

RECEIVED
SEP 17 2001
PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Amy Marie Hepler)
(Your Full Name))
COMPLAINANT)

VS.

Louisville Gas & Electric)
(Name of Utility))
DEFENDANT)

2001-294

COMPLAINT

The complaint of Amy Marie Hepler respectfully shows:
(Your Full Name)

(a) Amy Marie Hepler
(Your Full Name)

911 East Chestnut Street Louisville, KY 40204
(Your Address)

(b) Louisville Gas & Electric
(Name of Utility)

P.O. Box 35590, Louisville, KY 40232
(Address of Utility)

(c) That: Louisville Gas & Electric has overcharged
(Describe here, attaching additional sheets if necessary.)

me and made many errors in their billing
the specific act, fully and clearly, or facts that are the reason

as explained on the sheets attached and this is proven
and basis for the complaint.)
by the series of bills I have collected
along with a photograph of the meter in question

Continued on Next Page

Formal Complaint

Amy Marie Hepler vs. Louisville Gas & Electric

Page 2 of 2

Wherefore, complainant asks that LG&E remove
(Specifically state the relief desired.)

the disputed gas charges of \$850.69
from my account.

Dated at Louisville, Kentucky, this 12 day
(Your City)

of September ~~12~~ 2001.
(Month)

[Signature]
(Your Signature)

(Name and address of attorney, if any)

(All bills attached are for the same meter, #442117 but service has been transferred to different accounts: myself, Amy Hepler; my former landlord, Tom Nolan; new tenant, Randall Edwards.)

I received a final bill postmarked April 20, 2001 for the address 910 East Chestnut Street, Louisville KY 40204. (See bill attached and envelope) I had taken service out of my name at that address on April 2, 2001. The total final amount due was \$89.55 and the gas meter reading for 4/02/01 showed an actual reading of 9748 ccf. That was up 94 ccf from the previous reading on 3/12/01, which read 9654.

On July 31, 2001 I received a bill postmarked July 30, 2001 for a 'corrected' amount of gas usage. (See bill and envelope attached.) This new usage reflected 1000 more ccf than the original reading OR \$850.69 more than my original bill. This corrected gas reading showed that on 4/02/01 the reading was actually 0748 ccf (the meter had flipped and I was told that meant 10,748 ccf). I wondered how that was possible that they could get two different readings off by a thousand cubic feet on the same day? I called and asked how they arrived at this new reading and was told that the new reading took place on April 12, 2001 and they predated the new reading to appear as if it coincided with my last day of service. I told them that that didn't make sense because my original bill was postmarked for April 20, 2001. Why wouldn't the corrected reading be included in that bill if they read it on April 12? They had no answer for me but welcomed me to come down and talk to a supervisor at the Broadway office. I did and was refused on two occasions once I got to the teller's desk.

Because I took service out of my name on April 2, 2001 I went to my former landlord, Tom Nolan, and asked about his bill for the period the property went back in his name. He gave me a photocopy (see attached). His bill clearly states that on April 25, 2001 LG & E got a gas meter reading of 9765. That is less than my new corrected reading of 0748. How is that possible that 13 days after my corrected reading was done they got a reading that was LESS than mine predated for April 2, 2001 but actually done on April 12, 2001?

After waiting for someone to contact me at LG & E with no success I contacted the PSC. LG & E tells my contact Matt Rhodney that they got the new reading on April 25, 2001 and my informal complaint period ended. I was not satisfied with that answer because my landlord's bill says LG & E got a reading of 9765 ccf of gas on April 25, 2001 -- it does not say they got a reading of 0748 on that day.

I then go to the new tenant, Randall Edwards, and ask them if I can read their meter and he gives me his last bill (see attached). It was for an actual reading that took place on 7/11/01 and the reading reflects 0 (or as I was told '10,000' OR '0000' -- because the meter had flipped). I spoke with Earl Hedgespeth at LG & E on the phone and asked him how they got two readings after my service ended at that address that were LESS than my corrected reading that took place on April 12, 2001 but was dated April 2, 2001. Earl tells me they misread my original reading, Tom Nolan's reading AND Randall Edward's reading by 1000 ccf of gas too little and all bills would be corrected.

Now this means, that on April 25, 2001, Tom Nolan's reading will say 0765 ccf, and on July 11, 2001, Randall Edward's reading will reflect a gas reading of 1000 ccf. And if that is so, how come I took a picture of the meter in question on August 9, 2001 and it read 0828. (See photocopies attached, I have originals and will send some) That is 172 ccf LESS than the corrected reading for Randall Edwards bill on July 11, 2001, almost a full month earlier.

