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APR 01 2010

PUBLIC SERVICE
COMMISSION

Mr. Jeff DeRouen
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

**Louisville Gas and
Electric Company**
State Regulation and Rates
220 West Main Street
PO Box 32010
Louisville, Kentucky 40232
www.eon-us.com

Rick E. Lovekamp
Manager - Regulatory Affairs
T 502-627-3780
F 502-627-3213
rick.lovekamp@eon-us.com

April 1, 2010

RE: ***MARY CHARLOTTE SMYLY COMPLAINANT V. LOUISVILLE
GAS AND ELECTRIC COMPANY DEFENDANT
CASE NO. 2009-00364***

Dear Mr. DeRouen:

Louisville Gas and Electric Company files herewith the original and ten (10) copies of its Reply to the Response of Mary Charlotte Smyly dated March 18, 2010 in the above-cited case.

Also enclosed are an original and ten (10) copies of a Petition for Confidential Protection regarding certain information provided in the Reply.

A copy is being mailed to the Complainant.

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

Sincerely,

A handwritten signature in black ink that reads 'Rick E. Lovekamp'. The signature is written in a cursive, flowing style.

Rick E. Lovekamp

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARY CHARLOTTE SMYLY)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2009-00364
)	
LOUISVILLE GAS AND ELECTRIC)	
COMPANY)	
)	
)	
DEFENDANT)	

* * * * *

REPLY OF
LOUISVILLE GAS AND ELECTRIC COMPANY
TO RESPONSE OF MARY CHARLOTT SMYLY

In accordance with the Kentucky Public Service Commission’s (“Commission”) Order of March 2, 2010 in the above-captioned proceeding, Louisville Gas and Electric Company (“LG&E” or the “Company”) respectfully submits this Reply to the Response of Mary Charlotte Smyly dated March 18, 2010. For its Reply, LG&E states as follows:

1. Although Ms. Smyly asserts in her Response that “[g]iven the circumstances the refunded late fees are insufficient,” LG&E credited her account for all late fees assessed for the period from June 2009 through January 2010. LG&E is aware

of additional late payment charges of \$22.77 from March 4, 2010, and will agree to waive these charges, since Ms. Smyly was only recently added to the FLEX option.

2. With regard to the issues associated with the due date for her account, LG&E states that the FLEX option was added to Ms. Smyly's account on March 29, 2010. This program will allow Ms. Smyly up to 28 days to pay her bill.

3. With regard to the disconnection of Ms. Smyly's service on December 3, 2008, LG&E again states that, in accordance with its ordinary practice, it mailed Ms. Smyly her regular bill on October 14, 2008 in the amount of \$154.26 and with a due date of November 4, 2008. A copy of this bill is attached as Exhibit A. When payment was not received by November 7, 2008, a brown bill was mailed to Ms. Smyly as her notice of disconnection. A copy of this brown bill is attached as Exhibit B. In order to have avoided disconnection for nonpayment, she would have had to pay \$156.89 by November 21, 2008. When she failed to do so, her electric service was disconnected on December 3, 2008. Although Ms. Smyly states that she did not receive her January, 2009 bill, this bill was mailed on December 13, 2008. The bill indicated that she owed \$266.12 and that payment was due by January 9, 2009. A copy of this bill is attached hereto as Exhibit C.

4. With regard to the application of Ms. Smyly's payments, LG&E applied all payments consistent with its regular practice. Ms. Smyly's bills due on February 9, 2009 and March 9, 2009 showed a required deposit of \$240. Ms. Smyly paid \$269.87 on February 12, 2009; \$214.83 was applied to her current usage charges and the balance of \$55.04 was applied to the deposit. Ms. Smyly paid \$214.83 on March 10, 2009; \$184.96 was applied to the remaining deposit and \$29.87 was applied to the account balance. LG&E denies that the bills indicated that no deposit was due. Ms. Smyly's bills due on

February 9, 2009 and March 9, 2009 showed a required deposit of \$240. Copies of these bills are attached hereto as Exhibits D & E, respectively.

5. The Commission, in its order of March 2, 2010, dismissed Ms. Smyly's claims for monetary damages and therefore that issue is now moot.

6. As demonstrated above, Ms. Smyly fails to set forth any claim upon which relief can be granted by this Commission and, therefore her complaint should be dismissed without a hearing.

