



an e-on company

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JUL 02 2010

PUBLIC SERVICE
COMMISSION

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

**Louisville Gas and Electric
Company**
State Regulation and Rates
220 West Main Street
PO Box 32010
Louisville, Kentucky 40232
www.eon-us.com

Rick E. Lovekamp
Manager - Regulatory Affairs
T 502-627-3780
F 502-627-3213
rick.lovekamp@eon-us.com

July 2, 2010

RE: NORMAN D. VERNON V. LOUISVILLE GAS AND
ELECTRIC COMPANY DEFENDANT
CASE NO. 2010-00130

Dear Mr. DeRouen:

Enclosed please find an original and ten (10) copies of Louisville Gas and Electric Company's Response to the Commission Staff's first data request dated June 18, 2010, in the above-referenced matter.

Also enclosed are an original and ten (10) copies of a Petition for Confidential Protection regarding certain information requested in Question Nos. one and four.

A copy is being mailed to the Complainant.

Please contact me if you have any questions concerning this filing.

Sincerely,

Rick E. Lovekamp

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

	NORMAN D. VERNON)	
	COMPLAINANT)	CASE NO.
)	2010-00130
V.)	
	LOUISVILLE GAS AND ELECTRIC COMPANY)	
	DEFENDANT)	

RESPONSE OF
LOUISVILLE GAS AND ELECTRIC COMPANY
TO
COMMISSION STAFF'S FIRST DATA REQUEST
DATED JUNE 18, 2010

FILED: July 2, 2010

VERIFICATION

COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **Timothy A. Melton**, being duly sworn, deposes and says that he is Manager – Customer Commitment for E.ON U.S. Services, Inc., and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.

Timothy A. Melton

Timothy A. Melton

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 30th day of June 2010.

Victoria B. Harper (SEAL)

Notary Public

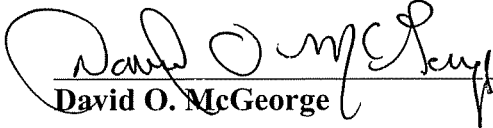
My Commission Expires:

September 20, 2010

VERIFICATION

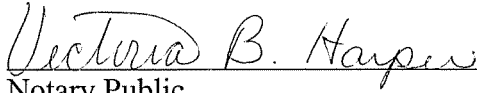
COMMONWEALTH OF KENTUCKY)
) SS:
COUNTY OF JEFFERSON)

The undersigned, **David O. McGeorge**, being duly sworn, deposes and says that he is Acting Manager – Meter Shop Operations for E.ON U.S. Services, Inc., and that he has personal knowledge of the matters set forth in the responses for which he is identified as the witness, and the answers contained therein are true and correct to the best of his information, knowledge and belief.



David O. McGeorge

Subscribed and sworn to before me, a Notary Public in and before said County and State, this 7th day of July 2010.



Victoria B. Harper (SEAL)
Notary Public

My Commission Expires:

Sept 28, 2010

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 1

Witness: Timothy A. Melton

- Q-1. Refer to Part C, page 2, of the Vernon complaint. Can LG&E confirm or does it deny that the complainant expressed his concern regarding high usage to LG&E customer service on a yearly basis? Provide all LG&E customer service records for the Vernon account at 116 Cherry Hills Lane.
- A-1. LG&E's records indicate that Mr. Vernon contacted LG&E about his natural gas usage on December 28, 2001; February 11, 2004; December 19, 2005; and January 21, 2009. Mr. Vernon's customer service records are attached hereto.

LG&E Notes for Account # [REDACTED] - Page 1-

Message Type	Y	Trigger Date Y	Message	Last Updated Y
General			N096544/12-14/NO:BB/NORMAN:CLLD/GAVE FEET #	01/21/2009
General			AUTO/PIPELINE SAFETY MESSAGE ADDED TO BILL	01/14/2009
General			AUTO/PIPELINE SAFETY MESSAGE ADDED TO BILL	07/15/2008
General			AUTO/PIPELINE SAFETY MESSAGE ADDED TO BILL	01/15/2008
General			AUTO/PIPELINE SAFETY MESSAGE ADDED TO BILL	07/13/2007
General			AUTO/PIPELINE SAFETY MESSAGE ADDED TO BILL	01/15/2007
General			E008915/08-54/NORMAN:CLLD/ADV:328:29:POSTED:ON:2:22	02/24/2006
General			BAT/2005-10-26 CHGD CYC FROM 09 TO 08 FOR CYC ELIMINAT	12/19/2005
Collection			E010276/08:36/ NORMAN:CLD/HIGH BILL INQ/USG IS	12/19/2005
Collection			E010276/08:36/PERFECTLY IN LINE WITH PREV USG/CUST	12/19/2005
Collection			E010276/08:36/VERY UPSET WITH THIS AND ADAMANT THAT	12/19/2005
Collection			E010276/08:36/HIS METER IS BAD/GV CUST USG FOR LAST 4	12/19/2005
Collection			E010276/08:36/YEARS/EXPLAINED 1 YEAR WAS 370	12/19/2005
Collection			E010276/08:36/UNITS/CUST REQ SUP CALL	12/19/2005
General			LGC8885/RET SUP CALL/NO ANSWER	12/19/2005
General			E010005/16:18/NORMAN:CLLD/ADVSD:GAS USAGE IN LINE WITH	02/11/2004
General			E010005/16:18/LAST-YEAR/ADVSD:ENERGY-AUDIT-PROGRAM	02/11/2004
Collection			PJ8204 PER SANDY/EAST SERV CENTER,CML INSTL NEW	03/25/2003
Collection			REGULATOR IN MTR.CO RESPONSIBILITY..NO EXCESSIVE GAS	03/25/2003
Collection			CHRG TO CUS.THE LEAK IS BEFORE IT GOES THRU THE MTR.	03/25/2003
Collection			THIS WAS DISCOVER THRU A LEAK SURVEY BEING IN THE AREA	03/25/2003
Collection			SCU9332/NO:BRN:BILL/NORMAN:CLD/HIGH:BILL:INQ/ADV	12/28/2001
Collection			100.00 LESS THAN SAME PERIOD LAST YEAR	12/28/2001
General			PAH:CLD L.SMITH TO TI INVEST.	02/27/1995



