/00 ON THIS MATTER AT THE TIME I E-MAILED KATHY  
04/11/01  
C 00/00/00 BISHOP TO HELP AND SHE HAS BEEN IN OUT OF OFFICE  
04/11/01  
C 00/00/00 SAID SHE WOULD LOOK INTO MATTER CUSTOMER CALLED  
04/11/01  
C 00/00/00 GOT REP BLK SHE CAME TO ME ABOUT CALL I WENT  
04/11/01

C 00/00/00 TO ACM SUPERVISOR TO GET HIS OPINION IN THE  
04/11/01  
C 00/00/00 MATTER.THE CUSTOMER OWES THE BILL THE BURDEN OF  
PROOF 04/11/01  
C 00/00/00 REST UPON HIM TO PROVE HE CALLED IN OFF ORDER  
04/11/01  
C 00/00/00 BECAUSE NO OFF ORDER IS HERE JUST RECONNECT ORDER  
04/11/01  
C 00/00/00 TO TURN ON HE WOULD NEED TO PURSUE LEGAL MATTERS  
04/11/01  
C 00/00/00 WITH LG&E OR WITH PEOPLE WHO RAN UP BILL.TRIED TO  
04/11/01  
C 00/00/00 CALL HIM BACK NOT IN.HE GAVE ME PHONE NUMBERS  
04/11/01  
C 00/00/00 OF 638-6649 AND 639-4772 ONE NUMBER WAS NOT IN SRVC  
04/11/01  
C 00/00/00 TLL/5894 AND OTHER NUMBER CELL PHONE NOT ON  
04/11/01  
C 00/00/00 BLK HAD PHONE OF 368-6649 04/11/01  
\*\*\* ARE THERE MORE RECORDS YES \*\*\*

C 00/00/00 TLL/5894 CUSTOMER CALLED DISPUTES BILL CLAIMS HE  
03/20/01  
C 00/00/00 CALLED TO TAKE SERVICE 03/20/01  
C 00/00/00 SMD/4812/XFRD 5,179.61 FROM 4105 SOUTHERN PY SAME  
05/11/98  
C 00/00/00 SS# AS HERE 407-17-5655 AND THIS HAD 4105 SOU PY 05/11/98  
C 00/00/00 AS M/A? IT CAME FROM ACCT #8000215825004 05/11/98  
C 00/00/00 TLL/5894 HAD A NEIGHBOR CALL IN SAID 2 OLD MEN LIVE  
04/11/97  
C 00/00/00 HERE AND THERE IS NO LIGHTS AND NO GAS STATED HAD TO  
04/11/97  
C 00/00/00 TLL/5894 TAKE ONE GENTLEMAN TO THE HOSPITL WANTED  
04/11/97  
C 00/00/00 TO KNOW WHY SERVICES ARE OFF CAN NOT GVE OUT THAT  
04/11/97  
C 00/00/00 INFORMATION AND THAT I WAS SORRY CLD NOT HELP HIM  
04/11/97  
C 00/00/00 JED/4983,ADVD CUST 622.58 NDS TO BE PD TO EXT TIME  
09/04/96  
H 00/00/00 SMD/4812/RELSD HOLD\*\*\$550 PD ON SOU PY BILL IN NAME OF  
05/22/96  
H 00/00/00 RAY MCKEEHAN 05/22/96  
H 00/00/00 SMD/4812/P.O. RETD HOLD C/O NOTICE FORWARDING ORDER  
04/26/96