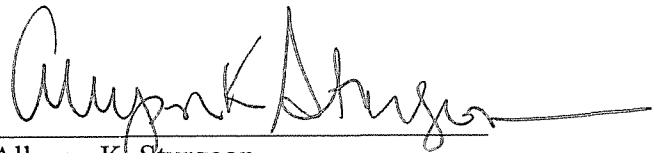
7. Ms. Smyly has failed to set forth a *prima facie* case that LG&E has violated its tariff or any statute or Commission regulation, and the Complaint should also be dismissed for that reason.

WHEREFORE, for all of the reasons set forth above, Louisville Gas and Electric Company respectfully requests:

- (1) that the Complaint herein be dismissed without further action taken by the Commission;
- (2) that this matter be closed on the Commission's docket; and
- (3) that E.ON be afforded any and all other relief to which it may be entitled.

Dated: April 1, 2010

Respectfully submitted,



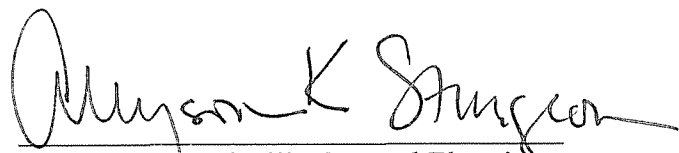
Allyson K. Sturgeon
Senior Corporate Attorney
E.ON U.S. LLC
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

Counsel for Louisville Gas and Electric
Company

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following on the 1st day of ~~March~~ ^{April}, 2010, U.S. mail, postage prepaid:

Mary Charlotte Smyly
1412 N. English Station Road
Louisville, Kentucky 40223



Counsel for Louisville Gas and Electric
Company

EXHIBIT A



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

DUE DATE	AMOUNT DUE
11/04/08	\$154.26

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	68°	73°
Number of Days Billed	29	29
Electric/kwh per day	18.9	23.5

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	11/10/08

BILLING SUMMARY	
Previous Balance	160.42
Payment as of 10/13	(61.90)
Balance as of 10/13	98.52
Electric Charges	44.04
Gas Charges	8.60
Utility Charges as of 10/13	52.64
Other Charges	3.10
Total Amount Due	154.26

ELECTRIC CHARGES			
Rate Type: ELECTRIC RESIDENTIAL		Meter Reading Information	
Customer Charge	5.00	Meter # 805509	
Energy Charge	35.09	Actual Reading on 10/10	50195
Other Charges For Above Rates		Previous Reading on 09/11	49647
Electric Fuel Adjustment (\$.00524 x 548 kwh)	2.87	Current kwh Usage	548
Electric Residential DSM (\$.00260 x 548 kwh)	1.42	Meter Multiplier	1
Environmental Surcharge (0.510% x \$44.38)	0.23	Metered kwh Usage	548
Merger Surcredit (1.499% CR x \$44.61)	-0.67		
Home Energy Assistance Fund Charge	0.10		
Total Electric Charges	\$44.04		

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	11/04/08	\$154.26	\$156.89		\$

Check here if plan(s) requested on back of stub

Home Phone (502) 245-4236

OFFICE USE ONLY: 00
 C08, R0084, G999999
 P160.42



PO BOX 537108
 ATLANTA, GA 30353-7108

#BWNGGLS
 # [REDACTED]
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
 Rev. 08.10.03

Service Address: 1412 N English Station Rd

01 [REDACTED] 000000015689000000154260000000000013

GAS CHARGES

Rate Type: GAS RESIDENTIAL

Customer Charge	8.50	Meter Reading Information	
		Meter # 474865	
Other Charges For Above Rates		Actual Reading on 10/10	0558
Home Energy Assistance Fund Charge	0.10	Previous Reading on 09/11	<u>0558</u>
Total Gas Charges	<u>\$8.60</u>	Current ccf Usage	0
		Meter Multiplier	<u>1</u>
		Metered ccf Usage	0

OTHER CHARGES

Late Charge	3.10
Total Other Charges Due	<u>\$3.10</u>

BILLING INFORMATION

Late Charge to be Assessed After Due Date \$2.63

ATTENTION: Your Electric or Gas meter did not register usage for the month. If you were not using this service, please disregard this message unless you wish to discontinue this service. However, if you are using service at this location, there may be a meter malfunction. Please contact our customer service department at (502) 589-1444. A Company Representative will then come by to test the meter's accuracy and condition. By finding these problems early, you can minimize your future liability for any unbilled service.

Service may be cut-off, if termination notice is not paid.

Merger Surcredit: The surcredit represents the customer's share of merger-related savings associated with the merger of LG&E and KU.

