

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

W. H. CHAPMAN)	
)	
COMPLAINANT)	
)	
V.)	CASE NO. 2009-00312
)	
E.ON/LOUISVILLE GAS AND)	
ELECTRIC COMPANY)	
)	
DEFENDANT)	

O R D E R

On July 22, 2009, Complainant, W. H. Chapman, filed a complaint against Defendant, Louisville Gas and Electric Company ("LG&E"). Mr. Chapman's complaint requests that LG&E modify its billing practice to extend the due date for his utility bill from three days to 14 days from the billing date. Mr. Chapman also asks that LG&E reimburse him for late fees, which appear to be the result of late payments caused in part by the change in LG&E's billing system in April 2009.

In response to Commission Staff's February 2, 2010 data request, LG&E states that it has enrolled Mr. Chapman in its new Fixed and Limited Income Extension program, which has allowed Mr. Chapman to choose his monthly due date. LG&E also states in its response to Commission Staff's data request that it has refunded late fees totaling \$7.98 to Mr. Chapman's account. LG&E further states that it believes it has satisfied all of the issues raised by Mr. Chapman's July 22, 2009 complaint and asks that the Commission dismiss the complaint.

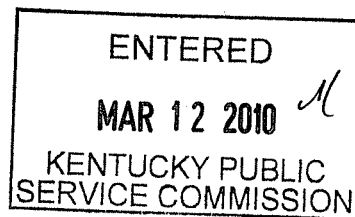
The Commission finds that this case should be dismissed if LG&E's offer of satisfaction has resolved the July 22, 2009 complaint and if it is acceptable to Complainant. Therefore, the Commission will issue an Order dismissing the case unless Complainant files a statement with the Commission within 20 days of receipt of this Order explaining why LG&E's offer of satisfaction has not resolved his complaint.

Based upon the foregoing, IT IS HEREBY ORDERED that:

1. If Complainant, W. H. Chapman, believes that LG&E's offer of satisfaction has not resolved his July 22, 2009 complaint, he shall file a statement with the Commission within 20 days of the date of issuance of this Order stating the reason (or reasons) why LG&E's offer of satisfaction has not resolved his complaint, the relief he seeks from the Commission, and whether he desires a formal hearing before the Commission.

2. If no statement or response is filed by Complainant within 20 days of the date of issuance of this Order, this case shall be dismissed and removed from the Commission's docket.

By the Commission



ATTEST:


Executive Director

Lonnie E Bellar
VP - State Regulation
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WH Chapman
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