

Case No. 2009-00462

Tina Higdon, Metro Property Management Co. Inc.

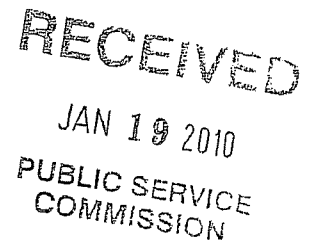
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Ph. 502-664-5943

1-11-2010

Response to LG & E



Tina Higdon, Metro Property Management Co. Inc. states the following as responding to LG&E. LG&E stated they did not have the correct forwarding address and this is why our bills were being delayed. LG&E, without my permission as the owner of Metro Property Management Co. Inc. changed my billing name and address! This in fact sent my bills to a Metro Property LLC here in Louisville. This company is not owned by me and clearly does not have my tax ID number. The response of LG&E stating the forwarding address given was why the bills were delayed is completely inaccurate. It was of no fault of mine that this billing error took place. They claimed to correct the problem they made to my accounts; they would have to final out the bills and restart them with the correct information. I would ask over and over if this would affect other bills or other properties and I was told it would be taken care of when in fact it wasn't. Time would pass and a different account on that same property would go through this entire process where it would be billed to that other

company, and then have to be finalized out and restarted in our name. I was also charged late fee's that were corrected on many accounts but not on individual accounts that I will include in my summary of \$ owed Metro Property Management Co. Inc.

LG&E states that the reason I would not get my bills is due to those reading a 0 usage. This is also an untrue statement. I had been told by several LG&E representatives that this was happening due to LOW usage. When I proved that statement inaccurate with bills I had received with usage as low as \$2.86 worth of electrical usage, now it's 0 usage. I'm sure there is a minimum usage fee. These meters go to hot water tanks with electrical starts and out door lighting for that building. One hot water tank may service 12, 1 bedroom units. Further more, each of these bills in question also have gas usage so the entire bill is always over \$100.00. I would think they would want their money!

The account numbers we are/have had issues with are:

[REDACTED],
[REDACTED]. Please also note that LG&E has changed the account numbers on these accounts also trying to correct their billing errors

I was told over and over since April of 2009 this problem would be corrected. Each month I would not receive all my bills and would have to request them by e-mail from Bob White with LG&E. He would have to manually have them released because the problem was not resolved. Many months I was told it was the billing

address where LG&E sent my bills to that other company. Other times I was told it was due to the low usage. There were also several times I was told these bills were mailed and I never received them. I would receive ALL other bills for various properties sent to the same mailing address but not these particular bills that were held, released and mailed supposedly!

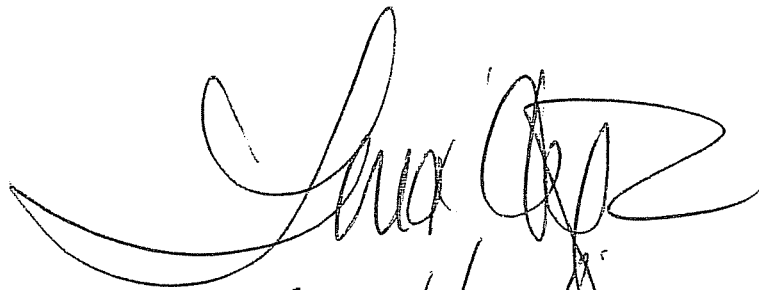
LG&E claims to have resolved the matter of gas charges being billed to the Residents and Metro Property Management Co. Inc. from June 2009 to present. That is also an untrue statement. The credits they speak of have not been given, no list has been sent to Metro Property Management Co. Inc., nor has any check been sent. I further state I was billed AGAIN for gas usage. The gas meters were removed in June 2009 for 28 units. I received a bill due 12-22-2009 account number [REDACTED], address: 3233 Chinquapin Ln. apartment # [REDACTED]. (* See attached copy of the bill) I have told LG&E representatives Bob White, David Daniels, Julie Stethen and a billing supervisor that I wanted a refund check and a break down list of ALL credits from these false charges that Metro Property Management Co. Inc. was being refunded. I told them repeatedly I did NOT want any credits put on any of my accounts from overages paid from false billing from LG&E. I should not have to explain over and over why this is an unacceptable way to resolve this portion of the problem.

