



an e-on company

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

RECEIVED

OCT 08 2009

**PUBLIC SERVICE
COMMISSION**

**Louisville Gas and Electric
Company**

Legal Department
220 West Main Street
Louisville, Kentucky 40202
www.eon-us.com

Rick Lovekamp
Manager, Regulatory Affairs
T 502-627-3780
Rick.lovekamp@eon-us.com

October 8, 2009

RE: *In the Matter of: Mary Charlotte Smyly v. Louisville Gas and Electric Company, Case
No. 2009-00364*

Dear Mr. DeRouen:

Enclosed please find an original and eleven (11) copies of the Answer of Louisville Gas and Electric Company to the Complaint of Mary Charlotte Smyly in the above-referenced docket.

Please file-stamp the extra copy of the Answer as received and return it to me in the enclosed envelope. Should you have any questions concerning the enclosed, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rick Lovekamp', is written over a horizontal line.

Rick Lovekamp

Enclosures

cc: Mary Charlotte Smyly

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARY CHARLOTTE SMYLY)	
)	
COMPLAINANT)	
)	
v.)	CASE NO. 2009-00364
)	
LOUISVILLE GAS AND ELECTRIC)	
COMPANY)	
)	
)	
DEFENDANT)	

* * * * *

ANSWER OF
LOUISVILLE GAS AND ELECTRIC COMPANY

In accordance with the Kentucky Public Service Commission’s (“Commission”) Order of September 28, 2009 in the above-captioned proceeding, Louisville Gas and Electric Company (“LG&E” or the “Company”) respectfully submits this Answer to the Complaint of Mary Charlotte Smyly filed on September 3, 2009. In support of its Answer, and in response to the specific averments contained in said Complaint, LG&E states as follows:

1. LG&E admits the allegations contained in paragraph (a) of the Complaint, on information and belief.

2. With regard to the allegations contained in paragraph (b) of the Complaint, LG&E states that its primary business address is 220 West Main Street, Louisville, Kentucky 40202.

3. With regard to the allegations contained in paragraph (c) of the Complaint, LG&E states as follows:

a. With regard to the statement “[f]or 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 bills 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 th[a]n the one on the bills,” LG&E affirmatively states that Ms. Smyly was placed on the Selective Due Date program on both September 19, 2006 and November 19, 2007.

b. LG&E denies the statement, “[t]his 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,” in so much as it implies that LG&E ignored Ms. Smyly’s request, but admits that Ms. Smyly spoke with several LG&E employees.

c. LG&E admits the statement, “[t]hen with the migration to their new system, ‘Customer Care Solution,’ the selection option was eliminated altogether.”

d. LG&E admits the statement, “LG&E’s bills evidently come from Louisville, KY but the pay stub has an Atlanta, GA address.”

e. LG&E denies the statement, “[i]n general, the period of time from receiving billing, sending payment, and having payment processed in Atlanta practically guarantees late fees.”

f. LG&E denies the statement, “[i]n December 2008 LG&E turned off my electrical service without notice,” and affirmatively states that when Ms. Smyly’s bill was not paid by its stated due date, Ms. Smyly was sent a brown bill as her notice of disconnection, which is attached as Exhibit A.

g. With regard to the statement, “[a]s a result [of the disconnection in December 2008] 1) the registry in a computer was damaged (\$500.00 for repair), 2) a DVD player was damaged beyond repair,” LG&E is without knowledge or information sufficient to form a belief as to the truth of the averments. However, LG&E further states that Kentucky courts have long held that the Commission does not have the legal authority to award monetary damages to a complainant. See Carr v. Cincinnati Bell, Inc., 651 S.W.2d 126, 128 (Ky. App. 1983).

h. LG&E admits the statement, “[as a result of the disconnection in December 2008] 3) I was charged a \$20 reconnection fee and 4) I was charged a \$240 deposit.” Further, LG&E states that reconnect fees are authorized by 807 KAR 5:006 §8(3)(b). In addition, deposits are authorized by 807 KAR 5:006 §7 and Original Sheet No. 87 & 87.1 of LG&E’s electric tariff that was effective at that time, P.S.C. Electric No. 6 (the relevant tariff sheet is currently P.S.C. Electric No. 7, Original Sheet No. 102) of the LG&E tariff. LG&E properly required a deposit from Ms. Smyly because she was disconnected for non-payment on December 3, 2008.