H 00/00/00 EXPIRED RETURN TO SENDER ? WL MAIL A NEW NOTICE 4-29  
04/26/96

H 00/00/00 WITH C/O DATE OF 5-13 INSTEAD OF 4-22 04/26/96

H 00/00/00 5023/TRH/AGREED TO RLS \$221.00. INFO ON CC 04/03/96

H 00/00/00 FROM 2146 DUNCAN-SIGN COML APP.SLF EMPL BAR.SS  
04/03/96

H 00/00/00 407175655,FURN 4103 SOUTHERN PY. SEE HOLD AT 319  
04/03/96

H 00/00/00 M. PTY IN OFFC WITH ID AND DEED TO PROPERTY.  
04/03/96

H 00/00/00 WILL ALSO PAY \$951.78 FROM 4105 SOUTHERN PY. PROP  
04/03/96

H 00/00/00 IN FATHER'S NAME, BUT PTY RESIDES AT THIS LOC.  
04/03/96

**Response to PSC Complaint 2006-02220**  
**John McKeehan**  
**2907 Arlington Rd**  
**Louisville, Ky 40220-1311**

**Background:**

- Service at 2907 Arlington Road is in name of Shannon McKeehan since December, 2005. This property is leased to the McKeehans.
- Shannon Griesbaum (maiden name) had service in her name at 320 W Fairmont effective August 7, 1998. This was John McKeehan's rental property. Service at this address has been in these names, as well as John McKeehan's parents, and a family business name.
- Service disconnected for nonpayment on July 25, 2006 for \$149.15. John McKeehan paid \$309.38 on July 26, 2006. This includes \$149.15 past due, plus current bill of \$160.23.
- Reconnect was denied, because John McKeehan owed \$5,179.61 for previously bankrupt amounts. **Bankruptcy was dismissed November 22, 2004**, making this a legally owed debt. The debtors listed on the bankruptcy were John W. McKeehan and Shannon L. McKeehan. Case number 04-93564-BHL-13.
- John W. McKeehan has also used the following aliases with his SSN:
  - John Wesley McKeehan
  - John NcKeehan
  - John Keehan
- Shannon McKeehan has also used the following aliases with her SSN:
  - Shannon Lea McKeehan
  - Shannon Grisiesbaum
  - Shannon Lea Griesbaum

**Supporting Information:**

- John McKeehan had service at 319 M Street, Apt 1F (acct. no. 8000215825002) from April 1, 1996 – February 20, 1997. Balance owed was \$2,693.73.
  - This was rental property owned by Mr. McKeehan that he had turned on in his name. We do not know who the tenant was or even if there was a tenant. Notes on account indicate Mr. McKeehan came into office with id and proof of ownership.
- John McKeehan had service at 319 M Street, Apt 2F (acct. no. 8000215825003) from April 1, 1996 – June 2, 1997. Balance owed was \$604.85.
  - This was rental property owned by Mr. McKeehan that he had turned on in his name. We do not know who the tenant was or even if there was a tenant. Notes on account indicate Mr. McKeehan came into office with id and proof of ownership.
- John McKeehan had service at 4105 Southern Parkway (acct. no. 8000215825004) from June 19, 1997 – December 17, 1997. Balance owed was \$1,876.03.
  - This appears to have been Mr. McKeehan's residence.

- Per notes on the account, Mr. McKeehan called LG&E on July 11, 1997, asking that this service be put in his name as of June 19, 1997.

**Summary:**

- All three of the above accounts have numerous unauthorized reconnects during the period of time while they were in Mr. McKeehan's name.
- We believe that we are justified in denying service to the McKeehans under Section 14(1)(d), as indicated below. In addition, due the fact that the bankruptcy was filed in both names – John W. McKeehan and Shannon L. McKeehan, they are jointly liable for the debts owed.
  - Section 14. Refusal or Termination of Service. (1) A utility may refuse or terminate service to a customer only under the following conditions except as provided in subsections (2) and (3) of this section. (d) For outstanding indebtedness. Except as provided in Section 15 of this administrative regulation, a utility shall not be required to furnish new service to any customer who is indebted to the utility for service furnished or other tariffed charges until that customer has paid his indebtedness.

**From:** Clark, Katrina  
**Sent:** Wednesday, August 09, 2006 12:41 PM  
**To:** Bottom, Alan; Cooper, Mike (KU)  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan  
Alan/Mike,

I read Ginny's letter to the customer.... But what now? Ginny verbally agreed to allow us to shut the service off, if we proved the customer was responsible for the large bill. I don't see a DNP order and I don't see a transfer balance on the account.

