

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

JUL 02 2012

PUBLIC SERVICE COMMISSION **Louisville Gas and Electric Company**State Regulation and Rates

220 West Main Street PO Box 32010 Louisville, Kentucky 40232 www.lge-ku.com

Rick E. Lovekamp Manager – Regulatory Affairs T 502-627-3780 F 502-627-3213 rick.lovekamp@lge-ku.com

July 2, 2012

RE: STEVE N. NICHOLS COMPLAINANT V. LOUISVILLE GAS AND ELECTRIC COMPANY DEFENDANT

Care No. 2012 00219

Case No. 2012-00218

Dear Mr. DeRouen:

Enclosed please find an original and ten (10) copies of the Answer of Louisville Gas and Electric Company to the Complaint of Steve N. Nichols in the above-referenced docket.

Also enclosed are an original and ten (10) copies of a Petition for Confidential Protection regarding certain information provided in the Answer.

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:

STEVE N. NICHOLS)
COMPLAINANT)
v.) CASE NO. 2012-00218
LOUISVILLE GAS AND ELECTRIC COMPANY)))
DEFENDANT)

* * * * * *

ANSWER OF LOUISVILLE GAS AND ELECTRIC COMPANY

In accordance with the Kentucky Public Service Commission's ("Commission") Order of June 12, 2012 in the above-captioned proceeding, Louisville Gas and Electric Company ("LG&E" or the "Company") respectfully submits this Answer to the Complaint of Steve N. Nichols filed on May 18, 2012. In support of its Answer, and in response to the specific averments contained in said Complaint, LG&E states as follows:

1. LG&E admits the allegations contained in paragraph (a) of the Complaint, on information and belief.

- 2. With regard to the allegations contained in paragraph (b) of the Complaint, LG&E states that its primary business address is 220 West Main Street, Louisville, Kentucky 40202.
- 3. With regard to the allegations contained in paragraph (c) of the Complaint, LG&E admits that Mr. Nichols was billed for services for the following accounts, addresses, amounts, and time periods¹:
 - a. Account 4523 ("Acct. 4523") 155 N. Keats, Apt. #3 \$40.20 for period 2/10/09-3/4/09;
 - b. Account 2822 ("Acct. 2822") 1051 Barrett Ave., Apt. #2 \$46.24 for period 12/19/08-8/12/09;
 - c. Account # 8966 ("Acct. 8966") 1051 Barrett Ave., Apt. #3
 \$38.79 for period 11/25/08-3/5/09;
 - d. Account #440 ("Acct. 1440") 155 N. Keats, Apt. #1 \$17.45 for period 10/29/09-11/19/09;
 - e. Account # 5337 ("Acct. 5337") 155 N. Keats, Apt. #2 \$100.41 for 10/13/11-10/25/11.

LG&E affirmatively states that during the above-indicated time periods, Mr. Nichols was the Landlord/Property Owner of the above-referenced properties located in Louisville, Kentucky. LG&E had an Owner Allocation Agreement ("Agreement") on file with Mr. Nichols for all said properties during the periods question, which authorized LG&E to leave on the electric and gas services in his name when the properties became vacant and the tenants ordered services turned off. Monthly bills were sent out for each

¹ All confidential information herein (including all Exhibits) has been redacted subject to a Petition for Confidential Protection.

account to Mr. Nichols as services were incurred at said locations while they were in his name. LG&E also provides gas and electric services to Mr. Nichols' personal residence located at 4920 Chenoweth Run Road in Louisville, Kentucky (Account No. 2392) ["Acct. 2392"]. Also at this same location, there is a rental property identified in LG&E's billing system ("CCS") as "4920 Chenoweth Run Road Rear" to which LG&E provides gas and electric services. Services for 4920 Chenoweth Run Road Rear were billed to Mr. Nichols for the period October 21, 2001 to March 17, 2009 under Account No. 8003 (which was changed to Account No. 2616

In February 2012, LG&E's Revenue Collections generated a "pre-write off report" showing delinquent accounts, which included the five outstanding balances for Mr. Nichols dating back to 2008, which are the subject of his Complaint. The report is automatically generated once a week, and is used to match accounts that are about to be written off (that are at least 120 days past due) to active customer accounts. If an exact match is made, the past due balance is transferred to the active customer account, and is identified as a "Transferred Balance" on the customer's next bill under the section "Other Charges." Upon review of the report at that time, it was determined by an LG&E representative that Mr. Nichols had an active service in his name, so the representative transferred the five balances (totaling \$243.09) to Acct. 2392 on February 28, 2012.

The spreadsheet attached as Exhibit "A" details the amount due for each rental property, the dates the services were charged to Mr. Nichols (as authorized by him per the Agreement), and the dates the final bills were mailed to him. Attached as Exhibit "B" are spreadsheets showing the bills and payments for the addresses and the service periods

in question, along with the final bills that were sent to Mr. Nichols for each account.² (Documentation as to Mr. Nichols' two Chenoweth Run Road Accounts is also included in Exhibit "B.")

Attached as Exhibit "C" is a Move In/Move Out history for each of Mr. Nichols' rental properties for the periods in question, which are the subject of his Complaint. The summary shows the periods for which Mr. Nichols was responsible for the gas and electric services for each of the addresses.³ In situations involving rental properties where LG&E has an Agreement in place with a property owner, once a tenant requests a move out and the account is final billed, the services revert to the name of the property owner in order to avoid shutoff of the services. During the period between tenant rentals, the property owner is responsible for the bills. When a tenant then requests service at the location, the property owner is final billed, and the service in the new tenant's name is activated. If the property owner fails to pay, CCS automatically transfers the past due balance to an account designated by the landowner. If no such account has been designated (as was the case with Mr. Nichols), LG&E's Revenue Collections group will search for any active account in the property owner's name to make the transfer and attempt collection.

Following is a summary of each account in dispute:

Acct. 2822 (1051 Barret Ave. Apt. 2) – A final bill for electric service was issued on Acct. 3216 for \$359.15 on March 17, 2009. When Mr. Nichols failed to pay the

²Bills for Accts 4523 and 8966 were generated from the prior CIS system, and copies of the bills are no longer available; however, documentation has been provided in the form of screen prints from CIS detailing usage, billing, and payment history for those accounts.

³ The gas service provided to Apts. 1, 2, and 3 at 1051 Barrett Ave., Louisville, Kentucky, is metered at a single house meter that was established (and remains) in the name of Mr. Nichols. LG&E customers at those units are billed for electric service only by LG&E.

amount due, the balance was transferred on April 23, 2009 from Acct. 3216 to Acct. 2822, the active account in his name at 1051 Barret Ave., Apt. 2. No payments were made during the period from May 2009 to August 2009 on Acct. 2822, which was final billed on August 14, 2009 in the amount of \$433.22. Having received no payment, LG&E transferred the amount of \$386.98 (\$433.22 less \$46.24) from Acct. 2822 to Acct. 2392 on September 9, 2009, which left an unpaid balance of \$46.24 on Account No. 2822. On September 18, 2009, Mr. Nichols called LG&E and spoke to a Customer Service Representative ("CSR") about the transferred balance of \$386.98 to his home account (Acct. 2392). The CSR explained to Mr. Nichols from where the transferred balance originated (as detailed above). Because no account had been designated by Mr. Nichols to accept balances due from this rental property while service was in his name, the outstanding balance of \$46.24 on Acct. 2822 was matched during LG&E's pre-write off process and transferred to Acct. 2392 on February 28, 2012.