i. In regards to the statement, “[i]n 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,” LG&E affirmatively states that Ms. Smyly’s electricity was terminated for a short period of time

on February 14, 2009. LG&E attempts to prevent interruptions of service, but when such interruptions do occur, the Company tries to reestablish service with the shortest possible delay. This outage occurred during the restoration and clean-up process that followed the unprecedented 2009 ice and wind storm.

j. LG&E is without knowledge or information sufficient to form a belief as to the truth of the statements, “[a]gain, I had computer damage. There was a witness.”

k. In regards to the statement, “I made payments for two months on which I was charged late fees,” LG&E admits Ms. Smyly was assessed late payment penalties as authorized by 807 KAR 5:006 § 8(h) and the Company’s tariff when payment was received more than 15 days after the due date of the bill.

l. As to the statement, “[s]ome 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,” LG&E affirmatively states that Ms. Smyly’s bills due on February 9, 2009 and March 9, 2009 (attached hereto as Exhibits B & C) showed a required deposit of \$240. Ms. Smyly paid \$269.87 on February 12, 2009; \$214.83 was applied to her current usage charges and the balance of \$55.04 was applied to the deposit. Ms. Smyly paid \$214.83 on March 10, 2009; \$184.96 was applied to the remaining deposit and \$29.87 was applied to the account balance. Further, LG&E allowed Ms. Smyly to pay the deposit in two installments in accordance with Original Sheet No. 87 & 87.1 of LG&E’s electric tariff that was effective at that time, P.S.C. Electric No. 6 (the relevant tariff sheet is currently P.S.C. Electric No. 7, Original Sheet No. 102).

m. As to the statement, "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," LG&E states that it applied payment in accordance with company policy.

n. LG&E denies the statement, "[t]heir old billing system for two months showed both a required deposit and no deposit due." As noted above, Ms. Smyly's bills due on February 9, 2009 and March 9, 2009, both generated from the legacy CIS system, showed a required deposit of \$240 (Exhibits B & C).

o. In regards to the statement, "LG&E/EON-US's old billing system was flawed which I pointed out in a meeting with them," LG&E denies the old billing system was flawed.

p. In regards to the statement, "[b]esides 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 human processing) also seems to have problems," LG&E admits the option of customer selected due dates was discontinued with the implementation of the new system.

q. In response to the statement, "my bill with a due date of 8/24/09 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 7/27/09 and a payment was made 7/21/09. Yet I was charged a late fee. This has been pointed out to "Customer Commitment twice to no avail," LG&E admits that Ms. Smyly's due date was 7/27/09 and a payment of \$70.05 was made on 7/21/09. However, the late payment charge was assessed because Ms. Smyly had uncontested past-due amounts from previous bills and

not because of the July usage charges. In addition, Ms. Smyly used five (5) ccf of gas during that billing period, which is reflected in her gas usage charge (bill attached hereto as Exhibit D).

r. LG&E admits the statement, “[o]n 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,’” but affirmatively states that Ms. Smyly’s balance was \$292.82 after a payment of \$126.53 was made on August 21, 2009.

s. LG&E admits the statement, “LG&E’s bill with due date of 8/24/09 shows a balance due of \$419.35. I paid \$126.53 which includes one contested charge,” except that LG&E denies Ms. Smyly paid one contested charge. The current usage for that bill cycle totaled \$126.53 (bill attached hereto as Exhibit E).

t. In regards to the statement, “[t]he contested balance becomes \$292.82. But the disconnection notice says that I owe \$299.15,” LG&E denies that the contested balance is \$292.82 and affirmatively states that the balance due is \$299.15. Ms. Smyly also owes a \$6.44 late payment charge for uncontested outstanding charges.

u. LG&E is without knowledge or information sufficient to form a belief as to the truth of the averment, “[t]he difference is significant to me.”

v. LG&E denies the averment, “[a]nd since I am being overcharged, what about the rest of LG&E/EON-US’s customer set?”

4. LG&E denies all allegations contained in the Complaint which are not expressly admitted in the foregoing paragraphs of this Answer, as well as the relief requested in Ms. Smyly's complaint.

