

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOHN F. GAGE	)	
	)	
COMPLAINANT	)	CASE NO.
	)	2008-00173
V.	)	
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

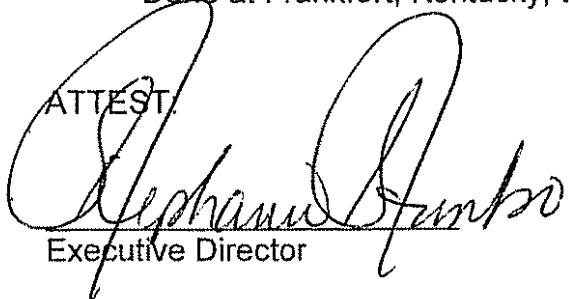
Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on May 14, 2008, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 19th day of May, 2008.

ATTEST:

  
Executive Director

By the Commission

PS

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

Case No  
2008-00173

In the matter of:

John F. Gage )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
L G and E )  
(Name of Utility) )  
DEFENDANT )

RECEIVED  
MAY 14 2008  
PUBLIC SERVICE  
COMMISSION

COMPLAINT

The complaint of John F. Gage respectfully shows:  
(Your Full Name)

(a) John F. Gage  
(Your Full Name)

1016 Baxter Ave., Louisville, KY 40204  
(Your Address)

(b) L G + E, 820 W. Broadway Louisville KY  
(Name of Utility) 40202

\_\_\_\_\_  
(Address of Utility)

(c) That: see attached sheets  
(Describe here, attaching additional sheets if necessary,

\_\_\_\_\_  
the specific act, fully and clearly, or facts that are the reason

\_\_\_\_\_  
and basis for the complaint.)

\_\_\_\_\_  
\_\_\_\_\_

Formal Complaint

John F. Gage vs. Louisville, Gas & Electric

Page 2 of 2

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Wherefore, complainant asks to be reinstated to the  
(Specifically state the relief desired.)

Monthly budget plan whereby ~~annual~~ total  
annual usage is paid in equal monthly  
installments.

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

of May, 2008  
(Month)

John F. Gage  
(Your Signature)

(Name and address of attorney, if any)

### **Before the Public Service Commission**

I, John F. Gage, have been on the averaged monthly payment plan with L G & E for the past two years, and that has enabled me to be able to pay this bill during the winter months when it soars to \$700 - \$800 per month, a sum I would be unable to meet.

I am a free lance performing artist which means that I receive payment for performances rather than receiving a steady salary with fixed payment dates. This means that I sometimes have cash flow problems that make it challenging to meet financial obligations in a timely manner. Sometimes the cash is simply not available on the due date. Due to this situation, I have been late on my LG&E bill several times during the past year.

I paid the March and April, 2008 payments in one installment of \$345.25 on April 28, 2008 although the payment wasn't received by LG&E (in Atlanta) until May 1. Following that I received a "brown bill" from LG&E indicating that if I didn't pay an additional \$725.60 they would terminate my service effective May 15, 2008. The bill indicated that my account was past due which in actuality wasn't the case because my total payment had already been received by LG&E in Atlanta.

When I contacted LG&E in an attempt to straighten this out, I indicated that I didn't have the available funds to pay \$725.60 and that my budget is set for a routine monthly payment of \$177. The representative indicated that they could spread the \$725.60 over the next twelve months, with that amount (approximately \$60 per month) added to my bill. I then noted that this might be doable during the summer months when gas usage is low, but that in December – May of the upcoming calendar year, I would be facing monthly payments that are impossible for me. The averaged monthly payment plan makes it possible for me to afford LG&E service.

Citing the terms of this agreement (that late payments will cause cancellation of the averaged monthly payment plan), LG&E representatives took a hard line, refusing to consider mitigating circumstances and demanding payment by May 15, 2008. (Bear in mind that they had already received payment in full for both the past and the current month.) In very civil tones I asked to speak to someone who would listen to a consumer from a more human perspective. The LG&E representative remained intransigent and insisted that they were completely unable to accommodate individual circumstances and that doing so would violate their tariff agreement. Finally, they told me that I could contact the Public Service Commission to plead my case.

