

The UPS Store® (#3152)
12123 Shelbyville Road Suite 100
Louisville KY 40243
Tel (502)254-9330 FAX (502)254-9337
owner3152@theupsstore.com
M-F 8-7 Sat 10-4

2009-00364



RECEIVED

SEP 10 2009

PUBLIC SERVICE
COMMISSION

FAX

To GINNY SMITH

From MARY SMYLY

Company PSC

Phone number 245-4236

Fax number 502-564-7397

Fax number _____

Date 3 SEP 09

Total pages 9

g/s

COMMONWEALTH OF KENTUCKY CASE NO: 2009-00364
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

MARY CHARLOTTE SMYLY

(Your Full Name)

COMPLAINANT

VS.

LG & E / EON-US

(Name of Utility)

DEFENDANT

RECEIVED

SEP 03 2009

PUBLIC SERVICE COMMISSION

COMPLAINT

The complaint of MARY CHARLOTTE SMYLY respectfully shows:
(Your Full Name)

(a) MARY CHARLOTTE SMYLY
(Your Full Name)
1412 N ENGLISH STATION RD
LOUISVILLE, KENTUCKY 40223
(Your Address)

(b) LG & E / EON-US
(Name of Utility)
820 W. BROADWAY
LOUISVILLE, KY 40202
(Address of Utility)

(c) That ATTACHMENT PAGES 1 & 2 of 2
(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

MARY CHARLOTTE SMYLYS WGDE/EON-45

Page 2 of 2

ATTACHMENT PAGES 1 & 2 of 2

Wherefore, complainant asks SELECT DUE DATE PROGRAM
(Specifically state the relief desired.)

- 1) REINSTATED,
- 2) REMOVAL OF DEPOSIT FEE,
- 3) REMOVAL OF RECONNECTION FEE,
- 4) REMOVAL OF ALL LATE FEES
- 5) COMPENSATION FOR DAMAGE TO ELECTRONIC EQUIPMENT

Dated at LOUISVILLE, Kentucky, this 02 day
(Your City)

of SEPTEMBER, ~~11~~ 2009
(Month)

Mary Charlotte Smylys
(Your Signature)

(Name and address of attorney, if any)

ATTACHMENT PAGE 1 of 2

I am contesting late fees, a reconnection fee, a deposit charge and overcharges. Also I want compensation for damage done to my electronic equipment due to their negligence.

I, for myself and others, am requesting a customer selected due date program for those on whom the current plan is a hardship.

For about two years I have been asking LG&E/EON-US to change the due date of payment for services from the end of the month to mid-month when I would have the funds to pay the bill on time. Their customer service people would say they would accommodate my request and when it didn't happen I would call again and would be told that they would not allow a later pay date than the one on the bills. This went on for months and months until after I was disconnected and I spoke with LG&E/EON-US's "Customer Commitment" manager and their attorney. Then with the migration to their new system, "Customer Care Solution," the selection option was eliminated altogether.

Also, LG&E's bills evidently come from Louisville, KY but the pay stub has an Atlanta, GA address. In general, the period of time from receiving billing, sending payment, and having payment processed in Atlanta practically guarantees late fees.

In December 2008 LG&E turned off my electrical service without notice. As a result 1) the registry in a computer was damaged (\$500.00 for repair), 2) a DVD player was damaged beyond repair, 3) I was charged a \$20 reconnection fee and 4) I was charged a \$240 deposit.

In February 2009 LG&E sent two men in a bucket truck who, again without notice, turned off the electricity. It would have been a simple thing for one of them to announce the outage before the fact. Again, I had computer damage. There was a witness.

I made payment for two months on which I was charged late fees. Some of the money intended for services received was diverted to satisfy the contested deposit without my knowledge. I wasn't told that that was what they were doing and there was no indication on the bills. I found out about this after I asked how the contested deposit had been paid because the third bill indicated payment but did not state how that happened. Their old billing system for two months showed both a required deposit and no deposit due.

