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Mr. Jeff DeRouen, Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40601

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APR 08 2010

PUBLIC SERVICE  
COMMISSION

**Louisville Gas and  
Electric Company**  
State Regulation and Rates  
220 West Main Street  
PO Box 32010  
Louisville, Kentucky 40232  
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Lonnie E. Bellar  
Vice President  
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April 8, 2010

**RE: *Application of Louisville Gas and Electric Company for an Adjustment  
of Its Electric and Gas Base Rates – Case No. 2009-00549***

Dear Mr. DeRouen:

Please find enclosed and accept for filing the original and ten (10) copies of the Response of Louisville Gas and Electric Company to the Second Request for Information of Association of Community Ministries dated March 26, 2010, in the above-referenced matter.

Should you have any questions regarding the enclosed, please contact me at your convenience.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lonnie E. Bellar', written in a cursive style.

Lonnie E. Bellar

cc: Parties of Record

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

<b>APPLICATION OF LOUISVILLE GAS AND</b>	)	<b>CASE NO.</b>
<b>ELECTRIC COMPANY FOR AN ADJUSTMENT</b>	)	<b>2009-00549</b>
<b>OF ITS ELECTRIC AND GAS BASE RATES</b>	)	

**RESPONSE OF**  
**LOUISVILLE GAS AND ELECTRIC COMPANY**  
**TO THE**  
**SECOND REQUEST FOR INFORMATION OF**  
**ASSOCIATION OF COMMUNITY MINISTRIES**  
**DATED MARCH 26, 2010**

**FILED: April 8, 2010**

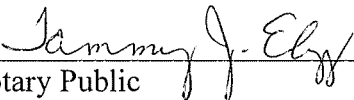
VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 ) SS:  
COUNTY OF JEFFERSON )

The undersigned, **Lonnie E. Bellar**, being duly sworn, deposes and says that he is Vice President, State Regulation and Rates for Louisville Gas and Electric Company and an employee of E.ON U.S. Services, Inc., and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.

  
\_\_\_\_\_  
Lonnie E. Bellar

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 5<sup>th</sup> day of April 2010.

 (SEAL)  
\_\_\_\_\_  
Notary Public

My Commission Expires:

November 9, 2010



VERIFICATION

COMMONWEALTH OF KENTUCKY )  
 ) SS:  
COUNTY OF JEFFERSON )

The undersigned, **Butch Cockerill**, being duly sworn, deposes and says that he is Director – Revenue Collection for E.ON U.S. Services, Inc., and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.

*Butch Cockerill*  
**Butch Cockerill**

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 5<sup>th</sup> day of April 2010.

*Victoria B. Haysen* (SEAL)  
Notary Public

My Commission Expires:

*Sept 20, 2010*









**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 1**

**Responding Witness: Shannon L. Charnas/William Steven Seelye**

- Q-1. Please refer to LG&E' s Response to the First Request for Information of Association of Community Ministries ("ACM") dated February 26, 2010 (hereafter referred to as "Response to ACM ") A-1.
- a) State the average monthly temperature for each month for calendar years 2007, 2008 and 2009.
  - b) Please explain the reasons for the decrease in the number of RGS customers from 299,038 in October, 2008 to 288,729 in November, 2008.
- A-1. a) See attached.
- b) Prior to November 2008, there were some instances in which a customer was billed under multiple tariffs or issued a correction to a prior period bill, which caused the customer count to be overstated. As a result, beginning in December 2008, the reports and methodology used to count customers was adjusted to yield more accurate reporting of the number of customers. The number of RGS customers included in November 2008 was adjusted to more accurately reflect the number of customers in the test year. October 2008 and prior months were not adjusted since they are outside of the test year in this case.

**Louisville Gas and Electric Company**  
**Case No. 2009-00549**

Average Temperatures at SDF

Weather Station

Degrees Fahrenheit

Month	2007	2008	2009
January	38.8	34.7	29.9
February	30.0	37.6	40.2
March	55.2	46.5	50.4
April	55.5	57.8	58.3
May	70.5	64.9	66.8
June	77.5	78.5	75.5
July	77.6	79.5	73.4
August	85.0	78.8	75.7
September	76.4	73.8	71.0
October	65.9	59.7	55.0
November	48.7	45.5	51.2
December	41.9	37.5	36.6



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 2**

**Responding Witness: William Steven Seelye**

Q-2. Please refer to Response to ACM A-3.

- a) In a format similar to the one provided in the Response, please provide the average residential gas bill for each month generated by the average volume provided in Response to ACM A-1 broken down into its component parts (Customer Charge, Distribution Cost Component and Gas Supply Cost Component) for the additional months of January 1, 2007 through October 31, 2008 and November 1, 2009 through February 28, 2010. Please specify the applicable rate of each component for each month.
- b) Please explain the "rate reduction" referred to in footnote 2 of the Response and where such reduction appears.

A-2. a) See attached.

- b) Footnote 2 should read "February 2009 customer charge and distribution cost component reflect the rate increase that went into effect with service rendered on February 6, 2009."

# Louisville Gas and Electric Company

Case No. 2009-00549

Average Residential Natural Gas Usage -- Each Month January 2007 - October 2008 and November 2009 - February 2010

	RGS Customers	RGS Natural Gas Consumption (ccf)	Average Residential Consumption	Customer Charge <sup>1</sup>	Distribution Cost Component <sup>1</sup>	Distribution Revenue	Gas Supply Cost Component <sup>2</sup>	Gas Supply Cost Revenue	Total Average Residential Bill
Jan-07	298,818	30,629,289	103	\$ 8.50	\$ 0.15470	\$ 15.86	\$ 0.76748	\$ 78.67	\$ 103.03
Feb-07	299,492	44,968,613	150	\$ 8.50	\$ 0.15470	\$ 23.23	\$ 0.65666	\$ 98.60	\$ 130.33
Mar-07	300,023	32,215,522	107	\$ 8.50	\$ 0.15470	\$ 16.61	\$ 0.65666	\$ 70.51	\$ 95.62
Apr-07	299,846	16,245,797	54	\$ 8.50	\$ 0.15470	\$ 8.38	\$ 0.65666	\$ 35.58	\$ 52.46
May-07	300,345	9,036,188	30	\$ 8.50	\$ 0.15470	\$ 4.65	\$ 1.00111	\$ 30.12	\$ 43.27
Jun-07	300,147	4,692,688	16	\$ 8.50	\$ 0.15470	\$ 2.42	\$ 1.00111	\$ 15.65	\$ 26.57
Jul-07	300,052	4,070,373	14	\$ 8.50	\$ 0.15470	\$ 2.10	\$ 1.00111	\$ 13.58	\$ 24.18
Aug-07	299,804	3,813,373	13	\$ 8.50	\$ 0.15470	\$ 1.97	\$ 0.88221	\$ 11.22	\$ 21.69
Sep-07	299,040	3,875,041	13	\$ 8.50	\$ 0.15470	\$ 2.00	\$ 0.88221	\$ 11.43	\$ 21.93
Oct-07	299,089	4,301,658	14	\$ 8.50	\$ 0.15470	\$ 2.22	\$ 0.88221	\$ 12.69	\$ 23.41
Nov-07	299,801	13,045,520	44	\$ 8.50	\$ 0.15470	\$ 6.73	\$ 0.89477	\$ 38.93	\$ 54.16
Dec-07	299,958	27,980,798	93	\$ 8.50	\$ 0.15470	\$ 14.43	\$ 0.89477	\$ 83.47	\$ 106.40
Jan-08	300,275	39,210,763	131	\$ 8.50	\$ 0.15470	\$ 20.20	\$ 0.89477	\$ 116.84	\$ 145.54
Feb-08	300,043	39,546,640	132	\$ 8.50	\$ 0.15470	\$ 20.39	\$ 0.85082	\$ 112.14	\$ 141.03
Mar-08	301,037	35,204,518	117	\$ 9.50	\$ 0.21349	\$ 24.97	\$ 0.85082	\$ 99.50	\$ 133.97
Apr-08	300,433	19,862,683	66	\$ 9.50	\$ 0.21349	\$ 14.11	\$ 0.85082	\$ 56.25	\$ 79.86
May-08	300,652	8,840,848	29	\$ 9.50	\$ 0.21349	\$ 6.28	\$ 1.11765	\$ 32.87	\$ 48.65
Jun-08	301,166	5,334,717	18	\$ 9.50	\$ 0.21349	\$ 3.78	\$ 1.11765	\$ 19.80	\$ 33.08
Jul-08	300,267	4,256,096	14	\$ 9.50	\$ 0.21349	\$ 3.03	\$ 1.11765	\$ 15.84	\$ 28.37
Aug-08	300,012	3,675,225	12	\$ 9.50	\$ 0.21349	\$ 2.62	\$ 1.63725	\$ 20.06	\$ 32.18
Sep-08	299,188	3,835,981	13	\$ 9.50	\$ 0.21349	\$ 2.74	\$ 1.63725	\$ 20.99	\$ 33.23
Oct-08	299,038	4,522,078	15	\$ 9.50	\$ 0.21349	\$ 3.23	\$ 1.63725	\$ 24.76	\$ 37.49
Nov-09	286,687	12,595,078	44	\$ 9.50	\$ 0.21349	\$ 9.38	\$ 0.49129	\$ 21.58	\$ 40.46
Dec-09	291,037	27,343,320	94	\$ 9.50	\$ 0.21349	\$ 20.06	\$ 0.49129	\$ 46.16	\$ 75.72
Jan-10	291,978	45,838,838	157	\$ 9.50	\$ 0.21349	\$ 33.52	\$ 0.49129	\$ 77.13	\$ 120.15
Feb-10	291,525	42,526,865	146	\$ 9.50	\$ 0.21349	\$ 31.14	\$ 0.53494	\$ 78.04	\$ 118.68

<sup>1</sup> February 2009 customer charge and distribution cost component reflect the rate increase that went into effect with service rendered on February 6, 2009.

<sup>2</sup> The Gas Supply Cost component changed in November, February, May and August, and was billed on a service rendered basis. For purposes of this calculation, the average bill reflects the GSC component that went into effect in each of these months.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 3**

**Responding Witness: Robert M. Conroy/Shannon L. Charnas/William Steven Seelye**

Q-3. Please refer to Response to ACM A-4.

- a) Please explain the reason for the increase that appears in the Energy Charge column on the response chart starting in July 2009, and include a reference to the Commission case number and date of Order authorizing such increase.
- b) In a format similar to the one provided in the Response, please provide the average residential electric usage and the average residential electric bill for each month broken down into its component parts (Customer Charge and Energy Charge) for the additional months of January 1, 2007 through October 31, 2008 and November 1, 2009 through February 28, 2010. Please specify the applicable rate of each component for each month.
- c) Please explain the reasons for the decrease in the number of customers from 354,638 in November, 2008 to 341,223 in December, 2008.

A-3. a) The Commission-approved roll-in of the Fuel Adjustment Clause (Case No. 2008-00521) increased base energy rates and decreased FAC billing factors effective with bills rendered on and after the first billing cycle for July 2009.

b) See attached.

c) Prior to December 2008, there were some instances in which a customer was billed under multiple tariffs or issued a correction to a prior period bill, which caused the customer count to be overstated. As a result, beginning in December 2008, the reports and methodology used to count customers was adjusted to yield more accurate reporting of the number of customers.

## Louisville Gas and Electric Company

Case No. 2009-00549

Average Monthly Residential Electric Usage -- January 2007 through February 2010

	Customers	Electricity Consumption		Total	Average			
		RSWH	RS		Residential Consumption	Customer Charge <sup>1</sup>	Energy Charge <sup>2</sup>	Energy Revenue
Jan-07	351,023	1,455,646	345,793,913	347,249,559	989	\$ 5.00	\$ 0.05955	\$ 58.91
Feb-07	351,384	1,385,264	365,049,848	366,435,112	1,043	\$ 5.00	\$ 0.05955	\$ 62.10
Mar-07	352,294	1,368,453	308,147,054	309,515,507	879	\$ 5.00	\$ 0.06035	\$ 53.02
Apr-07	352,079	1,224,544	269,279,322	270,503,866	768	\$ 5.00	\$ 0.06035	\$ 46.37
May-07	353,329	1,122,117	287,889,862	289,011,979	818	\$ 5.00	\$ 0.06035	\$ 49.36
Jun-07	353,401	1,035,167	408,138,715	409,173,882	1,158	\$ 5.00	\$ 0.06035	\$ 69.87
Jul-07	353,848	945,001	476,044,361	476,989,362	1,348	\$ 5.00	\$ 0.06035	\$ 81.35
Aug-07	354,009	916,594	535,464,038	536,380,632	1,515	\$ 5.00	\$ 0.06035	\$ 91.44
Sep-07	352,926	916,937	529,831,168	530,748,105	1,504	\$ 5.00	\$ 0.06035	\$ 90.76
Oct-07	352,578	870,444	355,366,801	356,237,245	1,010	\$ 5.00	\$ 0.06035	\$ 60.98
Nov-07	352,884	1,055,593	265,718,367	266,773,960	756	\$ 5.00	\$ 0.06035	\$ 45.62
Dec-07	352,637	1,115,037	317,858,398	318,973,435	905	\$ 5.00	\$ 0.06389	\$ 57.79
Jan-08	352,973	1,416,007	385,854,384	387,270,391	1,097	\$ 5.00	\$ 0.06389	\$ 70.10
Feb-08	352,674	1,303,959	346,470,021	347,773,980	986	\$ 5.00	\$ 0.06389	\$ 63.00
Mar-08	354,269	1,308,079	327,555,463	328,863,542	928	\$ 5.00	\$ 0.06389	\$ 59.31
Apr-08	353,461	1,233,107	268,922,581	270,155,688	764	\$ 5.00	\$ 0.06404	\$ 48.95
May-08	354,399	1,068,558	239,059,580	240,128,138	678	\$ 5.00	\$ 0.06404	\$ 43.39
Jun-08	355,803	986,620	363,011,929	363,998,549	1,023	\$ 5.00	\$ 0.06404	\$ 65.52
Jul-08	355,241	952,451	467,607,994	468,560,445	1,319	\$ 5.00	\$ 0.06404	\$ 84.47
Aug-08	355,346	844,520	482,747,640	483,592,160	1,361	\$ 5.00	\$ 0.06404	\$ 87.15
Sep-08	354,241	935,637	436,724,564	437,660,201	1,235	\$ 5.00	\$ 0.06404	\$ 79.12
Oct-08	353,294	690,318	282,902,265	283,592,583	803	\$ 5.00	\$ 0.06404	\$ 51.41
Nov-08	354,638	934,816	250,546,511	251,481,327	709	\$ 5.00	\$ 0.06404	\$ 45.41
Dec-08	341,223	1,188,890	352,346,321	353,535,211	1,036	\$ 5.00	\$ 0.06404	\$ 66.35
Jan-09	341,897	1,371,907	405,547,432	406,919,339	1,190	\$ 5.00	\$ 0.06404	\$ 76.22
Feb-09	342,414	1,115,127	333,206,255	334,321,382	976	\$ 5.00	\$ 0.06303	\$ 61.54
Mar-09	342,522	1,087,973	278,654,593	279,742,566	817	\$ 5.00	\$ 0.06303	\$ 51.48
Apr-09	346,425	1,277,449	283,373,810	284,651,259	822	\$ 5.00	\$ 0.06303	\$ 51.79
May-09	345,844	920,321	247,422,357	248,342,678	718	\$ 5.00	\$ 0.06303	\$ 45.26
Jun-09	345,121	998,237	374,790,278	375,788,515	1,089	\$ 5.00	\$ 0.06303	\$ 68.63
Jul-09	342,134	868,181	445,523,214	446,391,395	1,305	\$ 5.00	\$ 0.06658	\$ 86.87
Aug-09	344,697	809,190	421,007,279	421,816,469	1,224	\$ 5.00	\$ 0.06658	\$ 81.48
Sep-09	341,244	829,360	403,459,158	404,288,518	1,185	\$ 5.00	\$ 0.06658	\$ 78.88
Oct-09	343,364	805,130	288,521,140	289,326,270	843	\$ 5.00	\$ 0.06658	\$ 56.10
Nov-09	346,011	916,898	239,842,360	240,759,258	696	\$ 5.00	\$ 0.06658	\$ 46.33
Dec-09	350,343	1,132,844	329,655,930	330,788,774	944	\$ 5.00	\$ 0.06658	\$ 62.86
Jan-10	350,805	1,288,738	418,900,490	420,189,228	1,198	\$ 5.00	\$ 0.06658	\$ 79.75
Feb-10	350,340	1,178,789	364,956,749	366,135,538	1,045	\$ 5.00	\$ 0.06714	\$ 70.17

<sup>1</sup> Customer charge is applied only to RS customers.