FIRST AFFIRMATIVE DEFENSE

The Complaint, or parts of it, fails to set forth any claim upon which relief can be granted by this Commission and, therefore should be dismissed.

SECOND AFFIRMATIVE DEFENSE

The Complainants have failed to set forth a *prima facie* case that LG&E has violated its tariff or any statute or Commission regulation, and the Complaint should be dismissed for that reason.

THIRD AFFIRMATIVE DEFENSE

The filed rate doctrine as codified at KRS 278.160(2) requires LG&E to charge customers its tariffed rates. When a utility "has on file a specific rate which by its own terms is imposed when a customer does not timely pay its utility bill, the utility has no discretion but to impose that charge." *In the Matter of: The Reasonableness of Delayed Payment Charges Pursuant to Various Tariffs of Kentucky Power Company d/b/a American Electric Power with Respect to Late Payments by AK Steel Corporation*, Case No. 2000-00062, Order of August 31, 2000, p. 5.

FOURTH AFFIRMATIVE DEFENSE

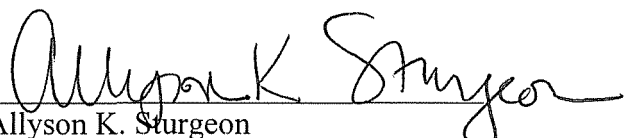
Although the Complainant has eventually paid her current charges not in dispute, she has consistently paid these charges after the stated due date and associated grace period. This failure has resulted in multiple late payment charges to her account and the issuance of brown bills.

WHEREFORE, for all of the reasons set forth above, Louisville Gas and Electric Company respectfully requests:

- (1) that the Complaint herein be dismissed without further action taken by the Commission;
- (2) that this matter be closed on the Commission's docket; and
- (3) that E.ON be afforded any and all other relief to which it may be entitled.

Dated: October 8, 2009

Respectfully submitted,


Allyson K. Sturgeon
Senior Corporate Attorney
E.ON U.S. LLC
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

Counsel for Louisville Gas and Electric
Company

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following on the 8th day of October, 2009, U.S. mail, postage prepaid:

Mary Charlotte Smyly
1412 N. English Station Road
Louisville, Kentucky 40223

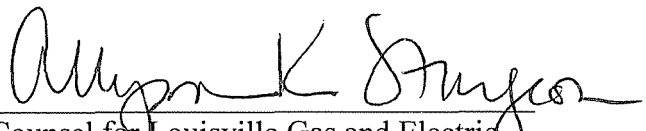

Counsel for Louisville Gas and Electric
Company

EXHIBIT A



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
11/21/08	\$156.89

Reconnection of Service:

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee will be billed to your account at the time of reconnection. If another deposit is required, it will be billed to your account. 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:	9001-0918-5600-16
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

Utility Charges	Delinquent Amount Due as of 11/07	\$156.89
------------------------	-----------------------------------	----------

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.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
9001-0918-5600-16

Final Pay Date	Delinquent Amount Due	Amount Enclosed
11/21/08	\$156.89	\$

OFFICE USE ONLY:
C08, R0000, G



PO BOX 537108
ATLANTA, GA 30353-7108

#BWNGLS
#9001091856001 0 2#
MARY SMYLY
1412 N ENGLISH STATION RD
LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
Rev. 08.02.04

Service Address: 1412 N English Station Rd
Home Phone (502) 245-4236

01900109185600160000000156890000001568900000000000014

CUSTOMER ASSISTANCE (cont)

If financial assistance is necessary, please call the Crisis and Information Line to find the assistance agencies in your area:
589-4313

If financial assistance is needed during the heating season (Nov. - Mar.) please contact one of the following:

Central Jefferson County -
Louisville Community Action Partnership
810 Barret Ave.
Louisville, Ky. 40204
(502) 574-1157

East Jefferson County -
Louisville Community Action Partnership
4810 Exeter Ave.
Louisville, Ky. 40218
(502) 574-1270

South Jefferson County -
Louisville Community Action Partnership
7219 Dixie Hwy.
Louisville, Ky. 40258
(502) 574-1272