Katrina Clark  
Complaints & Inquiry (502-627-2202)  
PSCComplaints@eon-us.com

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**From:** Bottom, Alan  
**Sent:** Wednesday, August 09, 2006 12:25 PM  
**To:** Clark, Katrina  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan

As far as I am concerned it is closed. Ginny agreed with us and sent a letter informing the customer of her decision. I will send you a copy of the letter.

---

**From:** Clark, Katrina  
**Sent:** Wednesday, August 09, 2006 12:18 PM  
**To:** Cooper, Mike (KU)  
**Cc:** Bottom, Alan  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan

Mike,

What is the status on this complaint? I would like to get it closed in our system ASAP.

Katrina Clark  
Complaints & Inquiry (502-627-2202)  
PSCComplaints@eon-us.com

---

**From:** Cooper, Mike (KU)  
**Sent:** Monday, July 31, 2006 10:26 AM  
**To:** 'Smith, Virginia L (PSC)'  
**Cc:** Bottom, Alan; Clark, Katrina  
**Subject:** PSC Complaint 2006-02220 - John McKeehan

Ginny,

Per our discussion last week, I have attached details of our investigation into the above-referenced complaint. Please review this and let us know your thoughts. We are hopeful that you will agree that we can disconnect service to the McKeehans and deny until all debts are paid.

I will be out of the office beginning tomorrow through Friday, but Alan will have all the documentation supporting our response. Please feel free to call him (502) 627-2677 or Katrina

(502) 627-3083 with questions. I will be in the office today, if you'd like to discuss. My number is (859) 367-1181).

Thanks very much,

Mike

<< File: Response to PSC Complaint 2006\_John McKeehan.doc >>

**From:** Cooper, Mike (KU)  
**Sent:** Monday, July 31, 2006 10:26 AM  
**To:** 'Smith, Virginia L (PSC)'  
**Cc:** Bottom, Alan; Clark, Katrina  
**Subject:** PSC Complaint 2006-02220 - John McKeehan

**Attachments:** Response to PSC Complaint 2006\_John McKeehan.doc  
Ginny,

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I will be out of the office beginning tomorrow through Friday, but Alan will have all the documentation supporting our response. Please feel free to call him (502) 627-2677 or Katrina (502) 627-3083 with questions. I will be in the office today, if you'd like to discuss. My number is (859) 367-1181).

Thanks very much,

Mike



Response to PSC  
Complaint 2006..

**From:** Cooper, Mike (KU)  
**Sent:** Wednesday, August 09, 2006 1:00 PM  
**To:** Clark, Katrina; Bottom, Alan  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan  
Good timing...

I had asked Ginny Monday what our next steps were. She responded that she was going to call the customer today, to find out their intentions. My plan is to ask you to e-mail Ginny tomorrow, to find out where things stand. I'll help you craft the e-mail. Basically, I want to remind her of our verbal agreement, and if the customer hasn't paid or made arrangements, inform her that we will proceed to disconnect.

I'll give you a call tomorrow when I get to L'ville.

---

**From:** Clark, Katrina  
**Sent:** Wednesday, August 09, 2006 12:41 PM  
**To:** Bottom, Alan; Cooper, Mike (KU)  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan

Alan/Mike,

I read Ginny's letter to the customer.... But what now? Ginny verbally agreed to allow us to shut the service off, if we proved the customer was responsible for the large bill. I don't see a DNP order and I don't see a transfer balance on the account.

Katrina Clark  
Complaints & Inquiry (502-627-2202)  
PSCComplaints@eon-us.com

---

**From:** Bottom, Alan  
**Sent:** Wednesday, August 09, 2006 12:25 PM  
**To:** Clark, Katrina  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan

As far as I am concerned it is closed. Ginny agreed with us and sent a letter informing the customer of her decision. I will send you a copy of the letter.