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1096 pounds of CO₂. *A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.*

You can reduce these emissions and your energy usage by switching to Compact Fluorescent Lighting (CFL). Take control by switching five of the highest used light bulbs in your home to CFL bulbs to prevent about 1,900 pounds of greenhouse gas emissions. You'll also save more than \$60 each year in energy costs.

To request a copy of your rate schedule, please call (502) 589-1444.

New enrollment only - **Please check box(es) below and on front of stub.**

- Budget Plan
- Energy Audit
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

EXHIBIT B



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM
 Walk-In Center Hours: Mon-Fri 8AM-5PM
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

FINAL PAY DATE	DELINQUENT AMOUNT DUE
11/21/08	\$156.89

Reconnection of Service:

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee will be billed to your account at the time of reconnection. If another deposit is required, it will be billed to your account. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at (502) 589-1444 after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd Louisville, Ky

Unauthorized reconnection of service is a crime - punishable by law.

DISCONNECTION NOTICE		
Utility Charges	Delinquent Amount Due as of 11/07	\$156.89
BILLING INFORMATION		
Your account is past due. If full payment of the delinquent amount due is not received by the final pay date shown above, your service will be subject to disconnection.		
CUSTOMER ASSISTANCE		
If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.		
Full payment of the delinquent amount due can be made:		
<ul style="list-style-type: none"> • By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.) • On-line at www.eon-us.com. (Transaction fees may apply.) • By mail. (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.) • At one of our Authorized Payment Agent locations. (You must present a recent bill at the time you make your payment.) • At your local LG&E Customer Service Center. 		
The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at (502) 589-1444.		

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
11/21/08	\$156.89	\$

OFFICE USE ONLY:
C08, R0000, G



PO BOX 537108
ATLANTA, GA 30353-7108

#BWNGGLS

MARY SMYLY
1412 N ENGLISH STATION RD
LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
Rev. 08.02.04

Service Address: 1412 N English Station Rd
Home Phone (502) 245-4236

01 [REDACTED] 000000015689000000156890000000000014

CUSTOMER ASSISTANCE (cont)

If financial assistance is necessary, please call the Crisis and Information Line to find the assistance agencies in your area:
589-4313

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -
Louisville Community Action Partnership
810 Barret Ave.
Louisville, Ky. 40204
(502) 574-1157

East Jefferson County -
Louisville Community Action Partnership
4810 Exeter Ave.
Louisville, Ky. 40218
(502) 574-1270

South Jefferson County -
Louisville Community Action Partnership
7219 Dixie Hwy.
Louisville, Ky. 40258
(502) 574-1272

EXHIBIT C



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

DUE DATE	AMOUNT DUE
01/09/09	\$266.12

See the Billing Information section of this bill for important information regarding a possible problem with your meter(s).

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	01/13/09

Averages for Billing Period	This Year	Last Year
Average Temperature	39°	46°
Number of Days Billed	30	32
Electric/kwh per day	116.7	43.3

BILLING SUMMARY	
Previous Balance	217.42
Payment as of 12/11	(217.42)
Balance as of 12/11	0.00
Electric Charges	237.52
Gas Charges	8.60
Utility Charges as of 12/11	246.12
Other Charges	20.00
Total Amount Due	266.12

ELECTRIC CHARGES

Rate Type: ELECTRIC RESIDENTIAL	
Customer Charge	5.00
Energy Charge	224.33
Other Charges For Above Rates	
Electric Fuel Adjustment (\$0.0024 x 3503 kwh)	0.84
Electric Residential DSM (\$0.00260 x 3503 kwh)	9.11
Environmental Surcharge (0.730% x \$239.28)	1.75
Merger Surcredit (1.499% CR x \$241.03)	-3.61
Home Energy Assistance Fund Charge	0.10
Total Electric Charges	\$237.52

GAS CHARGES

Rate Type: GAS RESIDENTIAL	
Customer Charge	8.50
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.10
Total Gas Charges	\$8.60

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	01/09/09	\$266.12	\$278.43		\$

Check here if plan(s) requested on back of stub

Home Phone (502) 245-4236

OFFICE USE ONLY: 00
 C08, R0084, G999999
 P217.42



PO BOX 537108
 ATLANTA, GA 30353-7108

#BWNGGLS
 # [REDACTED] 2#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
 Rev. 08-10-03

Service Address: 1412 N English Station Rd

01 [REDACTED] 000000027&43000000266120000000000017

METER AND USAGE INFORMATION

ELECTRIC

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand kw	kwh
ELECTRIC RESIDENTIAL									
kwh	805509	12/03/08	51609	12/03/08	54168	R	1		2559
kwh	805509	12/03/08	54168	12/10/08	55112	R	1		944
							Total Usage		3503