EXHIBIT B



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

DUE DATE	AMOUNT DUE
02/09/09	\$788.30

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

ACCOUNT INFORMATION	
Account Number:	9001-0918-5600-16
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	02/10/09

Averages for Billing Period	This Year	Last Year
Average Temperature	37°	40°
Number of Days Billed	34	34
Electric/kwh per day	110.0	45.7

BILLING SUMMARY	
Previous Balance	266.12
Payment as of 01/14	0.00
Balance as of 01/14	266.12
Electric Charges	261.27
Gas Charges	8.60
Utility Charges as of 01/14	269.87
Other Charges	252.31
Total Amount Due	788.30

ELECTRIC CHARGES

Rate Type: ELECTRIC RESIDENTIAL	
Customer Charge	5.00
Energy Charge	239.51
Other Charges For Above Rates	
Electric Fuel Adjustment (\$.00219 x 3740 kwh)	8.19
Electric Residential DSM (\$.00286 x 3740 kwh)	10.70
Environmental Surcharge (0.660% x \$263.40)	1.74
Merger Surcredit (1.499% CR x \$265.14)	-3.97
Home Energy Assistance Fund Charge	0.10
Total Electric Charges	\$261.27

GAS CHARGES

Rate Type: GAS RESIDENTIAL	
Customer Charge	8.50
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.10
Total Gas Charges	\$8.60

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due After Due Date	Winter Help Donation	Amount Enclosed
9001-0918-5600-16	02/09/09	\$788.30	\$801.79		\$

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

Home Phone (502) 245-4236

OFFICE USE ONLY: 00
 C08, R0084, G999999
 P266.12



PO BOX 537108
 ATLANTA, GA 30353-7108

#BWNGGLS
 #9001091856001 0 2#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

Service Address: 1412 N English Station Rd

PRINTED ON RECYCLED PAPER
 Rev. 08/10/03

0190010918560016000000080179000000788300000000000019

METER AND USAGE INFORMATION										
ELECTRIC										
	<u>Meter Number</u>	<u>Previous Read Date</u>	<u>Previous Reading</u>	<u>Current Read Date</u>	<u>Current Reading</u>	<u>Read Code</u>	<u>Meter Multiplier</u>	<u>Demand kw</u>	<u>kwh</u>	
ELECTRIC RESIDENTIAL	805509	12/10/08	55112	01/13/09	58852	R	1		3740	
kwh									3740	
							Total Usage		3740	
GAS										
	<u>Meter Number</u>	<u>Previous Read Date</u>	<u>Previous Reading</u>	<u>Current Read Date</u>	<u>Current Reading</u>	<u>Read Code</u>	<u>Meter Multiplier</u>	<u>ccf</u>		
RESIDENTIAL SPACE HEAT	474865	12/29/08	0558	12/29/08	0558	R	1	0		
ccf								0		
ccf	474865	12/29/08	0	01/13/09	0	R	1	0		
							Total Usage		0	
OTHER CHARGES										
Late Charge									12.31	
Deposit Required									240.00	
Total Other Charges Due									\$252.31	
BILLING INFORMATION										
Late Charge to be Assessed After Due Date									\$13.49	
Total deposit required									\$240.00	
Deposit Paid to date									\$0.00	
Remaining Deposit									\$0.00	
<p>ATTENTION: Your Electric or Gas meter did not register usage for the month. <u>If you were not using this service, please disregard this message unless you wish to discontinue this service.</u> However, if you are using service at this location, there may be a meter malfunction. Please contact our customer service department at (502) 589-1444. A Company Representative will then come by to test the meter's accuracy and condition. By finding these problems early, you can minimize your future liability for any unbilled service.</p> <p>Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read</p> <p>Merger Surcredit: The surcredit represents the customer's share of merger-related savings associated with the merger of LG&E and KU.</p>										

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Energy Audit
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

EXHIBIT C



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

DUE DATE	AMOUNT DUE
03/09/09	\$770.50

See the Important Information section for details about your new rates.