<sup>2</sup> March 2007 energy increase reflects the ECR roll-in approved by the Commission in Case No. 2006-00130  
 December 2007 energy increase reflects the FAC roll-in approved by the Commission in Case No. 2006-00510  
 March 2008 energy increase reflects the ECR roll-in approved by the Commission in Case No. 2007-00390.  
 February 2009 energy rate reflects the rate reduction that went into effect with service rendered on February 6, 2009.  
 July 2009 energy increase reflects the FAC roll-in approved by the Commission in Case No. 2008-00521  
 February 2010 energy increase reflects the ECR roll-in approved by the Commission in Case No. 2009-00311





**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 4**

**Responding Witness: Butch Cockerill**

- Q-4. Please refer to Response to ACM A-6. Please provide more detail on the basis for the numbers provided including calculations that generated the components of this Response.
- A-4. Please see attached itemized breakdown of the total service order cost for LG&E divided by the total service orders to arrive at the average cost per service order (\$14.50). Cost per service order consists of labor, transportation, supplies, and equipment. Front and back office service order processing expenses are not included.

Computation of Average Cost of All Service Orders Including Disconnects and Reconnects

	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	Average
1. Labor - Company	\$ 154,710	\$ 159,360	\$ 133,510	\$ 142,450	\$ 129,360	\$ 169,650	\$ 136,290	\$ 109,020	\$ 117,650	\$ 136,680	\$ 140,600	\$ 166,920	
2. Transportation - Company	\$ 21,870	\$ 20,750	\$ 20,540	\$ 21,560	\$ 20,790	\$ 20,880	\$ 19,250	\$ 17,583	\$ 18,200	\$ 18,090	\$ 19,760	\$ 21,840	
3. Contractors	\$ 76,000	\$ 82,000	\$ 78,000	\$ 85,000	\$ 82,000	\$ 73,000	\$ 77,000	\$ 74,000	\$ 71,000	\$ 81,000	\$ 76,000	\$ 74,000	
4. Supplies and Equipment (other)	\$ 3,925	\$ 19,181	\$ 15,852	\$ 4,606	\$ 16,170	\$ 4,823	\$ 685	\$ 8,385	\$ (26,419)	\$ 995	\$ 5,333	\$ (3,760)	
5. Total Costs	\$ 256,505	\$ 281,291	\$ 247,902	\$ 253,616	\$ 248,320	\$ 268,353	\$ 233,225	\$ 208,988	\$ 180,431	\$ 236,765	\$ 241,693	\$ 259,000	
6. Number of Service Orders	19,721	18,698	18,768	19,612	16,640	19,192	16,254	13,504	13,805	13,576	15,333	17,500	
7. Cost per Service Order (line 5/6)	\$ 13.01	\$ 15.04	\$ 13.21	\$ 12.93	\$ 14.92	\$ 13.98	\$ 14.35	\$ 15.48	\$ 13.07	\$ 17.44	\$ 15.76	\$ 14.80	
8. Labor - Company (line 1/6)	\$ 7.84	\$ 8.52	\$ 7.11	\$ 7.26	\$ 7.77	\$ 8.84	\$ 8.39	\$ 8.07	\$ 8.52	\$ 10.07	\$ 9.17	\$ 9.54	\$ 8.43
9. Transportation - Company (line 2/6)	\$ 1.11	\$ 1.11	\$ 1.09	\$ 1.10	\$ 1.25	\$ 1.09	\$ 1.18	\$ 1.30	\$ 1.32	\$ 1.33	\$ 1.29	\$ 1.25	\$ 1.20
10. Contractors (line 3/6)	\$ 3.85	\$ 4.39	\$ 4.16	\$ 4.33	\$ 4.93	\$ 3.80	\$ 4.74	\$ 5.48	\$ 5.14	\$ 5.97	\$ 4.96	\$ 4.23	\$ 4.66
11. Supplies and Equipment (other) (line 4/6)	\$ 0.20	\$ 1.03	\$ 0.84	\$ 0.23	\$ 0.97	\$ 0.25	\$ 0.04	\$ 0.62	\$ (1.91)	\$ 0.07	\$ 0.35	\$ (0.21)	\$ 0.21
12. Total Costs	\$ 13.01	\$ 15.04	\$ 13.21	\$ 12.93	\$ 14.92	\$ 13.98	\$ 14.35	\$ 15.48	\$ 13.07	\$ 17.44	\$ 15.76	\$ 14.80	\$ 14.50



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 5**

**Responding Witness: Butch Cockerill**

- Q-5. Please refer to Response to ACM A-7. Please provide a breakdown of the customers listed in A-7(a) and A-7(e) by zip code.
- A-5. LG&E does not have a business reason to maintain ongoing files with the requested information segregated according to requested parameters. The attached information represents LG&E's effort to extract the data according to the requested parameters within the time allowed to respond to this request for information. Please note that LG&E interacts with its customers primarily through their mailing addresses. Customers' mailing addresses do not always coincide with where they take service, which may impact the attached zip code breakdown. The original numbers in ACM A-7 may not agree in total to the requested parameters provided in this response. The monthly totals in the CCS database can fluctuate based on prior period adjustments (such as security deposit reversals) performed in the normal course of business. Please see attached.

ZIP Code	Number of Residential Gas Customers Required to Make a Deposit Following Disconnection for Non-payment. Ref ACM-1 7a
02780	1
40004	2
40010	5
40011	1
40014	82
40019	3
40023	6
40025	1
40026	16
40031	41
40047	31
40050	3
40056	19
40057	2
40059	103
40065	1
40067	1
40075	1
40108	14
40109	3
40118	96
40129	1
40142	1
40150	1
40155	7
40160	1
40165	96
40175	3
40177	13
40202	15
40203	143
40204	133
40205	157
40206	104
40207	194
40208	84
40209	2
40210	169

ZIP Code	Number of Residential Gas Customers Required to Make a Deposit Following Disconnection for Non-payment. Ref ACM-1 7a
40211	343
40212	257
40213	138
40214	329
40215	254
40216	527
40217	140
40218	257
40219	334
40220	219
40221	1
40222	114
40223	114
40228	154
40229	422
40241	158
40242	69
40243	43
40245	149
40250	1
40253	1
40258	299
40272	394
40291	250
40299	260
42104	1
42301	1
42701	3
42748	5
42757	1
47130	1
47150	1
91301	1
92065	1

ZIP Code	Number of Residential Electric Customers Required to Make a Deposit Following Disconnection for Non-payment. Ref ACM-1 7e
02780	1
11226	1
20016	1
27292	1
40010	5
40014	154
40023	10
40025	1
40026	46
40031	68
40047	40
40055	1
40056	28
40059	128
40065	1
40067	1
40075	1
40077	8
40108	17
40109	1
40118	128
40129	1
40142	1
40146	1
40155	13
40165	107
40177	18
40202	17
40203	155
40204	144
40205	158
40206	114
40207	232
40208	99
40209	2
40210	170
40211	347
40212	271



ZIP Code	Number of Residential Electric Customers Required to Make a Deposit Following Disconnection for Non-payment. Ref ACM-1 7e
40213	163
40214	373
40215	267
40216	558
40217	141
40218	308
40219	373
40220	260
40222	168
40223	160
40228	196
40229	458
40241	209
40242	90
40243	60
40245	188
40250	1
40253	1
40258	321
40272	460
40291	347
40299	327
42104	1
42301	1
47119	1
47130	1
47147	1
77488	1
91301	1
92065	1



**LOUISVILLE GAS AND ELECTRIC COMPANY**

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**Question No. 6**

**Responding Witness: Butch Cockerill**

Q-6. Please refer to Response to ACM A-8(b).

- a) Please explain how the percentages of default ranging from 80 to 82% are consistent with the information provided in Response to ACM A-7 which numbers show that 88% of gas and 91% of the electric installments were paid in full.
- b) Please explain how a Deposit installment type of one month is considered an installment plan?

A-6. a) Based upon a further review of the data available, the Company believes that the response originally provided in the response to ACM 1-8(b) was overstated. The "80 to 82 percent" default rate for all types of deposit installments indicated a customer that defaulted on any portion of a 1, 2, 3 or 4 month deposit installment. What the original report did not take into account was whether the customer subsequently paid the entire deposit due at a later date. As a result, the Company believes there is no need to change the deposit installment options currently available to customers required to make a deposit as a condition of reconnection.

- b) The core functionality (how the system was delivered by the vendor) of the Company's CCS system is to treat any deposit that is billed to the customer as an installment. The customer has agreed to pay the entire deposit amount owed on the next bill, therefore, it is considered by the system as a one-month installment.



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**Question No. 7**

**Responding Witness: Butch Cockerill**

- Q-7. Please provide the annual number of disconnections for nonpayment of electric residential customers broken down by zip code for each calendar year 2008 and 2009.
- A-7. LG&E does not have a business reason to maintain ongoing files with the requested information segregated according to requested parameters. The attached information represents LG&E's effort to extract the data according to the requested parameters within the time allowed to respond to this request for information. Please note that LG&E interacts with its customers primarily through their mailing addresses. Customers' mailing addresses do not always coincide with where they take service, which may impact the attached zip code breakdown. Please see attached listing of electric only and electric/gas combination customers.

Data elements tracking the information requested for periods prior to April 1, 2009 were not available in LG&E's Customer Information System which was replaced in April 2009. Data from February 1, 2008 to March 31, 2009 was migrated to CCS; therefore, it is available to be pulled from that system. Please see the attached for data after February 2008.

<u>Year</u>	<u>Zip</u>	<u>Electric Residential Customers</u>
2008	40004	1
2008	40010	6
2008	40014	425
2008	40023	24
2008	40026	50
2008	40027	5
2008	40031	91
2008	40041	2
2008	40047	275
2008	40055	13
2008	40056	104
2008	40059	197
2008	40077	16
2008	40108	147
2008	40109	4
2008	40118	677
2008	40155	95
2008	40165	508
2008	40177	126
2008	40202	172
2008	40203	2233
2008	40204	1044
2008	40205	547
2008	40206	1133
2008	40207	1034
2008	40208	1473
2008	40209	54
2008	40210	1876
2008	40211	3499
2008	40212	2510
2008	40213	1262
2008	40214	3486
2008	40215	2541
2008	40216	3253
2008	40217	787
2008	40218	2720
2008	40219	2585
2008	40220	1678
2008	40222	765
2008	40223	674
2008	40228	587

<u>Year</u>	<u>Zip</u>	<u>Electric Residential Customers</u>
2008	40229	2020
2008	40241	982
2008	40242	361
2008	40243	310
2008	40245	584
2008	40258	1810
2008	40272	2317
2008	40291	1542
2008	40299	1255
2009	40010	13
2009	40014	492
2009	40018	2
2009	40023	23
2009	40026	137
2009	40027	3
2009	40031	154
2009	40047	143
2009	40055	10
2009	40056	119
2009	40059	288
2009	40077	20
2009	40108	88
2009	40109	3
2009	40118	617
2009	40155	61
2009	40165	390
2009	40177	101
2009	40202	64
2009	40203	1270
2009	40204	581
2009	40205	519
2009	40206	744
2009	40207	783
2009	40208	720
2009	40209	41
2009	40210	1087
2009	40211	2240
2009	40212	1595
2009	40213	816
2009	40214	2196
2009	40215	1648

<u>Year</u>	<u>Zip</u>	<u>Electric Residential Customers</u>
2009	40216	2617
2009	40217	719
2009	40218	1594
2009	40219	1884
2009	40220	1148
2009	40222	665
2009	40223	576
2009	40228	528
2009	40229	1571
2009	40241	809
2009	40242	332
2009	40243	252
2009	40245	601
2009	40258	1635
2009	40272	2151
2009	40291	1153
2009	40299	1139





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**Question No. 8**

**Responding Witness: Butch Cockerill**

Q-8. Please provide the annual number of disconnections for nonpayment of gas residential customers broken down by zip code for each calendar year 2008 and 2009.

A-8. LG&E does not have a business reason to maintain ongoing files with the requested information segregated according to requested parameters. The attached information represents LG&E's effort to extract the data according to the requested parameters within the time allowed to respond to this request for information. Please note that LG&E interacts with its customers primarily through their mailing addresses. Customers' mailing addresses do not always coincide with where they take service, which may impact the attached zip code breakdown. Please see attached listing of gas only and electric/gas combination customers.

Data elements tracking the information requested for periods prior to April 1, 2009 were not available in LG&E's Customer Information System which was replaced in April 2009. Data from February 1, 2008 to March 31, 2009 was migrated to CCS; therefore, it is available to be pulled from that system. Please see the attached for data after February 2008.

Year	Zip	Gas/Combination Customers
2008	40004	254
2008	40006	33
2008	40010	1
2008	40011	32
2008	40013	1
2008	40014	37
2008	40019	84
2008	40023	1
2008	40026	3
2008	40031	206
2008	40033	2
2008	40037	17
2008	40047	291
2008	40050	36
2008	40056	3
2008	40057	67
2008	40059	38
2008	40067	49
2008	40068	9
2008	40071	8
2008	40108	15
2008	40109	31
2008	40118	47
2008	40150	23
2008	40155	8
2008	40160	306
2008	40162	11
2008	40165	457
2008	40175	64
2008	40177	21
2008	40202	9
2008	40203	319
2008	40204	120
2008	40205	52
2008	40206	83
2008	40207	56
2008	40208	185
2008	40209	10
2008	40210	334
2008	40211	575
2008	40212	437

Year	Zip	Gas/Combination Customers
2008	40213	83
2008	40214	359
2008	40215	308
2008	40216	301
2008	40217	84
2008	40218	169
2008	40219	178
2008	40220	82
2008	40222	27
2008	40223	33
2008	40228	36
2008	40229	239
2008	40241	49
2008	40242	24
2008	40243	14
2008	40245	46
2008	40258	116
2008	40272	192
2008	40291	72
2008	40299	61
2008	42701	17
2008	42716	21
2008	42722	1
2008	42748	60
2008	42757	12
2008	42764	4
2009	40004	30
2009	40006	7
2009	40010	2
2009	40011	7
2009	40014	13
2009	40019	35
2009	40023	1
2009	40026	7
2009	40027	1
2009	40031	78
2009	40037	1
2009	40047	31
2009	40050	12
2009	40056	4
2009	40057	21

Year	Zip	Gas/Combination Customers
2009	40059	65
2009	40067	6
2009	40068	2
2009	40071	1
2009	40108	3
2009	40109	10
2009	40118	31
2009	40150	3
2009	40155	4
2009	40160	24
2009	40162	1
2009	40165	45
2009	40175	8
2009	40177	4
2009	40202	5
2009	40203	165
2009	40204	53
2009	40205	36
2009	40206	51
2009	40207	43
2009	40208	123
2009	40209	2
2009	40210	144
2009	40211	267
2009	40212	239
2009	40213	56
2009	40214	155
2009	40215	204
2009	40216	181
2009	40217	72
2009	40218	103
2009	40219	107
2009	40220	59
2009	40222	36
2009	40223	28
2009	40228	12
2009	40229	112
2009	40241	36
2009	40242	14
2009	40243	14
2009	40245	46

Year	Zip	Gas/Combination Customers
2009	40258	93
2009	40272	162
2009	40291	41
2009	40299	48
2009	42701	5
2009	42716	5
2009	42748	26
2009	42757	2



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**Question No. 9**

**Responding Witness: Butch Cockerill**

Q-9. Please refer to Response to ACM A-10.

