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

December 18, 2009

RE: **In the Matter of Metro Property Management Co., Inc. / Tina
Higdon v. Louisville Gas and Electric Company
Case No. 2009-00462**

Dear Mr. DeRouen:

Enclosed please find an original and ten (10) copies of the Answer of Louisville Gas and Electric Company to the Complaint of Metro Property Management Co., Inc./Tina Higdon in the above-referenced proceeding.

Should you have any questions concerning the enclosed, please do not hesitate to contact me.

Sincerely,

Rick E. Lovekamp

cc: Metro Property Management Co., Inc.

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PUBLIC SERVICE
COMMISSION

**Louisville Gas and Electric
Company**

State Regulation and Rates
220 West Main Street
PO Box 32010
Louisville, Kentucky 40232
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COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

METRO PROPERTY MANAGEMENT CO., INC./)
TINA HIGDON)
)
COMPLAINANT)
)
v.)
)
LOUISVILLE GAS AND ELECTRIC COMPANY)
)
DEFENDANT)

CASE NO.
2009-00462

* * * * *

ANSWER AND RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
TO SATISFY COMPLAINT

In accordance with the Kentucky Public Service Commission’s (“Commission”) Order of December 8, 2009 in the above-captioned proceeding, Louisville Gas and Electric Company (“LG&E” or the “Company”) respectfully agrees to satisfy the Complaint of Metro Property Management Co. Inc. and Tina Higdon (“Metro Properties”) and responds as follows:

1. LG&E denies that Metro Properties has not received bills but admits there

has been a delay in the arrival of the bills. Further, LG&E affirmatively states that there was an error in entering the forwarding address for Metro Properties, that has since been corrected, that may have been the cause of a delay in the arrival of the bills.

2. In addition, Metro Properties has several house meter accounts, along with accounts that correspond to vacant apartments. Because many of these accounts sometimes have zero usage during the month, they trigger an exception in our billing system that requires them to be pulled and checked individually to protect against fraud and malfunctioning meters. This can sometimes cause Metro Properties' bills to be delayed.

3. In response to this complaint, LG&E has marked Metro Properties' house meter account bills to prevent them from triggering the billing exception monthly where there is no usage; instead, these types of bills will be evaluated yearly. LG&E will also provide Metro Properties with the steps taken to correct this situation. LG&E believes it has satisfied this issue of Metro Properties' complaint.

4. Concerning the second issue, Metro Properties requested LG&E to remove all of the gas meters for 30 apartments on Chinguapin Lane in May of 2009. The work was completed in June of 2009.

5. However, although all of the meters were removed from the corresponding accounts, some of the customer charges associated with the gas service meters remained active on the account. Consequently, some accounts were inadvertently billed for customer charges but were not billed for any consumption usage. Following notification by Metro Properties of this issue, LG&E removed the customer charges and corrected the customers' accounts.

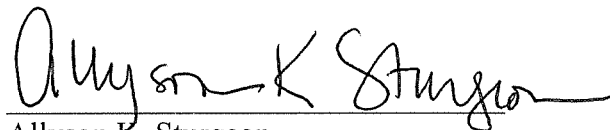
6. LG&E has completed a thorough review of all of the accounts managed by Metro Properties and has identified six accounts that may be due a refund because of this situation. LG&E believes it has satisfied the second issue of this Complaint by applying the appropriate credit to each account that is still active. LG&E will provide a check for each account that is closed. LG&E will also provide Metro Properties a list of all of the accounts that have been credited.

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

- (1) that the Complaint herein be dismissed as satisfied; and
- (2) that this matter be closed on the Commission's docket.

Dated: December 18, 2009

Respectfully submitted,



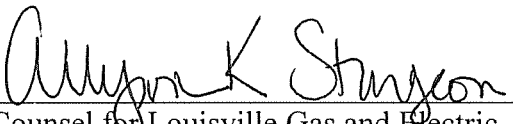
Allyson K. Sturgeon
Senior Corporate Attorney
E.ON U.S., LLC
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

Counsel for Louisville Gas and Electric
Company

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer and Response was served on the following on the 18th day of December, 2009, U.S. mail, postage prepaid:

Metro Properties/ Tina Higdon
Metro Property Management Co. Inc.
P.O. Box 485
Cave City, Kentucky 42127


Counsel for Louisville Gas and Electric
Company