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SEP 27 2010

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

MILLER + WOODWARD / RUSSELL C. PATTIE
 (Your Full Name) COMPLAINANT
 VS.
KU
 (Name of Utility) DEFENDANT

2010-00380

COMPLAINT

The complaint of MILLER + WOODWARD respectfully shows:
(Your Full Name)

(a) RUSSELL C PATTIE
(Your Full Name)

2220 NICHOLASVILLE RD SUITE 152
(Your Address) LEXINGTON KY 40505

(b) KU
(Name of Utility)

820 W BROADWAY, LOUISVILLE KY 40202
(Address of Utility)

(c) That: PLEASE SEE ATTACHED 6 PAGES
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Formal Complaint

MILLER & WOODWARD vs. KU

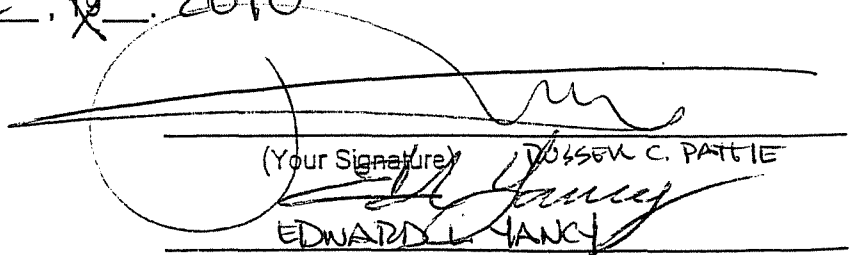
Page 2 of 2

Wherefore, complainant asks _____
(Specifically state the relief desired.)

ADJUST OUR RATE TO OUR BEST
ADVANTAGE EFFECTIVE 8/1/10

Dated at LEXINGTON, Kentucky, this 24TH day
(Your City)

of SEPTEMBER, 10, 2010
(Month)



(Your Signature) EDWARD L. YANCY

(Name and address of attorney, if any)
PO Box 4308
LEXINGTON KY 40544

Before the Public Service Commission

(Insert name of complainant))
 Complainant)
 MIUHL + WOODWARD / ^{RUSSELL C.} PATTIE) No. _____
 vs.) (To be inserted by
 KU) the secretary)
 (Insert name of each defendant))
 Defendant)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

- (a) That (here state name, occupation and post office address of each complainant).
- (b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at LEXINGTON, Kentucky, this 24TH day of SEPTEMBER, 2010.

MIUHL + WOODWARD / RUSSELL C. PATTI
(Name of each complainant)

EDWARD L. YANCEY
(Name and address of attorney, if any)

PO BOX 4308
LEXINGTON KY 40544

MILLER & WOODWARD

JEWELRY CRAFTSMEN SINCE 1931

Public Service Commission

September 24, 2010

Received bill dated 8/16/10 for \$717.56, paid 8/19/10.

Noticed large increase over previous month, assumed the hot weather and rate increase was the reason.

Received bill dated 9/14/10 for \$1024.10.

Called KU and spoke with "Carmen". She stated that we had been assigned the wrong rate along with approximately 5000 other customers. We should not pay this bill, wait for the October bill and it would be corrected effective 8/1/10.

Received bill dated 9/17/10 for \$404.24, paid 9/21/10

Called KU and spoke with "Brenda". She stated no credit would be given for the bill dated 8/16/10, only for the bill dated 9/14/10. I asked to speak with a supervisor who returned my call later that day. "David Combs" also stated no credit would be given. Later that day "Lisa Craft" called with the same information.

9/23/10 received sheet of "Terms and Conditions" from KU.

I do not understand electric rates and I do not understand why anyone would want to be on a higher rate. I have enclosed copies of four bills from 7/26/10 (due date, no bill mailed date listed) through 9/17/10. Also enclosed "Terms and Conditions" from KU. The last highlighted line states "Company shall not be required to make a change in schedule more often than once in twelve (12) months". If the change had been made effective 8/1/10 that is only once.

If 5000 customers have been put on the wrong rate how many are paying too much and don't know the difference?

Russell C. Pattie



President
Miller & Woodward





an e-on company

Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
Customer Service: 1-859-367-1200 (M-F, 7 a.m. to 6 p.m. ET)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row 1: 09/29/10, \$404.24

See the Billing Information section of this bill for important information about your account.

PSC MATT 9/21

ACCOUNT INFORMATION table with fields: Account Number, Account Name, Service Address, Next Read Will Occur, Date Bill Mailed.

