

2-23-2010

Attention: Jeff DeRouen

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PUBLIC SERVICE
COMMISSION

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CASE NO. 2009-00462

Metro Property Management Co. Inc.

Tina Higdon

CASE NO. 2009-00462
Metro Property Management Co. Inc.
Tina Higdon

2-23-2010
Response to LG & E 2-17-2010

With regard to the statement of LG&E that the billing name and address problems have been resolved and corrected, I would like to know how LG&E corrected these problems? I have been told sense May of 2009 that my accounts were all reviewed and corrected. Each month we would have issues. How after 11 months can I be assured this is actually resolved? I would also like to know how in fact my bills, under my tax identification number were changed and mailed to another company with a different address and tax identification number without my authorization? I would also like to ask how I can be assured that this will not happen again? I have a total of 210 addresses, and I would like to ask LG&E if in fact each address has been checked and corrected?

In response to the LG&E statement that the new system is designed to prevent bills from being mailed when the usage or meter readings appears to be out of line with historic consumption, this is a completely inaccurate statement. I would ask LG&E to provide two years of monthly usage and total \$ billed for both gas and electric on the attached service addresses for the Service Commission to review. (The actual account

numbers were changed on various accounts by LG&E to fix their billing errors.) You will find these house meter accounts change very little. A serious leak, weather change, or a large vacancy change will vary a bill some but over all these accounts stay close in line. I was told over and over by several LG&E employees this was happening because of LOW ELECTRICAL USAGE. These house meters are for the heating of hot water per building and recently also outdoor lighting. I would like to know which statement by LG&E is accurate. I would also like to know "what" changes LG&E has made to reduce the number of delayed bills? Again, this is something I was told over and over each month and still had problems. What has changed the situation today? It is very clear by the statement LG&E has made stating they have reduced the number of bills being delayed that this problem is not resolved. It is completely unbelievable that a customer would have to beg for a bill over and over again. It is completely absurd that your new billing system would not bill properly and promptly each month and even more absurd to change my name, address and tax identification number to bill MY accounts to a different company. That is a privacy issue also! Until April of 2009 I have never had these issues in the aprox. 25 years we have been dealing with LG&E.

Sincerely,



Tina Higdon

Metro Property Management Co. Inc.

A selection of Service Addresses for review:

3102 Chinquapin Lane

3126 Chinquapin Lane

3100 Chinquapin Lane

3203 Twin Oak Lane

Please note, at the Service Commission request I can provide all service addresses.