Acct. 1440 (155 N. Keats Ave., Apt. 1) - Mr. Nichols was final billed for gas and electric services on this account on December 4, 2009 in the amount of \$17.45. Because no account had been designated by Mr. Nichols to accept balances due from this rental property while services were in his name, the outstanding balance was matched during LG&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

Account No. 5337 (155 N. Keats Ave., Apt. 2) - LG&E sent a letter to Mr. Nichols notifying him the gas and electric services at this location reverted to his name effective October 13, 2011. In response, Mr. Nichols called LG&E and spoke to a CSR on October 21, 2011, explaining that he had two tenants at the location, and the tenant who had LG&E services in her name had moved out (resulting in the services reverting

back to Mr. Nichols). The CSR explained to Mr. Nichols that the remaining tenant had not requested services in her name, and LG&E would not be able to transfer the balance due for services while it was in his name, unless directed by the tenant. The CSR informed Mr. Nichols that he would be responsible for the bill, and asked if he would like to process a move out order. Mr. Nichols stated he wanted to give the tenant until October 25, 2011 to request service before disconnecting. A move in order for the remaining tenant was completed on October 26, 2011 (see Exhibit "C"), and Mr. Nichols was final billed \$100.41 on October 27, 2011. A collection letter was sent to Mr. Nichols dated November 13, 2011, to which Mr. Nichols replied the property was occupied by a tenant, and he was not responsible for the amount due. (Said letters are attached collectively as Exhibit "D.") Because no account had been designated by Mr. Nichols to accept balances due from this rental property while services were in his name, the outstanding balance was matched during LG&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

Acct. 4523 (155 N. Keats Ave., Apt. 3) – Mr. Nichols was final billed for gas and electric services on this account on March 4, 2009 in the amount of \$40.20. Because no account had been designated by Mr. Nichols to accept balances due from this rental property while services were in his name, the outstanding balance was matched during LG&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

Acct. 8966 (1051 Barret Ave., Apt. 3) – Mr. Nichols was final billed for gas and electric services on this account on March 5, 2009 in the amount of \$38.79. Because no account had been designated by Mr. Nichols to accept balances due from this rental

property while services were in his name, the outstanding balance was matched during LG&E's pre-write off process and transferred to Acct. 2392 until February 28, 2012.

- 4. As to the relief requested "that these amounts be removed from my home account # (redacted) and be marked as paid since they are so old and I have had balances on these addresses since then," LG&E affirmatively states that it is required to charge customers for the amount of electric and gas services consumed. LG&E is required to charge Mr. Nichols for the electric and gas consumed based upon LG&E's filed rates contained in its tariff, and properly and timely charged Mr. Nichols for the services in question. See In the Matter of: James R. and Charlene Smith v. Louisville Gas and Electric Company, Case No. 1998-00211, Order of September 25, 1998. LG&E further states that the information contained above provides detailed information demonstrating that Mr. Nichols' bills were correct, and therefore believes the Complaint should be dismissed.
- 5. LG&E has attempted to contact Mr. Nichols' concerning his complaint on several occasions. On April 5, 2012, an LG&E Customer Relations Specialist spoke with Mr. Nichols to confirm receipt of his informal complaint that he filed with the KPSC that same day. On April 10, 2012, the same Customer Relations Specialist called Mr. Nichols to discuss the transferred balances on his account, and he indicated he did not have time to discuss it and would call back. On April 17, 2012, the Customer Relations Specialist left a message with a woman who identified herself as Mr. Nichols' girlfriend for a return call from Mr. Nichol. On June 11, 2012, a Customer Relations Specialist left another message for Mr. Nichols for a return call. On June 27, 2012, another attempt to reach Mr. Nichols was made by a Customer Relations Specialist by leaving messages for him at

two available phone numbers. To date, Mr. Nichols has not made contact with LG&E in response to the messages left for him concerning his Complaint.

6. LG&E denies all allegations contained in the Complaint which are not expressly admitted in the foregoing paragraphs of this Answer.

FIRST AFFIRMATIVE DEFENSE

The Complaint, or parts of it, fails to set forth any claim upon which relief can be granted by this Commission and, therefore should be dismissed.

SECOND AFFIRMATIVE DEFENSE

The Complainant has failed to set forth a *prima facie* case that LG&E has violated its tariff or any statute or Commission regulation, and the Complaint should be dismissed for that reason.

WHEREFORE, for all reason set forth above, Louisville Gas and Electric Company respectfully requests:

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

Dated: July 2, 2012

Respectfully submitted,

Allyson K. Sturgeon

Senior Corporate Attorney

LG&E and KU Services Company

220 West Main Street

Louisville, Kentucky 40202

(502) 627-2088

Counsel for Louisville Gas and Electric 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 July, 2012, U.S. mail, postage prepaid:

Steve N. Nichols 4920 Chenoweth Run Road Louisville, KY 40299

Counsel for Louisville Gas and Electric

Company

·	

			Transfers to Contract Ac	Steve Nichols	leted 2/28/12	
Contract Acct Transferred						Final Bill
From	ļ	Amount	Service address	Service Dates	Contacts	Mail Date
5337	\$	100.41	155 N Keats Ave Apt 2	10/13/11-10/25/11	In-House collection letter was mailed 11/30/11	10/27/2011
1440	\$	17.45	155 N Keats Ave Apt 1	10/29/09-11/19/09		12/4/2009
2822	\$	46.24	1051 Barret Ave Apt 2	12/19/08-8/12/09	Actual final bill was \$433.22. On 9/08/09 \$386.98 was transferred to 2392, leaving a balance of \$46.24	8/14/2009
4523	\$	40.20	155 N Keats Av Apt 3	2/10/09-3/04/09	These 2 bills were generated from the prior CIS system. Copies of the actual bills are no longer available, but the	3/4/09
8966	\$	38.79	1051 Barret Ave Apt 3	11/25/08-3/5/09	billing data used to produce the bills is available.	3/5/09
Total	\$	243.09	•			

	•	

		L			15 CCS Acco Service	Steve N Nichols 155 N Keats Ave Apt 2 count Number (1972) ice Date 10/13/11-10/2	Steve IN Nichols 155 N Keats Ave Apt 2 CCS Account Number 337 Service Date 10/13/11-10/25/11					
Read Date	Electric KWH	KWH	Gas	55	Late Payment Charge	Misc. Billing	Transferred Balance	Payment	Payment Date	Balance	Misc. Billing Description	
2/28/2012							100.41			0	Transferred \$100.41 balance due to active account 2/28/2012 shich created a zero balance on this account	
Read Date 10/25/2011 Due Date 11/07/11	\$75.56	\$75.56 931	\$24.85	24						\$100.41		



Customer Service: Telephone Payments:

Walk-In Center: Online Customer Self-Service:

1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET) 1-502-589-1444; press 1-2-2-3 (24 hours a day; \$2.95 fee) Open Mon-Fri 8 a.m. to 5 p.m. ET www.lge-ku.com (24 hours a day)

This is a final bill

Please have your account number available when calling to discuss your account.

