

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LINGLEE SU)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2009-00271
)	
KENTUCKY UTILITIES COMPANY)	
)	
DEFENDANT)	

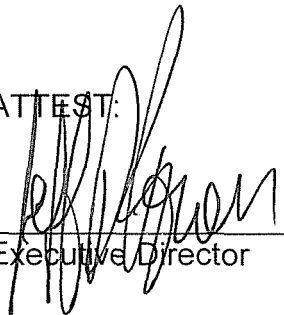
ORDER TO SATISFY OR ANSWER

Kentucky Utilities Company ("KU") is hereby notified that it has been named as defendant in a formal complaint filed on August 31, 2009, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, KU is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of 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.

By the Commission

ATTEST:


Executive Director

ENTERED
SEP 21 2009 *al*
KENTUCKY PUBLIC
SERVICE COMMISSION

RECEIVED
AUG 11 2009

COMMONWEALTH OF KENTUCKY PUBLIC SERVICE COMMISSION

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

2009-00271

Lingee Sue
(Your Full Name)
COMPLAINANT

VS.

KU
(Name of Utility)
DEFENDANT

COMPLAINT

The complaint of Lingee Sue respectfully shows:
(Your Full Name)

(a) Lingee Sue
(Your Full Name)

272 Kimberly Heights Dr. NICH. KY 40356
(Your Address)

(b) KU
(Name of Utility)

(Address of Utility)

(c) That: _____
(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

_____ vs. _____

Page 2 of 2

See Attached

Wherefore, complainant asks _____
(Specifically state the relief desired.)

Dated at _____, Kentucky, this _____ day
(Your City)

of _____, 19____.
(Month)

(Your Signature)

(Name and address of attorney, if any)

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

- (a) The full name and post office address of the complainant.
- (b) The full name and post office address of the defendant.
- (c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

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

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 _____, Kentucky, this _____ day
of _____, 19 _____.

(Name of each complainant)

(Name and address of attorney,
if any)

I had a tenant who rented from me. When they moved out, the electric meter was broken. I took a picture as evidence. When the meter reader came to my house, the wrong number was written down and the bill I received was very expensive. I went to a judge and she admitted my picture as evidence but the Kentucky Utilities (KU) supervisor refused to accept the picture and said I still owed the bill. I'm typing this complaint because I don't think it's fair that I should pay this expensive bill.

A handwritten signature in black ink, consisting of a large, stylized 'S' followed by a horizontal line and a flourish.

08-11-09



E.ON company

Customer Service: (859) 255-0394 Mon-Fri 7AM-7PM(EST)
Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
Telephone Payments: (800) 807-3596
www.eon-us.com

DUE DATE	AMOUNT DUE
06/02/09	\$39.90

Please see the Important Information section of this bill for details about your new account number.

April 7 - May 19

Days for Billing Period	This Year	Last Year
Average Temperature	58°	58°
Number of Days Billed	43	43
Electricity/kwh per day	9.4	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	LING LEE SU
Service Address:	272 Kimberly Heights Dr
Next Read Date:	06/15/09

BILLING SUMMARY	
Previous Balance	0.00
Payment as of 05/21	0.00
Balance as of 05/21	0.00
Electric Charges	35.62
Taxes and Fees	4.28
Utility Charges as of 05/21	39.90
Total Amount Due	39.90

ELECTRIC CHARGES

Type: Residential Service		Meter Reading Information	
Meter Charge	7.17	Meter # L315579	
Utility Charge	23.15	Actual Reading on 05/19	15708
Surcharge For Above Rates		Previous Reading on 04/07	15303
Adjustment (\$0.00385 x 405 kwh)	1.56	Current kwh Usage	405
Electric DSM (\$0.00144 x 405.00 kwh)	0.58	Meter Multiplier	1
Environmental Surcharge (9.270% x \$32.46)	3.01	Metered kwh Usage	405
Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$35.62		

TAXES AND FEES

Increase For School Tax (3.000% x \$35.47)	1.06	MISSING 6-05-09
House Fee-Nicholaville - 331 (2.73% x \$35.47)	0.97	
City Tax (6.000% x \$37.50)	2.25	
Total Taxes and Fees	\$4.28	