LG&E/EON-US's old billing system was flawed which I pointed out in a meeting with them. Besides discontinuing the option of customer selected due dates in the new system, which works hardship on a lot of customers, the new system (computer and/or

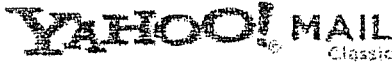
ATTACHMENT PAGE 2 of 2

human processing) also seems to have problems.

Example 1 - my bill with a due date of 08/24/09 shows a charged late fee for a payment which was definitely not late and a gas usage charge where there was no usage. The utility charge was due 07/27/09 and a payment was made 07/21/09. Yet I was charged a late fee. This has been pointed out to "Customer Commitment" twice to no avail.

Example 2 - On 31 August 2009 I received a disconnection notice even though it is my understanding that "customer accounts shall be considered to be current while the dispute is pending as long as a customer continues to make undisputed payments and stays current on subsequent bills". LG&E's bill with due date of 08/24/09 shows a balance due of \$419.35. I paid \$126.53 which includes one contested charge. The contested balance becomes \$292.82. But the disconnection notice says that I owe \$299.15. The difference is significant to me. And since I am being overcharged, what about the rest of LG&E/EON-US's customer set?

RE: Account Information - Yahoo! Mail

http://us.mc1114.mail.yahoo.com/mc/showletter?mid=1_22..

RE: Account Information

Tuesday, June 30, 2009 10:33 AM

From: "Clark, Katrina" <Katrina.Clark@eon-us.com>

To: [REDACTED]

Cc: "Melton, Timothy" <Timothy.Melton@eon-us.com>, "Stetson, Julie" <Julie.Stetson1@eon-us.com>

Billing History.doc (5.4KB)

Ms. Smyly,

Mr. Melton asked me to re-send the response that I sent to you on Thursday, June 25, 2009.

Katrina Clark
Customer Commitment (502-627-2202)
PSCComplaints@eon-us.com

From: Clark, Katrina
Sent: Thursday, June 25, 2009 9:04 AM
To: [REDACTED]
Cc: Melton, Timothy
Subject: Account Information

Ms. Smyly,

Mr. Melton has asked me to respond to your recent e-mail.

I have updated the billing and payment history that Ginny Smith forwarded to you some time ago.
(See Attached)

In reference to your question about the deposit billing:

- Your bill due on 2/9/09 indicates a required deposit of \$240
- Your bill due on 3/9/09 indicates a required deposit of \$240

2/12/09 - Payment received: \$269.87 (\$55.04 was applied to deposit & remaining \$214.83 was applied to current charges)

3/10/09 - Payment received: \$214.83 (\$184.96 was applied to the remaining deposit and \$29.87 was applied to the account balance)

- Your bill due on 4/9/09, reflected the deposit as being paid in full, which is correct.

I trust this information will be help you to understand your account balance.

Sincerely,

Katrina Clark

Front Image:

BEARY SARKY (03/07/2002)
 1412 N ENGLISH STATION
 LOUISVILLE, KY 40223-2112

73-78412320

15 July 09
 Date

2512410 379 0111/11/09 0583104

AS TO THE
 CHECK

NGTE

Seventy

70.05
 Dollars

Commonwealth Credit Union
 417 High Street - P.O. Box 978
 Franklin, Kentucky 40302-0978

For

[Signature]

Back Image:

[Faint text and signatures on the back of the check, including a large signature across the bottom and various stamps and markings.]



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM
 Walk-In Center Hours: Mon-Fri 8AM-5PM
 Telephone Payments: (800) 780-9723
 Power Outage Reporting: (502) 589-3500
 www.eon-us.com

FINAL PAY DATE	DELINQUENT AMOUNT DUE
09/07/09	\$299.15

Reconnection of Service:

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at (502) 589-1444 after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N ENGLISH STATION RD LOUISVILLE KY

Unauthorized reconnection of service is a crime - punishable by law.

DISCONNECTION NOTICE

Payment required by the final payment date to avoid disconnection: 299.15

BILLING INFORMATION

Your account is past due. If full payment of the delinquent amount due is not received by the final pay date shown above, your service will be subject to disconnection.