Residential Energy Audit Program

Prepared For:
NORMAN VERNON
116 CHERRY HILLS LN
LOUISVILLE, KY 40245

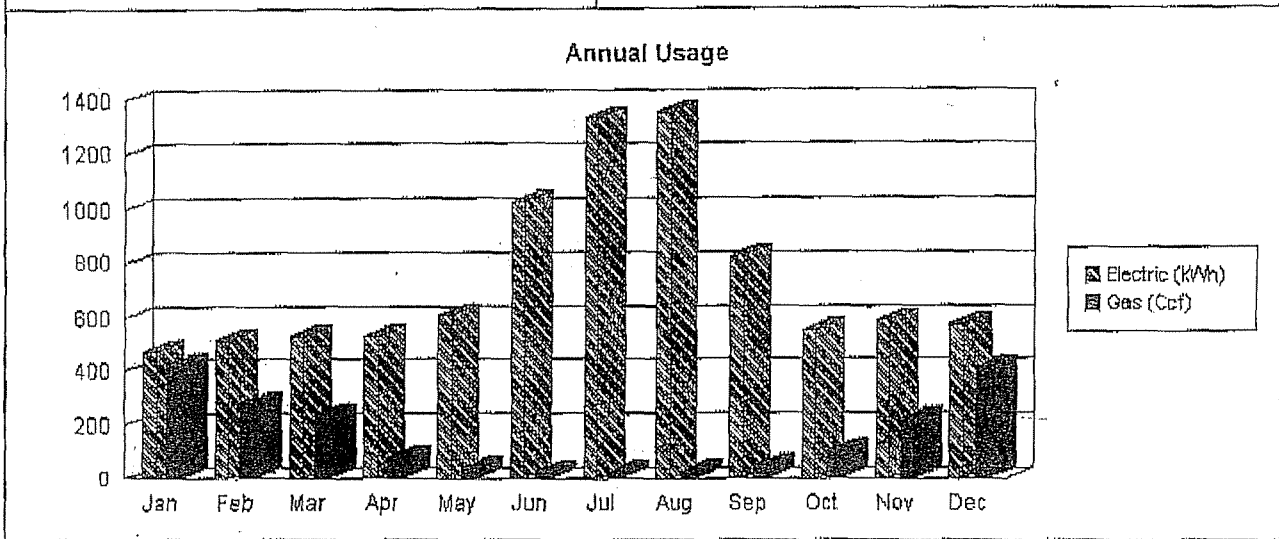
Date: 02/25/2004
Energy Specialist: MIKE AUGUR
Account Number: [REDACTED]

Thank you for participating in the LG&E Residential Energy Audit Program. Our Energy Specialist has developed this comprehensive profile of your house along with valuable information about your energy uses and practices.

We hope that you will find this report beneficial as it outlines numerous ways you can reduce your energy usage and implement a variety of energy conservation practices.

If you have any questions about your Home Energy Assessment or the program, simply contact our Energy Experts at (800) 251-7808. If you are interested in learning about other energy management programs, email the Energy Experts at LGE.DSM@lgeenergy.com.

Dwelling Information		Heating and Cooling			
Type of Home	Detached	Heating Type	Fuel	Efficiency	
Age of Home	10	Air	Gas	91	
Number of Occupants	2	Cooling Type	SEER	Size	Age
Conditioned Sq. Ft.	3,100	Central	8	60	10
Average Cooling Temperature	70	Hot Water System			
Average Heating Temperature	65	Type	Age	Fuel	Size
Number of Windows	20	Standard	10	Gas	50
Number of Exterior Doors	4				Temp
					120





Residential Energy Audit Program

Our Detailed Recommendations Profile

The customized energy efficiency measures recommended for your household are outlined below. You will find important details about each measure including the conservation measure; the recommended quantity/area; an estimate of potential savings after the first year of installation; where applicable, estimated do-it-yourself costs (some installations require a professional contractor); the estimated contractor cost for installation; and payback (the number of years required to recover the cost of installation under each scenario).



Conservation Measure	Quantity/ Area	1st Year (Do It Yourself) Savings	DIY Contractor Cost	DIY Contractor Cost	DIY Payback (Years)	Contractor Payback (Years)
Caulk/Weatherstrip Doors	1	\$4.94	\$2.59	\$6.46	0.52	1.31
Caulk/Weatherstrip Windows	4	\$9.80	\$9.56	\$40.96	0.98	4.18
4 - DH Windows - Medium						
Insulate Ducts	50	\$1.98	\$19.50	\$97.00	9.85	48.99
50 - Duct Rectangle						

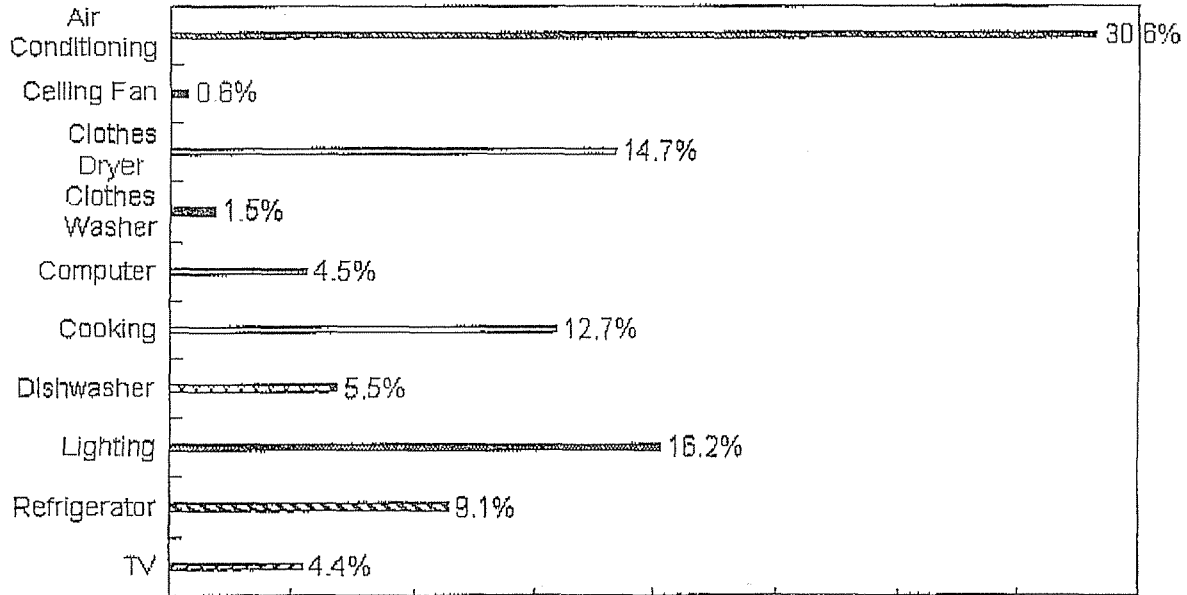
The above estimates are based upon information available as of conditions observed today. The actual energy savings will vary based on a number of factors including your lifestyle, the number of people in the home, major renovations, etc. Due to the regional and/or seasonal price differences and individual contractor bids, the actual installation costs may differ from the estimates shown above. LG&E does not guarantee that each of these recommendations will produce the estimated energy savings, either individually or cumulatively, nor does LG&E guarantee that these conservation measures can be installed at the estimated costs.