ACCOUNT INFORMATION	
Account Number:	9001-0918-5600-16
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	03/10/09

BILLING SUMMARY	
Previous Balance	788.30
Payment as of 02/11	(246.12)
Balance as of 02/11	542.18
Electric Charges	206.00
Gas Charges	8.83
Utility Charges as of 02/11	214.83
Other Charges	13.49
Total Amount Due	770.50

Averages for Billing Period	This Year	Last Year
Average Temperature	31°	34°
Number of Days Billed	28	29
Electric/kwh per day	98.6	47.7

ELECTRIC CHARGES			
Rate Type: ELECTRIC RESIDENTIAL		Meter Reading Information	
Customer Charge	5.00	Meter # 805509	
Energy Charge	176.44	Actual Reading on 02/10	61615
		Previous Reading on 01/13	58852
Other Charges For Above Rates		Current kwh Usage	2763
Electric Fuel Adjustment (\$.00564 x 2763 kwh)	15.58	Meter Multiplier	1
Electric Residential DSM (\$.00270 x 2763 kwh)	7.46	Metered kwh Usage	2763
Environmental Surcharge (0.670% x \$204.48)	1.37		
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$206.00		

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 After Due Date	Winter Help Donation	Amount Enclosed
9001-0918-5600-16	03/09/09	\$770.50	\$781.24		\$

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

Home Phone (502) 245-4236
 OFFICE USE ONLY: 00
 C08, R0084, G999999
 P788.30



PO BOX 537108
 ATLANTA, GA 30353-7108

#BWNGGLS
 #9001091856001 0 2#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
 Rev. 09/02/08

Service Address: 1412 N English Station Rd

0190010918560016000000078124000000770500000000000015

GAS CHARGES**Rate Type: GAS RESIDENTIAL**

Customer Charge	8.68
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.15
Total Gas Charges	\$8.83

Meter Reading Information

Meter # 474865	
Actual Reading on 02/10	0
Previous Reading on 01/13	0
Current ccf Usage	0
Meter Multiplier	1
Metered ccf Usage	0

OTHER CHARGES

Late Charge	13.49
Total Other Charges Due	\$13.49

BILLING INFORMATION

Late Charge to be Assessed After Due Date	\$10.74
Total deposit required	\$240.00
Deposit paid to date	\$0.00
Remaining Deposit	\$0.00

ATTENTION: Your Electric or Gas meter did not register usage for the month. If you were not using this service, please disregard this message unless you wish to discontinue this service. However, if you are using service at this location, there may be a meter malfunction. Please contact our customer service department at (502) 589-1444. A Company Representative will then come by to test the meter's accuracy and condition. By finding these problems early, you can minimize your future liability for any unbilled service.

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 5526 pounds of CO₂. *A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.*

You can lessen the impact of these emissions by replacing an old refrigerator, which may be using twice as much energy as a new energy-efficient model. Take control of your energy usage by disposing of the old refrigerator instead of using it in your basement or garage.

For information about new rates effective Feb. 6, visit our Web site at www.eon-us.com or call us at the number on the front of your bill for a copy of your rate schedule.

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- Energy Audit
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

EXHIBIT D



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

DUE DATE	AMOUNT DUE
07/27/09	\$460.27

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

ACCOUNT INFORMATION	
Account Number:	3000-1007-9709
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	08/10/09

Averages for Billing Period	This Year	Last Year
Average Temperature	76°	77°
Number of Days Billed	32	32
Electric/kwh per day	24.0	0.0

BILLING SUMMARY	
Previous Balance	627.31
Payment as of 07/14	(240.61)
Balance as of 07/14	386.70
Electric Charges	60.40
Gas Charges	9.65
Utility Charges as of 07/14	70.05
Other Charges	3.52
Total Amount Due	460.27

ELECTRIC CHARGES	
Rate Type: Residential Electric Service	
Customer Charge	5.00
Energy Charge	51.27
Other Charges For Above Rates	
Electric Fuel Adjustment (\$0.00194 x 770 kwh)	1.49
Electric DSM (\$0.00193 x 770.00 kwh)	1.49
Environmental Surcharge (1.680% x \$59.25)	1.00
Home Energy Assistance Fund Charge	0.15
Total Electric Charges	\$60.40
GAS CHARGES	
Rate Type: Residential Gas Service	
Customer Charge	9.50
Other Charges For Above Rates	
Home Energy Assistance Fund Charge	0.15
Total Gas Charges	\$9.65

Please see reverse side for additional charges.