- a) Please provide the same information as provided in the Response for the additional months of the months of January 1, 2008 through October 31, 2008 and November 1, 2009 through January 31, 2010.
- b) Please break down the monthly numbers of disconnects and reconnects into gas and electric customers for the entire period requested (January 1, 2008 through January 31, 2010).

A-9. These lists include the monthly number of disconnections for electric-only, gas-only, and combination residential customer accounts that received pledge amounts from community action councils, community action agencies, and other organizations only. We are unable to determine the income levels of all of our customers. Disconnects may or may not have occurred during the month that the pledge payment was received. For the period prior to April 1, 2009, low income customers were defined as any customer receiving a pledge during the period reported.

a)

<u>Year/Month</u>	<u>Number of Customer Disconnects</u>	<u>Number of Customer Reconnects</u>
2008/01	457	363
2008/02	401	330
2008/03	764	674
2008/04	1,105	994
2008/05	1,034	940
2008/06	1,073	975
2008/07	1,222	1,121
2008/08	1,415	1,294
2008/09	1,030	898
2008/10	1,890	1,721
2009/11	945	881
2009/12	672	606
2010/01	1,062	909

b) See attached.



<u>Customer Type</u>	<u>Year/Month</u>	<u>Number of Customer Disconnects</u>	<u>Number of Customer Reconnects</u>
Combination	2008/01	30	13
Combination	2008/02	23	9
Combination	2008/03	34	12
Combination	2008/04	45	19
Combination	2008/05	62	30
Combination	2008/06	52	32
Combination	2008/07	79	51
Combination	2008/08	85	55
Combination	2008/09	70	45
Combination	2008/10	103	56
Combination	2008/11	253	146
Combination	2008/12	296	145
Combination	2009/01	359	173
Combination	2009/02	412	204
Combination	2009/03	495	237
Combination	2009/04	0	0
Combination	2009/05	0	0
Combination	2009/06	0	0
Combination	2009/07	0	0
Combination	2009/08	0	0
Combination	2009/09	0	0
Combination	2009/10	0	0
Combination	2009/11	0	0
Combination	2009/12	0	0
Combination	2010/01	0	0
Electric	2008/01	378	320
Electric	2008/02	325	287
Electric	2008/03	652	612
Electric	2008/04	957	915
Electric	2008/05	853	818
Electric	2008/06	891	846
Electric	2008/07	1022	987
Electric	2008/08	1207	1163
Electric	2008/09	831	761
Electric	2008/10	1613	1532
Electric	2008/11	1306	1246
Electric	2008/12	1210	1080

<u>Customer Type</u>	<u>Year/Month</u>	<u>Number of Customer Disconnects</u>	<u>Number of Customer Reconnects</u>
Electric	2009/01	924	816
Electric	2009/02	693	582
Electric	2009/03	223	130
Electric	2009/04	196	101
Electric	2009/05	1459	1198
Electric	2009/06	1521	1242
Electric	2009/07	966	857
Electric	2009/08	1007	903
Electric	2009/09	993	902
Electric	2009/10	752	717
Electric	2009/11	897	842
Electric	2009/12	650	598
Electric	2010/01	1026	882
Gas	2008/01	64	44
Gas	2008/02	68	46
Gas	2008/03	98	65
Gas	2008/04	166	114
Gas	2008/05	187	153
Gas	2008/06	207	171
Gas	2008/07	210	162
Gas	2008/08	197	144
Gas	2008/09	182	141
Gas	2008/10	264	212
Gas	2008/11	281	240
Gas	2008/12	184	133
Gas	2009/01	186	124
Gas	2009/02	121	64
Gas	2009/03	89	42
Gas	2009/04	4	3
Gas	2009/05	37	14
Gas	2009/06	43	15
Gas	2009/07	35	22
Gas	2009/08	24	14
Gas	2009/09	31	17
Gas	2009/10	42	21
Gas	2009/11	48	39
Gas	2009/12	22	8
Gas	2010/01	36	27



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**Question No. 10**

**Responding Witness: Butch Cockerill**

Q-10. Please refer to Responses to ACM A-10 and ACM A-12.

- a) Please describe what information is included in ACM A-10 under the Number of Customer Disconnects column. Please describe how it differs from the information provided in ACM A-12 column (b) and column (d) and whether it includes the information provided in ACM A-12 columns (b) and (d).
- b) For each month from January 1, 2008 through January 31, 2010 please break down the Number of Customer Disconnects as provided in ACM A-10 into its component parts including:
  - i. monthly number of disconnections for nonpayment of residential electric customers who received assistance from a third party agency for whom LG&E has assigned a pledge identification number (as in ACM A-12(b));
  - ii. monthly number of disconnections for nonpayment of residential gas customers who received assistance from a third party agency for whom LG&E has assigned a pledge identification number (as in ACM A-12 (d)); and
  - iii. such other category or categories making up the balance of the Number of Customer Disconnects as provided in ACM A-10.

A-10. a) The information provided in ACM A-10 includes the monthly number of disconnections for residential electric-only, gas-only, and combination customer accounts that received pledge amounts from community action councils/agencies and other organizations. The information provided in ACM A-12 column (b) includes the monthly number of disconnections for electric-only customers and column (d) includes the monthly number of disconnections for residential gas-only customer accounts that received pledge amounts from community action councils/agencies and other organizations only. A portion of the response initially provided in ACM 2-12 referenced above was incorrect. For clarity, the entire revised data table is provided in response to ACM 2-11. Due to the specific nature

of ACM A-10 and ACM A-12 the attached responses will not agree due to the difference in definitions of a low income customer vs. those assigned a pledge ID.

- b) See attached.

<u>Year/Month</u>	(i)	(ii)	(iii)
	Number of Electric Residential Disconnects for Nonpayment Who Received Assistance	Number of Gas Residential Disconnects for Nonpayment Who Received Assistance	Number of Combination Residential Disconnects for Nonpayment Who Received Assistance
2008/01	378	64	30
2008/02	325	68	23
2008/03	652	98	34
2008/04	957	166	45
2008/05	853	187	62
2008/06	891	207	52
2008/07	1022	210	79
2008/08	1207	197	85
2008/09	831	182	70
2008/10	1613	264	103
2008/11	1306	281	253
2008/12	1210	184	296
2009/01	924	186	359
2009/02	693	121	412
2009/03	223	89	495
2009/04	129	3	0
2009/05	221	3	0
2009/06	142	6	0
2009/07	125	11	0
2009/08	132	6	0
2009/09	94	4	0
2009/10	59	1	0
2009/11	330	12	0
2009/12	177	4	0
2010/01	396	5	0

1. Customer count taken from Customer Care Solution (CCS) system which replaced CIS in April 2009. CCS allocates late charges to electric and gas customers at a contract level. CCS numbers reflect only those customers assigned a pledge ID. Any other customer who received low income assistance, and was not assigned a pledge ID was not included.



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**Question No. 11**

**Responding Witness: Butch Cockerill**

Q-11. Please refer to Response to ACM A-12.

- a) The Response states that the attached list includes the monthly number of disconnections for electric-only, gas-only and combination customer accounts. ACM assumes from this statement that the relevant electric-only numbers are listed in columns (a) and (b) and the relevant gas-only numbers are listed in columns (c) and (d). Please confirm that this understanding is correct.
- b) How are combination accounts listed among the various columns?
- c) Please explain the reasons for the significant variation in the monthly numbers of disconnections which vary from 2 to 10,755 for electric column (a) and from 49 to 766 for gas column (c).

A-11. a) See response to part b) below.

- b) In the Company's CCS system, disconnects are counted at the meter level. Therefore, combination customers would be listed in both the electric columns (a) and (b) and gas columns (c) and (d), if both meters were disconnected.
- c) A portion of the response initially provided in ACM A-12 referenced above was incorrect. For clarity, the entire data table is provided below. The variation in the numbers of customers disconnected is due to several factors. First, the number of disconnects during winter months is significantly less than at other times during the year, due to colder temperatures. Conversely, as the weather improves, disconnects will increase (such as in May, 2009). In addition, disconnects in LG&E's service territory were reduced significantly in the early part of 2009 due to a combination of the ice storm and conversion to the new CCS system in April 2009.



<u>Year/Month</u>	(a) Number of Electric Residential Disconnects for Nonpayment	(b) Number of Electric Residential Disconnects for Nonpayment Who Received Assistance	(c) Number of Gas Residential Disconnects for Nonpayment	(d) Number of Gas Residential Disconnects for Nonpayment Who Received Assistance
2008/07	5,170	143	760	17
2008/08	5,229	141	504	6
2008/09	2,508	62	238	7
2008/10	6,931	579	573	35
2008/11	3,632	408	508	35
2008/12	3,882	364	362	18
2009/01	1,838	260	192	16
2009/02	1,604	220	153	4
2009/03	135	2	49	1
2009/04	1,102	116	62	3
2009/05	5,155	95	449	3
2009/06	5,522	55	766	7
2009/07	4,657	72	416	11
2009/08	4,948	60	384	6
2009/09	4,274	48	368	4
2009/10	3,284	29	209	1
2009/11	2,241	170	190	11
2009/12	1,893	102	193	4

\*April 2009 through December 2009 column (a) and (b) incorrectly included both LG&E and KU in the response to ACM 1-12.



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**Question No. 12**

**Responding Witness: Butch Cockerill**

Q-12. Please provide the number of households (residential customers) that received assistance from a third party agency for whom LG&E assigned a pledge identification number for each month from January 1, 2008 through January 31, 2010. Please state the monthly amount of such funds.

A-12. See attached.

<u>Year/Month</u>	Number of Residential Customer With Pledge ID # Receiving Assistance <u>From 3rd Party</u>	Pledge Amount <u>Received</u>
2008/01	5,701	\$877,106.94
2008/02	4,591	\$816,552.66
2008/03	1,782	\$244,244.49
2008/04	1,745	\$223,423.29
2008/05	1,047	\$115,326.86
2008/06	996	\$111,300.42
2008/07	974	\$97,796.35
2008/08	1,083	\$114,082.81
2008/09	1,055	\$113,255.56
2008/10	1,297	\$133,707.90
2008/11	6,924	\$884,384.08
2008/12	4,837	\$649,447.96
2009/01	6,495	\$1,633,342.45
2009/02	7,380	\$1,968,437.84
2009/03	6,347	\$1,496,001.47
2009/04	1,231	\$294,515.70
2009/05	338	\$90,971.00
2009/06	301	\$42,209.00
2009/07	826	\$103,695.10
2009/08	885	\$108,632.00
2009/09	775	\$88,922.38
2009/10	727	\$87,373.57
2009/11	5,360	\$736,656.36
2009/12	3,880	\$527,462.32
2010/01	7,769	\$2,061,316.00



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**Question No. 13**

**Responding Witness: Shannon L. Charnas/Butch Cockerill**

- Q-13. Please refer to Response to ACM A-16. Please state the monthly number of customers who generated the late fee amounts provided in each of the tables (a-b), (c) and (d).
- A-13. a. See attachment. The number of customers prior to April 2009 is not available due to customer billing system limitations.
- b. See attachment. The number of customers prior to April 2009 is not available due to customer billing system limitations.
- c. See attached.
- d. See attached.

Louisville Gas and Electric Company Case No. 2009-00549 Number of Residential Electric and Gas Customers Who Generated Late Fees			
Month	Electric (a)	Gas (b)	Total
April 2009	93,418	76,439	169,857
May 2009	106,995	83,247	190,242
June 2009	96,780	74,983	171,763
July 2009	107,243	81,518	188,761
August 2009	102,356	77,297	179,653
September 2009	96,124	72,626	168,750
October 2009	103,681	78,567	182,248
November 2009	98,155	75,627	173,782
December 2009	98,944	75,954	174,898
January 2010	95,169	79,750	174,919

<u>Year/Month</u>	(c)	(d)	
	Number of Residential Gas Customers Receiving Assistance With Pledge ID Charged a Late Charge	Number of Residential Electric Customers Receiving Assistance With Pledge ID Charged a Late Charge	Number of Residential Combination Customers Receiving Assistance With Pledge ID Charged a Late Charge
2008/10	84	2,118	13,411
2008/11	96	1,621	9,703
2008/12	111	1,827	13,372
2009/01	119	2,035	13,971
2009/02	138	1,829	11,907
2009/03	133	2,043	13,847
2009/04	1303	1,497	
2009/05	264	323	
2009/06	141	182	
2009/07	443	629	
2009/08	441	645	
2009/09	385	551	
2009/10	407	553	
2009/11	3077	3,840	
2009/12	2507	3,046	
2010/01	6041	7,229	

1. Customer count taken from Customer Information System (CIS) replaced in April 2009. CIS identifies a customer as either electric-only, gas-only or a combination electric/gas customer.

2. Customer count taken from Customer Care Solution (CCS) system which replaced CIS in April 2009. CCS allocates late charges to electric, gas and combination customers at a contract level. A contract may have either an electric, gas or combination service which results in double counting of the combination customers if broken into electric and gas classes.

The definition of a low income customer prior to April 2009, was anyone receiving an assistance agency payment and assigned a pledge ID at any point during the time period reported. Whereas after April 2009, anyone receiving an assistance agency payment and assigned a pledge ID are specific to each separate month.





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**Question No. 14**

**Responding Witness: Butch Cockerill**

- Q-14. Please refer to Response to ACM A-16 and Response to Attorney General's Initial Request for Information A-3 (hereafter referred to as Response to AG).
- a) Please list the customer classes included in Response to AG A-3
  - b) If the customer classes included in Response to AG A-3 only consist of the Residential class, please explain why the amounts listed in Response to AG A-3 from October 2008 to December 2009 do not agree with the amounts listed in Response to ACM A-16 (a-b).
  - c) If the customer classes included in Response to AG A-3 include more than the Residential class, please explain why:
    - i. the amount listed in Response to ACM A-16(a-b) for December 2008 (\$331,220) exceeds the amount listed for the corresponding month in Response to AG A-3 (\$308,890);
    - ii. the amount listed in Response to ACM A-16(a-b) for January 2009 (\$461,441) exceeds the amount listed for the corresponding month in Response to AG A-3 (\$438,134).
- A-14. a) For the response to AG A-3 all customer classes were included.
- b) Please see response a) above.
  - c) The amounts reported on AG A-3 are the total amount recorded for the Company of all revenue classes for each month, including accounting accruals or adjustments as required by GAAP. The amounts reported on ACM A-16 are the late charges billed to residential electric customers each month.

