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

RECEIVED

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PUBLIC SERVICE  
COMMISSION

**Louisville Gas and Electric  
Company**

State Regulation and Rates  
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August 6, 2010

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 second of four monthly reports. 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  |

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| 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.<br><br>5/21/10 Julie responded in email to Tina stating the above information.   |
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| 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.   |   |

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| 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. |