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March 23, 2005

VIA FACSIMILE (502) 564-7279
AND HAND DELIVERY

Elizabeth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40601

RECEIVED

MAR 23 2005

PUBLIC SERVICE
COMMISSION

RE: Patricia Conner Young v. Louisville Gas and Electric Company
Case No. 2004-00425

Dear Ms. O'Donnell:

Please find enclosed a reprint of the latest brown bill and copies of two service records for the residential account for Louisville Gas and Electric Company's ("LG&E") customer Patricia M. Young. LG&E is providing the Commission this information in response to the call from Staff Counsel J.E.B. Pinney concerning a call he received from Ms. Young on March 15, 2005. Mr. Pinney stated that Ms. Young complained that, notwithstanding the payment of her outstanding balance in full on the morning of Tuesday, March 15, 2005, LG&E had terminated her gas and electric service that same afternoon. Mr. Pinney requested LG&E's account of the same events, which is the purpose of this letter.

As I noted in my letter to you and the Commission dated February 10, 2005, Ms. Young's gas and electric service has been eligible for disconnection since February 5, 2005. Because Ms. Young apparently had some question about the brown bill that made her service eligible for termination on or after that date, LG&E refrained from terminating her service; as I stated in my letter dated February 10, 2005, LG&E voluntarily agreed to refrain from disconnecting Ms. Young's service until February 28, 2005, at the earliest. As the enclosed brown bill indicates, LG&E in fact set the final pay date for Ms. Young's account as March 7, 2005.

With respect to Ms. Young's latest complaint, LG&E continued to use caution in not scheduling the disconnection of Ms. Young's service until this past Tuesday, March 15, 2005, well over a month since Ms. Young's service had become eligible for termination, and more than a week after the final pay date stated on the enclosed brown bill. As the first enclosed service record shows, LG&E's service representative disconnected Ms. Young's gas and electric service

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on March 15, 2005, at approximately 12:46 p.m. As the second enclosed service record shows, Ms. Young contacted LG&E customer service at approximately 1:01 p.m. to complain about the disconnection. The same service record also shows that an LG&E service representative reconnected Ms. Young's gas and electric service at approximately 2:37 p.m. Ms. Young's service outage was less than two hours in total.

LG&E submits that the enclosed documents and the explanation above will satisfy this inquiry, but remains amenable to an informal conference on this matter at the Commission's convenience to answer any additional questions.

Should you have any questions or need any additional information, please contact me at your convenience.

Yours very truly,

A handwritten signature in black ink, appearing to read "W. Duncan Crosby III", written over several horizontal lines.

W. Duncan Crosby III

WDC/ec
Enclosures
cc: J.E.B. Pinney
Patricia Conner Young



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM
 Walk-In Center Hours: Mon-Fri 8AM-5PM
 www.lgeenergy.com

FINAL PAY DATE **DELINQUENT AMOUNT DUE**
 03/07/05 \$568.59

ACCOUNT INFORMATION

Account Number: 4000-8684-9800-7 0
Account Name: PATRICIA M YOUNG
Service Address: 610 Oak Branch Rd
 Louisville, Ky

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 LG&E's 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.

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

DISCONNECTION NOTICE

Utility Charges Delinquent Amount Due as of 02/21 \$ 568.59

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.lgeenergy.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.

Please see reverse side for additional information.

Customer Service **(502) 589-1444**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Final Pay Date	Delinquent Amount Due	Amount Enclosed
4000-8684-9800-7 0	03/07/05	\$ 568.59	\$

OFFICE USE ONLY:
 C20, R0063, G



PO BOX 35590
 LOUISVILLE, KY 40232-5590

#BWNGGLS
 #4000868498007 0 2#
 PATRICIA M YOUNG
 610 OAK BRANCH RD
 LOUISVILLE, KY 40245-5132

PRINTED ON RECYCLED PAPER

Service Address: 610 Oak Branch Rd
 Home Phone # (502) 253-1832

01400086849800700000000568590000005685900000000000010

CUSTOMER ASSISTANCE (cont)

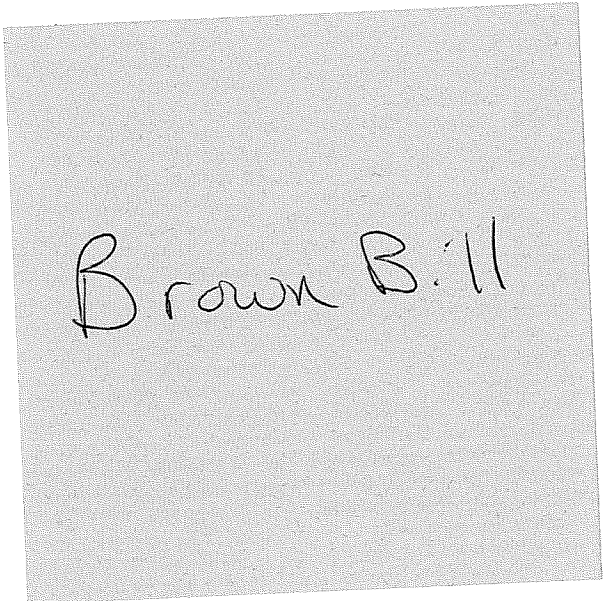
If financial assistance is necessary, please contact one of the following

