



1700 PNC PLAZA  
500 WEST JEFFERSON STREET  
LOUISVILLE, KENTUCKY 40202-2874  
(502) 582-1601  
FAX (502) 581-9564  
www.ogdenlaw.com

February 10, 2005

W. DUNCAN CROSBY III

DIRECT DIAL 502-560-4263  
DIRECT FAX 502-627-8754

dcrosby@ogdenlaw.com

**VIA FACSIMILE (502) 564-7279**  
**AND HAND DELIVERY**

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

RECEIVED

FEB 10 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 Customer Usage History and Customer Transaction History for the period October 1, 2004 through February 5, 2005, 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 at J.E.B. Pinney's request. Mr. Pinney's request came in response to a filing Ms. Young made with the Commission on February 3, 2005, which filing appears to be a letter complaining generally of LG&E's billing practices. To LG&E's knowledge, this letter has been filed in the record of Case No. 2004-00425, which concerns a complaint Ms. Young filed against LG&E on October 25, 2004. For your convenience, please find enclosed a copy of LG&E's Reply to Ms. Young's Response in Case No. 2004-00425 ("Reply"), which addresses LG&E's billing of Ms. Young through mid-December of 2004.

For the Commission's convenience, here is an explanation of certain entries on the enclosed Customer Transaction History:

- On October 4, 2004, there are two entries marked "Transfer" and five entries marked "Payment." These transactions are discussed in LG&E's Reply at page 2, and are completely offsetting (the two "Transfers" total \$301.01, and the five offsetting "Payments" total \$301.01, all made the same day).
- On October 28, 2004, LG&E charged \$80.00 to Ms. Young's account, which was the last of three \$80.00 installments of a \$240.00 deposit LG&E required of Ms. Young as of July 22, 2004. LG&E required this deposit of Ms. Young because of her payment history. This deposit is also discussed at page 2 of LG&E's Reply.

Elizabeth O'Donnell  
February 10, 2005  
Page 2

- On November 4, 2004, Ms. Young made a payment on her account of \$250.00, which is listed as a "CLEARING - CORRECTIONS" entry, and which is also described in LG&E's Reply at page 2.
- On December 14, 2004, there are three entries marked "Payment" and "CLEARING - CORRECTIONS" that total \$350.84. These entries offset an equal amount erroneously added to Ms. Young's bill on September 24, 2004. This correction is also discussed in LG&E's Reply at page 2.

The remainder of the entries on the Customer Transaction History and the Customer Usage History for Ms. Young that are enclosed are simply charges for the gas and electric services LG&E has provided Ms. Young, as well as several reconnection charges.

Although LG&E is unable to discern precisely which of LG&E's billing practices Ms. Young is complaining of, LG&E can assure the Commission and Ms. Young that any errors that LG&E may have made in billing Ms. Young in the past have been corrected. Ms. Young's current bill represents amounts that she has rightly been charged for LG&E's gas and electric service to her, as well as rightful fees for reconnecting Ms. Young's gas and electric service on multiple occasions. Unless Ms. Young makes full payment on her account promptly, LG&E will again have to disconnect her gas and electric service. Under the latest brown bill LG&E sent Ms. Young, her service has been eligible for disconnection since February 5, 2005; however, LG&E has delayed disconnection in light of the ambiguity of what Ms. Young is disputing in her most recent filing. Ms. Young's account is currently scheduled for disconnection on or after Friday, February 28, 2005, and LG&E plans to disconnect Ms. Young on or shortly after that date unless full payment is made on her account or the Commission requests that LG&E refrain from disconnecting her.

As to Ms. Young's claims that certain LG&E employees have harassed, been biased against and abused her, LG&E responds that all of their employees have dealt with Ms. Young in a respectful and professional manner.