CUSTOMER ASSISTANCE

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.

Full payment of the delinquent amount due can be made:

- By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.)
- On-line at www.eon-us.com. (Transaction fees may apply.)
- By mail. (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.)
- At one of our Authorized Payment Agent locations. (You must present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at (502) 589-1444.

Handwritten scribbles and calculations:

[scribble]	[scribble]	[scribble]	419.35	299.15
[scribble]	[scribble]	[scribble]	-126.53	-299.15
[scribble]	[scribble]	[scribble]	292.82	6.3

Customer Service (502) 589-1444

Account Number
[REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Final Pay Date	Delinquent Amount Due	Amount Enclosed
09/07/09	\$299.15	\$

OFFICE USE ONLY:
MFL080000, G000000



PO BOX 538612
ATLANTA, GA 30353-8612

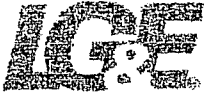
#423904564 69
120065993 01 AV 0335
MARY SMYLY
1412 N ENGLISH STATION RD
LOUISVILLE KY 40223-2112



PRINTED ON RECYCLED PAPER
R09 09 06 12

Service Address: 1412 N ENGLISH STATION RD
Home Phone (502) 245-4236





an company

Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
Telephone Payments: (800) 780-9723
Power Outage Reporting: (502) 589-3500
www.ice-us.com

DUE DATE	AMOUNT DUE
08/24/09	\$419.35

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

From Bill
701 South 9th St
(no app)

Averages for Billing Period	This Year	Last Year
Average Temperature	74°	80°
Number of Days Billed	29	29
Electric/kwh per day	52.2	27.2
Gas/ccf per day	0.1	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	09/09/09

BILLING SUMMARY	
Previous Balance	460.27
Payment as of 08/12	(170.95)
Balance as of 08/12	289.32
Electric Charges	\$126.53 113.02
Gas Charges	13.51
Utility Charges as of 08/12	#1077 126.53
Other Charges	3.50
Total Amount Due	419.35

ELECTRIC CHARGES

Rate Type: Residential Electric Service	
Customer Charge	5.00
Energy Charge	100.94
Other Charges For Above Rates	
Electric Fuel Adjustment (\$0.00184 x 1516 kwh)	2.79
Electric DSM (\$0.00193 x 1516.00 kwh)	2.93
Environmental Surcharge (1.080% x \$111.66)	1.21
Home Energy Assistance Fund Charge	0.15
Total Electric Charges	\$113.02

Value Markets
315 W Kittinglow
Louisville, KY
Jason Duplap 40223-9410
423-9410

100.90
70.05
170.95
paid 8/21/09 OK \$126.53

GAS CHARGES

Rate Type: Residential Gas Service	
Customer Charge	9.50
Gas Distribution Charge (\$0.21349 x 5 ccf)	1.07
Gas Supply Component (\$0.46914 x 2 ccf)	0.94
Gas Supply Component (\$0.59913 x 3 ccf)	1.80
Other Charges For Above Rates	
Gas DSM (\$0.00123 x 5.00 ccf)	0.05
Home Energy Assistance Fund Charge	0.15
Total Gas Charges	\$13.51

9.50
0.15
9.65
13.51
9.65
3.86

Please see reverse side for additional charges.
Customer Service (502) 589-1444

Bring entire bill when paying in person.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due 3 Days After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	08/24/09	\$419.35	\$425.68		\$

Home Phone (502) 245-4236
OFFICE USE ONLY:
MFU08333025, G000000
P460.27



PO BOX 538612
ATLANTA, GA 30353-8612

Check here if plan(s) requested on back of stub

#122314274 4#
110009234 01 AV 0335
MARY SMYLY
1412 N ENGLISH STATION RD
LOUISVILLE KY 40223-2112



PRINTED ON RECYCLED PAPER
Rev. 08 08 11

Service Address: 1412 N English Station Rd