200	
	Account Number:
	Account Name:
	Service Address:

-5337 STEVE N NICHOLS 155 N Keats Ave Apt 2

LOUISVILLE KY

Date Bill Mailed:

10/26/11

ACCOUNT INFORMATION

Averages for Billing Period	This Year	Last Year
Average Temperature	56°	64°
Number of Days Billed	13	0
Electric/kwh per day	71.6	0.0
Gas/ccf per day	1.8	0.0

BILLING S	SUMMARY	
Previous Balance		0.00
Payment(s) Received 1/1 - 10/26		0.00
Balance as of 10/26		0.00
Current Electric Charges	75.56	
Current Gas Charges	24.85	
Current Charges as of 10/26		100.41
Total Amount Due	***************************************	100.41

<u>EL</u>	ECTRIC CHARGES		
Rate Type: Residential Electric Service Basic Service Charge Energy Charge	3.68 67.26	Meter Reading Information Meter # 629511 Actual Reading on 10/25/11	67380
Other Charges For Above Rates Electric Fuel Adjustment (\$0.00221 x 931 kwh)	2.06	Previous Reading on 10/13/11 Current kwh Usage	<u>66449</u> 931
Electric DSM	2.27	Meter Multiplier	_1
Environmental Surcharge	0.14	Metered kwh Usage	931
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$75.56		

Please see reverse side for additional charges.

Customer Service 1-502-589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	
-5337	

Payment	Pay This	Pay This Amount 3	Winter Help	Amount
Due Date	Amount	Days After Due Date	Donation	Enclosed
11/07/11	\$100.41	\$100.41		\$

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

OFFICE USE ONLY: MRU20802045, G000000 P0.00 PF:Y eB:P



#129813480 8# STEVE N NICHOLS 4920 CHENOWETH RUN RD LOUISVILLE KY 40299-4342

PO BOX 538612 ATLANTA, GA 30353-8612

Service Address: 155 N Keats Ave Apt 2

Exhibit B Page 2 of 27

Rev. 11.10.07

		GAS CHARGE	S		
Rate Type: Residentia Basic Service Charge Gas Distribution Charge Gas Supply Component Other Charges For A Gas DSM Home Energy Assistance	sbove Rates		5.42 5.38 13.45 0.45 0.15	Meter Reading Information Meter # 401501 Actual Reading on 10/25/11 Previous Reading on 10/13/11 Current ccf Usage Meter Multiplier Metered ccf Usage	2094 <u>2070</u> 24 1 _24
Total Gas Charges			\$24.85		
account or you have	for this account. If this final	arding address, please	nce that y	ou have not directed to be ap ur Customer Service Departm pon request.	plied to another ent. Due to
	IMI	PORTANT INFORM	NOITAN		
production of approx electricity per month Smart Saver tips de	kimately 1,862 pounds of CO , which would result in the pr	2 (carbon). A typical recoduction of 2,000 lbs. chage and lessen the en	esidential of carbon. ovironmen	d during this billing cycle resul customer uses 1,000 kilowatt Visit our Web site at <u>www.lg</u> tal impact of your energy usag ice Department.	hours of <u>e-ku.com</u> for
New enrollment	only - Please check box(es) be	elow and <u>on front of stu</u>	<u>b.</u>		
☐ Budget Pla	า				
☐ I would like	to enroll in Demand Conservation	on.			
account will .	(voided check must be provided) be debited from your bank account in debits to your bank account, please n	, immediately upon enrollment	in the Auto	Pay program. To avoid	

Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Please deduct my Auto Pay Payment from my Checking Account.

Signature:

Date:

Exhibit B Page 3 of 27

	Misc. Billing Description	Transferred \$17.48 balance to active account 392 on 2/8/2012 Which created a zero balance on this account	10
	Balance	\$0.00	\$17.45
	Payment Date		
	Payment		
Steve N. Nichols 155 N Keats Ave Apt 1 CCS Account Number 440 Service Date 10/13/11-10/25/11	Transferred Balance	\$17.45	
Steve N. Nichols 155 N Keats Ave Apt 1 count Number ree Date 10/13/11-10/2	Misc. Billing		
1 CCS Accc Service	Late Payment Charge		
	CCF		5
	Gas		\$11.02
	KWH		37
	Electric		\$6.43 37
	Read Date		Read Date 11/19/2009 Due Date 12/15/2009



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)

Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)

Telephone Payments: (800) 780-9723 Power Outage Reporting: (502) 589-3500

AMOUNT DUE DUE DATE 12/15/09 \$17.45

www.eon-us.com

This is a final bill

This year, give a gift everyone can use: a HUG - Home Utility Gift – certificate from LGE. Visit us online at or call us at (502) 589-1444 to learn more.

ACCO	UNT INFORMATION
Account Number:	1440
Account Name:	STEVE N NICHOLS
Service Address:	155 N Keats Ave Apt 1
	LOUISVILLE KY

Averages for Billing Period	This Year	Last Year	
Average Temperature	54°	50°	and washing down to continue on the
Number of Days Billed	22	0	
Electric/kwh per day	1.6	0.0	- de maleira com commune com male - de m
Gas/ccf per day	0.2	0.0	

BILLING	SUMMARY	
Previous Balance		0.00
Payment as of 12/03		0.00
Balance as of 12/03		0.00
Electric Charges	6.43	
Gas Charges	11.02	
Utility Charges as of 12/03		17.45
Total Amount Due		17.45

Rate Type: Residential Electric Service		Meter Reading Information	
Customer Charge	3.67	Meter # 569981	
Energy Charge	2.46	Actual Reading on 11/19	14092
Other Charges For Above Rates		Previous Reading on 10/29	<u>14055</u>
Electric Fuel Adjustment	-0.02	Current kwh Usage	37
Electric DSM	0.07	Meter Multiplier	1
Environmental Surcharge	0.10	Metered kwh Usage	37
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$6.43		

Rate Type: Residential Gas Service		Meter Reading Information	
Customer Charge	6.97	Meter # 402255	
Gas Distribution Charge	1.07	Actual Reading on 11/19	3976
Gas Supply Component	2.46	Previous Reading on 10/29	<u>3971</u>
Weather Normalization Adjustment	0.32	Current ccf Usage	5
Other Charges For Above Rates		Meter Multiplier	1
Gas DSM	0.05	Metered ccf Usage	5
Home Energy Assistance Fund Charge	0.15		
Total Gas Charges	\$11.02		

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	
-1440	1

Payment	Amount Due	Amount Due 3 Days	Winter Help	Amount
Due Date	by Due Date	After Due Date	Donation	Enclosed
12/15/09	\$17.45	\$17.45		\$

Home Phone # (XXX) OFFICE USE ONLY: MRU20802045, G000000 P0.00 PF:Y eB:P

PO BOX 538612 ATLANTA, GA 30353-8612 Check here if plan(s) requested on back of stub

#133603427 5# STEVE N NICHOLS 4920 CHENOWETH RUN LOUISVILLE KY 40299

, RECYCLED PAPER Rev. 09.11.25

Service Address: 155 N Keats Ave Apt 1

Exhibit B Page 5 of 27



BILLING INFORMATION

FINAL BILL

This bill is a final bill for this account. If this final bill shows a credit balance that you have not directed to be applied to another account or you have not provided us with a forwarding address, please contact our Customer Service Department. Due to processing costs, refunds for credit balances less than \$1 will only be refunded upon request.

