

Kentucky Public Service Commission
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4717 Oak Pointe Drive
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To Whom It May Concern:

This letter is being written to protest the proposed rate change request submitted by Louisville Gas and Electric Company (LG&E). I am strongly encouraging your office to turn down the request, as it is unfair, untimely and places an undue burden on those who least need it. It is unconscionable that the monthly service charge should be three times the current rate, that deposits be increased, whether it is residential or commercial, and that utility rates be increased. Kentucky has one of the highest unemployment rates and local businesses are failing. This is a time when the owner of the utility needs to make an investment in the business and prepare for the unexpected, as this is a cost of doing business in America.

Some of my personal experiences are the following: I do not believe in rewarding people for no service, not having up to date equipment and not restoring service quickly. During the ice storm of 2009, my neighbors were plugged into my home for ten (10) days. It was a big inconvenience and drug on way too long. In assisting the elderly couple, I should have sent LG&E the bill for providing their electric. Additionally, if I had lost power, it would have been a catastrophe, due to having birds and needing to get to work. I would have expected LG&E to have compensated me for my losses.

Also, I don't believe in rewarding poor customer service and relations. Recently, I had to contact their office and found the staff to be unfriendly, discourteous and unhelpful. I don't believe that they think they have to be nice to people, as they are the only ones providing service and what they say, goes. My concern had to go to the third level before we had resolution. Most people would have given up. This process was inefficient and time consuming.

Last, it is not helpful to use the local television and radio to "push" the idea that Kentucky has one of the lowest rates in the country as a way of convincing people it is alright to raise the rates. The cost of service could be lower and better. The worst part of LG&E's business is their billing which makes no sense at all. The electric company bills come a different day each month, and the billing cycle is only fifteen (15) days. That isn't fifteen days from when I get the bill, but fifteen days from when they send it. I have owned homes in other States and I have always had a 25-30 day billing cycle that is consistent. I do believe that the confusion is orchestrated in order to have customers lose track of things. And it is an outright attempt to try and charge additional fees. This is

not a consumer friendly service that works with the local population, and I have told them that if I had a choice, I am not sure I would choose LG&E.

Sincerely
Janet Staneruck