GAS

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	ccf
RESIDENTIAL SPACE HEAT								
ccf	474865	11/10/08	0558	12/10/08	0558	R	1	0
							Total Usage	0

OTHER CHARGES

Reconnect Charge	20.00
Total Other Charges Due	\$20.00

BILLING INFORMATION

Late Charge to be Assessed After Due Date	\$12.31
Total deposit required	\$240.00
Deposit Paid to date	\$0.00
Remaining Deposit	\$240.00

ATTENTION: Your Electric or Gas meter did not register usage for the month. If you were not using this service, please disregard this message unless you wish to discontinue this service. However, if you are using service at this location, there may be a meter malfunction. Please contact our customer service department at (502) 589-1444. A Company Representative will then come by to test the meter's accuracy and condition. By finding these problems early, you can minimize your future liability for any unbilled service.

Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

Electric DSM Cost Recovery: This charge represents costs of Demand-Side Management programs such as energy-conservation initiatives, energy audits, and weatherization initiatives taken on behalf of customers.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Energy Audit
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 7006 pounds of CO₂. *A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.*

You can reduce these emissions and your energy usage by adjusting your thermostat. Move your thermostat down two degrees in the winter to prevent, on average, about 3,200 pounds of carbon dioxide from being emitted. And you'll save approximately \$98 each year.

To request a copy of your rate schedule, please call (502) 589-1444.

EXHIBIT D



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

DUE DATE	AMOUNT DUE
02/09/09	\$788.30

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	02/10/09

Averages for Billing Period	This Year	Last Year
Average Temperature	37°	40°
Number of Days Billed	34	34
Electric/kwh per day	110.0	45.7

BILLING SUMMARY	
Previous Balance	266.12
Payment as of 01/14	0.00
Balance as of 01/14	266.12
Electric Charges	261.27
Gas Charges	8.60
Utility Charges as of 01/14	269.87
Other Charges	252.31
Total Amount Due	788.30

ELECTRIC CHARGES	
Rate Type: ELECTRIC RESIDENTIAL	
Customer Charge	5.00
Energy Charge	239.51
Other Charges For Above Rates	
Electric Fuel Adjustment (\$0.00219 x 3740 kwh)	8.19
Electric Residential DSM (\$0.00286 x 3740 kwh)	10.70
Environmental Surcharge (0.660% x \$263.40)	1.74
Merger Surcredit (1.499% CR x \$265.14)	-3.97
Home Energy Assistance Fund Charge	0.10
Total Electric Charges	\$261.27
GAS CHARGES	
Rate Type: GAS RESIDENTIAL	
Customer Charge	8.50
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.10
Total Gas Charges	\$8.60

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	02/09/09	\$788.30	\$801.79		\$

Home Phone (502) 245-4236

OFFICE USE ONLY: 00
 C08, R0084, G999999
 P266.12



PO BOX 537108
 ATLANTA, GA 30353-7108

Check here if plan(s) requested on back of stub

#BWNGLS
 # [REDACTED] 0 2#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
 Rev. 08/10/03

Service Address: 1412 N English Station Rd

01 [REDACTED] 0000000801790000007&83000000000000019

METER AND USAGE INFORMATION

ELECTRIC

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand kw	kwh
ELECTRIC RESIDENTIAL	805509	12/10/08	55112	01/13/09	58852	R	1		3740
kwh									
							Total Usage		3740

GAS

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	ccf
RESIDENTIAL SPACE HEAT	474865	12/29/08	0558	12/29/08	0558	R	1	0
ccf								
ccf	474865	12/29/08	0	01/13/09	0	R	1	0
							Total Usage	0

OTHER CHARGES

Late Charge	12.31
Deposit Required	240.00
Total Other Charges Due	\$252.31

BILLING INFORMATION

Late Charge to be Assessed After Due Date	\$13.49
Total deposit required	\$240.00
Deposit Paid to date	\$0.00
Remaining Deposit	\$0.00

ATTENTION: Your Electric or Gas meter did not register usage for the month. If you were not using this service, please disregard this message unless you wish to discontinue this service. However, if you are using service at this location, there may be a meter malfunction. Please contact our customer service department at (502) 589-1444. A Company Representative will then come by to test the meter's accuracy and condition. By finding these problems early, you can minimize your future liability for any unbilled service.

Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

Merger Surcredit: The surcredit represents the customer's share of merger-related savings associated with the merger of LG&E and KU.