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 74 pounds of CO2. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.

You can reduce these emissions and your energy usage by adjusting your thermostat. Move your thermostat down two degrees in the winter to prevent, on average, about 3,200 pounds of carbon dioxide from being emitted. And you'll save approximately \$98 each year.

To request a copy of your rate schedule, please call (502) 589-1444.

Please make note of your new account number, which can be found on the front of your bill. Your old account number, 2857-6 is no longer valid but is provided here for reference purposes only.

New enrollment only - Please check box(es) below and on front of stub.
☐ Budget Plan
I would like to enroll in Demand Conservation.
Automatic Bank Club (voided check must be provided). Please note that any past due balance on your LG&L account will be debited from your bank account immediately upon enrollment in the ABC program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in ABC.
Please deduct my Automatic Bank Club Payment from my Checking Account.
I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.
Signature:
Date:
Date:

Steve N. Nichols
1051 Barret Ave Apt 2
CCS Account Number
CIS Account Number
Service Dates 12/19/2008-8/12/2009

							Wilder Commence of the Commenc				
Read Date / Transferred	Clockric	עזאנח	č	J.	Late Payment	Misc. Rilling	Transferred Balance	Pavment	Payment Date	Balance	· Misc. Billing Description
2/28/2012	2		3		200		46.24				Transferred to active
9/8/2009							386.98			46.24	Transferred to 2392
Final bill 8/7/2009- 8/12/2009	\$5.54	64								\$433.22	
Read Date 8/7/2009 - Due											
Date 8-24-09	\$19.21	197								\$427.68	
					\$0.28					\$408.47	
Read Date 7/9/2009 Due											
Date 7/22/2009	\$5.59	5					WARRANG TO THE TOTAL THE TOTAL TO THE TOTAL THE TOTAL TO			\$408.19	e distribution and international parts.
06/25/09					\$0.27					\$402.60	
Read Date 6/9/2009 Due											
Date 6/22/2009	\$5.32	H								\$402.33	
					\$0.26					\$397.01	
Read Date 5/7/2009 Due											
Date 6/1/2009	\$5.24	0								\$396.75	
					\$0.27					\$391.51	
04/23/09							359.15			\$392.24	\$392.24 Transferred in Balance from 616
Read Date 4/8/2009 Due											
Date 4/20/2009	\$5.34	-								\$32.09	THE PROPERTY OF THE PROPERTY O
					\$0.28					\$26.75	
1/28/2009 Converted											
Consumption	\$5.63	ဖ								\$26.47	- Company of the Comp
01/28/09					\$0.50					\$20.84	i i de l'incention del revers
Read Date 2/9/2009	\$10.01	99					A CONTRACTOR OF THE CONTRACTOR			\$20.34	
Read Date 1/12/2009	\$9.85	95								\$10.33	A second
Read Date 1/12/2009					\$0.49				_	\$9.84	



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)

Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)

Telephone Payments: (800) 780-9723 Power Outage Reporting: (502) 589-3500

08/25/09	\$433.22
DUE DATE	AMOUNT DUE

www.eon-us.com

This is a final bill

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

Account Number:	1
Account Name:	STE
Service Address:	105

STEVE N NICHOLS 1051 Barret Ave Apt 2

2822

LOUISVILLE KY

ACCOUNT INFORMATION

Averages for Billing Period	This Year	Last Year	
Average Temperature	77°	74°	
Number of Days Billed	5	0	
Electric/kwh per day	12.8	0.0	

BILLING	SUMMARY	
Previous Balance		427.68
Payment as of 08/13		0.00
Balance as of 08/13		427.68
Electric Charges	5.54	
Utility Charges as of 08/13		5.54
Total Amount Due		433.22

ELE	CTRIC CHARGES		
Rate Type: Residential Electric Service		Meter Reading Information	
Customer Charge	0.83	Meter # 560047	
Energy Charge	4.26	Actual Reading on 08/12	74794
Other Charges For Above Rates		Previous Reading on 08/07	<u>74730</u>
Electric Fuel Adjustment	0.12	Current kwh Usage	64
Electric DSM	0.12	Meter Multiplier	1
Environmental Surcharge	0.06	Metered kwh Usage	64
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$5.54		

BILLING INFORMATION

FINAL BILL

This is your final bill. If you have an active account with us, your final balance will be transferred to this account. If you no longer have service with us, please contact us to provide your new forwarding address.

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account I	Number	
	-2822	

Payment	Amount Due	Amount Due 3 Days	Winter Help	Amount
Due Date	by Due Date	After Due Date	Donation	Enclosed
08/25/09	\$433.22	\$433.22		\$

Home Phone
OFFICE USE ONLY:
MRU06811026, G000000
P427.68



#122408929 0# STEVE N NICHOLS 4920 CHENOWETH RUN RD LOUISVILLE KY 40299-4342

PO BOX 538612 ATLANTA, GA 30353-8612

Service Address: 1051 Barret Ave Apt 2

Exhibit B Page 8 of 27

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

IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 128 pounds of CO2. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.

Visit www.eon-us.com for Smart Saver tips to help you better manage and lessen the impact of your energy usage.

To request a copy of your rate schedule, please call (502) 589-1444.

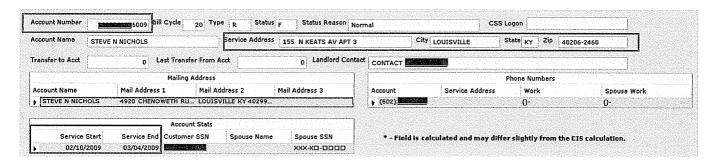
Please make note of your new account number, which can be found on the front of your bill. Your old account number, is no longer valid but is provided here for reference purposes only.

New enrollr	ment only - Please check box(es) below and on front of stub.
☐ Budget	t Plan
☐ I would	d like to enroll in Demand Conservation.
Automa	atic s ank citib [®] ฟื้oided check must be provided)
Please o	deduct my Automatic Bank Club Payment from my Checking Account.
	authorize LG&E to debit my bank account for payment of my monthly bill. This authorization to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E
Signatur	re:
Date: _	
	the state of the s

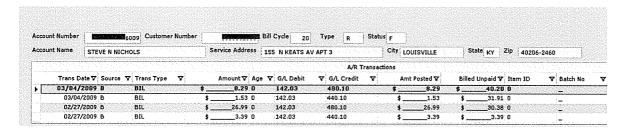
Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

	Misc. Billing Description	Moved to active account 392 which created a zero balance on this account 4523	00	81
	Вајапсе	0	40.20	30.38
	Payment Date			
	Payment			
Steve N. Nichols 155 N Keats Avenue Apt 3 CCS Account number 4523 CIS Account Number 6009 Service dates 2/10/2009-3/4/2009	Transferred Balance	40.20		
Steve N. Nichols 155 N Keats Avenue Apt 3 CCS Account number CIS Account Number Service dates 2/10/2009-3/4/	Misc. Billing			
155 CCS Acco CIS Accou	Late Payment Charge			
	Ü		2	18
	Gas		8.29	26.99
	KWH		ĸ	5
	Electric		1.53	3.39
	Read Date / Transferred Date	2/28/2012	Read date 3/4/2009 Usage from 2/10/2009-2/26/2009	Read Date 2/26/2009 Usage from 2/26/2009- 3/4/2009