My complaint is that if LG & E cannot answer these questions and give me some definitive and conclusive answer as to how this new bill came to be, when my new reading was actually taken or when the meter started to be misread, I cannot give them the \$850.69 in question. Their story is that they took the new reading on April 25, 2001, that is what they told my contact, Matt Rhodney of the PSC. I have a bill from Tom Nolan that says they did NOT get that reading that day--they got a reading of 9765 ccf, NOT 0748 ccf. Furthermore, any reading they arrived at three months after I stopped service in my name at that address cannot necessarily be assigned to me. Perhaps there was a gas leak in that time since I left? They have admitted to making many errors in determining these readings and bills. Earl Hedgespeth told me that different people read meters differently, some left to right, some right to left. Therefore there is no uniform standard by which these reading are determined. For all I know, this meter had been read differently or incorrectly for years. I lived at that address 1 year and 11 months. I do not believe I should be held responsible for so many errors on LG & E's part.

Thank You.

Amy Hepler

Louisville Gas and Electric Company
P.O. Box 32020
Louisville, KY 40232-2020

9.2
4.35
1.1

Bill Enclosed



A SUBSIDIARY OF
LG&E ENERGY

REPORTED
FIRST CLASS
LOUISVILLE
JUL 3 00 1
Address Service Requested
7086427 U.S. POSTAGE
0.262

9.2
4.1
14.3

Louisville Gas and Electric Company
P.O. Box 32020
Louisville, KY 40232-2020

REPORTED
FIRST CLASS
LOUISVILLE
JUL 2 190 1
Address Service Requested
7086427 U.S. POSTAGE
0.253

Bill Enclosed



A SUBSIDIARY OF
LG&E ENERGY

AUMS 40204

|||||



Customer Service: (502) 589-1444
 Mon-Fri 8AM-5PM
 www.lgeenergy.com

original bill

DATE DUE	AMOUNT DUE
05/10/01	\$89.55

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: AMY M HEPLER
 Service Address: 910 E CHESTNUT ST
 Next Read Date: 05/10/01

BILLING SUMMARY

Previous Balance	0.00
Payments as of 04/24	0.00
Balance as of 04/24	0.00
Electric Charges	2.35
Gas Charges	87.20
Utility Charges as of 04/24	89.55
Total Amount Due	\$89.55

Averages for Billing Period	This Year	Last Year
Average Temperature	64°	54°
Number of Days Billed	21	29
Gas/ccf per Day	4.4	0.0

ELECTRIC CHARGES

Rate Type: ELECTRIC RESIDENTIAL

Customer Charge

2.38

Meter Reading Information

Meter # 569835

Actual Reading on 04/02

38427

Previous Reading on 03/12

38427

Current kwh Usage

0

Meter Multiplier

1

Metered kwh Usage

0

Other Charges For Above Rates

Environmental Surcharge (0.760% x \$2.38)

0.02

Merger Surcredit (2.157% CR x \$2.40)

(0.05)

Total Electric Charges

\$2.35

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due By Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	05/10/01	\$89.55	\$89.55	\$	\$

Home Phone # [REDACTED]

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

OFFICE USE ONLY: 81
 C07, R0025, G999999



P.O. Box 35590
 Louisville, KY 40232-5590

#BWNGLS

AMY M HEPLER
 00917 E CHESTNUT ST
 LOUISVILLE, KY 40204-1016



Service Address: 910 E CHESTNUT ST



PRINTED ON RECYCLED PAPER



Customer Service: (502) 589-1444
 Mon-Fri 8AM-5PM
 www.igeenergy.com

corrected bill p.1

DATE DUE	AMOUNT DUE
08/13/01	\$850.69

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	AMY M HEPLER
Service Address:	910 E CHESTNUT ST
Next Read Date:	08/09/01

Averages for Billing Period	This Year	Last Year
Average Temperature	42°	51°
Number of Days Billed	29	29
Gas/ocf per Day	37.7	4.1

BILLING SUMMARY	
Previous Balance	0.00
Payments as of 07/26	0.00
Transferred Balance	(89.55)
Balance as of 07/26	(89.55)
Electric Charges	2.35
Gas Charges	937.89
Utility Charges as of 07/20	940.24
Total Amount Due	\$850.69

