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Mr. Jeff DeRouen  
Executive Director  
Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, Kentucky 40602-0615

**Louisville Gas and  
Electric Company**  
State Regulation and Rates  
220 West Main Street  
PO Box 32010  
Louisville, Kentucky 40232  
www.eon-us.com

February 12, 2010

RE: ***W.H. CHAPMAN COMPLAINANT V. E.ON/LOUISVILLE GAS  
AND ELECTRIC COMPANY DEFENDANT***  
**CASE NO. 2009-00312**

Rick E. Lovekamp  
Manager – Regulatory Affairs  
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Dear Mr. DeRouen:

Louisville Gas and Electric Company files herewith the original and five (5) copies of its Response to the First Data Request of Commission Staff dated February 2, 2010 in the above-cited case.

A copy is being mailed to the Complainant.

Please contact me if you have any questions concerning this filing.

Sincerely,

A handwritten signature in black ink that reads 'Rick E. Lovekamp'. The signature is written in a cursive, flowing style.

Rick E. Lovekamp

**COMMONWEALTH OF KENTUCKY**  
**BEFORE THE PUBLIC SERVICE COMMISSION**

**In the Matter of:**

	<b>W.H. CHAPMAN</b>	)	
	<b>COMPLAINANT</b>	)	<b>CASE NO.</b>
		)	<b>2009-00312</b>
<b>V.</b>		)	
	<b>E.ON/LOUISVILLE GAS AND</b>	)	
	<b>ELECTRIC COMPANY</b>	)	
	<b>DEFENDANT</b>	)	

**RESPONSE OF**  
**LOUISVILLE GAS AND ELECTRIC COMPANY**  
**TO**  
**COMMISSION STAFF'S FIRST DATA REQUEST**  
**DATED FEBRUARY 2, 2010**

**FILED: February 12, 2010**





**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's First Data Request  
Dated February 2, 2010**

**Case No. 2009-00312**

**Question No. 1**

**Witness: John Wolfram**

- Q-1. Has LG&E reenacted its program to allow customers to choose the due date for their electric bills, previously referred to as the Select Due Date program (now the "new select due date program")?
- a. If yes, explain in detail whether Complainant, W.H. Chapman, qualifies to participate in the new select due date program.
  - b. If yes, has LG&E contacted Mr. Chapman regarding the new select due date program? If yes, has Mr. Chapman been enrolled in the new select due date program?
  - c. If yes, explain in detail whether Mr. Chapman qualifies for a refund of late payment fees under LG&E's new select due date program.
- A-1. No. LG&E has not reenacted the Select Due Date program. However, LG&E has a new FLEX ("Fixed and Limited Income EXtension") option which allows the company to make an adjustment to the bill due date every month for customers who qualify.
- a. The bill due date for Mr. Chapman's account typically occurs at the end of the month or during the first few days of the following month. We have reviewed Mr. Chapman's payment history and confirmed that he does pay his bill regularly at the first of the month. With the potential for late payment charges to be billed, Mr. Chapman's account is a good candidate for the FLEX option.
  - b. Mr. Chapman was contacted and added to the FLEX option on January 14, 2010.

- c. Mr. Chapman's account was refunded \$7.98 in late payment charges on January 15, 2010. This refund covered the April 2009 through January 2010 time period and the detail is:

\$2.82	June 2009
\$5.16	January 2010



**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's First Data Request  
Dated February 2, 2010**

**Case No. 2009-00312**

**Question No. 2**

**Witness: John Wolfram**

Q-2. Explain in detail whether LG&E believes it has resolved the issues raised in Mr. Chapman's July 22, 2009 Complaint.

A-2. LG&E believes that Mr. Chapman's concerns were with the bill due date occurring at the end of the month and his not being able to pay until the first of the month. His concern was that he would incur late payment charges. If the payment continues to be paid at the first of the month, then the Company believes that the FLEX option should eliminate Mr. Chapman's concerns about his account.





**LOUISVILLE GAS AND ELECTRIC COMPANY**

**Response to Commission Staff's First Data Request  
Dated February 2, 2010**

**Case No. 2009-00312**

**Question No. 3**

**Witness: John Wolfram**

- Q-3. If LG&E does not believe that Mr. Chapman qualifies to participate in its new select due date program, what action does LG&E believe the Commission should take with regard to Mr. Chapman's complaint?
- A-3. Because Mr. Chapman qualifies for the new FLEX option and has been added to the program, LG&E believes that his complaint has been satisfied and that the Commission should dismiss the action and close the matter on its docket.