Bring entire bill when paying in person.

Customer Service (502) 589-1444

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
3000-1007-9709	07/27/09	\$460.27	\$463.77		\$

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

Home Phone (502) 245-4236
 OFFICE USE ONLY:
 MRU08833025, G000000
 P627.31



PO BOX 538612
 ATLANTA, GA 30353-8612

#BWNGGLS
 #119415861 2#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112

PRINTED ON RECYCLED PAPER
 Rev. 08.05.22

Service Address: 1412 N English Station Rd

0103000100797090000000046377000000460270000000000010

METER AND USAGE INFORMATION										
ELECTRIC										
	<u>Meter Number</u>	<u>Previous Read Date</u>	<u>Previous Reading</u>	<u>Current Read Date</u>	<u>Current Reading</u>	<u>Read Code</u>	<u>Meter Multiplier</u>	<u>Demand kw</u>	<u>kwh</u>	
Residential Electric Service	805509	06/11/09	68718	07/13/09	69488	R	1		770	
kwh							Total Usage		770	
GAS										
	<u>Meter Number</u>	<u>Previous Read Date</u>	<u>Previous Reading</u>	<u>Current Read Date</u>	<u>Current Reading</u>	<u>Read Code</u>	<u>Meter Multiplier</u>	<u>ccf</u>		
Residential Gas Service	474865	06/11/09	0	07/13/09	0	R	1	0		
ccf							Total Usage	0		
OTHER CHARGES										
Late Payment Charge							3.52			
Total Other Charges Due							\$3.52			
BILLING INFORMATION										
Late Charge to be Assessed 3 Days After Due Date							\$3.50			
Meter Read Codes	R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read									
IMPORTANT INFORMATION										
<p>The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1540 pounds of CO2. <i>A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.</i></p> <p>Visit www.eon-us.com for Smart Saver tips to help you better manage and lessen the impact of your energy usage.</p> <p>To request a copy of your rate schedule, please call (502) 589-1444.</p> <p>Please make note of your new account number, which can be found on the front of your bill. Your old account number, 9001091856001-6 is no longer valid but is provided here for reference purposes only.</p>										

New enrollment only - **Please check box(es) below and on front of stub.**

- Budget Plan
- I would like to enroll in Demand Conservation.
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: _____

Date: _____

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date.

EXHIBIT E



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

ACCOUNT INFORMATION	
Account Number:	3000-1007-9709
Account Name:	MARY SMYLY
Service Address:	1412 N English Station Rd
Next Read Date:	09/09/09

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

BILLING SUMMARY	
Previous Balance	460.27
Payment as of 08/12	(170.95)
Balance as of 08/12	289.32
Electric Charges	113.02
Gas Charges	13.51
Utility Charges as of 08/12	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

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 (\$0.00923 x 5.00 ccf)	0.05
Home Energy Assistance Fund Charge	0.15
Total Gas Charges	\$13.51

Please see reverse side for additional charges.

Bring entire bill when paying in person.

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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
3000-1007-9709	08/24/09	\$419.35	\$425.68		\$

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

Home Phone (502) 245-4236
 OFFICE USE ONLY:
 MRU08833025, G000000
 P460.27

#122314274 4#
 MARY SMYLY
 1412 N ENGLISH STATION RD
 LOUISVILLE KY 40223-2112



PO BOX 538612
 ATLANTA, GA 30353-8612

Service Address: 1412 N English Station Rd

PRINTED ON RECYCLED PAPER
 Rev. 09.08.11

0103000100797090000000042568000000419350000000000010

METER AND USAGE INFORMATION

ELECTRIC

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand kw	kwh
Residential Electric Service	805509	07/13/09	69488	08/11/09	71004	R	1		1516
kwh									
							Total Usage		1516

GAS

	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	ccf
Residential Gas Service	474865	07/13/09	0	08/11/09	5	R	1	5
ccf								
							Total Usage	5

OTHER CHARGES

Late Payment Charge	3.50
Total Other Charges Due	\$3.50

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date \$6.33

Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle resulted in the production of approximately 3032 pounds of CO₂. A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon.

Visit www.eon-us.com for Smart Saver tips to help you better manage and lessen the impact of your energy usage.

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