



Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L. Armstrong
Chairman

James W. Gardner
Vice Chairman

Charles R. Borders
Commissioner

April 22, 2010

PARTIES OF RECORD

Re: Case No. 2009-00462

Attached is a copy of the memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Rick Bertelson at 502/564-3940, Extension 260.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen
Executive Director

RB/ew

Attachment

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File

FROM: Rick Bertelson, Team Leader

DATE: April 22, 2010

SUBJECT: Case No. 2009-00462
Tina Higdon/Metro Property Management Co., Inc v. LG&E
Informal Conference

An informal conference was held on April 16, 2010. In attendance were Commission Staff; Complainant, Tina Higdon, who also represents Metro Property Management Co., Inc. ("Metro Properties"); and Louisville Gas and Electric Company ("LG&E"), including two representatives of LG&E's customer service division. A list of attendees is attached to this memorandum.

Ms. Higdon expressed her frustration at the length of time it has taken to resolve the billing issues that are at issue in the complaint case. She feels that her time has been wasted having to make numerous telephone calls and e-mails to LG&E and that she has gotten inconsistent information regarding whether the problems she brought to LG&E's attention have actually been fixed.

The LG&E representatives apologized for the problems and stated that they have encountered many issues in implementing their new billing system in April 2009 and that it has taken numerous months for their customer service personnel to learn exactly how to adjust the new billing system to deal with those problems. LG&E believes all of the issues affecting Ms. Higdon's accounts have been fixed. LG&E customer service representatives checked all of Metro Properties' accounts (there are approximately 220) by hand in December 2009 and corrected problems that had been discovered by Ms. Higdon at that time.

According to Ms. Higdon, all of Metro Properties' bills were received in February 2010 and March 2010. Therefore, it appears that the billing issues may have, in fact, been resolved. However, LG&E acknowledged that, since there were a number of missteps along the way to resolving all of the issues with Metro Properties, it would be appropriate to continue to closely monitor those accounts for a number of months to ensure that no additional problems arise. Ms. Higdon will provide LG&E a full renter roll so that they can check the accounts not in her name to make sure that they are all being billed properly.

LG&E will also check all of the accounts for the property located at 4519 Hazelwood Avenue in Louisville and remove the word "Old" from any which are still addressed "Old Hazelwood Avenue," because some of Ms. Higdon's renters at that location have had trouble getting service turned on due to the present street name not matching the street name in LG&E's system.

The parties agreed that the complaint case should be dismissed at this time. Commission Staff asked whether it would be appropriate for LG&E to continue monitoring all of the Metro Properties accounts and file monthly reports for a period of four months after the case is closed to ensure that no additional billing issues arise. The parties agreed that such monitoring and reporting are appropriate and that it would help to resolve any problems that might occur.

The meeting was then adjourned.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CASE NO. 2009-00462

METRO PROPERTY MANAGEMENT COMPANY, INC./TINA HIGDON
VS.
LOUISVILLE GAS AND ELECTRIC COMPANY

SIGN IN

April 16, 2010

PERSON

REPRESENTING

Rick Bertelson

PSC - Legal

Leah Faulkner

PSC - Financial Analysis

Vicky Townes

PSC - Financial Analysis

Shirley Agard

Metro Prop.

Cheryl Bruner

LG&E

Allison Sturgeon

LG&E

Julie Stethem

LG&E

RICK LOVEKAMP

LG&E