- i. The total late payment charges in AG A-3 reflect an adjusting entry made in December 2008 to reverse disputed late payment charges from prior periods for one Industrial customer. This adjustment is not reflected in the residential numbers in ACM A-16(a-b).
- ii. The difference is because the adjustment noted in part (i) above was corrected on the customer's bill in January 2009, however, the accrual made to the general ledger was not reversed until February 2009.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 15**

**Responding Witness: Butch Cockerill**

Q-15. Please refer to Response to AG A-3. Please explain the reasons for the increase in late payments from 2008 to 2009.

A-15. Over the many years that LG&E's legacy Customer Information System had been in place, there were a number of customers that had been exempted from late payment charges for various reasons. A component of implementation of our new CCS system was to review and validate as much customer data as possible. As part of this validation process, these exemptions were removed.

Coming out of the winter heating season, coupled with the devastating impacts of the economy, we saw a significant increase in the number of customers having difficulty paying their bills. Calls dramatically escalated coming out of the winter with customers specifically concerned about meeting their payment. Approximately 36 to 40 percent of all customer calls are seeking credit. Most customers respond after their due dates, and are subject to late payment fees.

A small portion of the customers who were on the Select Due Date program contributed to the increase in late payment fees.

In addition, in the past, on occasion LG&E waived the fee for first time offenders in good standing.

Additionally, in the past, at LG&E there was a small group of customers such as schools, hospitals and governmental agencies who were not subject to late fees, but that practice has also been eliminated.

Any late payment fees that are collected are credited (in a base rate case) to all customers, which reduce overall rate increases. In our current rate case we have proposed annual credits of over \$8.25 million and \$7.5 million for LG&E and KU, respectively.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 16**

**Responding Witness: Butch Cockerill**

- Q-16. Please provide the dollar amount LG&E has assessed residential customers in late payment penalties for each year 2008 and 2009 broken down by zip code.
- A-16. LG&E does not have a business reason to maintain ongoing files with the requested information segregated according to requested parameters. The attached information represents LG&E's effort to extract the data according to the requested parameters within the time allowed to respond to this request for information. Please note that LG&E interacts with its customers primarily through their mailing addresses. Customers' mailing addresses do not always coincide with where they take service, which may impact the attached zip code breakdown. Please see attached.

Late Payment Charges Assessed		
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>
2008	40004	\$9,202.94
2008	40006	\$1,426.58
2008	40010	\$1,667.10
2008	40011	\$1,385.01
2008	40013	\$103.71
2008	40014	\$57,728.80
2008	40017	\$19.89
2008	40018	\$201.30
2008	40019	\$3,668.31
2008	40023	\$4,566.46
2008	40025	\$493.76
2008	40026	\$14,710.41
2008	40027	\$1,545.06
2008	40031	\$31,883.60
2008	40033	\$76.39
2008	40037	\$698.92
2008	40041	\$224.20
2008	40047	\$30,836.75
2008	40050	\$1,433.61
2008	40055	\$2,267.89
2008	40056	\$13,284.15
2008	40057	\$2,206.74
2008	40059	\$47,091.05
2008	40067	\$3,268.88
2008	40068	\$970.02
2008	40069	\$6.99
2008	40071	\$833.57
2008	40077	\$2,656.85
2008	40108	\$10,817.25
2008	40109	\$2,212.41
2008	40118	\$57,800.17
2008	40150	\$884.98
2008	40155	\$5,920.69
2008	40160	\$10,804.29
2008	40162	\$786.79
2008	40165	\$55,159.98
2008	40175	\$3,501.30
2008	40177	\$9,178.62
2008	40202	\$10,275.10
2008	40203	\$127,142.57
2008	40204	\$86,348.99



Late Payment Charges		
Assessed		
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>
2008	40205	\$73,113.01
2008	40206	\$90,250.77
2008	40207	\$96,530.29
2008	40208	\$88,732.40
2008	40209	\$3,552.04
2008	40210	\$138,110.02
2008	40211	\$244,130.48
2008	40212	\$184,272.57
2008	40213	\$89,137.88
2008	40214	\$229,217.34
2008	40215	\$165,271.98
2008	40216	\$280,094.73
2008	40217	\$69,275.18
2008	40218	\$169,825.84
2008	40219	\$197,494.35
2008	40220	\$125,813.58
2008	40222	\$72,188.25
2008	40223	\$71,203.43
2008	40225	\$3.73
2008	40228	\$67,362.16
2008	40229	\$173,719.46
2008	40241	\$88,936.39
2008	40242	\$37,057.26
2008	40243	\$30,658.71
2008	40245	\$82,906.73
2008	40258	\$155,037.91
2008	40272	\$200,703.41
2008	40291	\$137,707.85
2008	40299	\$130,765.59
2008	42214	\$181.61
2008	42701	\$843.09
2008	42716	\$1,292.20
2008	42722	\$89.57
2008	42746	\$31.88
2008	42748	\$3,848.15
2008	42749	\$71.11
2008	42757	\$653.03
2008	42764	\$91.80
2009 Jan-Mar	40004	\$5,766.89
2009 Jan-Mar	40006	\$956.47
2009 Jan-Mar	40010	\$803.61

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Jan-Mar	40011	\$934.96
2009 Jan-Mar	40013	\$83.90
2009 Jan-Mar	40014	\$24,021.38
2009 Jan-Mar	40017	\$20.68
2009 Jan-Mar	40018	\$94.55
2009 Jan-Mar	40019	\$2,678.24
2009 Jan-Mar	40023	\$2,075.77
2009 Jan-Mar	40025	\$211.65
2009 Jan-Mar	40026	\$6,054.31
2009 Jan-Mar	40027	\$393.82
2009 Jan-Mar	40031	\$16,990.62
2009 Jan-Mar	40033	\$35.15
2009 Jan-Mar	40037	\$471.65
2009 Jan-Mar	40041	\$95.27
2009 Jan-Mar	40047	\$16,121.18
2009 Jan-Mar	40050	\$733.36
2009 Jan-Mar	40055	\$825.10
2009 Jan-Mar	40056	\$6,334.56
2009 Jan-Mar	40057	\$1,514.21
2009 Jan-Mar	40059	\$21,369.97
2009 Jan-Mar	40067	\$2,072.80
2009 Jan-Mar	40068	\$748.24
2009 Jan-Mar	40069	\$17.57
2009 Jan-Mar	40071	\$520.63
2009 Jan-Mar	40077	\$879.14
2009 Jan-Mar	40108	\$4,249.12
2009 Jan-Mar	40109	\$1,411.97
2009 Jan-Mar	40118	\$22,056.75
2009 Jan-Mar	40150	\$580.49
2009 Jan-Mar	40155	\$2,368.08
2009 Jan-Mar	40160	\$6,283.95
2009 Jan-Mar	40162	\$493.67
2009 Jan-Mar	40165	\$26,067.71
2009 Jan-Mar	40175	\$2,018.54
2009 Jan-Mar	40177	\$3,621.32
2009 Jan-Mar	40202	\$4,671.29
2009 Jan-Mar	40203	\$60,478.79
2009 Jan-Mar	40204	\$38,078.92
2009 Jan-Mar	40205	\$34,963.81
2009 Jan-Mar	40206	\$39,945.01
2009 Jan-Mar	40207	\$41,585.78

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Jan-Mar	40208	\$42,628.02
2009 Jan-Mar	40209	\$1,961.98
2009 Jan-Mar	40210	\$66,451.98
2009 Jan-Mar	40211	\$121,020.30
2009 Jan-Mar	40212	\$87,330.35
2009 Jan-Mar	40213	\$36,155.45
2009 Jan-Mar	40214	\$88,891.78
2009 Jan-Mar	40215	\$67,055.90
2009 Jan-Mar	40216	\$105,046.10
2009 Jan-Mar	40217	\$33,142.43
2009 Jan-Mar	40218	\$65,791.47
2009 Jan-Mar	40219	\$75,905.56
2009 Jan-Mar	40220	\$50,682.00
2009 Jan-Mar	40222	\$30,336.21
2009 Jan-Mar	40223	\$30,000.18
2009 Jan-Mar	40225	\$6.73
2009 Jan-Mar	40228	\$28,186.14
2009 Jan-Mar	40229	\$66,731.69
2009 Jan-Mar	40241	\$38,344.05
2009 Jan-Mar	40242	\$15,530.32
2009 Jan-Mar	40243	\$13,503.74
2009 Jan-Mar	40245	\$37,100.13
2009 Jan-Mar	40258	\$57,290.03
2009 Jan-Mar	40272	\$75,872.75
2009 Jan-Mar	40291	\$56,532.29
2009 Jan-Mar	40299	\$53,992.22
2009 Jan-Mar	42214	\$70.50
2009 Jan-Mar	42701	\$446.39
2009 Jan-Mar	42716	\$738.07
2009 Jan-Mar	42722	\$67.97
2009 Jan-Mar	42746	\$29.71
2009 Jan-Mar	42748	\$2,848.61
2009 Jan-Mar	42749	\$29.82
2009 Jan-Mar	42757	\$440.20
2009 Jan-Mar	42764	\$14.73
2009 Apr-Dec	00730	\$8.80
2009 Apr-Dec	01104	\$30.46
2009 Apr-Dec	01220	\$2.43
2009 Apr-Dec	01432	\$14.10
2009 Apr-Dec	01521	\$4.51
2009 Apr-Dec	01581	\$17.42

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	01602	\$0.91
2009 Apr-Dec	01748	\$3.60
2009 Apr-Dec	01803	\$2.77
2009 Apr-Dec	01821	\$1.32
2009 Apr-Dec	02122	\$8.68
2009 Apr-Dec	02139	\$0.99
2009 Apr-Dec	02532	\$18.07
2009 Apr-Dec	02742	\$2.14
2009 Apr-Dec	02780	\$79.91
2009 Apr-Dec	02903	\$3.98
2009 Apr-Dec	03032	\$2.39
2009 Apr-Dec	03266	\$25.46
2009 Apr-Dec	03885	\$1.93
2009 Apr-Dec	04401	\$8.88
2009 Apr-Dec	06042	\$6.00
2009 Apr-Dec	06062	\$15.00
2009 Apr-Dec	06107	\$10.06
2009 Apr-Dec	06401	\$8.52
2009 Apr-Dec	06410	\$14.15
2009 Apr-Dec	06460	\$13.11
2009 Apr-Dec	06461	\$6.46
2009 Apr-Dec	06511	\$16.79
2009 Apr-Dec	06513	\$6.85
2009 Apr-Dec	06518	\$2.72
2009 Apr-Dec	06850	\$0.39
2009 Apr-Dec	06854	\$37.49
2009 Apr-Dec	06901	\$2.16
2009 Apr-Dec	07054	\$9.05
2009 Apr-Dec	07069	\$5.00
2009 Apr-Dec	07652	\$4.15
2009 Apr-Dec	07662	\$2.25
2009 Apr-Dec	07718	\$2.86
2009 Apr-Dec	07720	\$10.07
2009 Apr-Dec	07720	\$4.15
2009 Apr-Dec	07740	\$4.43
2009 Apr-Dec	07928	\$2.68
2009 Apr-Dec	08005	\$15.89
2009 Apr-Dec	08328	\$7.03
2009 Apr-Dec	08527	\$10.56
2009 Apr-Dec	08530	\$4.43
2009 Apr-Dec	08536	\$2.94

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	08830	\$0.00
2009 Apr-Dec	08902	\$23.78
2009 Apr-Dec	10025	\$8.18
2009 Apr-Dec	10026	\$3.56
2009 Apr-Dec	10033	\$2.24
2009 Apr-Dec	10036	\$0.00
2009 Apr-Dec	10305	\$2.95
2009 Apr-Dec	10589	\$3.01
2009 Apr-Dec	10701	\$1.54
2009 Apr-Dec	10925	\$6.02
2009 Apr-Dec	11105	\$3.02
2009 Apr-Dec	11201	\$5.60
2009 Apr-Dec	11226	\$22.46
2009 Apr-Dec	11230	\$3.67
2009 Apr-Dec	11232	\$3.36
2009 Apr-Dec	11237	\$43.90
2009 Apr-Dec	11238	\$11.40
2009 Apr-Dec	11355	\$3.06
2009 Apr-Dec	11364	\$4.28
2009 Apr-Dec	11365	\$2.18
2009 Apr-Dec	11510	\$11.59
2009 Apr-Dec	15065	\$7.03
2009 Apr-Dec	15237	\$43.06
2009 Apr-Dec	15241	\$7.33
2009 Apr-Dec	16052	\$21.19
2009 Apr-Dec	16127	\$5.24
2009 Apr-Dec	16509	\$13.54
2009 Apr-Dec	17111	\$3.96
2009 Apr-Dec	17322	\$3.64
2009 Apr-Dec	18018	\$1.89
2009 Apr-Dec	18042	\$5.81
2009 Apr-Dec	18106	\$12.32
2009 Apr-Dec	18507	\$22.99
2009 Apr-Dec	18634	\$9.47
2009 Apr-Dec	19063	\$46.86
2009 Apr-Dec	19078	\$17.86
2009 Apr-Dec	19103	\$5.53
2009 Apr-Dec	19118	\$20.62
2009 Apr-Dec	19120	\$6.59
2009 Apr-Dec	19137	\$24.00
2009 Apr-Dec	19147	\$11.05

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	19422	\$3.71
2009 Apr-Dec	19446	\$2.01
2009 Apr-Dec	19565	\$17.89
2009 Apr-Dec	19701	\$5.61
2009 Apr-Dec	20005	\$2.03
2009 Apr-Dec	20016	\$34.75
2009 Apr-Dec	20036	\$40.37
2009 Apr-Dec	20148	\$0.17
2009 Apr-Dec	20165	\$5.54
2009 Apr-Dec	20190	\$18.39
2009 Apr-Dec	20191	\$3.85
2009 Apr-Dec	20602	\$1.19
2009 Apr-Dec	20720	\$26.97
2009 Apr-Dec	20745	\$4.83
2009 Apr-Dec	20852	\$11.00
2009 Apr-Dec	20854	\$34.20
2009 Apr-Dec	20879	\$5.46
2009 Apr-Dec	20901	\$14.01
2009 Apr-Dec	20910	\$1.76
2009 Apr-Dec	21012	\$29.93
2009 Apr-Dec	21028	\$26.93
2009 Apr-Dec	21087	\$11.67
2009 Apr-Dec	21212	\$11.95
2009 Apr-Dec	21224	\$4.17
2009 Apr-Dec	21226	\$7.36
2009 Apr-Dec	21244	\$14.10
2009 Apr-Dec	21403	\$7.11
2009 Apr-Dec	21795	\$14.79
2009 Apr-Dec	22025	\$3.99
2009 Apr-Dec	22043	\$2.72
2009 Apr-Dec	22150	\$21.00
2009 Apr-Dec	22193	\$14.55
2009 Apr-Dec	22312	\$13.20
2009 Apr-Dec	22315	\$13.75
2009 Apr-Dec	22801	\$45.98
2009 Apr-Dec	22802	\$6.28
2009 Apr-Dec	22967	\$17.47
2009 Apr-Dec	23188	\$14.19
2009 Apr-Dec	23220	\$9.07
2009 Apr-Dec	23321	\$4.72
2009 Apr-Dec	23464	\$21.60

