

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

DEBORAH E. SPRINGFIELD)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2000-020
)	
LOUISVILLE GAS AND ELECTRIC COMPANY)	
)	
DEFENDANT)	

O R D E R

On January 12, 2000, Complainant filed a formal complaint with the Commission alleging that Louisville Gas and Electric Company ("LG&E") over-billed her for gas service due to a malfunctioning meter. LG&E filed its answer on February 7, 2000, stating that it had under-billed rather than over-billed Complainant. When LG&E discovered the under-billing error, it then billed Complainant for the amount under-billed.

The adjustment prompted Complainant to contact the Commission and request that LG&E test her meter for accuracy. LG&E reports that the meter was accurate, but that the "speed reader"¹ or "remote meter" attached outside the house had been reading slowly.

¹ This is a device attached to the actual gas meter, but at a different location, designed to aid in reading meters and obviating a meter reader's need to enter the premises in which a meter is located.

At Complainant's request, an informal conference with Commission Staff was scheduled on April 20, 2000, but Complainant did not appear and gave no advance notice of her absence. Complainant subsequently informed the Commission that she had been ill and unable to attend the informal conference.

On April 25, 2001, the Commission held another informal conference. LG&E and Commission Staff appeared on time, but Complainant arrived late and left early. At the informal conference, Complainant produced her original LG&E bills for the past 10 years. Commission Staff informed both LG&E and Complainant that it would issue data requests directing both parties to provide certain information.

On May 15, 2001, the Commission issued data requests to both LG&E and Complainant. LG&E filed a timely response to the data request, but Complainant did not. By Order of June 21, 2001, the Commission issued a second data request to Complainant, stating that this case would be dismissed with prejudice should Complainant fail to provide the information requested within 10 days of the date of the Order. As of the date of this Order, Complainant has not filed a response, nor has she requested an extension of time in which to do so.

IT IS THEREFORE ORDERED that this case is dismissed with prejudice and removed from the Commission's docket.

Done at Frankfort, Kentucky, this 24th day of July, 2001.

By the Commission

ATTEST:


Executive Director