---

**From:** Clark, Katrina  
**Sent:** Wednesday, August 09, 2006 12:18 PM  
**To:** Cooper, Mike (KU)  
**Cc:** Bottom, Alan  
**Subject:** RE: PSC Complaint 2006-02220 - John McKeehan

Mike,

What is the status on this complaint? I would like to get it closed in our system ASAP.

Katrina Clark  
Complaints & Inquiry (502-627-2202)  
PSCComplaints@eon-us.com

---

**From:** Cooper, Mike (KU)  
**Sent:** Monday, July 31, 2006 10:26 AM  
**To:** 'Smith, Virginia L (PSC)'  
**Cc:** Bottom, Alan; Clark, Katrina  
**Subject:** PSC Complaint 2006-02220 - John McKeehan

Ginny,

Per our discussion last week, I have attached details of our investigation into the above-referenced complaint. Please review this and let us know your thoughts. We are hopeful that you will agree that we can disconnect service to the McKeehans and deny until all debts are paid.

I will be out of the office beginning tomorrow through Friday, but Alan will have all the documentation supporting our response. Please feel free to call him (502) 627-2677 or Katrina (502) 627-3083 with questions. I will be in the office today, if you'd like to discuss. My number is (859) 367-1181).

Thanks very much,

Mike


<< File: Response to PSC Complaint 2006\_John McKeehan.doc >>



Ernie Fletcher  
Governor

LaJuana S. Wilcher, Secretary  
Environmental and Public  
Protection Cabinet

Christopher L. Lilly  
Commissioner  
Department of Public Protection

  
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

Mark David Goss  
Chairman

Teresa J. Hill  
Vice Chairman

August 3, 2006

Mr. John McKeehan  
2907 Arlington Road  
Louisville, KY 40220-1311

Dear Mr. McKeehan:

Thank you for contacting the Public Service Commission regarding Louisville Gas & Electric. You requested reconnection of service at the above address.

Service was disconnected for nonpayment on July 25, 2006 for \$149.15. You paid \$309.38 on July 26, 2006, which included \$149.15 that was past due plus the current bill of \$160.23. Reconnection was denied because you owed \$5,174.61 for previously bankrupt amounts. The bankruptcy was dismissed November 22, 2004, making this a legally owed debt. The debtors listed on the bankruptcy were John W. McKeehan and Shannon L. McKeehan. Case number 04-93564-BHL-13.

The bankruptcy included debts for the following addresses:

- 319 M Street, Apt 1F (Acct. No. 8000215825002) from April 1, 1996 – February 20, 1997. Balance owed was \$2,693.73.
  - On April 1, 1996, the service was put in your name per the application.
  - On October 30, 1996, electric was disconnected for non-payment. (Meter read 65946.)
  - On December 2, 1996, the electricity was found on illegally. The service was disconnected again. (Meter read 66624.)
  - On January 8, 1997, the electricity was turned on illegally but was not disconnected again because of cold weather.
  - On February 4, 1997, electricity was cut off. (Meter read 67295.)
  - On February 20, 1997, Hussain Jabran applied for service that forced the account out of your name.

Mr. John McKeehan  
Page 2  
August 3, 2006

- 319 M Street, Apt 2F (Account. No. 8000215825003) from April 1, 1996 – June 2, 1997. Balance owed was \$604.85.
  - On April 1, 1996, service was put in your name per the application.
  - On October 30, 1996, service was disconnected for non-payment. (Meter read 32647.)
  - On December 2, 1996, electricity was found on illegally. It was disconnected again. (Meter read 35106.)
  - On February 4, 1997, electric was found on illegally. It was disconnected again. (Meter read 35772.)
  - On June 2, 1997, the electric meter was removed.
  
- 4105 Southern Parkway (Account No. 8000215825004) from June 19, 1997 – December 17, 1997. Balance owed was \$1,876.03.
  - On June 19, 1997, service was put in your name per a phone call.
  - On September 29, 1997, the electricity was disconnected for non-payment. (Meter read 89822.)
  - On October 28, 1997, the electricity was on illegally and the service was disconnected at the pole.
  - On December 3, 1997, gas was disconnected.
  - On December 17, 1997, Dr. Gupta called to put service in his name, which forced the service out of your name.