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	23801	\$4.22
2009 Apr-Dec	23834	\$18.47
2009 Apr-Dec	24018	\$11.39
2009 Apr-Dec	24019	\$3.53
2009 Apr-Dec	24078	\$17.99
2009 Apr-Dec	24354	\$33.71
2009 Apr-Dec	24983	\$5.56
2009 Apr-Dec	25202	\$1.43
2009 Apr-Dec	25203	\$11.70
2009 Apr-Dec	25403	\$15.02
2009 Apr-Dec	25504	\$1.83
2009 Apr-Dec	25661	\$21.18
2009 Apr-Dec	25692	\$2.75
2009 Apr-Dec	25701	\$5.64
2009 Apr-Dec	25801	\$5.17
2009 Apr-Dec	26419	\$21.37
2009 Apr-Dec	26505	\$3.08
2009 Apr-Dec	27205	\$9.41
2009 Apr-Dec	27292	\$30.23
2009 Apr-Dec	27302	\$21.76
2009 Apr-Dec	27536	\$9.99
2009 Apr-Dec	27539	\$36.05
2009 Apr-Dec	27560	\$3.56
2009 Apr-Dec	27589	\$9.14
2009 Apr-Dec	27612	\$9.07
2009 Apr-Dec	27615	\$1.73
2009 Apr-Dec	27704	\$5.15
2009 Apr-Dec	27707	\$18.66
2009 Apr-Dec	27803	\$2.25
2009 Apr-Dec	28025	\$49.97
2009 Apr-Dec	28034	\$5.58
2009 Apr-Dec	28146	\$12.70
2009 Apr-Dec	28209	\$19.76
2009 Apr-Dec	28210	\$41.24
2009 Apr-Dec	28211	\$9.42
2009 Apr-Dec	28217	\$17.94
2009 Apr-Dec	28262	\$2.41
2009 Apr-Dec	28273	\$4.22
2009 Apr-Dec	28277	\$11.68
2009 Apr-Dec	28390	\$10.24
2009 Apr-Dec	28401	\$7.47

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	28467	\$16.48
2009 Apr-Dec	28513	\$7.17
2009 Apr-Dec	28546	\$30.50
2009 Apr-Dec	28714	\$8.72
2009 Apr-Dec	28716	\$11.26
2009 Apr-Dec	28789	\$0.87
2009 Apr-Dec	28906	\$24.10
2009 Apr-Dec	29170	\$14.90
2009 Apr-Dec	29205	\$2.83
2009 Apr-Dec	29212	\$23.03
2009 Apr-Dec	29334	\$17.04
2009 Apr-Dec	29412	\$1.03
2009 Apr-Dec	29420	\$7.09
2009 Apr-Dec	29445	\$16.15
2009 Apr-Dec	29466	\$4.95
2009 Apr-Dec	29544	\$13.17
2009 Apr-Dec	29556	\$10.35
2009 Apr-Dec	29568	\$3.07
2009 Apr-Dec	29601	\$14.51
2009 Apr-Dec	29607	\$8.03
2009 Apr-Dec	29673	\$16.41
2009 Apr-Dec	29681	\$9.91
2009 Apr-Dec	29687	\$1.63
2009 Apr-Dec	29708	\$6.32
2009 Apr-Dec	29732	\$13.00
2009 Apr-Dec	29906	\$12.67
2009 Apr-Dec	29909	\$72.62
2009 Apr-Dec	29945	\$5.04
2009 Apr-Dec	30009	\$0.00
2009 Apr-Dec	30024	\$10.53
2009 Apr-Dec	30041	\$1.34
2009 Apr-Dec	30047	\$49.50
2009 Apr-Dec	30052	\$15.91
2009 Apr-Dec	30055	\$6.69
2009 Apr-Dec	30062	\$2.11
2009 Apr-Dec	30067	\$8.01
2009 Apr-Dec	30076	\$33.53
2009 Apr-Dec	30082	\$2.75
2009 Apr-Dec	30083	\$22.28
2009 Apr-Dec	30092	\$3.22
2009 Apr-Dec	30093	\$18.51



		Late Payment Charges	
		Assessed	
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>	
2009 Apr-Dec	30094		\$4.57
2009 Apr-Dec	30120		\$3.60
2009 Apr-Dec	30122		\$4.77
2009 Apr-Dec	30126		\$14.17
2009 Apr-Dec	30145		\$2.16
2009 Apr-Dec	30185		\$15.52
2009 Apr-Dec	30189		\$31.57
2009 Apr-Dec	30213		\$9.04
2009 Apr-Dec	30224		\$14.59
2009 Apr-Dec	30233		\$6.66
2009 Apr-Dec	30236		\$2.57
2009 Apr-Dec	30265		\$18.92
2009 Apr-Dec	30269		\$9.14
2009 Apr-Dec	30277		\$2.87
2009 Apr-Dec	30281		\$32.83
2009 Apr-Dec	30294		\$17.06
2009 Apr-Dec	30308		\$24.19
2009 Apr-Dec	30328		\$1.70
2009 Apr-Dec	30329		\$4.67
2009 Apr-Dec	30331		\$2.59
2009 Apr-Dec	30339		\$16.68
2009 Apr-Dec	30340		\$32.99
2009 Apr-Dec	30518		\$20.00
2009 Apr-Dec	30606		\$11.45
2009 Apr-Dec	30642		\$44.60
2009 Apr-Dec	30663		\$4.77
2009 Apr-Dec	30721		\$8.47
2009 Apr-Dec	30741		\$10.74
2009 Apr-Dec	30809		\$9.94
2009 Apr-Dec	30907		\$0.75
2009 Apr-Dec	30909		\$50.24
2009 Apr-Dec	31027		\$15.19
2009 Apr-Dec	31111		\$1.87
2009 Apr-Dec	31324		\$29.50
2009 Apr-Dec	31328		\$7.31
2009 Apr-Dec	31331		\$3.10
2009 Apr-Dec	31401		\$4.94
2009 Apr-Dec	31522		\$29.24
2009 Apr-Dec	31833		\$2.90
2009 Apr-Dec	31907		\$9.44
2009 Apr-Dec	32008		\$11.49

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	32009	\$8.14
2009 Apr-Dec	32034	\$18.07
2009 Apr-Dec	32035	\$0.49
2009 Apr-Dec	32043	\$2.70
2009 Apr-Dec	32086	\$10.81
2009 Apr-Dec	32114	\$21.70
2009 Apr-Dec	32130	\$37.42
2009 Apr-Dec	32137	\$15.53
2009 Apr-Dec	32148	\$9.12
2009 Apr-Dec	32207	\$12.47
2009 Apr-Dec	32216	\$29.74
2009 Apr-Dec	32218	\$5.18
2009 Apr-Dec	32224	\$3.00
2009 Apr-Dec	32244	\$7.31
2009 Apr-Dec	32256	\$17.34
2009 Apr-Dec	32303	\$4.04
2009 Apr-Dec	32308	\$7.71
2009 Apr-Dec	32401	\$45.43
2009 Apr-Dec	32456	\$11.50
2009 Apr-Dec	32501	\$8.05
2009 Apr-Dec	32536	\$3.83
2009 Apr-Dec	32563	\$11.35
2009 Apr-Dec	32653	\$7.84
2009 Apr-Dec	32668	\$7.71
2009 Apr-Dec	32669	\$24.36
2009 Apr-Dec	32712	\$22.00
2009 Apr-Dec	32714	\$5.72
2009 Apr-Dec	32720	\$19.24
2009 Apr-Dec	32738	\$1.97
2009 Apr-Dec	32773	\$21.16
2009 Apr-Dec	32779	\$5.30
2009 Apr-Dec	32808	\$22.21
2009 Apr-Dec	32819	\$10.81
2009 Apr-Dec	32825	\$12.08
2009 Apr-Dec	32827	\$5.00
2009 Apr-Dec	32835	\$2.94
2009 Apr-Dec	32904	\$4.34
2009 Apr-Dec	32934	\$4.89
2009 Apr-Dec	32953	\$32.20
2009 Apr-Dec	33010	\$5.10
2009 Apr-Dec	33012	\$18.17

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	33019	\$0.00
2009 Apr-Dec	33025	\$5.81
2009 Apr-Dec	33026	\$3.12
2009 Apr-Dec	33027	\$16.11
2009 Apr-Dec	33032	\$5.84
2009 Apr-Dec	33055	\$23.83
2009 Apr-Dec	33069	\$14.81
2009 Apr-Dec	33126	\$0.00
2009 Apr-Dec	33135	\$28.29
2009 Apr-Dec	33137	\$0.86
2009 Apr-Dec	33157	\$18.50
2009 Apr-Dec	33160	\$11.48
2009 Apr-Dec	33165	\$2.01
2009 Apr-Dec	33166	\$2.08
2009 Apr-Dec	33170	\$1.79
2009 Apr-Dec	33172	\$4.38
2009 Apr-Dec	33189	\$14.98
2009 Apr-Dec	33193	\$0.90
2009 Apr-Dec	33305	\$31.32
2009 Apr-Dec	33306	\$25.83
2009 Apr-Dec	33313	\$10.56
2009 Apr-Dec	33319	\$6.96
2009 Apr-Dec	33322	\$15.97
2009 Apr-Dec	33411	\$7.35
2009 Apr-Dec	33413	\$11.05
2009 Apr-Dec	33432	\$7.63
2009 Apr-Dec	33436	\$0.00
2009 Apr-Dec	33455	\$12.46
2009 Apr-Dec	33458	\$7.66
2009 Apr-Dec	33510	\$25.87
2009 Apr-Dec	33511	\$25.21
2009 Apr-Dec	33558	\$2.65
2009 Apr-Dec	33579	\$27.16
2009 Apr-Dec	33594	\$14.65
2009 Apr-Dec	33615	\$13.73
2009 Apr-Dec	33625	\$17.88
2009 Apr-Dec	33629	\$15.47
2009 Apr-Dec	33637	\$1.53
2009 Apr-Dec	33716	\$29.15
2009 Apr-Dec	33756	\$4.39
2009 Apr-Dec	33770	\$7.43

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	33803	\$22.28
2009 Apr-Dec	33813	\$4.66
2009 Apr-Dec	33823	\$3.82
2009 Apr-Dec	33837	\$21.29
2009 Apr-Dec	33872	\$2.15
2009 Apr-Dec	33884	\$6.77
2009 Apr-Dec	33908	\$46.96
2009 Apr-Dec	33909	\$31.95
2009 Apr-Dec	33912	\$14.00
2009 Apr-Dec	33919	\$8.10
2009 Apr-Dec	33980	\$22.83
2009 Apr-Dec	33990	\$5.55
2009 Apr-Dec	34091	\$8.37
2009 Apr-Dec	34104	\$16.17
2009 Apr-Dec	34222	\$13.80
2009 Apr-Dec	34223	\$14.15
2009 Apr-Dec	34229	\$8.49
2009 Apr-Dec	34238	\$4.15
2009 Apr-Dec	34239	\$13.57
2009 Apr-Dec	34432	\$6.95
2009 Apr-Dec	34488	\$6.74
2009 Apr-Dec	34609	\$15.53
2009 Apr-Dec	34637	\$5.46
2009 Apr-Dec	34685	\$7.36
2009 Apr-Dec	34689	\$0.00
2009 Apr-Dec	34713	\$32.28
2009 Apr-Dec	34741	\$4.78
2009 Apr-Dec	34787	\$1.50
2009 Apr-Dec	34788	\$2.32
2009 Apr-Dec	34987	\$3.79
2009 Apr-Dec	34990	\$10.50
2009 Apr-Dec	35022	\$0.00
2009 Apr-Dec	35045	\$3.92
2009 Apr-Dec	35064	\$14.05
2009 Apr-Dec	35068	\$8.72
2009 Apr-Dec	35124	\$6.12
2009 Apr-Dec	35126	\$52.86
2009 Apr-Dec	35209	\$14.43
2009 Apr-Dec	35210	\$0.00
2009 Apr-Dec	35216	\$9.83
2009 Apr-Dec	35242	\$14.67

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	35405	\$18.09
2009 Apr-Dec	35603	\$6.46
2009 Apr-Dec	35763	\$14.75
2009 Apr-Dec	35806	\$1.45
2009 Apr-Dec	36067	\$30.32
2009 Apr-Dec	36203	\$8.49
2009 Apr-Dec	36420	\$11.63
2009 Apr-Dec	36606	\$15.01
2009 Apr-Dec	36619	\$1.22
2009 Apr-Dec	36856	\$8.47
2009 Apr-Dec	37013	\$40.83
2009 Apr-Dec	37040	\$0.00
2009 Apr-Dec	37042	\$7.16
2009 Apr-Dec	37043	\$29.72
2009 Apr-Dec	37066	\$11.60
2009 Apr-Dec	37075	\$18.48
2009 Apr-Dec	37122	\$22.43
2009 Apr-Dec	37128	\$16.20
2009 Apr-Dec	37129	\$11.29
2009 Apr-Dec	37138	\$26.78
2009 Apr-Dec	37143	\$2.36
2009 Apr-Dec	37152	\$12.83
2009 Apr-Dec	37167	\$20.33
2009 Apr-Dec	37179	\$6.93
2009 Apr-Dec	37203	\$16.69
2009 Apr-Dec	37205	\$5.84
2009 Apr-Dec	37206	\$1.59
2009 Apr-Dec	37211	\$14.90
2009 Apr-Dec	37212	\$10.78
2009 Apr-Dec	37214	\$42.53
2009 Apr-Dec	37217	\$27.09
2009 Apr-Dec	37218	\$8.97
2009 Apr-Dec	37221	\$20.40
2009 Apr-Dec	37312	\$27.68
2009 Apr-Dec	37377	\$13.42
2009 Apr-Dec	37388	\$3.09
2009 Apr-Dec	37421	\$33.33
2009 Apr-Dec	37604	\$0.72
2009 Apr-Dec	37615	\$3.58
2009 Apr-Dec	37617	\$14.76
2009 Apr-Dec	37620	\$3.76

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	37660	\$21.75
2009 Apr-Dec	37663	\$13.93
2009 Apr-Dec	37664	\$7.59
2009 Apr-Dec	37743	\$10.88
2009 Apr-Dec	37745	\$3.01
2009 Apr-Dec	37757	\$20.02
2009 Apr-Dec	37777	\$44.89
2009 Apr-Dec	37820	\$8.16
2009 Apr-Dec	37849	\$7.65
2009 Apr-Dec	37876	\$19.36
2009 Apr-Dec	37914	\$10.74
2009 Apr-Dec	37916	\$1.93
2009 Apr-Dec	37917	\$21.26
2009 Apr-Dec	37918	\$39.37
2009 Apr-Dec	37919	\$42.68
2009 Apr-Dec	37922	\$10.32
2009 Apr-Dec	37998	\$1.09
2009 Apr-Dec	38002	\$30.25
2009 Apr-Dec	38106	\$0.78
2009 Apr-Dec	38115	\$8.91
2009 Apr-Dec	38125	\$17.10
2009 Apr-Dec	38138	\$28.00
2009 Apr-Dec	38237	\$49.02
2009 Apr-Dec	38305	\$0.00
2009 Apr-Dec	38362	\$8.60
2009 Apr-Dec	38544	\$1.65
2009 Apr-Dec	38672	\$11.13
2009 Apr-Dec	38856	\$17.11
2009 Apr-Dec	38930	\$15.75
2009 Apr-Dec	39047	\$21.73
2009 Apr-Dec	39056	\$10.24
2009 Apr-Dec	39183	\$10.37
2009 Apr-Dec	39206	\$8.12
2009 Apr-Dec	39335	\$0.00
2009 Apr-Dec	39365	\$12.50
2009 Apr-Dec	39402	\$10.69
2009 Apr-Dec	39503	\$9.12
2009 Apr-Dec	39507	\$2.79
2009 Apr-Dec	39581	\$26.19
2009 Apr-Dec	400025	\$1.37
2009 Apr-Dec	40003	\$18.72

