

ELAM UTILITY COMPANY
459 MAIN STREET
WEST LIBERTY, KENTUCKY 41472
PHONE 606-743-3695 FAX 743-2292

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PUBLIC SERVICE
COMMISSION

October 1, 2009

PUBLIC SERVICE COMMISSION
P. O. BOX 615
FRANKFORT, KY 40602-0615

RE: Case No. 2009-00362
September 25, 2009

Dear Mr. Derouen:

I, on behalf of myself and Elam Utility Company, would like to request an informal conference with Commission staff as soon as possible to discuss my failure to file quarterly reports. I am planning to attend the 75th Anniversary Open House on Oct 14 and would like to either schedule the conference that morning or on the 15th if possible.

In this order, the commission requested that I explain why the quarterly reports were not filed on a timely basis. During this period of time Columbia Gas has changed from NiSource to Navigates where the invoicing can be found. After hours on the phone with computer support, and Columbia customer support, I still could not pull the invoices I needed from their database. I contacted Jamie Swartz numerous times during that period to request a copy of the invoices so that I could tell how many MCFs were going through the system. For some time, I tried to contact Ms. Swartz by phone and by email without a response from her, and I couldn't get anyone else to help me with my problem. Without those figures, you cannot declare the purchases to file the reports. I kept thinking I would be able to get it figured out by the next quarter. Then the end of the year came along, and year end reports, time passed and the reports got farther behind.

I had hired Harrod and Associates to do the filing for me, but without the figures, they couldn't file them. Neither could I file them without the figures from Columbia. My understanding is that Columbia is moving their offices to Texas, and I don't know if that is the problem, or if the employees didn't have time to look into the problem to help me. I don't know if it is because my computer is old, or the JAVA network that they use, but even their support team couldn't come up with the solution. Weeks turned into months and before I knew it, I was several months behind on the GCR filings. I finally called

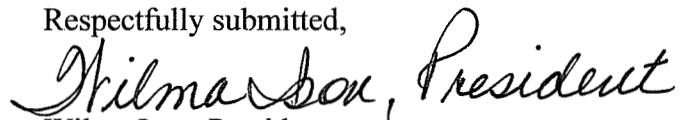
David Rudder with Seminole and asked him if he could get them for me, which he did somehow, and I sent them to Scott Hall at Harrod and the GCR was filed.

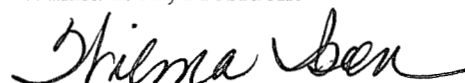
From this point on, the schedule is for me to send the sales report every month as soon as the billing is completed to Harrod & Associates and David Rudder is to send the Columbia and Seminole invoice to Harrod. That way, Scott Hall can file the reports timely because he will have the paperwork in his hand. My understanding is that the next report is to be filed by December 1 to become effective January 1. I can remember that, but in the past, it hasn't been on a quarterly basis, and just got forgotten. Then the next report will be due by March 1 to be effective by April 1.

I understand that the Commission has been very patient with me in the past, and I am ashamed to ask for that again. I submit that I am at fault, and I will pay penalties that are placed on me individually and on the company, but as you know, these penalties just make it harder on the company. We're just a small company trying to make it in a big company world, and it is very difficult.

I would ask that the Commission grant an informal conference to discuss this matter, and that the penalties would be set aside so that I can prove that the GCR will be filed timely in the future.

Respectfully submitted,


Wilma Ison, President


Wilma Ison, Individual

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