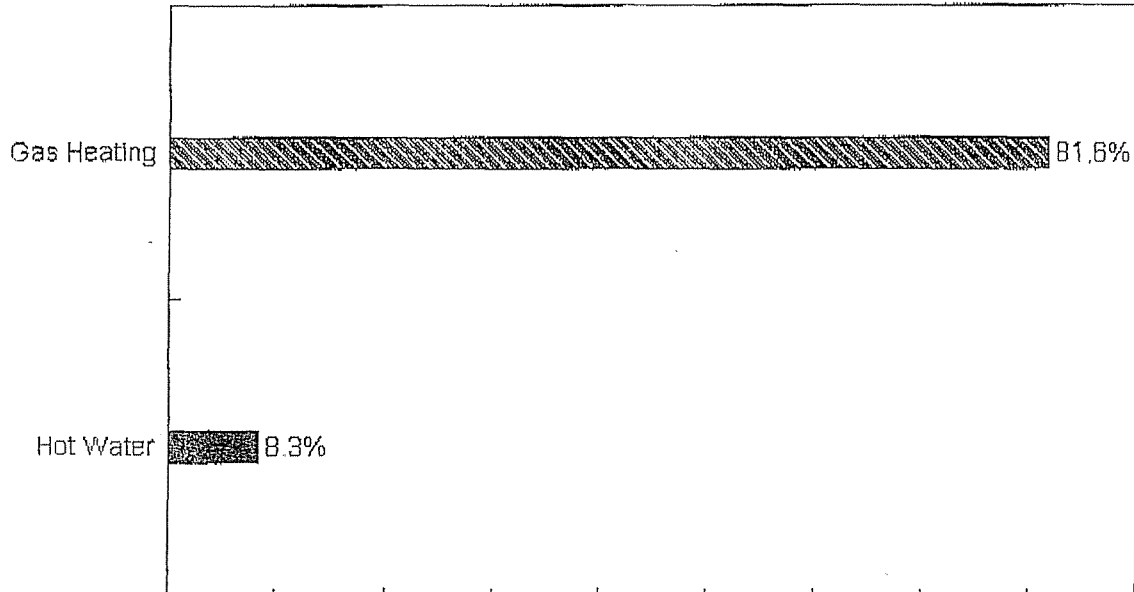
Residential Energy Audit Program

Appliance Summary

Annual Electric (kWh) - \$1,333.20



Annual Gas (Ccf) - \$1,662.36



** Percentages may not add to 100% due to rounding.



Residential Energy Audit Program

Additional Energy Conservation Practices

This section contains additional energy conservation practices that may lower your energy usage .

Take advantage of drapes for energy savings

Take advantage of your window drapes and shades . In summer, keep drapes closed to keep your home cooler, and in the winter, keep drapes open to gain heat from the sun on the south and south-west sides of the home.

Don't leave water running

When brushing your teeth, shaving or performing other forms of personal hygiene, close water faucet between rinsing to conserve water and potentially lower domestic hot water costs .

Limit shower length

Limit the length of showers taken by household members. In addition to lowering your domestic hot water costs, it also supports water conservation efforts which can be of benefit to your entire community.

Use microwave for cooking and reheating

Using your microwave for cooking and re-heating can result in reduced energy consumption in comparison to a conventional oven. Advances in technology now make it possible to prepare healthy and attractive meals at a fraction of the cost.

Clean dryer vents and lint screen

When using your laundry dryer, be certain to clean and clear its vents and lint screen . Air intake, exchange and ventilation play a significant role in your machine's efficient operation and caution should be taken to keep your unit clear and lint free .

Dry laundry outdoors in summer

During warm weather and transitional seasons, consider drying your laundry outdoors . In addition to lowering your energy costs, your laundry gains a desirable outdoor feel and freshness .

Install switch and outlet gaskets

These will reduce the air leakage around the electrical switches and outlets in your home, especially on exterior walls.

Replace furnace filters

Dust blocks the air flow and forces the blower to work harder.

Clean refrigerator coils

Dirty refrigerator coils restrict air flow. Clean coils allow for more efficient operation and longer refrigerator life.

Use energy efficient lighting

Compact fluorescent lights use as little as 1/3 of the electricity for the same amount of light and last, on average, ten times longer than incandescent lights.

Clean/replace heating and air conditioning filters

Clean the air filters monthly. The air filters should never be allowed to get dirty enough to impede air flow, as this could cause damage to the unit. Replace the air filters at the beginning of each heating and cooling season.

Install low flow aerators

Install faucet aerators at kitchen and bathroom sinks. These devices reduce the flow from taps without significantly reducing the force of the water .



Residential Energy Audit Program

Install low flow showerheads

Low-flow showerheads can cut hot water use for showering. In addition to saving money, you save the energy used to purify the fresh water you use and the wastewater you dispose of.

Insulate hot water distribution pipes

Wrap hot water pipes with foam sheaths to reduce standby losses.



Residential Energy Audit Program

Save Energy, Save Money



Our goals are to promote efficient energy use and to help reduce your utility bills. To accomplish these tasks, we offer a variety of energy savings programs and subsidies which pay a portion of the eligible measure cost. In addition, we are providing information on additional energy efficiency programs available to you.

Energy efficiency improvements not only make your home more comfortable, they may also yield long-term financial rewards. In addition to saving energy and money, you will, in many cases, help the environment by reducing pollution and conserving our natural resources.

Demand Conservation Program - Help the environment and get paid!

This program is available to LG&E/KU customers who have central air conditioning system(s). Once the switch is installed on the A/C unit(s), the customer will receive a \$5.00 credit for each A/C unit for each of the summer months (June, July, August and September). To be part of the program, call (toll free) 1-866-857-2665 or log on to our Website at www.lgeenergy.com, click on Customer Service, then click on LG&E or KU under Demand Conservation.

Automatic Bank Club (ABC) - Save time save money!

This program allows customers to have their monthly energy payments automatically and conveniently deducted from the customer's bank account on the payment due date. Customers still receive a monthly bill that provides detailed information regarding usage and when the payment will be withdrawn from the customer's bank account. You can sign up by visiting our Customer Self-Service site on the Web at www.lgeenergy.com. While you're there, check out our other payment options, including electronic check, debit or credit card payments and sign up to receive your bill by e-mail. You can also contact us by phone. Our Customer Care representatives are available Monday through Friday from 7 a.m. until 7 p.m. at 800-331-7370 or 502-589-1444 for LG&E and 800-981-0600 for KU.