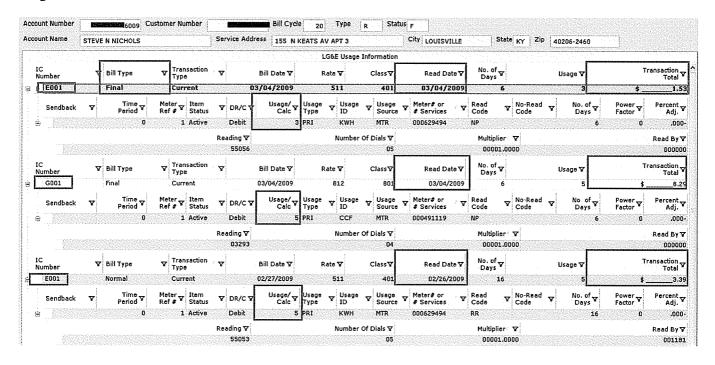
Account Information

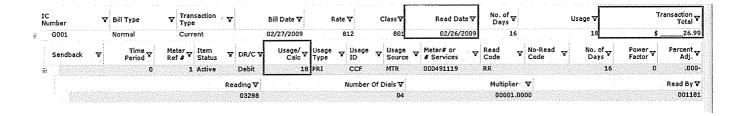


Accounts Receivable Information

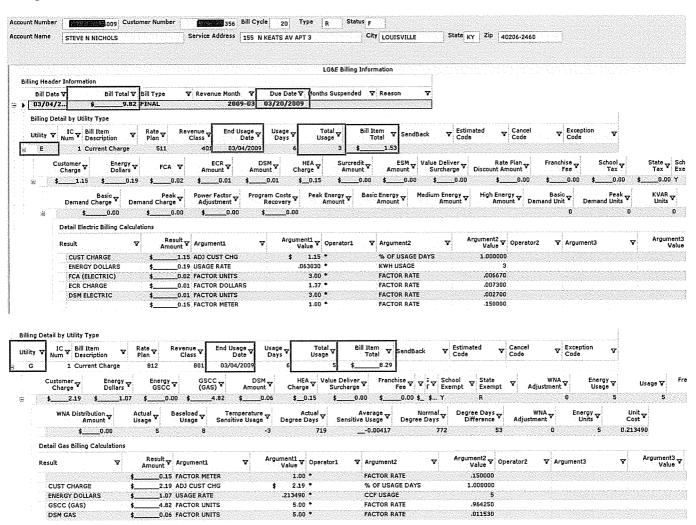


Usage Information





Billing Information

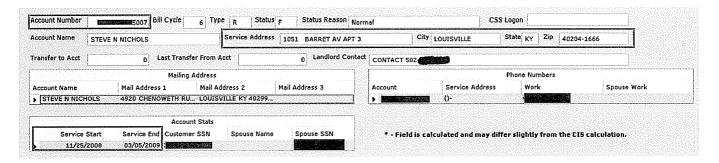


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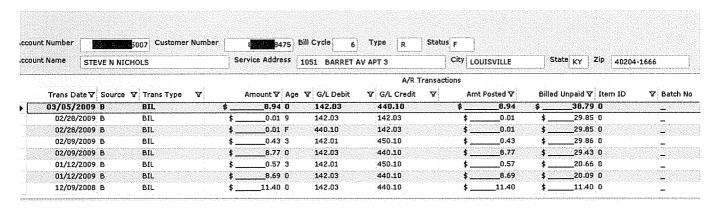
Γ				П				
		Misc. Billing Description						
		Balance	\$38.79	\$29.85	\$29.86	\$20.66		\$11.40
	Payment	Date						
		Payment						
Steve N. Nichols 1051 Barret Ave Apt 3 CCS Account Number CS Account Number S007 Service Date 11/25/2008-3/5/2009		Transferred Balance					÷	
Steve N. Nichols 1051 Barret Ave Apt 3 CCS Account Number CIS Account Number Service Date 11/25/2008-3/5/	Misc.	Billing						
10 CCS Acco CIS Accou	Late Payment	Charge			\$0.43	\$0.57		
		Ü						
		Gas						
		KWH	54		49	53		140
		Electric	\$8.94	(\$0.01)	\$8.77	\$8.69		\$11.40
		Read Date	Read Date 3/5/2009	Billing Adjustment	Read Date 2/6/2009	Read Date 1/9/2009	Read Date 12/8/2008 Due	Date

1051 Barret Ave Apt 3

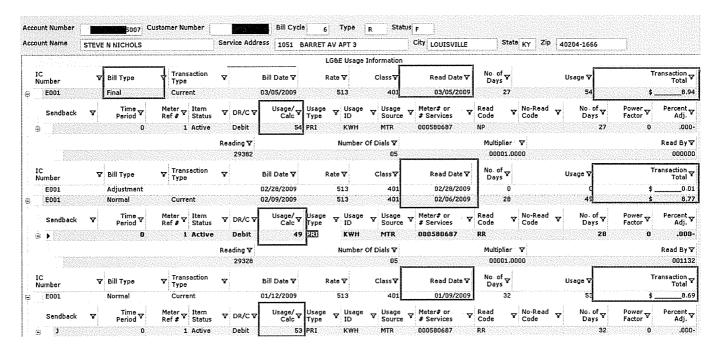
Account Information

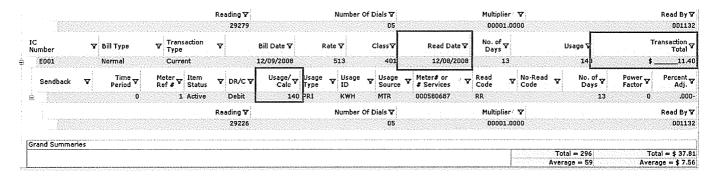


Account Receivable Information

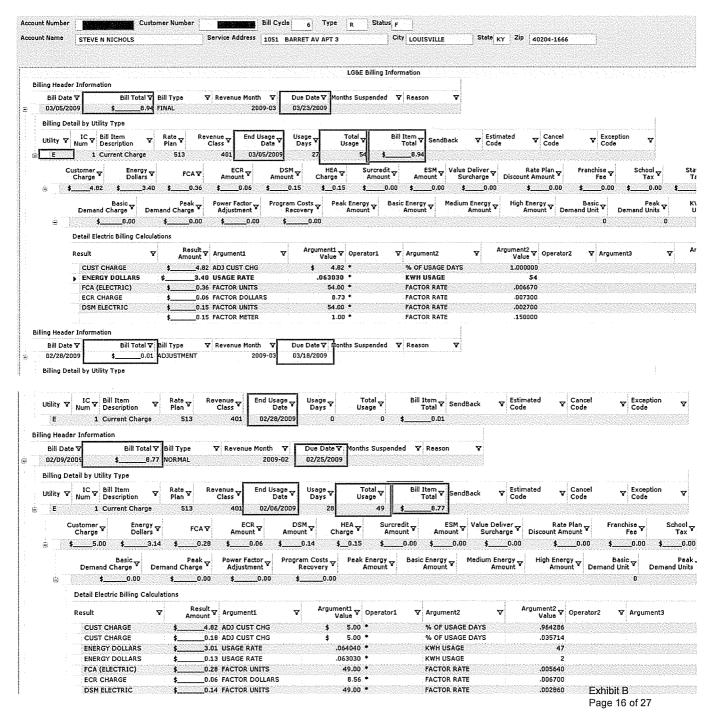


Usage Information





Billing Information



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Customer Service: Telephone Payments:

Walk-In Center:
Online Customer Self-Service:

1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET) 1-502-589-1444; press 1-2-2-3 (24 hours a day; \$2.95 fee) Open Mon-Fri 8 a.m. to 5 p.m. ET www.lge-ku.com (24 hours a day)

04/04/12	\$550.95
DUE DATE	Pay This Amount

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

Averages for	This	Last
Billing Period	Year	Year
Average Temperature	56°	51°
Number of Days Billed	29	33
Electric/kwh per day	34.3	19.3
Gas/ccf per day	1.7	2.4

ACCOUNT INFORMATION

Account Number: -2392
Account Name: STEVE N NICHOLS
Service Address: 4920 Chenoweth Run Rd Ft

LOUISVILLE KY

Next Read Will Occur: 04/19/12 - 04/23/12

Date Bill Mailed: 03/23/12 (Meter Read Portion 15)

BILLING S	SUMMARY	
Previous Balance		348.26
Payment(s) Received 2/23 - 3/22		-194.52
Balance as of 3/22	•	153.74
Current Electric Charges	87.60	
Current Gas Charges	58.15	
Current Charges as of 3/22		145.75
Other Charges (See Other Charges Box)		251.46
Total Amount Due	•	550.95

ELECTRIC CHARGES				
Rate Type: Residential Electric Service Basic Service Charge	8.50	Meter Reading Information Meter # 627669	W-1-	
Energy Charge (\$0.07242 x 995.00 kwh)	72.06	Actual Reading on 3/22/12	49186	
Electric DSM (\$0.00238 x 995.00 kwh)	2.37	Previous Reading on 2/22/12	<u>48191</u>	
Electric Fuel Adjustment (\$0.00395 x 995 kwh)	3.93	Current kwh Usage	995	
Environmental Surcharge (0.670% x \$86.86)	0.58	Meter Multiplier	1	
Home Energy Assistance Fund Charge	0.16	Metered kwh Usage	995	
Total Electric Charges	\$87.60			

Please see reverse side for additional charges.

Customer Service 1-502-589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment	Pay This	Pay This Amount 3	Winter Help	Amount
	Due Date	Amount	Days After Due Date	Donation	Enclosed
-2392	04/04/12	\$550.95	\$558.24		\$

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

#108203149 1# STEVE N NICHOLS 4920 CHENOWETH RUN RD LOUISVILLE KY 40299-4342

OFFICE USE ONLY: MRU15834036, G000000 P348.26 PF:Y eB:P

RECYCLED PAPER 12,03,09

Rev.



PO BOX 9001960 LOUISVILLE, KY 40290-1960

Service Address: 4920 Chenoweth Run Rd Ft

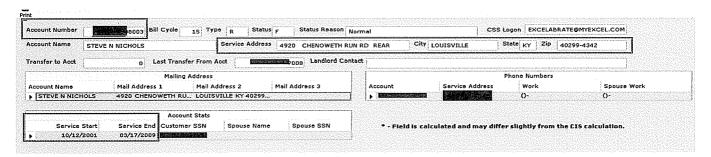
Exhibit B Page 19 of 27

GAS CH	ARGES		dine all breaks are a
Rate Type: Residential Gas Service	/II.OLO	Motor Pooding Information	
Basic Service Charge	12.50	Meter Reading Information Meter # 656407	
Gas Distribution Charge (\$0.22396 x 51 ccf)	11.42	Actual Reading on 3/22/12	792
Gas Supply Component (\$0.47423 x 51 ccf)	24.19	Previous Reading on 2/22/12	<u>741</u>
Weather Normalization Adjustment (\$0.22396 x 38.250 ccf)	8.57	Current ccf Usage	51
Gas DSM (\$0.02566 x 51.00 ccf)	1.31	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.16	Metered ccf Usage	51
Total Gas Charges	\$58.15		
OTHER C	LADOEO		
Late Payment Charge	8.37		
Transferred Balance	243.09		
Total Other Charges Due	\$251.46		
DILL INC INC	ODMATION		T. C.
BILLING INF	\$7.29		
Late Charge to be Assessed 3 Days After Due Date			
IMPORTANT II	VFORMATION		
The power to save. It's in your hands. The amount of electri	oity you concumo	d during this hilling evelo re	sulted in the
production of approximately 1,990 pounds of CO2 (carbon). A	vnical residential	a duning this billing cycle re customer uses 1 000 kilowa	suited in the att hours of
electricity per month, which would result in the production of 2,0			
Smart Saver tips designed to help you better manage and lesse			
For a copy of your rate schedule, visit www.lge-ku.com or call o			
If you use mail to submit your payment, please update your reco			
stub) for our payment processing center. Remember, you can p	ay your bill online	when you sign in or registe	er your account at
my.lge-ku.com.			
New enrollment only - Please check box(es) below and on fro	nt of stub.		
☐ Budget Plan			
I would like to enroll in Demand Conservation.			
Auto Day (voided shock must be provided). Places note the	t any past dua balance	on vour I C & E	
Auto Pay (voided check must be provided). Please note that account will be debited from your bank account immediately upon a provided in the provided of the provided in th			
unintended debits to your bank account, please make sure your LG			
in Auto Pay.			
Please deduct my Auto Pay Payment from my Checking A	Account.		
I hereby authorize LG&E to debit my bank account for payme	nt of my monthly bill	. This authorization	
applies to all my current and future LG&E accounts, and will r	emain in effect until	revoked by me or LG&E.	
Signature:			
Date:			

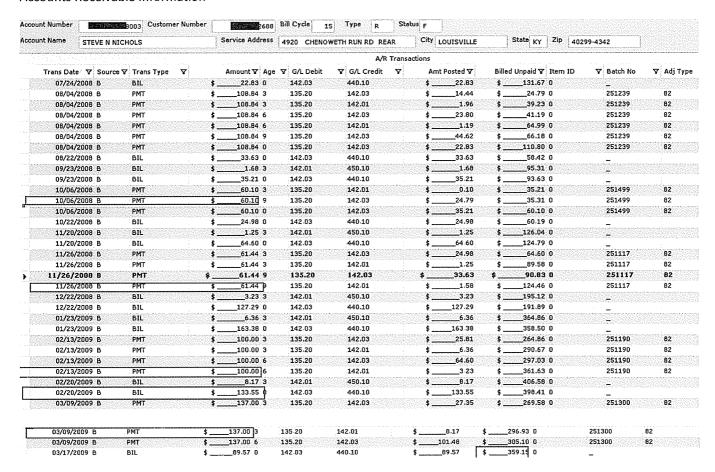
Processing Auto Pay requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

