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Gregory Coker
Commissioner

April 6, 2006

TO: PARTIES OF RECORD
RE: Case No. 2004-00425
Patricia Connor Young (now Patricia Connor Pratt) vs. LG&E

Enclosed please find a memorandum that has been filed in the record of the above-referenced case. Any comments regarding this memorandum's contents should be submitted to the Commission within five days of receipt of this letter. Questions regarding this memorandum should be directed to Jeb Pinney at 502/564-3940.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth O'Donnell", written over the word "Sincerely,".

Beth O'Donnell
Executive Director

vh/
Enclosure

INTRA-AGENCY MEMORANDUM
KENTUCKY PUBLIC SERVICE COMMISSION

TO: Main Case File No. 2004-00425
FROM: J.E.B. Pinney, Staff Attorney *J.P.*
DATE: April 6, 2006
SUBJECT: Informal Conference

On March 15, 2006, representatives from the Louisville Gas and Electric Company ("LG&E"), Complainant, and Commission Staff met at the Commission's offices for an informal conference. A copy of the attendees at the conference is attached.

The purpose of the informal conference was to discuss the complaints of Patricia Connor-Pratt¹ against LG&E. After Commission Staff conducted introductions, the parties addressed the issues raised in the complaint.

Discussion briefly focused on the original differences between the two parties, namely, the dispute that LG&E had wrongfully assessed Mrs. Connor-Pratt charges that had been discharged in bankruptcy. LG&E stated that Mrs. Connor-Pratt was current in her energy charges with a bill of \$343.08 due the following day. Mrs. Connor-Pratt, however, raised allegations of more recent billing inaccuracies and subsequent disconnections of service. Specifically Mrs. Connor-Pratt alleged that on or about January 6, 2006 her gas service was disconnected and quickly restored. Mrs. Connor-Pratt also further alleged that both her gas and electric service were disconnected on January 20, 2006, once again due to a billing error. Mrs. Connor-Pratt claimed that the first disconnection occurred despite her having received winter hardship funds from a local community action group. Mrs. Connor-Pratt also alleged that this behavior constituted harassment.

LG&E states that it never received notice that Mrs. Connor-Pratt had received a winter hardship certificate or funds. LG&E stated that its records indicated Mrs. Connor-Pratt's service was disconnected on dates different from those she alleged—on January 13, 2006 for non-payment and again on January 30, 2006 because of alleged damage to the electric meter base. Mrs. Connor-Pratt denies that the meter base was damaged. LG&E did not have the information from the repair division relating to the

¹ When Mrs. Pratt initiated this proceeding, her name was Patricia Connor-Young. Due to her subsequent marriage, her name is now Patricia Connor-Pratt.

disconnection of Mrs. Connor-Pratt's meter base. There was much confusion surrounding the events relating to these disconnections. Mrs. Connor-Pratt alleges that LG&E has singled her out for disconnection because of her previous association with a business (the Children's Garden) that was previously indebted to LG&E. This association, Mrs. Connor-Pratt believes, has led LG&E to "flag" her account so that LG&E officials are notified whenever there may be a problem with her account. LG&E denies that it is treating her any differently than similarly situated customers.

Commission Staff suggested addressing the original gravamen of Mrs. Connor-Pratt's complaint. After a brief discussion, Mrs. Connor-Pratt agreed that no pre-petition debts remained on her account.

Commission Staff suggested that the parties provide supplemental information to the Commission relating to the disconnections that occurred in January and also information pertaining to Mrs. Connor-Pratt's winter hardship assistance.

The conference then adjourned.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

PATRICIA CONNOR YOUNG)
)
) COMPLAINT)
)
 v.) CASE NO. 2004-00425)
)
 LOUISVILLE GAS AND ELECTRIC COMPANY)
)
) DEFENDANT)

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March 15, 2006 Informal Conference
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Please sign in:

NAME

REPRESENTING

J.E.B. Pinney

PSC

Pat Connor

J. PRATT + Pat Connor-Pratt

Jim Blackley

PSS - staff

Anthony Taul

mrs. pratts Brother

Linda Mattox

PSC

STEVE KINGSOLVER

PSC

Allyson Sturgeon

LG+E

Duncan Crosby

Stoll Keenon Ogden PLLC for LG+E

Julie Stethen

LG+E

Katrina Clark

LG+E

Alan Patton

LG+E

MARTY BEINERT

LG+E

Daryl Kenly

PSC