ELECTRIC CHARGES		
Rate Type: ELECTRIC RESIDENTIAL		
Customer Charge	2.38	
Other Charges For Above Rates		
Environmental surcharge (0.750% x \$2.38)	0.02	
Merger Surcredit (2.157% CR x \$2.40)	(0.05)	
Total Electric Charges	\$2.35	
Meter Reading Information		
Meter # 569835		
Actual Reading on 04/02		38427
Previous Reading on 03/12		38427
Current kwh Usage		0
Meter Multiplier		1
Metered kwh Usage		0

CORRECTED BILL

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due By Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	08/13/01	\$850.69	\$850.69	\$	\$

Home Phone # [REDACTED]

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

OFFICE (USE ONLY): 20
 C07, R0025, G999999



#BWNGGLS
 #6000762682002 0 4#

AMY M HEPLER
 90917 E CHESTNUT ST
 LOUISVILLE, KY 40204-1016

PO BOX 35590
 LOUISVILLE, KY 40232-5590

CORRECTED BILL



Service Address: 910 E CHESTNUT ST



PRINTED ON RECYCLED PAPER

landlord's bill



Customer Service: (502) 589-1444
Mon-Fri 8AM-5PM
www.lgeenergy.com

DATE DUE	AMOUNT DUE
05/21/01	\$66.34

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	TOM NOLAN (N)
Service Address:	910 E CHESTNUT ST
Next Read Date:	05/10/01

Averages for Billing Period	This Year	Last Year
Average Temperature	61°	56°
Number of Days Billed	23	32
Electric/kwh per Day	43.9	0.0
Gas/cof per Day	0.7	0.0

BILLING SUMMARY	
Previous Balance	0.00
Payments as of 05/03	0.00
Balance as of 05/03	0.00
Electric Charges	47.84
Gas Charges	18.50
Utility Charges as of 05/03	66.34
Total Amount Due	\$66.34

ELECTRIC CHARGES			
Rate Type: ELECTRIC RESIDENTIAL			
Customer Charge	2.52	Meter Reading Information	
Energy Charge	46.92	Meter #	569835
Other Charges For Above Rates		Actual Reading on 04/25	39438
Electric Fuel Adjustment (\$0.0091 CR x 1011 kwh)	(0.92)	Previous Reading on 04/02	38427
Electric Residential DSM (\$0.0006 x 1011 kwh)	0.06	Current kwh Usage	1011
Environmental Surcharge (0.750% x \$48.58)	0.36	Meter Multiplier	1
Merger Surcredit (2.157% CR x \$48.94)	(1.06)	Metered kwh Usage	1011
Earnings Sharing Adjustment (0.082% CR x \$47.88)	(0.04)		
Total Electric Charges	\$47.84		

\$ 342.98
CR 44300

Please see reverse side for additional charges.

Please bring entire bill when paying in person.



Mon-Fri 8AM-5PM
www.lgeenergy.com

New tenants
bill

8/13/01

\$56.77

Help us serve you better. Review your home phone number on the payment stub. If incorrect, please indicate the correct number beside the current number.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	RANDALL L EDWARDS
Service Address:	910 E CHESTNUT ST
Next Read Date:	08/09/01

Averages for Billing Period	This Year	Last Year
Average Temperature	74 ^o	77 ^o
Number of Days Billed	30	32
Electric/kwh per Day	49.6	0.0

BILLING SUMMARY	
Previous Balance	83.15
Payments as of 07/12	(112.99)
Balance as of 07/12	(29.84)
Electric Charges	86.61
Utility Charges as of 07/12	86.61
Total Amount Due	\$56.77

ELECTRIC CHARGES			
Rate Type: ELECTRIC RESIDENTIAL		Meter Reading Information	
Customer Charge	3.29	Meter #	569635
Energy Charge	87.65	Actual Reading on 07/11	42394
		Previous Reading on 06/11	40900
Other Charges For Above Rates		Current kwh Usage	1489
Electric Fuel Adjustment (\$0.0175 CR x 1489 kwh)	(2.61)	Meter Multiplier	1
Electric Residential DSM (\$0.00001 CR x 1489 kwh)	(0.01)	Metered kwh Usage	1489
Environmental Surcharge (0.450% x \$92.32)	0.40		
Merger Surcredit (2.265% CR x \$88.72)	(2.01)		
Earnings Sharing Adjustment (0.116% CR x \$66.71)	(0.10)		
Total Electric Charges	\$86.61		

Handwritten signature/initials

EXT. OK *[Signature]*

Please see reverse side for additional charges.

Please bring entire bill when paying in person.