Exhibit B Page 20 of 27

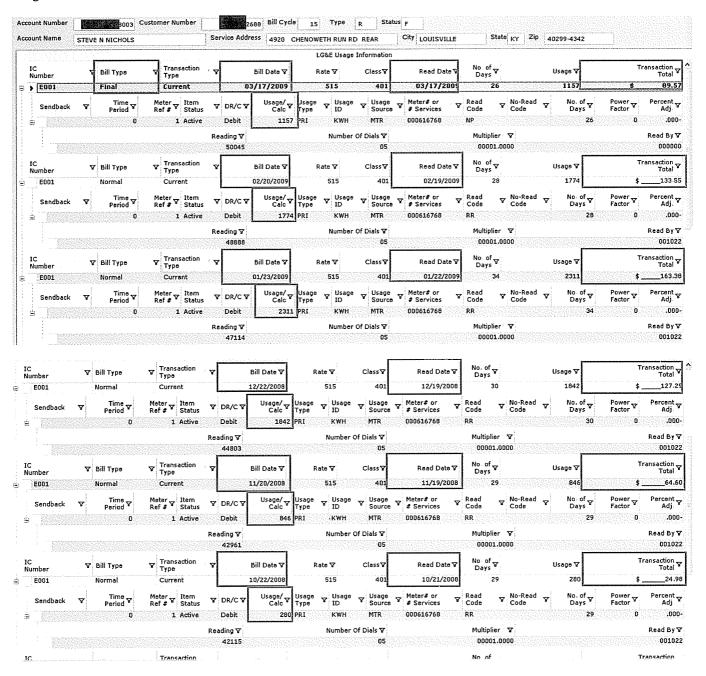
Account Information

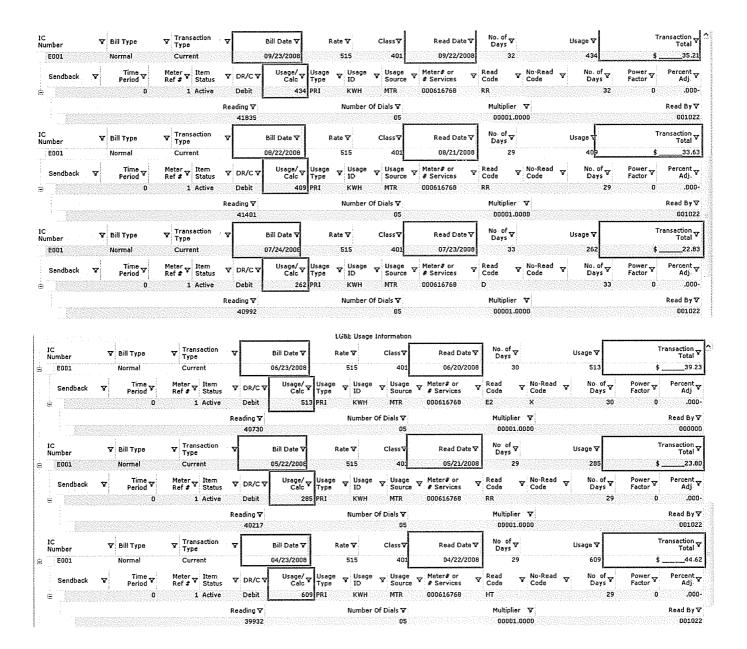


Accounts Receivable Information

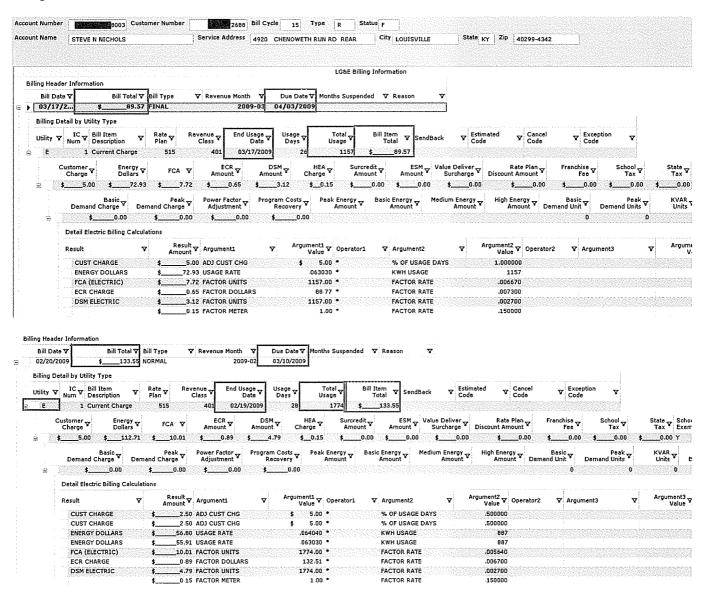


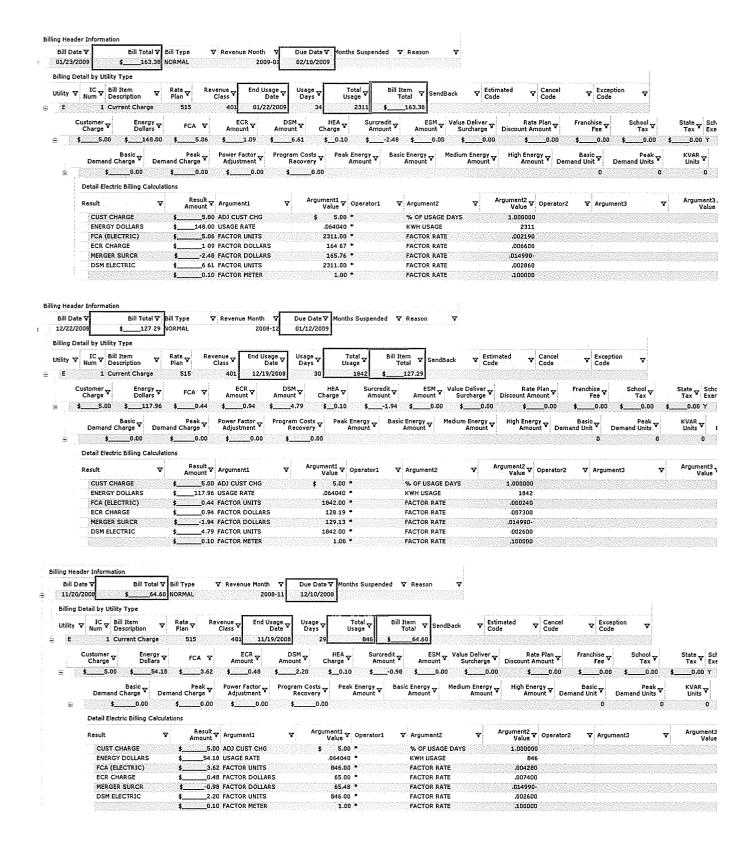
Usage Information

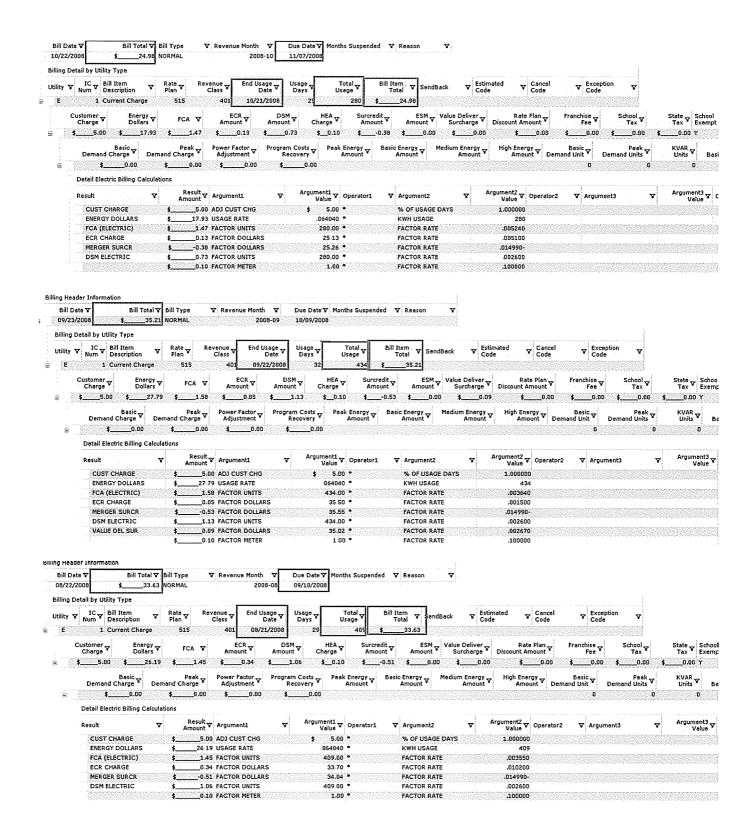




Billing Information







ng Detail by Utility Type										
ity Y IC Y Bill Item Description E 1 Current Charge	Plan	Revenue V End Usage Class V Date 401 07/23/2	0 08/5 0		em v SendBack _22.83	Y Estimated Code	▼ Cancel Code	V Exception Code	Y	
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STEVE NICHOLS COMPLAINT

155 N KEATS AV APT 1			
TENANT	ACCOUNT	MOVE-IN	MOVE-OUT
<u>NAME</u>	<u>NUMBER</u>	<u>DATE</u>	<u>DATE</u>
		1/12/2009	10/28/2009
STEVE NICHOLS	1440	10/29/2009	11/19/2009
		11/20/2009	1/23/2011
155 N KEATS AV APT 2		NOON TARAANAAN TARAAN TARA	M** THE RESERVE OF THE PROPERTY OF THE PROPERT
TENANT	ACCOUNT	MOVE-IN	MOVE-OUT
NAME	<u>NUMBER</u>	<u>DATE</u>	<u>DATE</u>
		2/15/2011	10/12/2011
TEVE NICHOLS	337	10/13/2011	10/25/2011
	PARTIES THE RESIDENCE COME	10/26/2011	1/19/2012
55 N KEATS AV APT 3			
ENANT	ACCOUNT	MOVE-IN	MOVE-OUT
<u>IAME</u>	<u>NUMBER</u>	<u>DATE</u>	<u>DATE</u>
		3/31/2008	2/10/2009
TEVE NICHOLS	6009	2/10/2009	3/4/2009
- 35		3/14/2009	4/29/2009
051 BARRETT AV APT 2			
ΓENANT	ACCOUNT	MOVE-IN	MOVE-OUT
NAME	<u>NUMBER</u>	<u>DATE</u>	<u>DATE</u>
		10/27/2004	12/19/2008
TEVE NICHOLS	2822	12/19/2008	8/12/2009
	**************************************	8/13/2009	11/3/2009
051 BARRETT AV APT 3			
ENANT	ACCOUNT	MOVE-IN	MOVE-OUT
IAME	<u>NUMBER</u>	<u>DATE</u>	<u>DATE</u>
		11/19/2007	11/25/2008
TEVE NICHOLS	5007	11/25/2008	3/5/2009
		3/5/2009	10/15/2009

3/5/2009

10/15/2009



STEVE N NICHOLS 4920 CHENOWETH RUN RD **LOUISVILLE KY 40299-4342**

Louisville Gas and **Electric Company**

Customer Service 620 West Broadway Louisville, KY 40202 www.igo-ku.com

November 13, 2011

Acct No: 5337

We recently mailed you a final bill for service at 155 N KEATS AVE APT 2. As of today, you owe \$100.41. Please accept this friendly reminder and make payment within 10 days in order to ensure your account is cleared of this amount. Payment can be mailed to us at:

LGE PO Box 9001960 Louisville, KY 40290-1960

If payment has already been made, please disregard this notice. It has been our pleasure to serve you. Please do not he sitate to contact us if you have any questions or need additional information.

Sincerely, Revenue Collection Department Louisville Gas and Electric

ERT RECEIVED DEC 0 1 2011

RECEIVED NOV-3 & 2017

November 20, 2011

Acet No: 5337

RE: 155 North Keats Avenue # 2 Louisville, Ky. 40206

This bill belongs to the current tenant, as discussed with your customer service representative, who has resided at that address for the past year. Her information is \$150.000, \$155 North Keats Avenue, \$42\$, Louisville, Ky. 40206,