During these time periods, service was never disconnected by your calling to disconnect the service. Service was either disconnected for non-payment or because someone else called to place service in their name. It appears the bill for which LG&E is holding you responsible, is your bill.

According to 807 KAR 5006 Section 12 (1) (copy enclosed) “if the customer notifies the utility of his request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises”.

If you have supporting documentation that provides proof of payments or proof of disconnect requests for which you were not given credit, please forward the proof to my attention at the above address. You can reach me by calling 1-800-772-4636

Sincerely,

Ginny Smith, Director  
Consumer Services

**From:** Smith, Virginia L (PSC) [vlsmith@ky.gov]  
**Sent:** Monday, August 21, 2006 1:33 PM  
**To:** Cooper, Mike (KU)  
**Cc:** Clark, Katrina  
**Subject:** <Sent to @lgeenergy.com>::RE: John McKeehan letter  
Mike and Katrina,

Mr. McKeehan has filed a formal complaint along with a copy of an LG&E bill for the 4105 Southern Pkwy - Louisville, Ky 40214 for the billing period of 6/20/ to 7/20/06 with a due date of 8/20/06 in the amount of \$193.90. In the complaint he states he called LG&E on 6-3-96 to have service disc. It is my understanding from the customer he is going to provide more monthly bills.

Ginny Smith, Director  
Consumer Services

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---

**From:** Cooper, Mike (KU) [mailto:Mike.Cooper@eon-us.com]  
**Sent:** Friday, August 18, 2006 4:51 PM  
**To:** Smith, Virginia L (PSC)  
**Subject:** RE: John McKeehan letter

Katrina,

Any word from Ginny on this?

---

**From:** Smith, Virginia L (PSC) [mailto:vlsmith@ky.gov]  
**Sent:** Monday, August 07, 2006 10:27 AM  
**To:** Cooper, Mike (KU)  
**Subject:** RE: John McKeehan letter

Mike,  
Customer hasn't had time to receive the letter. I will call him on Wednesday of this week and see what his response is at that time.

Thanks.

Ginny Smith, Director  
Consumer Services

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---

**From:** Cooper, Mike (KU) [mailto:Mike.Cooper@eon-us.com]  
**Sent:** Monday, August 07, 2006 10:11 AM  
**To:** Smith, Virginia L (PSC)  
**Subject:** FW: John McKeehan letter

Ginny,

Alan forwarded a copy of your letter to Mr. McKeehan. Since I was out last week, I'm trying to get caught up on where things stand. If I recall correctly our last conversation, you had agreed that we could disconnect Mr. McKeehan, if you agreed with our documentation and position presented to you. Therefore, may we proceed with disconnecting Mr. McKeehan? If not, I would ask that you provide me with a date on which we could disconnect Mr. McKeehan.

Thanks very much,

Mike

---

**From:** Bottom, Alan  
**Sent:** Monday, August 07, 2006 9:58 AM  
**To:** Cooper, Mike (KU)  
**Subject:** FW: John McKeehan letter

FYI

---

**From:** Smith, Virginia L (PSC) [mailto:vlsmith@ky.gov]  
**Sent:** Thursday, August 03, 2006 4:02 PM  
**To:** Bottom, Alan  
**Subject:** John McKeehan letter

<<John McKeehan.doc>>

Ginny Smith, Director  
Consumer Services

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**NOTE:** *This email was sent to your lgeenergy.com email address. If this email was from a business colleague or an electronic business subscription, you should notify*

**From:** Clark, Katrina

**Sent:** Monday, August 21, 2006 2:01 PM

**To:** Cooper, Mike (KU)

**Subject:** RE: <Sent to @lgeenergy.com>::RE: John McKeehan letter

Now what? I thought Ginny had explained to him that it was up to him to provide proof that he called to have the service disconnected?

807 KAR 5:006. General rules

Section 12

....If the customer notifies the utility of his request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.