Although LG&E hopes that the enclosed documents and the explanation above will satisfy this inquiry, it also requests an informal conference on this matter at the Commission's earliest 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,



W. Duncan Crosby III

Elizabeth O'Donnell  
February 10, 2005  
Page 3

WDC/ec

Enclosures

cc: J.E.B. Pinney  
Patricia Conner Young

# Customer Transaction History

From 10/1/2004 To 2/5/2005

Account Number	Status	Type	Customer Name	Service Address
4000868498007	A	R	PATRICIA M YOUNG	610 OAK BRANCH RD LOUISVILLE, KY 40245

## History

Transaction Date	Transaction Type	Transaction Description	Amount Entered	Amount Due
10/1/2004	Bill	A/R - CUSTOMER CONNEC	\$20.00	\$1,137.38
10/4/2004	Transfer	A/R - LATE PAYMENT CHA	\$13.50	\$1,150.88
10/4/2004	Transfer	A/R - UTILITY CHARGE	\$287.51	\$1,438.39
10/4/2004	Payment	CLEARING - CORRECTIONS	\$66.27	\$1,372.12
10/4/2004	Payment	CLEARING - CORRECTIONS	\$80.00	\$1,292.12
10/4/2004	Payment	CLEARING - CORRECTIONS	\$80.00	\$1,212.12
10/4/2004	Payment	CLEARING - CORRECTIONS	\$7.03	\$1,205.09
10/4/2004	Payment	CLEARING - CORRECTIONS	\$67.71	\$1,137.38
10/7/2004	Payment	Payment Received	\$491.10	\$646.28
10/7/2004	Payment	Payment Received	\$18.42	\$627.86
10/7/2004	Payment	Payment Received	\$17.48	\$610.38
10/12/2004	Bill	A/R - CUSTOMER CONNEC	\$20.00	\$610.38
10/28/2004	Bill	A/R - CUSTOMER CONNEC	\$20.00	\$630.38
10/28/2004	Bill	A/R - CUSTOMER CONNEC	\$20.00	\$650.38
10/28/2004	Bill	A/R - DEPOSITS	\$80.00	\$730.38
10/28/2004	Bill	A/R - UTILITY CHARGE	\$71.12	\$801.50
10/28/2004	Bill	A/R - UTILITY CHARGE	\$68.72	\$870.22
11/4/2004	Payment	CLEARING - CORRECTIONS	\$250.00	\$620.22
11/23/2004	Payment	Payment Received	\$100.84	\$519.38
11/23/2004	Payment	Payment Received	\$159.16	\$360.22
11/30/2004	Bill	A/R - UTILITY CHARGE	\$288.85	\$649.07
11/30/2004	Bill	A/R - LATE PAYMENT CHA	\$3.56	\$652.63
11/30/2004	Bill	A/R - UTILITY CHARGE	\$121.64	\$774.27
11/30/2004	Bill	A/R - LATE PAYMENT CHA	\$3.44	\$777.71
12/8/2004	Payment	Payment Received	\$75.00	\$702.71

Account Number	Status	Type	Customer Name	Service Address		
12/13/2004	Bill		A/R - CUSTOMER CONNEC		\$20.00	\$702.71
12/14/2004	Payment		CLEARING - CORRECTIONS		\$100.38	\$602.33
12/14/2004	Payment		CLEARING - CORRECTIONS		\$139.84	\$462.49
12/14/2004	Payment		CLEARING - CORRECTIONS		\$110.62	\$351.87
12/30/2004	Bill		A/R - CUSTOMER CONNEC		\$20.00	\$371.87
12/30/2004	Bill		A/R - UTILITY CHARGE		\$140.57	\$512.44
12/30/2004	Bill		A/R - UTILITY CHARGE		\$182.65	\$695.09
1/10/2005	Payment		Payment Received		\$323.22	\$371.87
1/10/2005	Payment		Payment Received		\$20.00	\$351.87
1/10/2005	Payment		Payment Received		\$5.00	\$346.87
1/10/2005	Payment		Payment Received		\$7.00	\$339.87
1/10/2005	Payment		Payment Received		\$20.00	\$319.87
1/10/2005	Payment		Payment Received		\$20.00	\$299.87
1/10/2005	Payment		Payment Received		\$104.78	\$195.09
1/12/2005	Bill		A/R - CUSTOMER CONNEC		\$20.00	\$195.09
1/31/2005	Bill		A/R - CUSTOMER CONNEC		\$20.00	\$215.09
1/31/2005	Bill		A/R - UTILITY CHARGE		\$135.71	\$350.80
1/31/2005	Bill		A/R - UTILITY CHARGE		\$200.95	\$551.75