Budget Billing - Pay the same amount every month!

This payment plan is a great way to help keep your budget on track. LG&E/KU averages your payments over a 12-month period based on your previous year's usage giving you a monthly bill that will be basically the same each month. The company will review your payment amount and usage periodically, usually every three months, and will make any necessary adjustments to your payment amount. Our Customer Care representatives are available Monday through Friday from 7 a.m. until 7 p.m. at 800-331-7370 or 502-589-1444 for LG&E and 800-981-0600 for KU.

Home Energy Loan Program (HELP)

LGE/KU have partnered with EnerBankUSA to make this loan program available ONLY to LGE/KU customers who participate in the Residential Energy Audit Program. The minimum loan amount is \$1,000 and the maximum amount is \$10,000. The bank and the contractors have a list of approved energy equipment which are eligible for HELP. All loans are approved or denied by EnerBankUSA and all payments are made to EnerBankUSA as well. If the customer chooses an "Energy Star" product (very high efficiency), then LG&E or KU will buy down part of the loan interest rate, which means that a loan with an interest of 10% for a non-Energy Star product will become an interest rate of 7% for the customer who is approved to purchase an "Energy Star" product. The phone number for LG&E HELP customers is (toll free) 1-888-746-4629 and KU HELP customers call (toll free) 1-877-586-2948.

You can now pay your bill online, or over the phone!

Discover card (\$5.95/transaction)
Debit/ATM card (\$1.95/transaction)
Electronic check (FREE by internet; \$1.95 by phone)

- ✓ Go to www.lgeenergy.com for online payments, to view your bills and account. While you're there, check out how to sign up to receive your bill by e-mail. You can also contact us by phone.
- ✓ Call Customer Service for phone payments: Our Customer Care representatives are available Monday through Friday from 7 a.m. until 7 p.m. at 800-331-7370 or 502-589-1444 for LG&E and 800-981-0600 for KU.

Thank you for giving us the opportunity to serve you once again.

KU LGE E JONES A P L C H A L L E R U

Customer Information

Audit Date: 2-18-04

Auditor: William H.

Name: William H. Jones

Phone Number: [REDACTED]

Address: 116 Cherry Hill Dr.

3

City, State Zip San Diego, CA 92145

Elec Company 2 Account Number:

D005232863

Gas Company Account Number:

1. KU 2. LGE 3. Other Utility Co.

Demographics

Residence Type:
1. Single 2. (2-4 units) 3. (4+) 1

Home Type: 1
0. Detached
1. Attached End 4. Mobile Home
2. Attached Middle (Horizontal) 5. Apartment/Condo
3. Attached (Vertical)

Conditioned Area: 3100

Number of Stories Above Grade: 2

Age of Home: 10

Ownership Type:
1. Own 2. Rent 3. Other 1

Portion of Year In Home: 1
1. All Year 2. Winter Only 3. Summer Only

Number of Occupants:
Adults 2
Children
Seniors

Leakage Rating: 1
0. Tight 1. Average 2. Drafty

Domestic Hot Water

Fuel Type:
1. Electric 4. Gas 3. Oil 4

DHW Type: 1
1. Standard 2. Tankless Coil 3. Instantaneous
4. Solar 5. Other

Percent of Load (%): 100

Age (years): 10

Size (gallons): 50

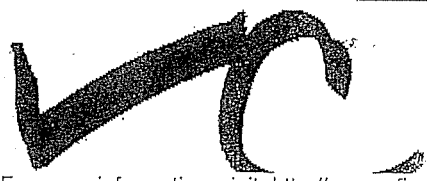
Tank Wrap: 0
0-Not needed, 1-insulated, 2-needs insulation

Temp Before: 120

Temp Rec: 120

Pipe Insulation Type: 2
0-Not needed, 1-insulated, 2-needs insulation

Pipe Insul. Rec.(ft) 12



Basement

Type: 1 2 3

1. Full 2. Crawl- Open 3. Crawl - Enclosed

4. Slab 5. Garage

Rec. Insulation: 0 1 2

0. Not Needed 1. Insulated 2. Needs Insulation

Ceiling Sq. Ft.

Rim Joist Rec. 1 2 3

0. Not Needed 1. Insulated 2. Needs Insulation

Perimeter (ft):

Discharge

Type: 1 2 3 4

1. Duct Round 2. Duct Rect. 3. Iron Pipe

4. Copper 5. Elbows

Size: Small Med Lge XL

Insulation Existing: 0 1 2 3

1. Good - No action needed

0. Fair - Needs Insulation

2. Poor - Needs Insulation/Maintenance

Heating System

Fuel Type: 1 2 3

1. Electric 4. Gas 3. Oil

System Type: 1 2 3

Hot Water Boiler

Forced Air

Resistance

Heat Pump

Steam

Wood/Coal Stve

Size (Mbtus):

Efficiency:

Heated Space-%:

Recommendation: 0 1 2

0 No action; 1- system maintenance; 9 - replacement

Insulation Type: 0 1 2 3 4

0. None

1. Cellulose 2. Fiberglass Batts 3. Loose Fiberglass

4. Mineral/Rockwool 5. UREA Formldhyd 6. Other

Length (ft):

Thermostat

Average Heating Temp Setting: Thermostat 1 Thermostat 2 Thermostat 3

T-stat Type Recommended: 0 1 2 3

0. No Action Needed 1. Setback

2. Digital Clock 3. Premium Clock

% of Load

HEATING

	Thermostat 1	Thermostat 2	Thermostat 3
Heating Day	70		
Heating Evening	70		
Heating Night	55		
Setback Day			
Setback Evening		1	
Setback Night			

Condition of T-stat: 0 1 9

0. No action 1. Maintenance 9. Replacement

COOLING

Type: 1 2 3

1. Central 2. Heat Pump

% of House: 100

Age: 10

SEER: 8

Tons: 6.000

Average Cooling Temp Setting: 70

	Thermostat 1	Thermostat 2	Thermostat 3
Cooling Day	70		
Cooling Evening	70		
Cooling Night	70		

Use: 3

0. Never 1. Rarely 2. Sometimes 3. Always

commendation: 0

0. No Action 1. System Maintenance 9. Replacement

Total Window/Wall units:

Average Age of Units:

Average SEER:

Units used: 1 2 3

1. Never 1. Rarely 2. Sometimes 3. Always

WINDOWS

Type: 1 2 3 4 5

1. Double Hung 2. Casement 3. Fixed

Size: 2 4

1. S 2. M 3. L 4. XL

of glazings: 2 2

Quantity: 4 16

Condition: 2 0

0- Good; 2-Fair [W/S-Caulk], 3-Fair [Add Storm], 9-Poor [replace]

DOORS

Type: 1 3

1. Solid 2. Slider 3. Atrium 4. Steel

Quantity: 1 3

Condition: 2 0

0- Good; 2-Fair [W/S-Caulk], 3-Fair [Add Storm], 9-Poor [replace]

Location:

	1	2	3	4
b-Bedroom	F	W	L	B
d-Dining				
e-Exterior				
f-Family/Sitting				
h-Hallway				
k-Kitchen				
l-Living				
t-Bathroom toilet				

Existing Quantity:

1	2	3	4
1	4	3	2

Watts:

100	75	75	10
-----	----	----	----

Hours per Week:

26	42	35	35
----	----	----	----

Replace Watts:

20			
----	--	--	--

Qty Installed:

	15 Watt CFL
1	20 Watt CFL
	23 Watt CFL
	25 Watt CFL

Rec Quantity:

1			
---	--	--	--

(Rec qty - installs)

Size(cft):

1	2	3
24	24	

Defrost:

1	1	
---	---	--

0. Manual 1. Automatic

Style:

1	2	
---	---	--

1. Side by Side 2. Freezer Top 3. Freezer Bottom

Age:

1	2	3
10	2	

Make:

25	25	
----	----	--

Model:

	?	
--	---	--

TEH2UPASMLWLO

Recommendation:

1	1	
---	---	--

1. Leave alone 2. Replace 3. Remove

Size (cft):

1	2	3

Auto Defrost:

--	--	--

0. No 1. Yes

Style:

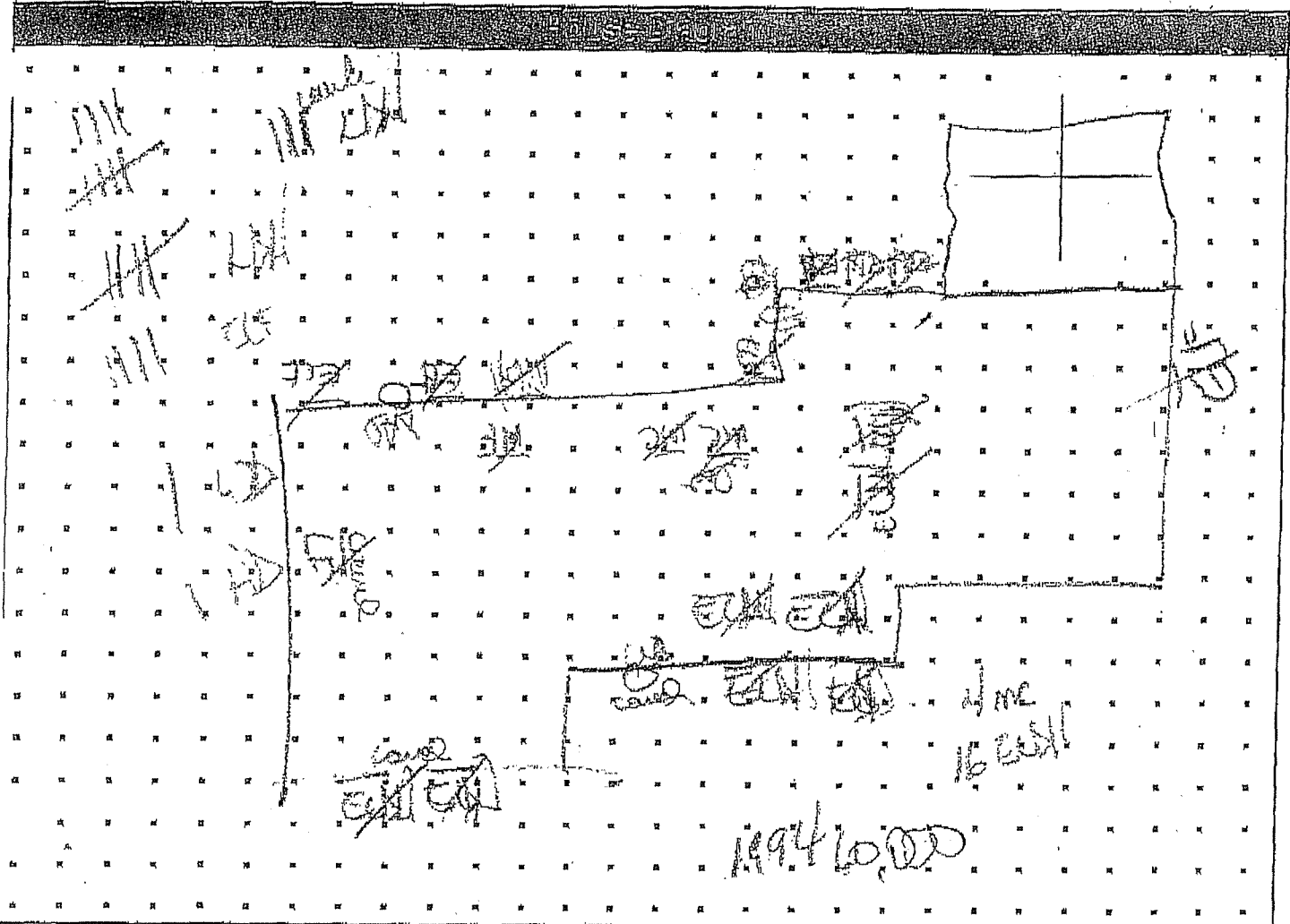
1		
---	--	--

1. Upright 2. Chest

Recommendation:

--	--	--

1. Leave alone 2. Replace 3. Remove



Other Utility Usage

Gas Co		Elec Co	
1	_____	7	_____
2	_____	8	_____
3	_____	9	_____
4	_____	10	_____
5	_____	11	_____
6	_____	12	_____

Notes/Comments


FEB. 12. 2004 10:43AM

SHELBY RECC

NO. 075 P. 1/2



Shelby Energy
Cooperative, Inc.

