COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

METRO PROPERTY MANAGEMENT COMPANY, INC./TINA HIGDON

COMPLAINANTS

V.

LOUISVILLE GAS AND ELECTRIC COMPANY

CASE NO. 2009-00462

DEFENDANT

<u>ORDER</u>

On December 18, 2009, Defendant, Louisville Gas and Electric Company ("LG&E"), filed its Answer to the Complaint filed by Metro Property Management Company, Inc. ("Metro Properties") and Tina Higdon on November 19, 2009. In its Answer, LG&E urges the Commission to dismiss the complaint on grounds that LG&E has adequately satisfied all of the issues raised in the complaint.

More specifically, LG&E states that it previously did not have the correct forwarding address for Metro Properties in its billing system—a problem which, it states, may have caused the delays in Metro Properties receiving its utility bills. LG&E states that it now has the proper address in its system. LG&E also states that it has marked Metro Properties' account to prevent automatically triggering an exception in its billing system that requires meters to be pulled and checked individually when they register zero usage for the month (an occurrence that is not unusual for empty rental properties such as those managed by Metro Properties). LG&E states that this automatic function helps protect against fraud and malfunctioning meters, but states that it can also cause delays in the issuance of utility bills.

LG&E also states that it removed the customer charges and corrected the customer accounts for 30 gas service meters which were removed from a property owned by Metro Properties on Chinquapin Lane, Louisville, Kentucky in May 2009. Finally, LG&E states that it has reviewed all of the accounts managed by Metro Properties and has identified six accounts that may be due refunds. LG&E states that it has applied an appropriate credit to each account that remains open, will provide Metro Properties with a list of the accounts that have been credited, and will provide a refund check for each account that is closed.

The Commission finds that, if LG&E's offer of satisfaction has resolved the November 19, 2009 complaint and if acceptable to Complainants, this case should be dismissed. Therefore, the Commission will issue an Order dismissing the case unless Complainants file a statement with the Commission within 20 days of receipt of this Order explaining why LG&E's offer of satisfaction has not resolved the November 19, 2009 complaint.

Based upon the foregoing, IT IS HEREBY ORDERED that:

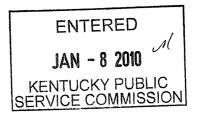
1. If Complainants, Metro Properties and Tina Higdon, believe that LG&E's offer of satisfaction has not resolved the November 19, 2009 complaint, they shall file a statement with the Commission within 20 days of the date of issuance of this Order stating the reason or reasons why LG&E's offer of satisfaction has not resolved the

-2-

complaint, the relief they seek from the Commission, and whether they desire a formal hearing before the Commission.

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

By the Commission



ATTEST: ISON Pirector Execuit

Case No. 2009-00462

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Tina Higdon Metro Properties Co Inc Chinquapin Lane P.O. Box 485 Cave City, KY 42127