

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

METRO PROPERTY MANAGEMENT COMPANY,	)	
INC./TINA HIGDON	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO. 2009-00462
	)	
LOUISVILLE GAS AND ELECTRIC	)	
COMPANY	)	
	)	
DEFENDANT	)	

O R D E R

On November 19, 2009, Complainants, Tina Higdon and Metro Property Management Company ("Metro Properties"), filed a complaint against Defendant, Louisville Gas and Electric Company ("LG&E"). The Complainants alleged that numerous billing errors had been committed by LG&E, including delays in issuing utility bills for Metro Properties' accounts, issuing bills for meters that had been removed from certain properties, and mistakenly mailing utility bills to another business with a name similar to that of Metro Properties. The Complainants requested that the billing errors be corrected and that they be refunded all late charges that accrued to Metro Properties' accounts due to the *incorrectly mailed bills and other billing errors*.

LG&E filed its response to the complaint on December 18, 2009. LG&E admitted the billing errors alleged in the complaint and stated that it was working to refund all

improperly incurred late charges and to refund any overcharges identified by the Complainants. LG&E stated that it had entered the correct address for Metro Properties in its billing system. LG&E also stated that it had removed the customer charges and corrected the customers' accounts for 30 gas service meters which were removed from a property owned by Metro Properties on Chinquapin Lane, Louisville, Kentucky in June 2009. LG&E further stated that it had 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 (a common occurrence for empty rental properties). LG&E stated that this automatic function helps to protect against fraud and malfunctioning meters but can also cause delays in the issuance of utility bills.

In subsequent filings by the parties, it appeared that the issues raised in the complaint had been resolved. Commission Staff held an informal conference ("IC") with the parties on April 16, 2010 to discuss the status of the case. The IC was attended by Ms. Higdon and four LG&E representatives, including two representatives of LG&E's customer service division.

During the IC, the parties agreed that the complaint case should be dismissed because LG&E had, in fact, resolved all of the billing issues raised in the complaint and had made all necessary refunds. At the IC, the parties agreed that it would be appropriate for LG&E to continue closely monitoring all the Metro Properties accounts and to file monthly reports with the Commission for a period of four months after the issuance of the final Order to ensure that no additional billing issues arise. The parties

agreed that such monitoring and reporting would help to resolve any additional problems that might arise.

Pursuant to Ms. Higdon's request during the IC, LG&E also agreed to check all the accounts for her rental property located at 4519 Hazelwood Avenue in Louisville and to remove the word "Old" from any accounts that still bear the address "Old Hazelwood Avenue." Ms. Higdon stated that some of her renters at that location have had trouble getting service turned on because the present street name does not match the street name in LG&E's billing system.

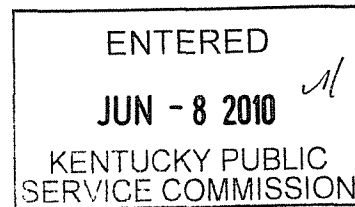
The Commission finds that LG&E has satisfied all the issues raised by the November 19, 2009 complaint. The Commission also agrees with the parties that it would be appropriate for LG&E to continue to closely monitor Metro Properties' accounts and to file a monthly report of its findings for a period of four months from the date of this Order.

IT IS THEREFORE ORDERED that:

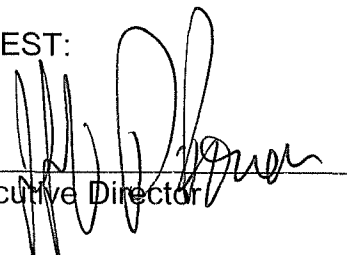
1. The complaint filed by Complainants, Tina Higdon and Metro Properties, on November 19, 2009 against Defendant, LG&E, is hereby dismissed with prejudice.
2. Within 30 days of the date of this Order and once every 30 days thereafter for a period of four months, LG&E shall file a report with the Commission detailing its monitoring of Metro Properties' customer accounts, any problems discovered by LG&E or identified by the Complainants and communicated to LG&E, and all steps taken by LG&E to resolve those problems.

3. Any documents filed in the future pursuant to ordering paragraph 2 herein shall reference this case number and shall be retained in the utility's general correspondence file.

By the Commission



ATTEST:

  
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Executive Director

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