Customer Service: (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due By Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	8/13/01	\$56.77	\$61.10	\$	\$

Home Phone # [REDACTED]

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

OFFICE USE ONLY: 61, E SB
C07, R0025, G999999

EXT. OK *[Signature]*



#BWNGLS
#1000277518000 0 74
RANDALL L EDWARDS
910 E CHESTNUT ST
LOUISVILLE, KY 40204-1017

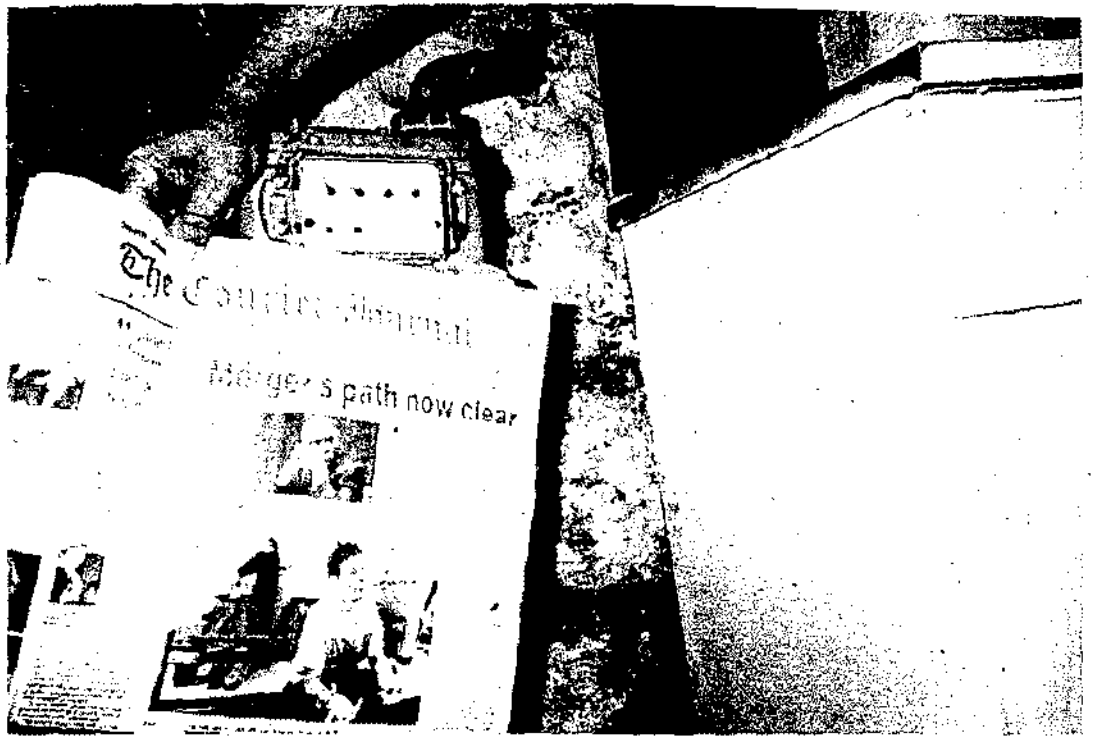
PO BOX 35590
LOUISVILLE, KY 40232-5590

PRINTED ON RECYCLED PAPER



Service Address: 910 E CHESTNUT ST





other accused of drowning children - Nation, A14

Courier-Journal

www.courier-journal.com

THURSDAY, AUGUST 9, 2001 • 50 CENTS

Merger's path now clear

...mer
...ans
...ouncil
...at the
...said
...or it
...see the
...the
...told
...st.



J. HALL JR.
COURIER-JOURNAL

■ Fiscal Court's approval of districts for the new Greater Louisville council opens the floodgates for hundreds of candidates.

'WE NEED TO PULL TOGETHER'



By RICK McDONOUGH
and SHELDON S. SHAFER
The Courier-Journal

With its unanimous approval of the Greater Louisville district map yesterday, Jefferson Fiscal Court cleared the way for merger to occur on schedule Jan. 8, 2003, officials said.

The 4-0 vote, coming after a monthlong legal battle, officially cemented the new district boundaries, opening the door for metro council candidates to begin campaigning in earnest. Some predict at least 250 will run for the 26 council seats.

Civil-rights groups that say merger will dilute minority representation have threatened another legal challenge, but county officials say it won't make a difference.

"We are moving toward merged government," County Attorney Irv Maze said after yesterday's vote. "There is little likelihood it will be stopped."



District maps are on the C-J Web site.

Dozens of potential candi-