Your Touchstone Energy® Partner 

DATE: 2-12-04
TO: Jackie
COMPANY: _____
FROM: Pam

TOTAL PAGES (including cover page) 2

TIME: _____

COMMENTS: Norman Vernon Electrical
Service (12 months history)

* * SHELBY ENERGY FAX NUMBER: (502) 633-2387

www.shelbyenergy.com
620 Old Finchville Road • Shelbyville, Kentucky 40065-1714
Shelby Co. (502) 633-4420 • Trimble Co. (502) 255-3260 • Henry Co. (502) 845-2845

Electric Location History - [REDACTED]

Read Date	Meter Read	Read Type	KWH	Days	Bill Amount	Avg KWH	Bill Type	Demand Read
01/14/04	94305	Coop Read	528	26	41.85	20	Normal	0
12/19/03	93777	Coop Read	607	32	48.52	18	Normal	0
11/17/03	93170	Coop Read	535	31	41.65	17	Normal	0
10/17/03	92635	Coop Read	524	31	41.91	16	Normal	0
09/16/03	92111	Coop Read	1,343	33	90.09	40	Normal	0
08/14/03	90768	Coop Read	1,253	28	87.52	44	Normal	0
07/17/03	89515	Coop Read	1,345	31	96.03	43	Normal	0
06/16/03	88170	Coop Read	619	28	49.98	22	Normal	0
05/19/03	87551	Coop Read	545	34	44.99	16	Normal	0
04/15/03	87006	Coop Read	505	32	42.17	15	Normal	0
03/14/03	86501	Coop Read	520	29	40.18	17	Normal	0
02/13/03	85981	Coop Read	564	28	42.95	20	Normal	0
01/16/03	85417	Coop Read	544	28	42.17	19	Normal	0

Estimated Bills: 0 Multiplier of most sec
 Minimum Bills: 0 Average Yard Light KWH

Norman Vernon
 116 Cherry Hills Ln

ACCT NO	[REDACTED]	CC LAST-BILL 02 RD CYC 09 BL CYC 09 SERV START 11/11/94							
NAME	VERNON NORMAN	STATUS ACTIVE NOR LAST-TRAN 02/13/04							
SERVICE	116 CHERRY HILLS LN LOT 21	ACC TYPE R							
ADDRESS	LOUISVILLE KY 40245-5083	CURRENT BILL DUE 03/03/04							
***** 03-01 CURRENT UTILITY RECORDS ***** 02/23/04 *** 1239 **									
PLN RAT REV	TX EXEMP	INSTALL -READ--	LAST SVC						
NO. NO. CLS	PRTY ST SC	DATE CYC-RTE	BILL TYP						
T LN STAT.	USAGE METER	LAST READ -READ--	RD NR						
P NO ITEM.	TYPE/ID NO.	READING DATE SEQUENCE	CD CD						
01	812 801 .0 Y N	10/10/94 9-080 02/04	PRM						
0 02 A-ACT	PRI CCF 000517508	6195 02/12/04	71389 RR						
PREMISE NO [REDACTED]									
G001									
NOR CUR	1000445883002 0204	812 801 021204	29	409	366.21				
NOR CUR	1000445883002 0104	812 801 011404	33	432	396.65				
NOR CUR	1000445883002 1203	812 801 121203	31	248	231.13				
NOR CUR	1000445883002 1103	812 801 111103	29	112	111.84				
NOR CUR	1000445883002 1003	812 801 101303	31	54	59.28				
NOR CUR	1000445883002 0903	812 801 091203	30	24	30.33				
NOR CUR	1000445883002 0803	812 801 081303	29	24	28.86				
NOR CUR	1000445883002 0703	812 801 071503	32	29	31.85				
NOR CUR	1000445883002 0603	812 801 061303	30	34	36.1				
NOR CUR	1000445883002 0503	812 801 051403	30	59	52.46				
NOR CUR	1000445883002 0403	812 801 041403	31	137	109.61				
NOR CUR	1000445883002 0303	812 801 031403	30	373	258.5				
NOR CUR	1000445883002 0203	812 801 021203	29	472	325.43				



A SUBSIDIARY OF
LG&E ENERGY

INSTALLATION WORK ORDER

Date: 2-18-04

Technician: Michael D. Angus

Account Number: _____

Customer Name: Wanda Vernon

Phone Number: [REDACTED]

Address: 116 Cherry Hills Ln.

City: Houma State: La Zip Code: 70345

	Water Heater Blanket	
1	Showerhead	
1	Swivel Aerator	
1	Regular Aerator	
	Water Heater Turn Down	1

NOTES: 1/2 3/4 inch pipe insulation on hot water pipe; alum. tape
or use duct mastic on seams of duct work "insulate return"
put duct up insulation in ~~the~~ ceiling of crawl-space

Enclosed is a check for \$15.00. Make check payable to LGE.

Please apply the \$15.00 audit fee to my account.

I certify that the items noted above have been installed according to LG&E/KU and HDMC guidelines and procedures.

Michael D. Angus
CONSERVATION TECHNICIAN

2-18-04
DATE

I ACKNOWLEDGE THAT ALL THE WORK DESCRIBED ABOVE HAS BEEN COMPLETED SATISFACTORILY AND ALL WORK AREAS HAVE BEEN CLEARED OF MATERIAL USED IN CONJUNCTION WITH THE WORK PERFORMED. I PERMIT LG&E TO PROVIDE A TRAINED ENERGY SPECIALIST WITH ALL ENERGY PROVIDER INFORMATION (USAGE AND COST) FOR THE PAST 12 MONTHS.

Wanda Vernon
CUSTOMER SIGNATURE

2-18-04
DATE

COMMENTS/NOTES: _____

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 2

Witness: Timothy A. Melton

Q-2. Explain LG&E's policy concerning customer complaints or inquiries regarding high usage and possible meter inaccuracies.

A-2. LG&E's procedure for addressing high bill inquiries is:

- 1) Check to see if bill is only for energy used or has any other charges such as a security deposit billed
- 2) Review meter readings and number of days in billing
- 3) Check to see if regular or estimated bill
- 4) Compare energy usage to previous months and year
- 5) Consider current weather conditions
- 6) Inquire to see if any changes have occurred recently at premise
- 7) Ask customer to re-read their meter
- 8) Offer re-read to be completed by LG&E
- 9) Offer meter test as final alternative and advise of the fees if meter is found to be working properly

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 3

Witness: Timothy A. Melton

- Q-3. Explain whether Mr. Vernon was ever offered a meter test prior to his meter being changed in February 2009.
- A-3. Yes. Several times during the January 21, 2009 telephone call, a customer representative offered a meter test as an option to Mr. Vernon. The customer representative also explained the \$69.00 meter test fee if the meter test within the required parameters. LG&E was unable to locate recordings of Mr. Vernon's other calls to the Company.

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 4

Witness: Timothy A. Melton

Q-4. Can LG&E confirm the usage data for the three customers shown on the third page of Part C of the Vernon complaint? If the usage data is correct, to what does LG&E attribute the change in usage patterns for 116 Cherry Hills Lane in comparison to 114 and 119 Cherry Hills Lane? Can LG&E supply monthly usage data for these three addresses for the time period of January 2005 to the most current reading?