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	40004	\$11,770.54
2009 Apr-Dec	40006	\$1,328.34
2009 Apr-Dec	40008	\$90.23
2009 Apr-Dec	40010	\$2,816.49
2009 Apr-Dec	40011	\$1,433.36
2009 Apr-Dec	40012	\$7.34
2009 Apr-Dec	40013	\$423.66
2009 Apr-Dec	40014	\$84,403.49
2009 Apr-Dec	40017	\$3.50
2009 Apr-Dec	40018	\$239.44
2009 Apr-Dec	40019	\$3,555.88
2009 Apr-Dec	40022	\$50.98
2009 Apr-Dec	40023	\$8,360.25
2009 Apr-Dec	40025	\$1,114.26
2009 Apr-Dec	40026	\$25,864.02
2009 Apr-Dec	40027	\$1,582.33
2009 Apr-Dec	40031	\$43,217.23
2009 Apr-Dec	40032	\$11.54
2009 Apr-Dec	40033	\$98.53
2009 Apr-Dec	40037	\$866.47
2009 Apr-Dec	40041	\$500.10
2009 Apr-Dec	40045	\$0.77
2009 Apr-Dec	40046	\$39.05
2009 Apr-Dec	40047	\$37,604.34
2009 Apr-Dec	40048	\$10.17
2009 Apr-Dec	40050	\$1,263.26
2009 Apr-Dec	40051	\$72.34
2009 Apr-Dec	40055	\$3,099.88
2009 Apr-Dec	40056	\$17,908.04
2009 Apr-Dec	40057	\$1,825.27
2009 Apr-Dec	40059	\$80,738.08
2009 Apr-Dec	40063	\$12.92
2009 Apr-Dec	40065	\$1,358.29
2009 Apr-Dec	40067	\$3,027.79
2009 Apr-Dec	40068	\$1,083.94
2009 Apr-Dec	40069	\$114.30
2009 Apr-Dec	40070	\$4.74
2009 Apr-Dec	40071	\$1,502.36
2009 Apr-Dec	40075	\$43.84
2009 Apr-Dec	40076	\$45.26
2009 Apr-Dec	40077	\$4,212.41

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges
		Assessed <u>Residential Customer</u>
2009 Apr-Dec	40078	\$9.21
2009 Apr-Dec	40107	\$19.05
2009 Apr-Dec	40108	\$15,134.33
2009 Apr-Dec	40109	\$2,394.48
2009 Apr-Dec	40115	\$13.06
2009 Apr-Dec	40117	\$99.87
2009 Apr-Dec	40118	\$69,436.10
2009 Apr-Dec	40119	\$53.45
2009 Apr-Dec	40121	\$103.11
2009 Apr-Dec	40129	\$121.28
2009 Apr-Dec	40140	\$3.63
2009 Apr-Dec	40142	\$133.39
2009 Apr-Dec	40143	\$21.51
2009 Apr-Dec	40146	\$75.27
2009 Apr-Dec	40150	\$1,664.10
2009 Apr-Dec	40152	\$6.62
2009 Apr-Dec	40155	\$7,635.59
2009 Apr-Dec	40157	\$16.83
2009 Apr-Dec	40160	\$11,442.96
2009 Apr-Dec	40162	\$816.55
2009 Apr-Dec	40165	\$76,715.79
2009 Apr-Dec	40171	\$25.94
2009 Apr-Dec	40175	\$4,327.28
2009 Apr-Dec	40176	\$6.80
2009 Apr-Dec	40177	\$10,044.82
2009 Apr-Dec	40178	\$14.84
2009 Apr-Dec	40201	\$214.77
2009 Apr-Dec	40202	\$18,093.65
2009 Apr-Dec	40203	\$125,959.08
2009 Apr-Dec	40204	\$98,440.40
2009 Apr-Dec	40205	\$101,725.67
2009 Apr-Dec	40206	\$110,501.61
2009 Apr-Dec	40207	\$145,252.56
2009 Apr-Dec	40208	\$91,236.95
2009 Apr-Dec	40209	\$3,582.23
2009 Apr-Dec	40210	\$139,213.86
2009 Apr-Dec	40211	\$259,224.60
2009 Apr-Dec	40212	\$193,441.42
2009 Apr-Dec	40213	\$110,262.97
2009 Apr-Dec	40214	\$279,585.17
2009 Apr-Dec	40215	\$181,091.47



Late Payment Charges		
Assessed		
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>
2009 Apr-Dec	40216	\$331,486.33
2009 Apr-Dec	40217	\$76,733.57
2009 Apr-Dec	40218	\$197,636.01
2009 Apr-Dec	40219	\$239,952.51
2009 Apr-Dec	40220	\$166,350.89
2009 Apr-Dec	40221	\$138.05
2009 Apr-Dec	40222	\$102,293.95
2009 Apr-Dec	40223	\$105,036.90
2009 Apr-Dec	40224	\$90.27
2009 Apr-Dec	40225	\$10.22
2009 Apr-Dec	40228	\$97,809.06
2009 Apr-Dec	40229	\$241,427.93
2009 Apr-Dec	40231	\$9.47
2009 Apr-Dec	40232	\$121.55
2009 Apr-Dec	40233	\$75.88
2009 Apr-Dec	40241	\$123,159.50
2009 Apr-Dec	40242	\$48,862.20
2009 Apr-Dec	40243	\$43,018.72
2009 Apr-Dec	40245	\$130,471.63
2009 Apr-Dec	40250	\$188.01
2009 Apr-Dec	40251	\$295.08
2009 Apr-Dec	40252	\$100.82
2009 Apr-Dec	40253	\$92.91
2009 Apr-Dec	40255	\$31.09
2009 Apr-Dec	40256	\$149.83
2009 Apr-Dec	40257	\$27.99
2009 Apr-Dec	40258	\$187,064.57
2009 Apr-Dec	40259	\$250.67
2009 Apr-Dec	40261	\$28.43
2009 Apr-Dec	40265	\$16.79
2009 Apr-Dec	40268	\$137.02
2009 Apr-Dec	40269	\$85.41
2009 Apr-Dec	40270	\$40.78
2009 Apr-Dec	40272	\$266,123.81
2009 Apr-Dec	40280	\$24.67
2009 Apr-Dec	40290	\$8.01
2009 Apr-Dec	40291	\$196,801.03
2009 Apr-Dec	40299	\$180,838.69
2009 Apr-Dec	40324	\$39.81
2009 Apr-Dec	40330	\$5.41
2009 Apr-Dec	40342	\$51.53

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	40347	\$0.00
2009 Apr-Dec	40353	\$12.15
2009 Apr-Dec	40355	\$20.86
2009 Apr-Dec	40356	\$56.87
2009 Apr-Dec	40359	\$37.95
2009 Apr-Dec	40361	\$7.60
2009 Apr-Dec	40370	\$18.90
2009 Apr-Dec	40372	\$21.59
2009 Apr-Dec	40379	\$7.73
2009 Apr-Dec	40383	\$99.25
2009 Apr-Dec	40391	\$35.00
2009 Apr-Dec	40403	\$27.51
2009 Apr-Dec	40419	\$16.41
2009 Apr-Dec	40422	\$119.97
2009 Apr-Dec	40444	\$31.42
2009 Apr-Dec	40456	\$27.56
2009 Apr-Dec	40475	\$55.20
2009 Apr-Dec	40476	\$32.14
2009 Apr-Dec	40489	\$16.53
2009 Apr-Dec	40502	\$68.47
2009 Apr-Dec	40503	\$78.75
2009 Apr-Dec	40504	\$141.83
2009 Apr-Dec	40505	\$13.24
2009 Apr-Dec	40508	\$13.32
2009 Apr-Dec	40509	\$208.40
2009 Apr-Dec	40511	\$106.80
2009 Apr-Dec	40513	\$28.06
2009 Apr-Dec	40514	\$63.10
2009 Apr-Dec	40515	\$88.11
2009 Apr-Dec	40517	\$131.76
2009 Apr-Dec	40601	\$118.56
2009 Apr-Dec	40621	\$8.33
2009 Apr-Dec	40647	\$13.64
2009 Apr-Dec	40701	\$16.60
2009 Apr-Dec	40744	\$24.12
2009 Apr-Dec	40823	\$1.12
2009 Apr-Dec	40962	\$10.92
2009 Apr-Dec	41001	\$6.68
2009 Apr-Dec	41005	\$3.44
2009 Apr-Dec	41008	\$82.13
2009 Apr-Dec	41011	\$18.90

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	41015	\$12.79
2009 Apr-Dec	41017	\$149.00
2009 Apr-Dec	41018	\$50.44
2009 Apr-Dec	41031	\$2.01
2009 Apr-Dec	41035	\$22.84
2009 Apr-Dec	41042	\$50.12
2009 Apr-Dec	41045	\$3.11
2009 Apr-Dec	41048	\$36.55
2009 Apr-Dec	41051	\$52.29
2009 Apr-Dec	41056	\$26.77
2009 Apr-Dec	41063	\$3.10
2009 Apr-Dec	41071	\$2.34
2009 Apr-Dec	41075	\$1.55
2009 Apr-Dec	41083	\$58.02
2009 Apr-Dec	41091	\$5.26
2009 Apr-Dec	41094	\$13.14
2009 Apr-Dec	41097	\$5.53
2009 Apr-Dec	41098	\$7.70
2009 Apr-Dec	41101	\$5.53
2009 Apr-Dec	41102	\$12.04
2009 Apr-Dec	41129	\$6.09
2009 Apr-Dec	41139	\$5.24
2009 Apr-Dec	41144	\$20.88
2009 Apr-Dec	41164	\$8.13
2009 Apr-Dec	41230	\$5.09
2009 Apr-Dec	41254	\$5.12
2009 Apr-Dec	41339	\$7.00
2009 Apr-Dec	41513	\$10.46
2009 Apr-Dec	41537	\$15.58
2009 Apr-Dec	41554	\$13.27
2009 Apr-Dec	41619	\$23.11
2009 Apr-Dec	41648	\$0.00
2009 Apr-Dec	41653	\$1.51
2009 Apr-Dec	41701	\$8.49
2009 Apr-Dec	41729	\$0.36
2009 Apr-Dec	42001	\$32.00
2009 Apr-Dec	42003	\$19.41
2009 Apr-Dec	42021	\$8.35
2009 Apr-Dec	42025	\$33.78
2009 Apr-Dec	42027	\$9.84
2009 Apr-Dec	42028	\$16.02

		Late Payment Charges	
		Assessed	
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>	
2009 Apr-Dec	42041		\$17.42
2009 Apr-Dec	42044		\$4.32
2009 Apr-Dec	42048		\$5.49
2009 Apr-Dec	42053		\$5.79
2009 Apr-Dec	42058		\$46.44
2009 Apr-Dec	42066		\$2.52
2009 Apr-Dec	42071		\$18.79
2009 Apr-Dec	42101		\$70.91
2009 Apr-Dec	42103		\$64.93
2009 Apr-Dec	42104		\$72.67
2009 Apr-Dec	42123		\$21.57
2009 Apr-Dec	42127		\$19.37
2009 Apr-Dec	42134		\$35.86
2009 Apr-Dec	42141		\$28.52
2009 Apr-Dec	42160		\$8.23
2009 Apr-Dec	42164		\$1.79
2009 Apr-Dec	42167		\$22.47
2009 Apr-Dec	42171		\$25.52
2009 Apr-Dec	42204		\$7.41
2009 Apr-Dec	42207		\$14.61
2009 Apr-Dec	42214		\$135.38
2009 Apr-Dec	42217		\$16.93
2009 Apr-Dec	42223		\$36.16
2009 Apr-Dec	42240		\$59.33
2009 Apr-Dec	42261		\$9.76
2009 Apr-Dec	42276		\$18.09
2009 Apr-Dec	42285		\$20.41
2009 Apr-Dec	42301		\$55.53
2009 Apr-Dec	42302		\$2.62
2009 Apr-Dec	42303		\$105.32
2009 Apr-Dec	42320		\$37.20
2009 Apr-Dec	42328		\$2.52
2009 Apr-Dec	42330		\$21.05
2009 Apr-Dec	42343		\$70.74
2009 Apr-Dec	42345		\$1.52
2009 Apr-Dec	42350		\$5.01
2009 Apr-Dec	42366		\$1.78
2009 Apr-Dec	42376		\$4.89
2009 Apr-Dec	42413		\$25.41
2009 Apr-Dec	42420		\$7.22
2009 Apr-Dec	42431		\$29.97

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges
		Assessed <u>Residential Customer</u>
2009 Apr-Dec	42445	\$11.05
2009 Apr-Dec	42455	\$1.35
2009 Apr-Dec	42501	\$0.00
2009 Apr-Dec	42503	\$4.40
2009 Apr-Dec	42518	\$24.83
2009 Apr-Dec	42553	\$10.19
2009 Apr-Dec	42629	\$24.78
2009 Apr-Dec	42633	\$1.25
2009 Apr-Dec	42701	\$1,411.31
2009 Apr-Dec	42702	\$17.37
2009 Apr-Dec	42716	\$852.14
2009 Apr-Dec	42717	\$6.31
2009 Apr-Dec	42718	\$201.03
2009 Apr-Dec	42721	\$3.48
2009 Apr-Dec	42722	\$114.51
2009 Apr-Dec	42724	\$80.61
2009 Apr-Dec	42726	\$50.81
2009 Apr-Dec	42728	\$41.89
2009 Apr-Dec	42729	\$1.61
2009 Apr-Dec	42732	\$2.97
2009 Apr-Dec	42740	\$16.79
2009 Apr-Dec	42746	\$10.87
2009 Apr-Dec	42748	\$3,383.26
2009 Apr-Dec	42749	\$92.05
2009 Apr-Dec	42754	\$113.92
2009 Apr-Dec	42757	\$546.69
2009 Apr-Dec	42764	\$30.25
2009 Apr-Dec	42765	\$24.10
2009 Apr-Dec	42776	\$11.48
2009 Apr-Dec	42784	\$19.44
2009 Apr-Dec	43017	\$3.44
2009 Apr-Dec	43068	\$5.91
2009 Apr-Dec	43081	\$20.21
2009 Apr-Dec	43103	\$16.79
2009 Apr-Dec	43110	\$4.95
2009 Apr-Dec	43119	\$23.42
2009 Apr-Dec	43123	\$8.74
2009 Apr-Dec	43209	\$23.87
2009 Apr-Dec	43215	\$5.72
2009 Apr-Dec	43218	\$0.00
2009 Apr-Dec	43220	\$25.76

