



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

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COMMISSION

Kentucky Utilities Company
State Regulation and Rates
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August 2, 2010

RE: *CHARLES S. CARTER JR. COMPLAINANT V. KENTUCKY UTILITIES
COMPANY DEFENDANT*
CASE NO. 2010-00129

Dear Mr. DeRouen:

Enclosed please find an original and ten (10) copies of Kentucky Utilities Company's Reply to the Response of Charles S. Carter filed on June 15, 2010.

A copy is being mailed to the Complainant.

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

Sincerely,

Rick E. Lovekamp

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CHARLES S. CARTER JR.

COMPLAINANT

v.

KENTUCKY UTILITIES COMPANY

DEFENDANT

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REPLY OF
KENTUCKY UTILITIES COMPANY

In accordance with the Kentucky Public Service Commission’s (“Commission”) Order of July 22, 2010 in the above-captioned proceeding, Kentucky Utilities Company (“KU” or the “Company”) respectfully submits this Reply to the Response of Charles S. Carter (“Mr. Carter”) filed on June 15, 2010. In support of its Reply, KU states as follows:

In his letter dated June 14, 2010 to the Commission, Mr. Carter restates his original complaint and again requests an explanation of his January 2010 electric usage and resulting bill increase. In short, as stated in KU’s Answer filed on April 22, 2010,

KU tested Mr. Carter's meter on April 14, 2010 and it was found to be operating within acceptable limits. In addition, KU performed a Residential Energy Audit at Mr. Carter's home and concluded with several recommendations, including decreasing the use of electric space heaters.

The data provided by Mr. Carter in his Response acknowledges the use of three space heaters in his home. Based on the information Mr. Carter provided, the space heaters would add \$32.40 to his bill if used just six hours per day. While KU does not have personal knowledge of Mr. Carter's particular living habits, use of three space heaters in a home during the coldest month of the winter would contribute to a significant increase in electric use.

With regard to the averment in the email dated April 30, 2010, that "KU changed the electric meter after I complained about my bill doubling from 1510 KWH in December to 3135 KWH in January. I also reported that the meter was giving irregular readings. I at no time requested that the meter be changed or checked. I was also informed that there would be no charge on my part for this service. KU reported in the report that the meter tested within normal limits and they were going to charge me for the test." KU admits that a system-generated letter dated April 16, 2010 was mailed to Mr. Carter and indicated that \$60.00 would be applied to the account. However, KU will not charge Mr. Carter due to the test being ordered by KU.

With regard to the averment in the email dated April 30, 2010, that "In the past I was able to view all of my billing history at the KU web sit. After I filed a complaint with PSC when I tried to view my billing history I was only able to view the past twelve months. As instructed I e-mail and ask for the past thirty-six months of billing history.

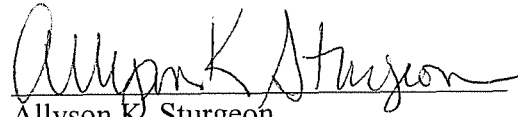
KU e-mailed me back and stated they could only send we the past twelve months that it had been in my name at account number. I e-mailed KU explaining that the account number they referred to is not my account number and that my account number is and that our family has had service at this resident for over thirty years. I have serious doubts that the billing in question is mine.” KU notes that the customer can personally obtain billing data via the Company website back to April 2009. In addition, KU is attaching Kwh usage data from July 11, 2006 to March 6, 2009.

WHEREFORE, for all of the reasons set forth above, Kentucky Utilities Company respectfully requests:

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

Dated: August 2, 2010

Respectfully submitted,



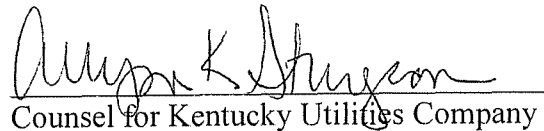
Allyson K. Sturgeon
Senior Corporate Attorney
E.ON U.S. LLC
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

Counsel for Kentucky Utilities Company

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following on the 2nd day of August, 2010, U.S. mail, postage prepaid:

Charles S. Carter
55 East Center Street
Corbin, KY 40701



Counsel for Kentucky Utilities Company

Kwh Usage Data
July 11, 2006 – March 6, 2009

Bill Date	Usage
07/11/06	1971
08/09/06	2163
09/08/06	2100
10/09/06	1151
11/07/06	1076
12/07/06	1288
01/10/07	1225
02/08/07	1104
03/09/07	1099
04/10/07	1527
05/09/07	1697
06/12/07	1679
07/10/07	2727
08/08/07	2298
09/10/07	2634
10/09/07	1575
11/07/07	1234
12/07/07	997
01/10/08	1413
02/08/08	1355
03/10/08	1506
04/09/08	1556
05/08/08	1839
06/09/08	1989
07/09/08	3317
08/08/08	3551
09/09/08	2912
10/08/08	2341
11/06/08	1782
12/08/08	1949
01/09/09	2554
02/06/09	2505
03/06/09	2257