New enrollment only - **Please check box(es) below and on front of stub.**

- Budget Plan
- Energy Audit
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 7480 pounds of CO₂. *A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.*

You can lessen the impact of these emissions by signing up for LG&E BillMail®, which allows you to pay your bill and reduce the amount of paper you receive each month. Sign up today by visiting www.lgebillmail.com. Turn off your paper bill and start LG&E BillMail®.

Every day, natural gas pipelines safely carry one of the world's most efficient, reliable and environmentally-friendly fuels to homes and businesses like yours. Preventing pipeline emergencies is important to us because we are part of your community and are your neighbors too.

You can help us prevent pipeline emergencies by recognizing the following telltale signs:

Look. Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by live, green plants may indicate a natural gas leak.

Listen. Near a gas appliance or line, there may be a hissing sound when natural gas is leaking.

Smell. Stay alert for the distinctive, rotten-egg-like smell of natural gas. You should take action anytime you detect even a small amount of this odor in the air.

Call our Gas Trouble Department at (502) 589-5511 (outside Louisville at 800-331-7370) anytime you suspect a gas leak.

To request a copy of your rate schedule, please call (502) 589-1444.

EXHIBIT E



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

DUE DATE	AMOUNT DUE
03/09/09	\$770.50

See the Important Information section for details about your new rates.

Averages for Billing Period	This Year	Last Year
Average Temperature	31°	34°
Number of Days Billed	28	29
Electric/kwh per day	98.6	47.7

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	03/10/09

BILLING SUMMARY	
Previous Balance	788.30
Payment as of 02/11	(246.12)
Balance as of 02/11	542.18
Electric Charges	206.00
Gas Charges	8.83
Utility Charges as of 02/11	214.83
Other Charges	13.49
Total Amount Due	770.50

ELECTRIC CHARGES			
Rate Type: ELECTRIC RESIDENTIAL		Meter Reading Information	
Customer Charge	5.00	Meter # 805509	
Energy Charge	176.44	Actual Reading on 02/10	61615
Other Charges For Above Rates		Previous Reading on 01/13	58852
Electric Fuel Adjustment (\$.00564 x 2763 kwh)	15.58	Current kwh Usage	2763
Electric Residential DSM (\$.00270 x 2763 kwh)	7.46	Meter Multiplier	1
Environmental Surcharge (0.670% x \$204.48)	1.37	Metered kwh Usage	2763
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$206.00		

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	03/09/09	\$770.50	\$781.24		\$

Check here if plan(s) requested on back of stub

Home Phone (502) 245-4236

OFFICE USE ONLY: 00
 C08, R0084, G999999
 P788.30



PO BOX 537108
 ATLANTA, GA 30353-7108

#BWNGGLS

[REDACTED] 0 2#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
 Rev. 09/02/09

Service Address: 1412 N English Station Rd

01 [REDACTED] 00000007&124000000770500000000000000015

GAS CHARGES**Rate Type: GAS RESIDENTIAL**

Customer Charge

8.68

Meter Reading Information

Meter # 474865

Actual Reading on 02/10

0

Previous Reading on 01/13

0

Current ccf Usage

0

Meter Multiplier

1

Metered ccf Usage

0

Other Charges For Above Rates

Home Energy Assistance Fund Charge

0.15

Total Gas Charges**\$8.83****OTHER CHARGES**

Late Charge

13.49

Total Other Charges Due**\$13.49****BILLING INFORMATION**

Late Charge to be Assessed After Due Date

\$10.74

Total deposit required

\$240.00

Deposit paid to date

\$0.00

Remaining Deposit

\$0.00

ATTENTION: Your Electric or Gas meter did not register usage for the month. If you were not using this service, please disregard this message unless you wish to discontinue this service. However, if you are using service at this location, there may be a meter malfunction. Please contact our customer service department at (502) 589-1444. A Company Representative will then come by to test the meter's accuracy and condition. By finding these problems early, you can minimize your future liability for any unbilled service.

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 5526 pounds of CO₂. *A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.*

You can lessen the impact of these emissions by replacing an old refrigerator, which may be using twice as much energy as a new energy-efficient model. Take control of your energy usage by disposing of the old refrigerator instead of using it in your basement or garage.

For information about new rates effective Feb. 6, visit our Web site at www.eon-us.com or call us at the number on the front of your bill for a copy of your rate schedule.

New enrollment only - **Please check box(es) below and on front of stub.**

- Budget Plan
- Energy Audit
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.