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges
		Assessed <u>Residential Customer</u>
2009 Apr-Dec	43227	\$11.11
2009 Apr-Dec	43231	\$8.76
2009 Apr-Dec	43232	\$2.20
2009 Apr-Dec	43402	\$15.35
2009 Apr-Dec	43558	\$3.44
2009 Apr-Dec	43560	\$0.95
2009 Apr-Dec	43606	\$7.73
2009 Apr-Dec	43623	\$5.86
2009 Apr-Dec	44001	\$7.78
2009 Apr-Dec	44004	\$4.41
2009 Apr-Dec	44012	\$8.21
2009 Apr-Dec	44035	\$13.76
2009 Apr-Dec	44055	\$4.83
2009 Apr-Dec	44106	\$18.75
2009 Apr-Dec	44113	\$10.47
2009 Apr-Dec	44120	\$10.27
2009 Apr-Dec	44121	\$9.84
2009 Apr-Dec	44122	\$2.12
2009 Apr-Dec	44144	\$1.82
2009 Apr-Dec	44145	\$17.99
2009 Apr-Dec	44240	\$4.38
2009 Apr-Dec	44281	\$15.68
2009 Apr-Dec	44310	\$19.44
2009 Apr-Dec	44504	\$9.76
2009 Apr-Dec	44685	\$3.49
2009 Apr-Dec	44714	\$1.11
2009 Apr-Dec	44718	\$2.78
2009 Apr-Dec	44720	\$8.49
2009 Apr-Dec	44820	\$11.54
2009 Apr-Dec	45011	\$15.90
2009 Apr-Dec	45036	\$3.20
2009 Apr-Dec	45042	\$5.22
2009 Apr-Dec	45066	\$10.72
2009 Apr-Dec	45069	\$22.41
2009 Apr-Dec	45101	\$12.35
2009 Apr-Dec	45202	\$16.06
2009 Apr-Dec	45204	\$0.00
2009 Apr-Dec	45208	\$2.46
2009 Apr-Dec	45209	\$2.03
2009 Apr-Dec	45211	\$28.33
2009 Apr-Dec	45212	\$8.72

		Late Payment Charges Assessed
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>
2009 Apr-Dec	45215	\$25.09
2009 Apr-Dec	45220	\$3.23
2009 Apr-Dec	45224	\$25.91
2009 Apr-Dec	45227	\$6.00
2009 Apr-Dec	45236	\$14.02
2009 Apr-Dec	45238	\$3.59
2009 Apr-Dec	45239	\$11.05
2009 Apr-Dec	45241	\$2.49
2009 Apr-Dec	45242	\$8.58
2009 Apr-Dec	45244	\$1.78
2009 Apr-Dec	45246	\$13.35
2009 Apr-Dec	45255	\$10.66
2009 Apr-Dec	45330	\$3.20
2009 Apr-Dec	45342	\$0.00
2009 Apr-Dec	45404	\$4.22
2009 Apr-Dec	45405	\$27.03
2009 Apr-Dec	45430	\$4.42
2009 Apr-Dec	45619	\$21.08
2009 Apr-Dec	45638	\$60.03
2009 Apr-Dec	45662	\$2.36
2009 Apr-Dec	45887	\$8.10
2009 Apr-Dec	46001	\$6.03
2009 Apr-Dec	46032	\$21.92
2009 Apr-Dec	46033	\$13.72
2009 Apr-Dec	46037	\$39.33
2009 Apr-Dec	46038	\$7.53
2009 Apr-Dec	46051	\$11.01
2009 Apr-Dec	46055	\$4.40
2009 Apr-Dec	46060	\$24.44
2009 Apr-Dec	46062	\$12.11
2009 Apr-Dec	46123	\$8.23
2009 Apr-Dec	46135	\$10.89
2009 Apr-Dec	46140	\$5.57
2009 Apr-Dec	46143	\$14.60
2009 Apr-Dec	46201	\$12.00
2009 Apr-Dec	46202	\$4.20
2009 Apr-Dec	46203	\$32.42
2009 Apr-Dec	46204	\$5.49
2009 Apr-Dec	46205	\$5.18
2009 Apr-Dec	46217	\$3.09
2009 Apr-Dec	46219	\$16.25

		Late Payment Charges Assessed
<u>Year</u>	<u>ZIP CODE</u>	<u>Residential Customer</u>
2009 Apr-Dec	46220	\$12.77
2009 Apr-Dec	46226	\$1.61
2009 Apr-Dec	46227	\$49.17
2009 Apr-Dec	46228	\$15.52
2009 Apr-Dec	46229	\$22.17
2009 Apr-Dec	46236	\$12.90
2009 Apr-Dec	46237	\$9.91
2009 Apr-Dec	46239	\$15.32
2009 Apr-Dec	46240	\$28.00
2009 Apr-Dec	46250	\$19.58
2009 Apr-Dec	46260	\$5.82
2009 Apr-Dec	46278	\$0.56
2009 Apr-Dec	46307	\$19.61
2009 Apr-Dec	46321	\$9.66
2009 Apr-Dec	46368	\$14.78
2009 Apr-Dec	46385	\$2.88
2009 Apr-Dec	46514	\$7.66
2009 Apr-Dec	46545	\$19.88
2009 Apr-Dec	46614	\$12.83
2009 Apr-Dec	46619	\$27.53
2009 Apr-Dec	46755	\$14.49
2009 Apr-Dec	46803	\$5.78
2009 Apr-Dec	46818	\$11.96
2009 Apr-Dec	46835	\$8.69
2009 Apr-Dec	46952	\$15.04
2009 Apr-Dec	47006	\$28.51
2009 Apr-Dec	47106	\$29.99
2009 Apr-Dec	47111	\$156.48
2009 Apr-Dec	47112	\$78.41
2009 Apr-Dec	47115	\$4.00
2009 Apr-Dec	47117	\$1.03
2009 Apr-Dec	47118	\$36.22
2009 Apr-Dec	47119	\$154.82
2009 Apr-Dec	47122	\$99.85
2009 Apr-Dec	47124	\$43.02
2009 Apr-Dec	47125	\$15.75
2009 Apr-Dec	47126	\$35.31
2009 Apr-Dec	47129	\$492.48
2009 Apr-Dec	47130	\$1,145.96
2009 Apr-Dec	47131	\$19.85
2009 Apr-Dec	47135	\$36.65



<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	47136	\$60.59
2009 Apr-Dec	47137	\$17.35
2009 Apr-Dec	47138	\$5.36
2009 Apr-Dec	47140	\$30.71
2009 Apr-Dec	47141	\$10.55
2009 Apr-Dec	47143	\$13.94
2009 Apr-Dec	47147	\$23.69
2009 Apr-Dec	47150	\$1,028.95
2009 Apr-Dec	47151	\$50.74
2009 Apr-Dec	47160	\$25.32
2009 Apr-Dec	47161	\$17.93
2009 Apr-Dec	47164	\$18.74
2009 Apr-Dec	47165	\$80.47
2009 Apr-Dec	47167	\$27.48
2009 Apr-Dec	47170	\$58.29
2009 Apr-Dec	47172	\$364.61
2009 Apr-Dec	47175	\$6.15
2009 Apr-Dec	47192	\$7.84
2009 Apr-Dec	47201	\$5.87
2009 Apr-Dec	47202	\$9.08
2009 Apr-Dec	47250	\$29.81
2009 Apr-Dec	47272	\$8.30
2009 Apr-Dec	47283	\$8.56
2009 Apr-Dec	47303	\$16.46
2009 Apr-Dec	47374	\$12.72
2009 Apr-Dec	47401	\$9.40
2009 Apr-Dec	47403	\$2.98
2009 Apr-Dec	47408	\$5.15
2009 Apr-Dec	47424	\$19.02
2009 Apr-Dec	47432	\$25.90
2009 Apr-Dec	47454	\$40.33
2009 Apr-Dec	47469	\$10.85
2009 Apr-Dec	47471	\$7.62
2009 Apr-Dec	47620	\$70.92
2009 Apr-Dec	47635	\$14.15
2009 Apr-Dec	47710	\$22.93
2009 Apr-Dec	47711	\$31.65
2009 Apr-Dec	47712	\$3.65
2009 Apr-Dec	47713	\$15.38
2009 Apr-Dec	47714	\$11.62
2009 Apr-Dec	47715	\$49.01

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	47725	\$3.43
2009 Apr-Dec	47802	\$4.21
2009 Apr-Dec	47842	\$4.20
2009 Apr-Dec	47876	\$0.79
2009 Apr-Dec	47940	\$9.49
2009 Apr-Dec	48034	\$21.08
2009 Apr-Dec	48036	\$12.94
2009 Apr-Dec	48076	\$4.31
2009 Apr-Dec	48079	\$8.35
2009 Apr-Dec	48089	\$1.38
2009 Apr-Dec	48117	\$9.89
2009 Apr-Dec	48124	\$6.67
2009 Apr-Dec	48125	\$3.27
2009 Apr-Dec	48127	\$24.19
2009 Apr-Dec	48167	\$1.83
2009 Apr-Dec	48170	\$8.25
2009 Apr-Dec	48173	\$2.34
2009 Apr-Dec	48183	\$12.44
2009 Apr-Dec	48206	\$43.50
2009 Apr-Dec	48219	\$40.52
2009 Apr-Dec	48223	\$23.07
2009 Apr-Dec	48234	\$7.76
2009 Apr-Dec	48326	\$8.32
2009 Apr-Dec	48329	\$9.04
2009 Apr-Dec	48334	\$4.84
2009 Apr-Dec	48356	\$14.71
2009 Apr-Dec	48377	\$4.52
2009 Apr-Dec	48382	\$9.30
2009 Apr-Dec	48413	\$6.85
2009 Apr-Dec	48415	\$7.61
2009 Apr-Dec	48657	\$9.53
2009 Apr-Dec	48858	\$5.18
2009 Apr-Dec	48864	\$2.84
2009 Apr-Dec	48895	\$8.98
2009 Apr-Dec	49001	\$26.33
2009 Apr-Dec	49082	\$13.19
2009 Apr-Dec	49202	\$9.32
2009 Apr-Dec	49233	\$7.62
2009 Apr-Dec	49341	\$1.38
2009 Apr-Dec	49456	\$3.13
2009 Apr-Dec	49503	\$1.37

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	49506	\$10.77
2009 Apr-Dec	49512	\$12.03
2009 Apr-Dec	49546	\$8.87
2009 Apr-Dec	49601	\$4.38
2009 Apr-Dec	50111	\$3.13
2009 Apr-Dec	50266	\$14.47
2009 Apr-Dec	50644	\$21.98
2009 Apr-Dec	51104	\$10.74
2009 Apr-Dec	51501	\$1.25
2009 Apr-Dec	52001	\$11.83
2009 Apr-Dec	52241	\$8.48
2009 Apr-Dec	52404	\$9.46
2009 Apr-Dec	52722	\$45.28
2009 Apr-Dec	52804	\$2.64
2009 Apr-Dec	53027	\$23.92
2009 Apr-Dec	53140	\$2.09
2009 Apr-Dec	53202	\$5.65
2009 Apr-Dec	53213	\$9.11
2009 Apr-Dec	53217	\$4.94
2009 Apr-Dec	53405	\$8.12
2009 Apr-Dec	53597	\$1.51
2009 Apr-Dec	53705	\$3.32
2009 Apr-Dec	54449	\$12.39
2009 Apr-Dec	54701	\$12.78
2009 Apr-Dec	54904	\$13.75
2009 Apr-Dec	55057	\$6.16
2009 Apr-Dec	55073	\$8.52
2009 Apr-Dec	55401	\$3.09
2009 Apr-Dec	55403	\$35.86
2009 Apr-Dec	55404	\$27.14
2009 Apr-Dec	55416	\$16.13
2009 Apr-Dec	55423	\$6.22
2009 Apr-Dec	55901	\$17.92
2009 Apr-Dec	55963	\$5.54
2009 Apr-Dec	55976	\$5.42
2009 Apr-Dec	56098	\$4.77
2009 Apr-Dec	56387	\$7.42
2009 Apr-Dec	56515	\$2.28
2009 Apr-Dec	57005	\$6.58
2009 Apr-Dec	57350	\$4.39
2009 Apr-Dec	60007	\$2.52

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges Assessed <u>Residential Customer</u>
2009 Apr-Dec	60016	\$1.28
2009 Apr-Dec	60045	\$0.00
2009 Apr-Dec	60089	\$7.58
2009 Apr-Dec	60098	\$22.32
2009 Apr-Dec	60120	\$11.07
2009 Apr-Dec	60166	\$3.03
2009 Apr-Dec	60187	\$4.68
2009 Apr-Dec	60191	\$0.00
2009 Apr-Dec	60428	\$39.48
2009 Apr-Dec	60440	\$7.95
2009 Apr-Dec	60452	\$16.42
2009 Apr-Dec	60465	\$6.34
2009 Apr-Dec	60471	\$10.71
2009 Apr-Dec	60477	\$19.56
2009 Apr-Dec	60502	\$6.82
2009 Apr-Dec	60521	\$27.41
2009 Apr-Dec	60542	\$1.27
2009 Apr-Dec	60544	\$1.14
2009 Apr-Dec	60586	\$24.99
2009 Apr-Dec	60601	\$29.37
2009 Apr-Dec	60607	\$36.15
2009 Apr-Dec	60612	\$12.68
2009 Apr-Dec	60614	\$4.78
2009 Apr-Dec	60620	\$16.75
2009 Apr-Dec	60625	\$10.91
2009 Apr-Dec	60626	\$2.64
2009 Apr-Dec	60649	\$1.90
2009 Apr-Dec	60657	\$12.19
2009 Apr-Dec	60659	\$7.10
2009 Apr-Dec	60660	\$18.38
2009 Apr-Dec	60827	\$8.91
2009 Apr-Dec	61008	\$16.27
2009 Apr-Dec	61111	\$11.43
2009 Apr-Dec	61356	\$3.20
2009 Apr-Dec	61701	\$8.48
2009 Apr-Dec	61801	\$3.90
2009 Apr-Dec	61833	\$7.32
2009 Apr-Dec	61858	\$1.64
2009 Apr-Dec	62002	\$2.31
2009 Apr-Dec	62214	\$14.56
2009 Apr-Dec	62221	\$4.36

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	62269	\$2.54
2009 Apr-Dec	62522	\$2.52
2009 Apr-Dec	62681	\$11.29
2009 Apr-Dec	62703	\$3.88
2009 Apr-Dec	62864	\$11.23
2009 Apr-Dec	62870	\$25.60
2009 Apr-Dec	62959	\$11.81
2009 Apr-Dec	62960	\$12.99
2009 Apr-Dec	63006	\$4.14
2009 Apr-Dec	63011	\$7.54
2009 Apr-Dec	63021	\$4.69
2009 Apr-Dec	63026	\$1.79
2009 Apr-Dec	63033	\$8.60
2009 Apr-Dec	63101	\$20.82
2009 Apr-Dec	63106	\$12.28
2009 Apr-Dec	63118	\$6.86
2009 Apr-Dec	63122	\$44.20
2009 Apr-Dec	63129	\$9.69
2009 Apr-Dec	63130	\$6.03
2009 Apr-Dec	63136	\$40.97
2009 Apr-Dec	63141	\$22.61
2009 Apr-Dec	63146	\$29.23
2009 Apr-Dec	63366	\$1.48
2009 Apr-Dec	63367	\$7.81
2009 Apr-Dec	63640	\$20.21
2009 Apr-Dec	63801	\$3.51
2009 Apr-Dec	63834	\$15.28
2009 Apr-Dec	63901	\$3.53
2009 Apr-Dec	64029	\$5.43
2009 Apr-Dec	64118	\$55.38
2009 Apr-Dec	64132	\$5.03
2009 Apr-Dec	64155	\$39.04
2009 Apr-Dec	64850	\$3.51
2009 Apr-Dec	64855	\$7.57
2009 Apr-Dec	65017	\$13.56
2009 Apr-Dec	65251	\$3.94
2009 Apr-Dec	65401	\$21.04
2009 Apr-Dec	65536	\$11.13
2009 Apr-Dec	65605	\$4.08
2009 Apr-Dec	65616	\$25.39
2009 Apr-Dec	65714	\$35.30