Katrina Clark

Complaints & Inquiry (502-627-2202)

PSCComplaints@eon-us.com

---

**From:** Smith, Virginia L (PSC) [mailto:vlsmith@ky.gov]

**Sent:** Monday, August 21, 2006 1:33 PM

**To:** Cooper, Mike (KU)

**Cc:** Clark, Katrina

**Subject:** <Sent to @lgeenergy.com>::RE: John McKeehan letter

Mike and Katrina,

Mr. McKeehan has filed a formal complaint along with a copy of an LG&E bill for the 4105 Southern Pkwy - Louisville, Ky 40214 for the billing period of 6/20/ to 72206 with a due date of 8/20/96 in the amount of \$193.90. In the complaint he states he called LG&E on 6-3-96 to have service disc. It is my understanding from the customer he is going to provide more monthly bills.

Ginny Smith, Director

Consumer Services

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**Sent:** Friday, August 18, 2006 4:51 PM

**To:** Smith, Virginia L (PSC)

**Subject:** RE: John McKeehan letter

Katrina,

Any word from Ginny on this?

**From:** Clark, Katrina  
**Sent:** Monday, August 21, 2006 4:09 PM  
**To:** 'Smith, Virginia L (PSC)'  
**Cc:** Cooper, Mike (KU)  
**Subject:** RE: <Sent to @lgeenergy.com>::RE: John McKeehan letter  
Ginny,

I'm not sure that I understand what his formal complaint is about? Is he saying that he doesn't owe the money because he called to discontinue service and it wasn't taken out of his name? If that is the case - then he will somehow have to provide the proof that he called, *per 807 KAR 5:006. General rules - Section 12 ....If the customer notifies the utility of his request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.*

Will you give him a time frame as to how long he has to provide the monthly bills and whatever proof that he has to offer?

Katrina Clark  
Complaints & Inquiry (502-627-2202)  
PSCComplaints@eon-us.com

---

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**Subject:** <Sent to @lgeenergy.com>::RE: John McKeehan letter

Mike and Katrina,  
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Consumer Services

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Customer hasn't had time to receive the letter. I will call him on Wednesday of this week and see what his response is at that time.

Thanks.

Ginny Smith, Director  
Consumer Services

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**Subject:** FW: John McKeehan letter

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Mike

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**Sent:** Monday, August 07, 2006 9:58 AM  
**To:** Cooper, Mike (KU)  
**Subject:** FW: John McKeehan letter

FYI

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**To:** Bottom, Alan  
**Subject:** John McKeehan letter

<<John McKeehan.doc>>

Ginny Smith, Director  
Consumer Services

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**NOTE:** *This email was sent to your lgeenergy.com email address. If this email was from a business colleague or an electronic business subscription, you should notify them of your new eon-us.com email address.*



**From:** Sturgeon, Allyson  
**Sent:** Wednesday, August 30, 2006 1:24 PM  
**To:** Gregor, Christy  
**Cc:** Clark, Katrina; Stethen, Julie; Reinert, Marty; Lovekamp, Rick  
**Subject:** FW: PSC Formal Complaint 2006-00385 - John McKeehan

**Attachments:** Response to PSC Complaint 2006\_John McKeehan.doc

---

**From:** Cooper, Mike (KU)  
**Sent:** Tuesday, August 29, 2006 10:20 AM  
**To:** Sturgeon, Allyson  
**Subject:** PSC Formal Complaint 2006-00385 - John McKeehan

Allyson,

Attached is an update to the notes I sent you yesterday. I am also forwarding to you a letter Ginny Smith sent to Mr. McKeehan on August 3.

Once you've had a chance to review, please let me know if further info is needed.

Thanks,

Mike



Response to PSC  
Complaint 2006...



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 4**

**Witness: Michael D. Lowery, Manager, Customer Accounting**

Q-4. Provide the most recent dates of gas and electric service to 319 M Street, Apartment 1F; 319 M Street, Apartment 2F; and 4105 Southern Parkway.

