



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

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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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October 5, 2010

Rick E. Lovekamp
Manager - Regulatory Affairs
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**RE: In the Matter of Metro Property Management Co., Inc. /
Tina Higdon v. Louisville Gas and Electric Company
Case No. 2009-00462**

Dear Mr. DeRouen:

Per the Commission's Order dated June 8, 2010 Louisville Gas and Electric Company (LG&E) hereby provides the fourth and final monthly report. Said report summarizes the additional monitoring that LG&E conducted during the previous month as well as the notation of any problems and subsequent resolutions.

Should you have any questions concerning the enclosed, please do not hesitate to contact me.

Sincerely,

Rick E. Lovekamp

cc: Metro Property Management Co., Inc.

April, May and June 2010:

- All accounts for Metro Property Management are confirmed
- All Hazelwood addresses are corrected
- All House Meter accounts are verified
- No billing exceptions for February, March, April or May

<u>Date:</u>	<u>Information</u>	<u>Completed</u>
4/19/2010	Received fax rent roll from Tina Higdon	---
4/20 -4/22	Bob White and Julie Stethen worked on the list of accounts and compared it against our CCS system, house meters and apartments	4/22/10 completed list
4/21/2010	All Old Hazelwood Address were changed in the system to Hazelwood	4/21/10 Completed Address
4/22/2010	Tina sent in another list of all House Meters	4/27 Julie and Bob confirmed all were correct in the system
4/27/2010	Julie sent email to Tina that all accounts match with what we have in our system.	4/27/10 sent email

5/20/2010	Received email from Tina stating she didn't receive her May bill for 3102 Chinquapin Lane.	5/20/10 Julie emailed a copy of the bill to Tina. LG&E shows the bill was issued on 5/13/10 with a due date of 5/25/10. We are checking to see if any exceptions occurred during printing. 5/20/10 afternoon received email from Tina she received the May bill today. Julie asked for a copy of the envelope. We are thinking this is a post office issue, since we show the bill being sent 5-13.
5/20/2010	Received another email from Tina that she threw the envelope away at the post office. She stated the post office mark wasn't weeks ago but she couldn't remember. She also questioned why it was in a different envelope.	5/21/2010 Per Lora Aria, all her bills (barring any issues) are in the same portion, so they are all read and billed on the same day. They are not sent in the same envelope; but, typically she probably receives them at the same time/same day. 5/21/10 Julie responded in email to Tina stating the above information.
6/1 - 6/30	Received no contact from Tina Higdon. All monitored accounts were read on Friday, June 11th and the bills were mailed on Monday, June 14th. There was no delay.	

7/1-7/31	All bills issued on time, except one. The bill for one account was held up one day. The system estimated a read for the gas meter and released the bill the next day.	Received no phone calls from Tina Higdon concerning any bill issues.
8/1 - 8/31	Bills for all accounts except #.....4660 were mailed on 8/12/10. The bill for account #.....4660 (which is on a Power Service rate) was held up one day while BI manually calculated any necessary proration adjustment that resulted from the new rates that went into effect on 8/1/10. No proration adjustment was necessary for this account. The bill for this account was issued 8/13/10.	Received no phone calls from Tina Higdon concerning any bill issues.
9/1 – 9/30	Ms. Higdon contacted LG&E in September to inquire about not receiving one bill and a tenant that had been billed for gas service. Based on the data in the billing system all bills were mailed on September 13, 2010. LG&E confirmed the billing address was correct and sent a copy of the bill via email to Ms. Higdon and removed the late charges from the bill in question. LG&E completed the review of the tenant receiving gas charges and discovered this customer was being billed a gas customer charge in error. A credit was processed and issued on the	

9/1 – 9/30 (cont.)	next bill. The Company completed a review of the Chinquapin Metro Properties and found three customers who were being billed a gas customer charge in error. After completing the review credits were processed for each of these customers on their next bill. The Company has reviewed the situation with the Customer Representatives and discussed this training item through individual sessions.	
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