

PSC  
PO, Box 615  
FRANKFORT KY 40602

RECEIVED

JUNE 13

JUN 15 2009

PUBLIC SERVICE  
COMMISSION

2009-00174

2009-00175

THANK YOU FOR INVITING PUBLIC  
FEED BACK INTO THE STORM  
DAMAGE RATE INCREASES SOUGHT BY  
LORE AND KU.

I REALIZE THE DAMAGE WAS WIDE  
SPREAD FROM BOTH THE WIND STORM  
IN SEPTEMBER AND THE ICE STORM  
IN JANUARY.

IN SEPT WE WERE WITHOUT POWER  
ON SEPT 14, 15, 16, 17, 18, 19, 20, 21 FOR A  
TOTAL OF 8 DAYS AND 8 HRS.  
AND IN JAN AND FEB WE WERE  
WITHOUT POWER ON JAN 27, 28, 29, 30, 31  
FEB 1, 2 FOR A TOTAL OF 7 AND 1/2  
DAYS.

WE NEVER ONCE SAW ANY LORE  
TRUCKS IN OUR AREA (LYNDON, KY.)  
IN BOTH INSTANCES.

THE CREWS THAT EVENTUALLY  
RESTORED OUR POWER WERE FROM  
OUT OF TOWN. THEY WERE CARING,  
COURTEOUS PEOPLE.

ALTHOUGH OUR PHONE CONTINUED  
TO WORK WE COULD NOT GET A CALL  
THRU TO LORE. SEEMS LIKE IT TOOK  
THEM A VERY LONG TIME BEFORE  
DECIDING WHAT TO DO.

THE BURDEN NOW LOOKS LIKE IT  
WILL FALL ON THE SHOULDERS OF  
PEOPLE WHO CAN LEAST AFFORD IT  
IN THESE TROUBLED ECONOMIC  
TIMES. ITS MY OPINION THAT LORE  
AND KU SHOULD TIGHTEN THEIR  
BELTS A LITTLE BIT ALSO.

I DO NOT KNOW IF LGTS AND KU  
ARE RECEIVING ANY FEDERAL  
STIMULUS FUNDS FOR THE REPAIRS  
BUT IF THEY ARE THIS SEEMS  
LIKE A SIGNIFICANT FEE FOR A VERY  
LONG TIME TO HAVE TO PAY

I THINK THEY NEED TO IMPROVE  
ON HOW THEY REACT TO THESE  
SITUATIONS IN A MORE TIMELY  
MANNER,

AND NOW ON TOP OF ALL THIS  
THEY HAVE CHANGED THEIR BILLING  
SYSTEM, GIVING CUSTOMERS LESS  
TIME TO PAY BEFORE ADDING  
LARGE LATE FEES

AGAIN THANKS FOR GIVING US  
THE SENIOR CITIZENS ON LIMITED  
FIXED INCOME A CHANCE TO EXPRESS  
OUR VIEWS, IT IS NOT OFTEN WE  
GET TO DO SO IN THESE MATTERS

RESPECTFULLY,

JAMES FAN EDINGTON  
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