A-4. There is no current billing for service at 319 M Street Apts. 1F and 2F.

The most recent date of gas and electric service to 4105 Southern Parkway was September 19, 2006 and was in another customer's name. Electric meter 675159 read 41825 and was billed for 2700 kwh in the amount of \$170.20. Gas meter 439399 read 2565 and was billed for 67 ccf in the amount of \$72.67.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 5**

**Witness: Michael D. Lowery, Manager, Customer Accounting**

- Q-5. Does LG&E have a gas or electric meter located at 319 M Street? If no, provide the date the meter(s) was removed.
- A-5. There are currently no meters located at 319 M Street. The electric meter at 319 M Street, Apt. 1 was removed on June 2, 1997 and the gas meter was removed on June 4, 1997. The electric meter at 319 M Street, Apt. 2 was removed on June 2, 1997. There was no gas meter at 319 M Street, Apt. 2.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 6**

**Witness: Michael D. Lowery, Manager, Customer Accounting**

Q-6. Provide a copy of any documentation, such as a wrecking permit, pertaining to the demolition of the building at 319 M Street.

A-6. We do not have copies of any records related to demolition.





**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 7**

**Witness: Michael D. Lowery, Manager, Customer Accounting**

Q-7. In its answer to the complaint at page 3, LG&E states that the service at the current address was disconnected for nonpayment. Provide a payment history for the service at the current address from the time the service was connected until the present.

A-7. A copy of the payment history for service to the Arlington address is attached hereto.

A-7

Shannon L. McKeenan  
 2807 Arlington Rd.  
 Account 6090753720002

Breakdown of payment & billing from December 5, 2005 to September 15, 2006

DATE	ELECTRIC	GAS	PAYMENTS	MISC		MISC CREDIT BALANCE	DEPOSIT INFORMATION	
				DEBIT	CREDIT		DEBIT	CREDIT
12/05/05						\$0.00		
12/14/05						\$0.00		
12/28/05						\$156.11		
01/17/06						\$0.00		
01/17/06						\$80.00		
01/17/06						\$540.50		
02/15/06						\$620.50		
02/15/06						\$1,012.04		
02/15/06						\$1,035.06		
03/16/06						\$1,115.06		
03/16/06						\$1,446.34		
03/16/06						\$1,465.92		
04/17/06						\$1,678.82		
04/17/06						\$1,695.39		
04/19/06						\$212.90		
05/01/06						\$1,695.39		
05/09/06						\$1,285.39		
05/09/06						\$812.90		
05/09/06						\$212.90		
05/09/06						\$220.40		
05/17/06						\$240.40		
05/17/06						\$366.18		
05/17/06						\$0.00		
05/31/06						-\$5.00		
06/16/06						\$141.81		
06/16/06						\$136.81		
07/18/06						\$302.04		
07/18/06						\$309.38		
07/18/06						\$0.00		
07/25/06						\$20.00		
07/27/06						\$15.00		
08/16/06						\$163.62		
08/16/06						\$0.00		
08/28/06						-\$5.00		
09/15/06						\$129.91		
09/15/06						\$129.91		



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2006-00385**

**Response to Commission Staff's  
First Data Request  
Dated 9/21/06**

**Question No. 8**

**Witness: Julia D. Stethen, Lead Customer Relations Specialist**

- Q-8. 807 KAR 5:006, Section 12(1), states that, if a termination-of-service request is made by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.
- a. Provide the type of proof that LG&E has accepted in the past to determine if a customer requested termination by telephone.
  - b. Describe the other methods a customer can use to request termination of service.
- A-8.
- a. Typically, when there is a dispute over whether termination of service was requested by telephone, LG&E retrieves recordings of the telephone calls made from the customer's telephone number(s). However, LG&E did not begin recording telephone calls until 2002.
  - b. LG&E will accept the following methods of requests for termination of service, so long as the account number and social security number are provided: (1) e-mail; (2) internet; (3) letter; (4) in-person contact at a walk-in center; or (5) telephone calls.