A-4. Pursuant to a Petition for Confidential Protection, attached is the usage data for all three addresses beginning March 2006. Earlier records for these addresses are not available.

Please note, however, that another customer's historic energy consumption is of limited, if any, use in assessing the accuracy of Mr. Vernon's energy bills, since the number of residents, size of the dwelling, the conditioned space, heating/cooling patterns, the amount of insulation, age of windows, and the overall appliance mix can vary significantly by household. This is especially true in light of the verified meter readings and meter test results in this case.

114 Cherry Hill Lane - CIS Account [REDACTED]

IC Number	Bill Date	No of Days	Usage	*Transaction Total
G001	6/10/2010	33	15	20.84
G001	5/10/2010	28	27	30.04
G001	4/10/2010	30	60	61.30
G001	3/10/2010	31	144	115.48
G001	2/10/2010	31	233	176.68
G001	1/10/2010	33	226	164.48
G001	12/10/2009	34	130	106.22
G001	11/10/2009	29	49	42.15
G001	10/10/2009	29	11	17.26
G001	9/10/2009	29	9	15.87
G001	8/10/2009	32	11	18.17
G001	7/10/2009	30	12	19.51
G001	6/10/2009	33	13	20.34
G001	5/10/2009	25	23	32.44
G001	4/10/2009	34	62	84.36
G001	3/11/2009	28	125	165.25
G001	2/11/2009	28	220	285.71
G001	1/14/2009	34	166	228.82
G001	12/11/2008	30	145	195
G001	11/11/2008	31	24	49.39
G001	10/13/2008	29	8	23.72
G001	9/12/2008	30	12	30.92
G001	8/13/2008	29	12	27.83
G001	7/15/2008	33	11	23.93
G001	6/12/2008	30	21	37.67
G001	5/13/2008	31	43	59.24
G001	4/14/2008	30	98	112.66
G001	3/13/2008	29	218	230.1
G001	2/13/2008	29	198	219.96
G001	1/15/2008	34	178	209.04
G001	12/12/2007	32	128	149.37
G001	11/12/2007	29	48	61.81
G001	10/12/2007	29	17	27.01
G001	9/13/2007	33	15	24.86
G001	8/13/2007	29	14	24.89
G001	7/13/2007	30	18	30.27
G001	6/13/2007	32	16	27.9
G001	5/14/2007	29	36	43.97
G001	4/13/2007	30	54	56.35
G001	3/14/2007	29	127	114.81
G001	2/13/2007	31	141	135.07
G001	1/15/2007	32	85	97.62
G001	12/12/2006	32	95	99.66
G001	11/10/2006	29	51	56.52
G001	10/12/2006	29	12	20.64
G001	9/13/2006	32	14	22.63
G001	8/14/2006	29	9	18.32
G001	7/14/2006	30	10	19.75
G001	6/14/2006	33	13	23.01
G001	5/12/2006	30	13	26.08
G001	4/12/2006	29	65	103.73
G001	3/14/2006	31	114	179.05

*Transaction Totals after 3/2009 represent only the Utility Service Billed amounts.

116 Cherry Hill Lane - CIS account [REDACTED]

IC Number	Bill Date	No of Days	Usage	*Transaction Total
G001	6/10/2010	33	22	26.07
G001	5/10/2010	28	37	37.59
G001	4/10/2010	30	69	68.65
G001	3/10/2010	31	168	133.21
G001	2/10/2010	31	211	161.04
G001	1/10/2010	33	237	172.18
G001	12/10/2009	34	145	117.24
G001	11/10/2009	29	83	64.54
G001	10/10/2009	29	22	24.87
G001	9/10/2009	29	14	19.34
G001	8/10/2009	32	17	22.71
G001	7/10/2009	30	16	22.81
G001	6/10/2009	33	24	29.37
G001	5/10/2009	25	36	46.42
G001	4/10/2009	34	96	124.95
G001	3/11/2009	28	115	152.35
G001	2/11/2009	28	276	356.22
G001	1/14/2009	34	362	488.51
G001	12/11/2008	30	305	400.65
G001	11/11/2008	31	104	185.04
G001	10/13/2008	29	35	73.83
G001	9/12/2008	30	30	64.08
G001	8/13/2008	29	33	61.11
G001	7/15/2008	33	34	55.54
G001	6/12/2008	30	55	84.43
G001	5/13/2008	31	88	111.75
G001	4/14/2008	30	186	206
G001	3/13/2008	29	383	397.52
G001	2/13/2008	29	347	378.8
G001	1/15/2008	34	335	386.2
G001	12/12/2007	32	257	291.32
G001	11/12/2007	29	93	111.74
G001	10/12/2007	29	20	30.22
G001	9/13/2007	33	22	32.36
G001	8/13/2007	29	20	31.8
G001	7/13/2007	30	24	37.43
G001	6/13/2007	32	28	42.2
G001	5/14/2007	29	66	73.02
G001	4/13/2007	30	119	113.43
G001	3/14/2007	29	337	290.12
G001	2/13/2007	31	354	325.89
G001	1/15/2007	32	219	238.12
G001	12/12/2006	32	247	244.92
G001	11/10/2006	29	165	162.87
G001	10/12/2006	29	35	43.31
G001	9/13/2006	32	27	35.43
G001	8/14/2006	29	18	27.72
G001	7/14/2006	30	21	31.76
G001	6/14/2006	33	43	55.79
G001	5/12/2006	30	36	56.93
G001	4/12/2006	29	138	210.42
G001	3/14/2006	31	200	307.22

*Transaction Totals after 3/2009 represent only the Utility Service Billed amounts.