I was contacted by Bob White the week before Christmas 2009 and asked to have a three-way telephone conversation with a billing supervisor to address the problems I had been having. I agreed. I

asked her why, if she could resolve these issues was I not given to her back in April 2009. I was told they like to resolve things at lower levels first. Then I was told I was given credits to open accounts for gas usage after telling them over and over this was not acceptable. She was going to correct that and send me a list of the accounts and the false charges billed to me on each account. I have received nothing. After I was told I could not be guaranteed I would receive my bills from that one property within the same week I told her I would not discuss it any further and all communication would have to be in writing. I told her I had been told things and promised things by so many different people that from now on it would have to be in writing. Please note: all our meters are read the same day on Chinguapin Lane. We have always received the bills from the property within a day of each other. She said she could only guarantee that we would receive them within a month of each other. That is unacceptable. It is not logical! Something has to be done. This is a waste of my time each and every month.

I received all my bills in December 2009 for the first time since April 2009 without calling and Bob White e-mailing these to me BUT I will not accept that this is how it will continue! Due to the process we are going through, a person can be manually processing these bills to make it look like the problem has been resolved until this case is closed. I will have to see bills getting to me properly for several months before I will admit this part of the complaint has been resolved.

Attached will be a break down per account of the gas charges falsely billed to Metro Property Management Co. Inc. I would like to know how LG&E plans to refund former and current Residents in that building. They obviously could not even track what was falsely charged to Metro.



Tina Hopton
Metro Property Management Co. Inc.

CASE NO 2009-00462

Tina Higdon

Metro Property Management Co. Inc.

1-11-2009

3207 Chinquapin Lane # [REDACTED] Total \$23.52

False charges from 8/3/09 to 11/23/09

3233 Chinquapin Lane # [REDACTED] Total \$46.03

False charges from 9/14/09 to 12/22/09

3235 Chinquapin Lane # [REDACTED] Total \$13.96

False charges from 8/24/09 to 11/9/09

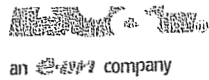
3237 Chinquapin Lane # [REDACTED] Total \$26.73

False charges from 8/24/09 to 10/26/09

3239 Chinquapin Lane # [REDACTED] Total \$0.31

False charges 5/27/09

Total \$110.55 Note: This includes partial credits given. This also includes different account numbers for the same addresses after LG& E changed them due to their billing errors.



Telephone Payments: (800) 780-9723

www.eon-us.com

See the Billing Information section of this bill for important information regarding a possible problem with your meter(s).

High Usage

ACCOUNT INFORMATION

Account Number: [REDACTED]
 Account Name: METRO PROPERTY
 Service Address: 3221 Chinquapin Ln Apt [REDACTED]
 Next Read Will Occur: 12/08/09 - 12/14/09

BILLING SUMMARY

Previous Balance	0.00
Payment as of 11/19	0.00
Balance as of 11/19	0.00
Electric Charges	2.86
Utility Charges as of 11/19	2.86
Total Amount Due	2.86

ELECTRIC CHARGES

Rate Type: Residential Electric Service

Customer Charge

2.67

Other Charges For Above Rates

Environmental Surcharge

0.04

Home Energy Assistance Fund Charge

0.15

Total Electric Charges

\$2.86

Meter Reading Information

Meter # 371424

Actual Reading on 11/06

34149

Previous Reading on 10/22

34149

Current kwh Usage

0

Meter Multiplier

1

Metered kwh Usage

0

GAS CHARGES

Rate Type: Residential Gas Service

Customer Charge

0.00

Other Charges For Above Rates

Total Gas Charges

\$0.00

Meter Reading Information

Meter #

Current Reading on 01/01

Previous Reading on 01/01

Current Usage

0

Meter Multiplier

0

Metered Usage

0

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date

\$0.14

Initial bill

Please see reverse side for additional charges.

Bring entire bill when paying in person.