Table comparing averages for this and last billing period: Average Temperature, Number of Days Billed, Electric/kwh per day.

BILLING SUMMARY table showing Previous Balance, Payment(s) Received, Current Electric Charges, Current Taxes and Fees, Current Charges as of 9/17, Total Amount Due.

ELECTRIC CHARGES

Table of electric charges: Rate Type: General Services, Basic Service Charge, Energy Charge, Other Charges For Above Rates, Fuel Adjustment, Electric DSM, Environmental Surcharge, Total Electric Charges.

PSC 800 772 4636

BREUDA 9/21

610860186 DAVID COMBS

METER AND USAGE INFORMATION

ELECTRIC table with columns: Meter Number, Previous Read Date, Previous Reading, Current Read Date, Current Reading, Read Code, Meter Multiplier, Demand, kwh. Includes General Services and dem-bs rows.

Please see reverse side for additional charges.

MILLER & WOODWARD, INC.

KU

9/21/2010

8248

404.24



Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
 Customer Service: 1-859-367-1200 (M-F, 7 a.m. to 6 p.m. ET)
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
 Online Customer Self-Service: www.eon-us.com (24 hours a day)

DUE DATE	Pay This Amount
09/27/10	\$1,024.40

an **eon** company
 Late Payment Fees will be applied to current charges if the current amount due is not received in full by the payment due date on this bill even if payment arrangements have been made. Please have your account number available when calling to discuss your account.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MILLER AND WOODWARD
Service Address:	2220 Nicholasville Rd Ste 152
Next Read Will Occur:	10/12/10 - 10/18/10
Date Bill Mailed:	09/14/10

Averages for Billing Period	This Year	Last Year
Average Temperature	74°	72°
Number of Days Billed	32	32
Electric/kwh per day	125.5	120.9

BILLING SUMMARY	
Previous Balance	717.56
Payment(s) Received 8/17 - 9/14	-717.56
Balance as of 9/14	0.00
Current Electric Charges	911.72
Current Taxes and Fees	112.68
Current Charges as of 9/14	1,024.40
Total Amount Due	1,024.40

ELECTRIC CHARGES

Rate Type: Power Service Secondary	
Basic Service Charge	90.00
Energy Charge (\$0.03386 x 4018.00 kwh)	136.05
Base Demand Minimum Applied (\$12.78 x 50.00 kw)	639.00
Other Charges For Above Rates	
Fuel Adjustment (\$0.00352 x 4018 kwh)	14.14
Electric DSM (\$0.00017 x 4018.00 kwh)	0.68
Environmental Surcharge (3.620% x \$879.87)	31.85
Total Electric Charges	\$911.72

CARMEN

METER AND USAGE INFORMATION

ELECTRIC

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand	kwh
Power Service Secondary									
kwh	C425850	08/12/10	70349	09/13/10	74367	R	1		4018
dem-bs	C425850	08/12/10		09/13/10	17.3000	R	1	17.30	
							Total Usage	17.30	4018

Please see reverse side for additional charges.

Customer Service 1-859-367-1200

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Pay This Amount 3 Days After Due Date	Winter Care Donation	Amount Enclosed
3000-0047-4522	09/27/10	\$1,024.40	\$1,034.64		\$

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

OFFICE USE ONLY:
 MRU10311550, G000000
 P717.56
 PF:Y eB:P



#225608558 6#
 210007485 01 AV 0.335
 MILLER AND WOODWARD
 2220 NICHOLASVILLE RD STE 152
 LEXINGTON KY 40503-2400

PO BOX 539013
 ATLANTA, GA 30353-9013



Service Address: 2220 Nicholasville Rd Ste 152

0203000004745220000000103464000001024400000000000013



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Telephone Payments: 1-800-807-3596 (24 hours a day, \$2.95 fee)
Customer Service: 1-859-367-1200 (M-F, 7 a.m. to 6 p.m. ET)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row: 08/30/10, \$717.56

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Table comparing 'This Year' and 'Last Year' for metrics: Average Temperature, Number of Days Billed, Electric/kwh per day.

ACCOUNT INFORMATION table with fields: Account Number, Account Name, Service Address, Next Read Will Occur, Date Bill Mailed.

BILLING SUMMARY table with fields: Previous Balance, Payment(s) Received, Balance as of 8/16, Current Electric Charges, Current Taxes and Fees, Current Charges as of 8/16, Total Amount Due.