<u>Year</u>	<u>ZIP CODE</u>	Late Payment Charges
		Assessed <u>Residential Customer</u>
2009 Apr-Dec	65740	\$3.90
2009 Apr-Dec	65742	\$26.55
2009 Apr-Dec	66049	\$4.47
2009 Apr-Dec	66062	\$31.55
2009 Apr-Dec	66071	\$3.16
2009 Apr-Dec	66109	\$0.93
2009 Apr-Dec	66202	\$2.10
2009 Apr-Dec	66213	\$0.74
2009 Apr-Dec	66221	\$19.72
2009 Apr-Dec	66505	\$8.40
2009 Apr-Dec	68022	\$7.97
2009 Apr-Dec	68102	\$3.87
2009 Apr-Dec	68114	\$4.91
2009 Apr-Dec	68131	\$6.26
2009 Apr-Dec	68147	\$35.34
2009 Apr-Dec	68154	\$1.94
2009 Apr-Dec	68601	\$1.73
2009 Apr-Dec	68787	\$13.71
2009 Apr-Dec	69343	\$2.87
2009 Apr-Dec	70003	\$1.14
2009 Apr-Dec	70053	\$18.53
2009 Apr-Dec	70072	\$18.06
2009 Apr-Dec	70117	\$3.02
2009 Apr-Dec	70125	\$9.34
2009 Apr-Dec	70131	\$5.92
2009 Apr-Dec	70458	\$1.09
2009 Apr-Dec	70471	\$7.44
2009 Apr-Dec	70634	\$3.93
2009 Apr-Dec	70785	\$15.84
2009 Apr-Dec	71104	\$2.29
2009 Apr-Dec	71913	\$20.81
2009 Apr-Dec	71921	\$37.75
2009 Apr-Dec	72113	\$50.41
2009 Apr-Dec	72736	\$14.19
2009 Apr-Dec	72936	\$17.22
2009 Apr-Dec	72948	\$14.52
2009 Apr-Dec	73020	\$10.00
2009 Apr-Dec	73036	\$28.87
2009 Apr-Dec	73120	\$11.09
2009 Apr-Dec	73132	\$3.24
2009 Apr-Dec	73763	\$7.01

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	74112	\$14.52
2009 Apr-Dec	74121	\$0.00
2009 Apr-Dec	75019	\$1.29
2009 Apr-Dec	75022	\$17.89
2009 Apr-Dec	75034	\$6.64
2009 Apr-Dec	75035	\$2.85
2009 Apr-Dec	75056	\$1.22
2009 Apr-Dec	75070	\$5.35
2009 Apr-Dec	75075	\$9.67
2009 Apr-Dec	75080	\$10.47
2009 Apr-Dec	75093	\$2.93
2009 Apr-Dec	75098	\$28.93
2009 Apr-Dec	75154	\$40.14
2009 Apr-Dec	75204	\$16.31
2009 Apr-Dec	75217	\$21.01
2009 Apr-Dec	75220	\$14.99
2009 Apr-Dec	75253	\$22.05
2009 Apr-Dec	75401	\$18.55
2009 Apr-Dec	75409	\$3.05
2009 Apr-Dec	75701	\$23.27
2009 Apr-Dec	75703	\$9.91
2009 Apr-Dec	75704	\$10.69
2009 Apr-Dec	76011	\$10.96
2009 Apr-Dec	76017	\$11.19
2009 Apr-Dec	76049	\$10.97
2009 Apr-Dec	76063	\$4.13
2009 Apr-Dec	76114	\$6.86
2009 Apr-Dec	76248	\$18.52
2009 Apr-Dec	76262	\$16.75
2009 Apr-Dec	76526	\$10.18
2009 Apr-Dec	76544	\$1.64
2009 Apr-Dec	76549	\$23.74
2009 Apr-Dec	76664	\$3.43
2009 Apr-Dec	77025	\$7.05
2009 Apr-Dec	77027	\$39.00
2009 Apr-Dec	77037	\$16.11
2009 Apr-Dec	77054	\$14.95
2009 Apr-Dec	77073	\$26.55
2009 Apr-Dec	77075	\$0.00
2009 Apr-Dec	77079	\$5.76
2009 Apr-Dec	77082	\$7.43

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	77364	\$49.86
2009 Apr-Dec	77373	\$2.50
2009 Apr-Dec	77381	\$27.59
2009 Apr-Dec	77385	\$5.46
2009 Apr-Dec	77389	\$5.00
2009 Apr-Dec	77423	\$27.22
2009 Apr-Dec	77433	\$8.05
2009 Apr-Dec	77450	\$10.48
2009 Apr-Dec	77477	\$9.32
2009 Apr-Dec	77488	\$32.16
2009 Apr-Dec	77494	\$38.68
2009 Apr-Dec	77581	\$3.90
2009 Apr-Dec	77584	\$4.67
2009 Apr-Dec	77586	\$6.11
2009 Apr-Dec	77590	\$31.23
2009 Apr-Dec	77854	\$5.17
2009 Apr-Dec	78006	\$4.17
2009 Apr-Dec	78015	\$3.74
2009 Apr-Dec	78155	\$4.56
2009 Apr-Dec	78213	\$1.42
2009 Apr-Dec	78233	\$3.08
2009 Apr-Dec	78240	\$3.48
2009 Apr-Dec	78247	\$19.55
2009 Apr-Dec	78248	\$4.12
2009 Apr-Dec	78254	\$2.57
2009 Apr-Dec	78260	\$11.61
2009 Apr-Dec	78261	\$4.83
2009 Apr-Dec	78504	\$0.58
2009 Apr-Dec	78542	\$5.30
2009 Apr-Dec	78550	\$36.92
2009 Apr-Dec	78628	\$0.00
2009 Apr-Dec	78664	\$8.35
2009 Apr-Dec	78708	\$61.23
2009 Apr-Dec	78721	\$17.51
2009 Apr-Dec	78727	\$7.49
2009 Apr-Dec	79367	\$23.09
2009 Apr-Dec	79705	\$8.11
2009 Apr-Dec	80002	\$3.19
2009 Apr-Dec	80011	\$7.92
2009 Apr-Dec	80023	\$0.64
2009 Apr-Dec	80026	\$12.48



<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	80027	\$1.21
2009 Apr-Dec	80102	\$30.44
2009 Apr-Dec	80108	\$15.71
2009 Apr-Dec	80112	\$8.57
2009 Apr-Dec	80132	\$4.95
2009 Apr-Dec	80202	\$3.42
2009 Apr-Dec	80207	\$16.57
2009 Apr-Dec	80215	\$20.22
2009 Apr-Dec	80216	\$0.00
2009 Apr-Dec	80231	\$27.54
2009 Apr-Dec	80241	\$7.98
2009 Apr-Dec	80439	\$12.89
2009 Apr-Dec	80521	\$20.54
2009 Apr-Dec	80525	\$17.44
2009 Apr-Dec	80905	\$22.57
2009 Apr-Dec	80908	\$34.61
2009 Apr-Dec	80911	\$8.15
2009 Apr-Dec	83422	\$13.67
2009 Apr-Dec	84087	\$2.73
2009 Apr-Dec	84115	\$10.36
2009 Apr-Dec	84604	\$5.01
2009 Apr-Dec	84780	\$9.25
2009 Apr-Dec	85032	\$41.10
2009 Apr-Dec	85041	\$12.48
2009 Apr-Dec	85051	\$3.79
2009 Apr-Dec	85142	\$23.97
2009 Apr-Dec	85243	\$10.12
2009 Apr-Dec	85246	\$19.84
2009 Apr-Dec	85297	\$14.83
2009 Apr-Dec	85340	\$2.09
2009 Apr-Dec	85382	\$9.38
2009 Apr-Dec	85710	\$2.96
2009 Apr-Dec	85742	\$11.61
2009 Apr-Dec	85745	\$8.37
2009 Apr-Dec	85746	\$2.29
2009 Apr-Dec	85749	\$6.10
2009 Apr-Dec	86427	\$10.36
2009 Apr-Dec	87108	\$10.09
2009 Apr-Dec	87110	\$85.12
2009 Apr-Dec	87144	\$8.14
2009 Apr-Dec	89011	\$7.55

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	89032	\$3.01
2009 Apr-Dec	89117	\$4.88
2009 Apr-Dec	89139	\$5.38
2009 Apr-Dec	89512	\$6.04
2009 Apr-Dec	90043	\$2.41
2009 Apr-Dec	90048	\$4.17
2009 Apr-Dec	90068	\$3.83
2009 Apr-Dec	90278	\$3.98
2009 Apr-Dec	90292	\$1.50
2009 Apr-Dec	90621	\$5.03
2009 Apr-Dec	90660	\$17.24
2009 Apr-Dec	91107	\$44.51
2009 Apr-Dec	91301	\$21.34
2009 Apr-Dec	91306	\$6.78
2009 Apr-Dec	91324	\$2.54
2009 Apr-Dec	91364	\$26.75
2009 Apr-Dec	91711	\$6.59
2009 Apr-Dec	92003	\$7.18
2009 Apr-Dec	92019	\$4.78
2009 Apr-Dec	92065	\$34.06
2009 Apr-Dec	92067	\$17.40
2009 Apr-Dec	92103	\$8.16
2009 Apr-Dec	92127	\$2.57
2009 Apr-Dec	92154	\$0.58
2009 Apr-Dec	92377	\$6.87
2009 Apr-Dec	92504	\$16.66
2009 Apr-Dec	92506	\$2.33
2009 Apr-Dec	92582	\$3.97
2009 Apr-Dec	92704	\$16.79
2009 Apr-Dec	92801	\$6.01
2009 Apr-Dec	93001	\$19.09
2009 Apr-Dec	93010	\$10.46
2009 Apr-Dec	93105	\$0.00
2009 Apr-Dec	93384	\$7.87
2009 Apr-Dec	93950	\$15.19
2009 Apr-Dec	94086	\$1.50
2009 Apr-Dec	94121	\$9.64
2009 Apr-Dec	94303	\$7.85
2009 Apr-Dec	94520	\$5.06
2009 Apr-Dec	94541	\$1.01
2009 Apr-Dec	94587	\$6.17

<u>Year</u>	<u>ZIP CODE</u>	<u>Late Payment Charges Assessed Residential Customer</u>
2009 Apr-Dec	94601	\$20.75
2009 Apr-Dec	94612	\$9.95
2009 Apr-Dec	94709	\$17.95
2009 Apr-Dec	95127	\$2.73
2009 Apr-Dec	95688	\$3.46
2009 Apr-Dec	95742	\$24.97
2009 Apr-Dec	95758	\$40.92
2009 Apr-Dec	95833	\$4.49
2009 Apr-Dec	95834	\$12.17
2009 Apr-Dec	96224	\$15.13
2009 Apr-Dec	96507	\$3.58
2009 Apr-Dec	97053	\$42.37
2009 Apr-Dec	97086	\$28.94
2009 Apr-Dec	97228	\$0.00
2009 Apr-Dec	97229	\$41.15
2009 Apr-Dec	97355	\$3.06
2009 Apr-Dec	97405	\$3.20
2009 Apr-Dec	97520	\$24.51
2009 Apr-Dec	97624	\$6.81
2009 Apr-Dec	97760	\$7.38
2009 Apr-Dec	98027	\$6.45
2009 Apr-Dec	98056	\$10.03
2009 Apr-Dec	98121	\$10.25
2009 Apr-Dec	98296	\$2.02
2009 Apr-Dec	98383	\$16.23
2009 Apr-Dec	98664	\$9.36
2009 Apr-Dec	99516	\$7.50
2009 Apr-Dec	99645	\$11.76



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 17**

**Responding Witness: Butch Cockerill**

Q-17. Please refer to Response to AG A-5. Please describe in detail the FLEX option including who qualifies for this program. Please attach any policies or written description of this program.

A-17. Please see the response to AG 1-11 and KPSC 3-34.

Below is a copy from an on-line training aid that is used by the Call Center Representatives (CSR) when talking with customers that assists them in explaining the program and determining if the customer is eligible. If the customer is eligible and wishes to enroll in the program, the CSR will utilize this training aid to register the customer.

**QRG Flex Billing Option**

**Overview**

The FLEX (Fixed and Limited Income EXTension) billing option helps residential customers who want a payment due date that more closely coincides with the date they receive their monthly income check.

NOTE: this replaces Extencicare and Selective Due Date options that were available before the switch to CCS.

Customers who had used either of the previous options were advised of this new option. Any customer who requests it and qualifies for it may participate.

**Please NOTE that this option:**

- **IS NOT AVAILABLE TO ODP CUSTOMERS**
- **Does not remain in effect when customer moves.**

## Details

The FLEX option makes the payment due date 16 days later (28 days instead of the standard 12 days from the bill issue date).

### Eligibility

Residential customer who cannot pay the amount due by the "original" due date because they have to wait for a monthly income check every month (such as Social Security or pension)

**When a customer asks to move the due date to a date that coincides with the customer's monthly income check,**

1. Review the customer's payment history for:
  - consistent pattern of payments posting past the Payment Due Date
  - payments received about the same date each month
2. Discuss other options that may exist for the customer (i.e. payment arrangement, Budget Payment Plan, etc.)
3. If none of these other options will work for this customer and the customer is eligible, you may offer the FLEX option.

**If the customer decides to participate:**

1. CSR explains to the customer that for any given month, the next monthly bill *could be created prior to the due date of the current month's bill*. When this occurs, the "previous balance" will display on that bill and the "previous balance" will be included in the total amount due. This does not mean the customer's account is "past due" or that the customer owes this amount twice. It merely indicates that the payment for the billed amount has not yet been received.
2. CSR advises the customer:
  - If the customer fails to make timely payments after enrolling in the FLEX

- option, the customer may be removed from participation.
- If payment is not made by the extended due date, the account will incur late payment fees and be eligible for disconnection
  - The Flex Billing selection does not continue when the customer moves. If customer moves, the customer must re-request Flex again.
3. For each Contract Account (CA) the customer is requesting to put on FLEX billing, the CSR enters a Contact with Contact Class "FLEX" and selects the appropriate action (General inquiry, ADD, REMOVE, or REFUND).  
A coach or trained CSR runs a report for the "ADD" contacts the next day and adds the customer to the program.

**NOTE:** If the CA is scheduled for billing within the next 2 days, the CSR must email the coach to request the account to be added to the FLEX program.

#### **How to View If Contract Account Is On FLEX Billing**

A Contact will only display when the initial request is made to go on the plan. Take these steps to see if the customer has actually been added:

1. On Account Overview, click on the Contract Account link.
2. On the Contract Account Display screen, click the General Data tab (if you are not on it already)
3. Scroll down; the Payment Term field will display FLEX if the customer is on the plan.







**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 18**

**Responding Witness: Butch Cockerill**

Q-18. Please refer to Response to AG A-1. Please provide a copy of the policies listed in Attachment 1, entitled Credit and Collection Manual Table of Contents.

A-18. See attached CD in folder titled Question No. 18.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 19**

**Responding Witness: Lonnie E. Bellar**

Q-19. Please state the amounts LG&E collected in each year for 2008 and 2009 for Demand Side Management Programs and provide a breakdown of how such funds collected were spent in each year.

A-19. See attached CD in folder titled Question No. 19.



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**CASE NO. 2009-00549**

**Response to Second Request for Information of  
Association of Community Ministries  
Dated March 26, 2010**

**Question No. 20**

**Responding Witness: Butch Cockerill**

Q-20. Please state the amounts LG&E contributed in each year 2008 and 2009 to programs to assist customers in paying their bills.

A-20. LG&E contributed the following in 2008 and 2009 to programs to assist customers in paying their bills:

2008

Community Winterhelp - \$175,881.94

2009

Community Winterhelp - \$67,253.66

Home Energy Assistance (HEA) - \$184,711.25