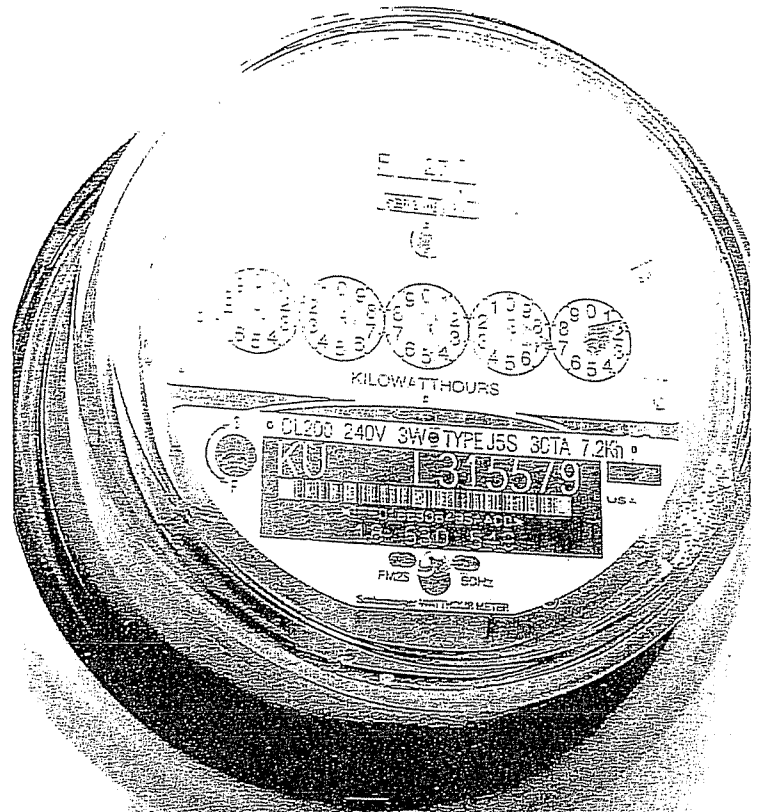
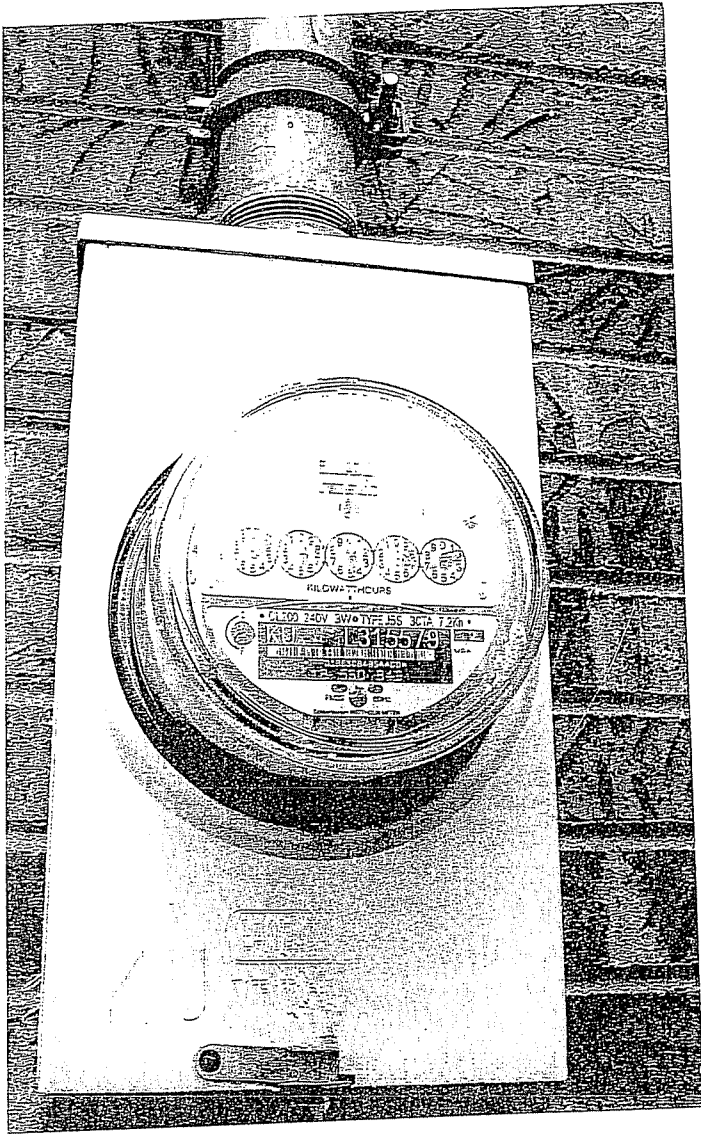
BILLING INFORMATION

Charge to be Assessed 3 Days After Due Date	\$2.00
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See reverse side for additional charges

Bring entire bill when paying in person





Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P. O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L. Armstrong
Chairman

James Gardner
Vice Chairman

Charles R. Borders
Commissioner

August 26, 2009

Lonnie E. Bellar
Kentucky Utilities Company
220 W. Main Street
P. O. Box 32010
Louisville, KY 40232-2010

RE: Case No:
Kentucky Utilities Company
(Complaints - Rates, Service)
Linglee Sue, Complainant; Kentucky Utilities Company, Defendant

This letter is to acknowledge receipt of initial filing in the above case. The filing was date-stamped received August 21, 2009 and has been assigned Case No. 2009-00345. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at (502) 564-3940.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen
Executive Director

JD/ke

Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P. O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L. Armstrong
Chairman

James Gardner
Vice Chairman

Charles R. Borders
Commissioner

Linglee Su
272 Kimberly Heights Drive
Nicholasville, KY 40356

August 26, 2009

RE: Case No.
Kentucky Utilities Company
(Complaints - Rates, Service)
Linglee Sue, Complainant; Kentucky Utilities Company, Defendant

This letter is to acknowledge receipt of initial filing in the above case. The filing was date-stamped received August 21, 2009 and has been assigned Case No. 2009-00345. In all future correspondence or filings in connection with this case, please reference the above case number.

If you need further assistance, please contact my staff at (502) 564-3940.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Derouen".

Jeff Derouen
Executive Director

JD/ke

Lonnie E Bellar
Vice President - State Regulation
Kentucky Utilities Company
220 West Main Street
P. O. Box 32010
Louisville, KY 40202

Ling Lee Su
3336 Emerson Woods Way
Lexington, KY 40517

Linglee Su
272 Kimberly Heights Drive
Nicholasville, KY 40356