ELECTRIC CHARGES table listing various charges: Rate Type, Basic Service Charge, Energy Charge, Demand Charge, Base Demand Minimum Applied, Other Charges For Above Rates (Fuel Adjustment, Electric DSM, Environmental Surcharge), Total Electric Charges.

METER AND USAGE INFORMATION table with columns: Meter Number, Previous Read Date, Previous Reading, Current Read Date, Current Reading, Read Code, Meter Multiplier, Demand, kwh. Includes sub-section for ELECTRIC usage.

Please see reverse side for additional charges.

MILLER & WOODWARD, INC.

KU

8/19/2010

12763

717.56



Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
 Customer Service: 1-859-367-1200 (M-F, 7 a.m. to 6 p.m. EST)
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. EST
 Online Customer Self-Service: www.eon-us.com (24 hours a day)

DUE DATE	Pay This Amount
07/26/10	\$432.50

an **e-on** company

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

ACCOUNT INFORMATION	
Account Number:	XXXXXXXXXX
Account Name:	MILLER AND WOODWARD
Service Address:	2220 Nicholasville Rd Ste 152
Next Read Will Occur:	08/11/10 - 08/17/10

Averages for Billing Period	This Year	Last Year
Average Temperature	77°	75°
Number of Days Billed	29	32
Electric/kwh per day	116.9	97.9

BILLING SUMMARY	
Previous Balance	442.16
Payment(s) Received 6/16 - 7/14	-442.16
Balance as of 7/14	0.00
Current Electric Charges	384.92
Current Taxes and Fees	47.58
Current Charges as of 7/14	432.50
Total Amount Due	432.50

ELECTRIC CHARGES	
Rate Type: Power Service - Secondary	
Customer Charge	75.00
Energy Charge	114.79
Demand Charge (\$9.42 x 17.50 kw)	164.85
Other Charges For Above Rates	
Fuel Adjustment (\$0.00169 x 3390 kwh)	5.73
Electric DSM (\$0.00030 x 3390.00 kwh)	1.02
Environmental Surcharge (6.510% x \$361.39)	23.53
Total Electric Charges	\$384.92

METER AND USAGE INFORMATION									
ELECTRIC									
	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand	kwh
Power Service - Secondary									
kwh	C425850	06/14/10	62666	07/13/10	66056	R	1		3390
demand	C425850	06/14/10		07/13/10	17.5000	R	1	17.50	
							Total Usage	17.50	3390

Please see reverse side for additional charges.

MILLER & WOODWARD, INC.

KU

7/16/2010

8214

432.50

TERMS AND CONDITIONS
Customer Responsibilities

APPLICATION FOR SERVICE

A written application or contract, properly executed, may be required before Company is obligated to render electric service. Company shall have the right to reject for valid reasons any such application or contract.

All applications for service shall be made in the legal name of the party desiring the service.

Where an unusual expenditure for construction or equipment is necessary or where the proposed manner of using electric service is clearly outside the scope of Company's standard rate schedules, Company may establish special contracts giving effect to such unusual circumstances. Customer accepts that non-standard service may result in the delay of required maintenance or, in the case of outages, restoration of service.

TRANSFER OF APPLICATION

Applications for electric service are not transferable and new occupants of premises will be required to make application for service before commencing the use of electricity. Customers who have been receiving electric service shall notify Company when discontinuance of service is desired, and shall pay for all electric service furnished until such notice has been given and final meter readings made by Company.

CONTRACTED DEMANDS

For rate applications where billing demand minimums are determined by the Contract Demand customer shall execute written Contract prior to rendering of service. At Company's sole discretion, in lieu of a written contract, a completed load data sheet or other written load specification, as provided by Customer, can be used to determine the maximum load on Company's system for determining Contract Demand minimum.

OPTIONAL RATES

If two or more rate schedules are available for the same class of service, it is Customer's responsibility to determine the options available and to designate the schedule under which customer desires to receive service.

Company will, at any time, upon request, advise any customer as to the most advantageous rate for existing or anticipated service requirements as defined by the customer, but Company does not assume responsibility for the selection of such rate or for the continuance of the lowest annual cost under the rate selected.

In those cases in which the most favorable rate is difficult to predetermine, Customer will be given the opportunity to change to another schedule, unless otherwise prevented by the rate schedule under which Customer is currently served, after trial of the schedule originally designated; however, after the first such change, Company shall not be required to make a change in schedule more often than once in twelve (12) months.

Date of Issue: August 6, 2010

Date Effective: August 1, 2010

Issued By: Lonnie E. Bellar, Vice President, State Regulation and Rates, Lexington, Kentucky