

**October 22, 2010**

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**Attention: Jeff DeRouen**

**From: Tina Higdon  
Metro Property Management Co. Inc.**

**Case No 2009-00462**

**RECEIVED**

OCT 25 2010

**PUBLIC SERVICE  
COMMISSION**

**Metro Property Management Co. Inc.  
PO Box 485  
Cave City, KY 42127**

**RECEIVED**

OCT 25 2010

PUBLIC SERVICE  
COMMISSION

**October 22, 2010**

**RE: Case No. 2009-00462**

**Dear Mr. Jeff DeRouen,**

**I received a copy of the last LGE report. I sent Rick Bertelson an e-mail on October 10, 2010. I have not had a response. I have attached a copy of the e-mail. He may not have gotten the e-mail but it was sent October 10, 2010.**

**I would like to know what is going to be done Jeff? This is not about the people at LGE. Bob White and Julie Stephen are wonderful people to work with. The problem here is the new system LGE implemented. What is going to be done? We are no further ahead than we were months ago!**

**I spoke to a service man at the Chinquapin Ln. location last week and was told a person cannot call in for just the electric to be turned on at an address. The service man said he has to call back and order a turn off on NEW service on the gas. It's all crazy. This is on top of all the billing problems they still have.**

**I would appreciate your response on this matter.**

**Sincerely,  
Tina Higdon**

From: thigd@aol.com  
To: rick.berelson@ky.gov  
Subject: Tina Higdon- Metro Properties case # 2009-00462  
Date: Mon, Oct 11, 2010 1:18 pm

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Dear Rick,

I received the copy of the report from LGE dated Oct.5, 2010. In August you can note that the bill was processed manually. In September they claim the bill was mailed although it was not received. WHY is this one bill being held up over and over? This is the same problem we have had from day one. Checking the mailing address is NOT the solution and LGE knows this! The address has not changed. This is another issue we discussed at our meeting in Frankfort. You can review the numerous responses from LGE . We have been told over and over these problems were resolved and it is obvious there are still issues with their billing. How long will we keep dicussing this before LGE is held accountable?

Sincerely,  
Tina Higdon



an **e-on** company

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

**Louisville Gas and Electric  
Company**  
State Regulation and Rates  
220 West Main Street  
PO Box 32010  
Louisville, Kentucky 40232  
www.eon-us.com

October 5, 2010

Rick E. Lovekamp  
Manager - Regulatory Affairs  
T 502-627-3780  
F 502-627-3213  
rick.lovekamp@eon-us.com

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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