119 Cherry Hill Usage - CIS Account - [REDACTED]

IC Number	Bill Date	No of Days	Usage	*Transaction Total
G001	6/10/2010	33	30	32.03
G001	5/10/2010	28	34	35.32
G001	4/10/2010	30	56	56.36
G001	3/10/2010	31	182	143.66
G001	2/10/2010	31	210	160.43
G001	1/10/2010	33	236	171.72
G001	12/10/2009	34	122	99.84
G001	11/10/2009	29	64	52.42
G001	10/10/2009	29	28	29.03
G001	9/10/2009	29	27	28.33
G001	8/10/2009	32	22	26.69
G001	7/10/2009	30	25	30.20
G001	6/10/2009	33	28	32.67
G001	5/10/2009	25	32	42.04
G001	4/10/2009	34	85	111.90
G001	3/11/2009	28	140	183.62
G001	2/11/2009	28	197	257.15
G001	1/14/2009	34	177	243.26
G001	12/11/2008	30	150	201.71
G001	11/11/2008	31	40	76.53
G001	10/13/2008	29	21	47.84
G001	9/12/2008	30	24	53.02
G001	8/13/2008	29	21	42.15
G001	7/15/2008	33	24	41.8
G001	6/12/2008	30	21	37.67
G001	5/13/2008	31	40	55.46
G001	4/14/2008	30	76	89.08
G001	3/13/2008	29	184	195.77
G001	2/13/2008	29	189	210.4
G001	1/15/2008	34	174	204.54
G001	12/12/2007	32	126	147.2
G001	11/12/2007	29	53	67.17
G001	10/12/2007	29	25	35.57
G001	9/13/2007	33	21	31.29
G001	8/13/2007	29	19	30.61
G001	7/13/2007	30	17	29.08
G001	6/13/2007	32	29	43.38
G001	5/14/2007	29	38	45.65
G001	4/13/2007	30	71	70.76
G001	3/14/2007	29	174	154.17
G001	2/13/2007	31	188	177.26
G001	1/15/2007	32	118	131.35
G001	12/12/2006	32	117	120.66
G001	11/10/2006	29	71	75.56
G001	10/12/2006	29	24	32.46
G001	9/13/2006	32	21	29.52
G001	8/14/2006	29	19	28.82
G001	7/14/2006	30	22	32.84
G001	6/14/2006	33	44	56.88
G001	5/12/2006	30	21	36.74
G001	4/12/2006	29	78	122.89
G001	3/14/2006	31	127	198.28

*Transaction Totals after 3/2009 represent only the Utility Service Billed amounts.

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 5

Witness: David McGeorge / Timothy A. Melton

- Q-5. State whether LG&E has tested the new meter (No. 630843) and verified that it is reading usage accurately since its installation.
- A-5. LG&E has not tested the new meter since its installation. However, this meter was operating appropriately when tested on September 9, 2008 prior to installation.

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 6

Witness: David McGeorge

Q-6. In 2000, the Commission approved a statistical meter sampling plan for LG&E on a continuing basis. Pursuant to the plan, LG&E stated that its gas meter populations would be classified into homogeneous control groups of like meters installed in like years. Provide the history of the statistical meter sampling for the meter type installed at the Vernon residence. This history should include, but not be limited to, identification of the meter type, the average life of that meter type, and the performance level of that meter group, including the number of meters in that group that failed.

A-6. In 1995 (Case No. 94-046) the KPSC approved a five year statistical sampling pilot testing program for LG&E's gas meters. Under this program, LG&E placed meters into homogeneous control groups in order to statistically sample its meters according to ANSI standards. LG&E believed the program would improve meter accuracy, remove poor performing meters quicker, reduce unnecessary testing of better performing meters and achieve savings not seen under the standard meter testing regulation.

Due to the success of the pilot, LG&E (Case No. 2000-278) applied for and received Commission approval to implement the gas meter sample testing program on a permanent basis.

Regarding the gas meter (number 517508) originally installed in Mr. Vernon's home, it was an American 5B225 that was remanufactured in 1996 and reinstalled on 4/11/1996. Based upon the Company's records, LG&E has not had an American 5B225 group failure. The average life for this type of meter has been 20 years, although the 5B225 meter has performed well since 1956, and prior to sample testing, was tested every 10 years. Since we implemented sampling, this group has performed well for 24 years. The approved sample plan permits this group to be in-service for 35 years.

Type Code: 41 American 5B225										
2009 Sample Year								*Tests		
Year Installed	1986	1987	1988	1989	1990	1995	1996	All 41's in 2009	1996 41's, 2010 YTD	All 41's 2010 YTD
Sample Size	32	8	32	32	32	32	32	286*	58*	113*
Population	85	24	34	65	45	175	268		203	
Slow	3	0	1	2	1	0	0	10	4	4
Fast	0	0	2	0	0	0	1	4	0	1
Total Failure	3	0	3	2	1	0	1	14	4	5
Reject level	6	2	6	6	6	6	6	n/a	n/a	n/a
Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass	Pass	n/a	n/a	n/a
Avg Proof	-0.226	-0.269	-2.472	-0.175	-0.425	0.086	0.164	n/a	n/a	n/a
Median	-.0250	-0.600	0.650	0.050	0.050	0.075	-0.100	n/a	n/a	n/a

Type Code: 41 American 5B225 Installed in 1996											
Test Yr	1998	2000	2002	2004	2005	2006	2007	2008	2009	2010	Total
Tested	32	50	80	80	80	50	50	50	32	58	562
Fast	0	0	0	1	0	0	0	1	1	0	3
Slow	0	1	0	0	2	1	0	0	0	4	8

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 7

Witness: David McGeorge

Q-7. State whether the Vernon Meter 517508 was tested before installation. If yes, provide the testing results and state whether the testing was performed by LG&E or the manufacturer.

A-7. Yes. A new meter test was performed by LG&E on 4/11/1996.

The As Left test results:

Open Flow -0.15%

Check Flow -0.30%

Overall Average of -0.23% slow when it was placed in stock

LOUISVILLE GAS AND ELECTRIC COMPANY

**Response to Commission Staff's First Data Request
Dated June 18, 2010**

Case No. 2010-00130

Question No. 8

Witness: David McGeorge

- Q-8. Refer to the Answer of LG&E, item 3.a., wherein LG&E states that it is its policy to retire the meters that have been removed from service and that the meters are either disposed of or sent off to be remanufactured.
- a. According to Exhibit A, page 1 of 3, Mr. Vernon's meter was "junked." Since Mr. Vernon's meter was operating within acceptable limits, explain LG&E's decision to "junk" the meter.
 - b. Explain the criteria used for determining whether a meter will be remanufactured or disposed.
 - c. Explain why a meter would be remanufactured if it is retired once it is removed from service.
- A-8.
- a. All gas meters removed from service are retired (junked), regardless of accuracy. If a meter is not operating within tolerance, the meter is held for 12 months.
 - b. Certain models (obsolete) and damaged meters are disposed. All other meters are shipped to vendor for inspection and rebuilding, if the meter casing is in good condition, otherwise it is disposed. These American 5B225 meters are 1956-1957 vintage and we no longer purchase or have this model remanufactured.
 - c. LG&E gas meter shop no longer rebuilds/refurbishes meters. Gas meters are retired from books/system, re-manufactured/refurbished, and purchased as a new/refurbished meter. The meter casing typically is in good condition, new internal parts (diaphragm) are added and the finished product is a reliable, accurate, less expensive meter.