Sincerely,

Steve Nichols

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

	RECEIVED
In the Matter of:	JUL 02 2012
STEVE N. NICHOLS	PUBLIC SERVICE COMMISSION
COMPLAINANT)
v.) CASE NO. 2012-00218
LOUISVILLE GAS AND ELECTRIC COMPANY)))
DEFENDANT)

PETITION OF LOUISVILLE GAS AND ELECTRIC COMPANY FOR CONFIDENTIAL PROTECTION

Louisville Gas and Electric Company ("LG&E") hereby petitions the Kentucky Public Service Commission ("Commission") pursuant to 807 KAR 5:001, Section 7, and KRS 61.878(1)(a) to grant confidential protection for the items described herein, which LG&E has provided in support of its Answer to Mr. Nichols' Complaint in this proceeding. In support of this Petition, LG&E states as follows:

- 1. The Kentucky Open Records Act exempts from disclosure certain information of a personal nature where public disclosure would constitute a clearly unwarranted invasion of personal privacy. KRS 61.878(1)(a).
- 2. In its Answer to Mr. Nichols' Complaint, LG&E attached copies of, and information from, some electric utility bills. This information contains account number

and merits confidential protection because LG&E believes that revealing their contents in the public record could result in an unwarranted invasion of personal privacy.

- 3. If the Commission disagrees with this request for confidential protection, however, it must hold an evidentiary hearing (a) to protect LG&E's due process rights and (b) to supply the Commission with a complete record to enable it to reach a decision with regard to this matter. <u>Utility Regulatory Commission v. Kentucky Water Service Company</u>, Inc., Ky. App., 642 S.W.2d 591, 592-94 (1982).
- 4. LG&E will disclose the confidential documents, pursuant to a protective agreement, to intervenors and others with a legitimate interest in this information and as required by the Commission. In accordance with the provisions of 807 KAR 5:001 Section 7, LG&E herewith files with the Commission one copy of the above-discussed documents with the confidential information highlighted and ten (10) copies of its response without the confidential information.

WHEREFORE, Louisville Gas and Electric Company respectfully requests that the Commission grant confidential protection for the information at issue, or in the alternative, schedule an evidentiary hearing on all factual issues while maintaining the confidentiality of the information pending the outcome of the hearing.

Dated: July 2, 2012

Respectfully submitted,

Allyson K. Sturgeon

Senior Corporate Attorney

LG&E and KU Services Company

220 West Main Street

Louisville, Kentucky 40202

(502) 627-2088

Counsel for Louisville Gas and Electric 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 July, 2012, U.S. mail, postage prepaid:

Steve N. Nichols 4920 Chenoweth Run Road Louisville, KY 40299

Counsel for Louisville Gas and Electric

Company