**I am requesting that Public Service Commission direct LG&E to reinstate me to the averaged monthly payment plan so I can continue this service.** Knowing what a crises this causes LG&E, I will redouble my efforts to pay on time even if that means getting a short term loan from a friend. Also as this complaint is being considered, I will continue my regular budgeted monthly payment to LG&E.

**Additional Information on the issue:**

LG&E is owned by E.ON Corporation in Dusseldorf, Germany. This company posted annual sales of EUR 69 billion (\$105 billion in US currency). The company also reported a 42% share price increase for 2007. E.ON has proposed a 22% increase in dividends for 2008.

In short, what we have here is an example of a multi-billion dollar corporation aggressively pursuing an individual consumer for \$725. With rising gas and food prices, along with other similar price increases in the global market place, the average consumer is hard pressed to respond to such financial demands. I am totally willing to pay what I owe; I am merely asking to be reinstated to the averaged monthly payment plan, so I can do this.

Given the economic recession in the US, the sharply rising cost of living, and the magnitude of E.ON's annual profit, I feel it is unconscionable for such an entity to put consumers over a barrel with financial demands and threats of termination. It would be a public relations blemish on LG&E/E.ON for this scenario to become public knowledge. There are possibly others who share my predicament, and the potential for public outcry during such stressful times could prove to be substantial.

My request is simple and easy for LG&E/E.ON to accommodate if they have a will to do so. I hope the Public Service Commission will consider my request favorably and intervene to have me reinstated to the averaged monthly payment plan. In response, I will increase my efforts to pay in a timely manner.

Thank you for considering this request and, I hope, for a ruling that would benefit and protect consumers in the Commonwealth from unabated corporate greed.

Before the Public Service Commission

(Insert name of complainant) )  
Complainant )  
 ) No. \_\_\_\_\_  
vs. ) (To be inserted by  
 ) the secretary)  
(Insert name of each defendant) )  
Defendant )

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at Louisville, Kentucky, this 12<sup>th</sup> day  
of May, ~~to~~ 2008.

John F. Gage  
(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney,  
if any)



an EON company

Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM  
Walk-In Center Hours: Mon-Fri 8AM-5PM  
Telephone Payments: (800) 780-9723  
Power Outage Reporting: (502) 589-3500  
www.eon-us.com

FINAL PAY DATE	DELINQUENT AMOUNT DUE
05/15/08	\$725.60

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee will be billed to your account at the time of reconnection. If another deposit is required, it will be billed to your account. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at (502) 589-1444 after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	
Account Name:	JOHN F GAGE
Service Address:	1016 Baxter Av Louisville, Ky

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

Utility Charges	Delinquent Amount Due as of 05/01	\$725.60
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**BILLING INFORMATION**

Your account is past due. If full payment of the delinquent amount due is not received by the final pay date shown above, your service will be subject to disconnection.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.

- Full payment of the delinquent amount due can be made:
- By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.)
  - On-line at [www.eon-us.com](http://www.eon-us.com) (Transaction fees may apply.)
  - By mail (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.)
  - At one of our Authorized Payment Agent locations (You must present a recent bill at the time you make your payment.)
  - At your local LG&E Customer Service Center

The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at (502) 589-1444

Customer Service (502) 589-1444

Account Number

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Final Pay Date	Delinquent Amount Due	Amount Enclosed
05/15/08	\$725.60	\$

OFFICE USE ONLY:  
C06, R0043, G

#BWNGLS



PO BOX 537108  
ATLANTA, GA 30353-7108

JOHN F GAGE  
1016 BAXTER AV  
LOUISVILLE KY 40204-1606



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Rev. 08 02 04

Service Address: 1016 Baxter Av  
Home Phone (502) 583-4243

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