Central Jefferson County -
Louisville Community Action Partnership
1200 S. 3rd St.
Louisville, Ky. 40203
(502) 574-1157

East Jefferson County -
Louisville Community Action Partnership
4810 Exeter Ave.
Louisville, Ky. 40218
(502) 574-1157

South Jefferson County -
Louisville Community Action Partnership
7219 Dixie Hwy.
Louisville, Ky. 40258
(502) 574-1157

West Jefferson County -
Louisville Community Action Partnership
3308 Chauncey Ave.
Louisville, Ky. 40211
(502) 574-1157



Brown Bill

ACCT NO 4000868498007 CC LAST-BILL 03 RD CYC 20 BL CYC 20 SERV START 06/03/04
NAME YOUNG PATRICIA M STATUS ACTIVE NOR LAST-TRAN 03/17/05
SERVICE 610 OAK BRANCH RD ACC TYPE R
ADDRESS LOUISVILLE KY 40245-5132 *SO* CURRENT BILL DUE 03/17/05

..DATE.. TIME TECH ORDER TYPE ORDER STATUS
03/15/05 1247 DNP C
REMARKS: TND ELEC OFF SLEEVES//JL
03/14/05 0831 DNP R
REMARKS: Reschedule Date: 20050315

REMARKS:

REMARKS:

REMARKS:

REMARKS:

REMARKS:

* * * ARE THERE MORE RECORDS NO * * *
DSPLY 10 KEY TO NEW SS DSPLY KEY

S0154 PENDING ORDER(S) EXIST

23-01 SETUP/CUR-CUSTOMER * CC/ON/OFF/DNP/INST/REM * CYCLE 20 STATUS X TIME HOLD N
S.O. NO 2000445393 02 ORDER TYPE ON WORK IND E
HOUSE P.1 P2STREET..... SFX LOC1 LOC2.... CITY..... ST ZIP.....CODE
00610 OAK BRANCH RD LOUISVILLE KY 40245 5132 0
SUBDIVISION/DIRECTION

515INAO 812ACTL
SERV WANTED BY 03 15 05 NOTE.. TIME 0000
SPL-INST 13:01//9849// \$568.59/0745075688/SLEEVES-
FINAL BILL(Y/N) N ORDER REP 9849 ON 03 15 05 TIME 1301 PM REVERT N
REQ BY PATRICIA PH-NO. 502 253 1832 EXT OFF-USAGE
TRAN TO #

NAME LN YOUNG FN PATRICIA I M BUS.
ALT-ADR

ADD-NAME LN LN FN FN CS I I BUS. BUS. Z
DEP ON HAND 240.00 (AFB..HOLD)

CONNECT-TYPE(DNP/OFF) DNP CHG-AMT 0002000
ACCT-NO 4000868498007 CUST-NO 4000868498 SERV-AREA-DIST CC PRINTER I11TCP82
DATA ENTERED(Y/N) DSPLY 02 KEY TO NEW SS DSPLY KEY

On order
order taken 13:01
turned on 14:37

***** 23-04 UPDATE UTIL READS-STATUS X * CYCLE 20 ** 03/18/05 *** 1238 **
 S.O. NO. 2000445393 02 ACCT 4000868498007 S.O. TYPE ON WORK IND. E
 FIELD WORK COMPLETD BY 8017 ON 03 15 05 TIME 1431
 REMARKS ABS,TD EL ON, LFT NT, RDG IS CORR, //RL.
 RD INST

EDP IC	ID NO	RATE	REV	SVC	NO.	INSTAL	L-BILL	SIC
EDP IC	ID #	T MTR	P REF	METER	NO.	LAST READ	DATE	LAST REG.
ID #	P REF	TYP	NO.	REG	NO.	DATE	CODE	NO.
AAA E001		515	401	PRM	001	081602	030105	
BAB E001	0 001	000728636	KWH		031505	DN	90136	1. 5
								SEAL: N
AAA G001		812	801	PRM	001	032787	030105	

DATA ENTERED(Y/N) * * ARE THERE MORE RECORDS YES * *
 DSPLY 04 KEY TO NEW SS DSPLY KEY

CM054 NO UPDATE PERFORMED

*** 23-13 S.O. FIELD WORK REMARKS STATUS X ***** 03/18/05 *** 1238 **

S.O. NO. 2000445393 ACCT 4000868498007 S.O. TYPE ON

..DATE.. TIME TECH ORDER STATUS

03/15/05 1432 C

REMARKS: ABS,TD EL ON, LFT NT, RDG IS CORR, //RL.

REMARKS:

REMARKS:

REMARKS:

REMARKS:

REMARKS:

REMARKS:

REMARKS:

* * * ARE THERE MORE RECORDS NO * * *
DSPLY 04 KEY TO NEW SS DSPLY KEY