

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BRENDA JOYCE CLAYTON	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2011-00211
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

On May 19, 2011, Brenda Joyce Clayton (“Complainant”) filed a formal complaint with the Commission against the Louisville Gas and Electric Company (“LG&E”) in which she sought clarification of certain billing discrepancies. On July 15, 2011, the Commission issued an Order allowing Complainant 20 days from the date of the Order to file a revised complaint that states a *prima facie* case.

On August 2, 2011, Complainant filed a Complaint via facsimile consisting of two pages; and on August 4, 2011, Complainant filed a Complaint consisting of 14 pages.

LG&E is hereby notified that it has been named as defendant in a formal complaint filed on August 2, 2011 and August 4, 2011. A copy of each document is attached to this Order.

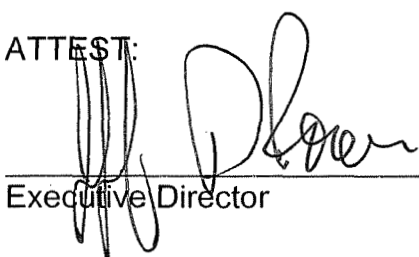
Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

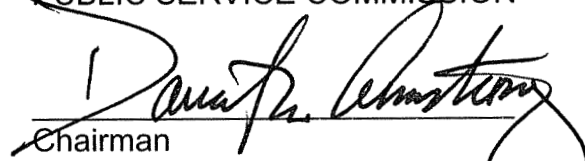
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AUG 31 2011  
KENTUCKY PUBLIC  
SERVICE COMMISSION

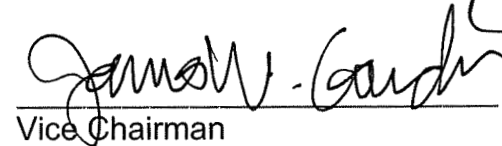
ATTEST:

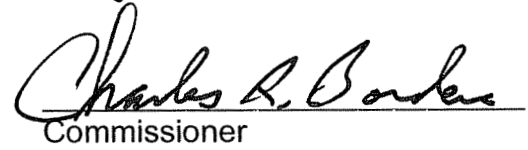
  
\_\_\_\_\_  
Executive Director

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

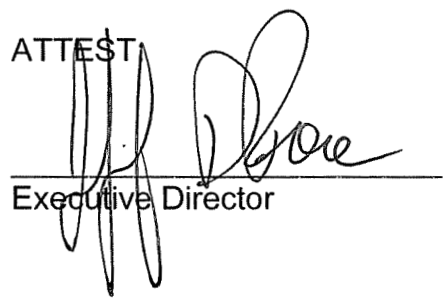
PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

  
Commissioner

ENTERED <sup>7A</sup>  
AUG 31 2011  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST  
  
Executive Director

Commonwealth Of Kentucky  
Before The Public Service Commission

RECEIVED  
AUG 1 2011  
PUBLIC SERVICE  
COMMISSION

In the matter of:  
Brenda Joyce Clayton  
Complainant

Case # 2011-00211  
[REDACTED]

-VS-

Louisville Gas & Electric A, PPL Company  
Defendant

Complaint

The Complaint of Brenda J Clayton respectfully shows:

A. Brenda J Clayton  
4232 Greenwood Avenue  
Louisville, Ky 40211

B. Louisville Gas & Electric Company  
820 West Broadway  
Louisville, Ky 40202

LG&E split my account back in June of 2009 @ my request, due to large gas bills. When I paid the bill down to a 0.00 balance in October of 2009 I requested the gas be restored and LG&E refused me service, saying I owed \$601.19. So I ended up not having any gas from October 2009 to March 2010, before they corrected their error.

Please see: Attached

Dated: this 1<sup>st</sup> day of August, 2011.

Signature: Brenda J. Clayton

Address: 4232 Greenwood Ave

**Formal Complaint**

**Case # 2011-00211**

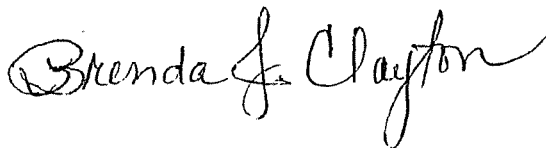
To the Public Service Commission:

LG&E charged 601.19 to my account on October 13, 2009 and I disputed the charges. This led to several reviews with different members of LG&E's staff. We could not come to any agreement, so I remained without gas service from October 2009 to March 2010, but continued to pay for electric service. Eventually in March 2010 two of LG&E's staff reviewed my account and found an error made by one of their staff in October 2009, they deducted the amount of 601.19 from my account. Then my service was restored at no cost due to their error. My account remained current for one year, March 2010 to March 2011 however, at some point LG&E was sold and all account information was transferred from one system to another. That is when another LG&E staff person charged the 601.19 back to my account again and LG&E added an additional \$110.46 totaling \$711.65 This amount was added to my March 2011 bill. LG&E then threatened to disconnect my service unless I paid the amount of \$711.65 in full. I tried to explain the situation to the staff person and was unable to come to any understanding with LG&E so, I filed a complaint with the Public Service Commission .

I would like for LG&E to deduct the \$711.65 from my account and to reimburse me for the \$270.57 which it appears they owe me on the statement sent out on October 13, 2009 plus any interest due to me . I would also, like for LG&E to be reprimanded for unlawfully disconnecting my service while this case was in dispute with the Public Service commission on April 29, 2011.

**See Exhibits A, B , C, and D**

Sincerely

A handwritten signature in cursive script that reads "Brenda J. Clayton". The signature is written in black ink and is positioned above the printed name.

Brenda J Clayton

- **CASE# 2011-00211**
- **Exhibit A-Amount LG&E owes Brenda Clayton.**
- **Exhibit B- Amount LG&E say they are owed by Brenda Clayton.**
- **Exhibit C- Statement sent out on Mar 3, 2011.**
- **Collective Exhibit D-Multiple billing statements for March 2011-July 2011 with different dollar amounts due.**

Exhibit A



Customer Service: (502) 589-1444 Mon-Fri 7AM-7PM(EST)  
Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)  
Telephone Payments: (800) 780-9723  
Power Outage Reporting: (502) 589-3500  
www.eon-us.com

DUE DATE	AMOUNT DUE
10/13/09	\$32.06

Current due date applies to the current bill only. Previous amount due may be subject to disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	71°	74°
Number of Days Billed	30	0
Electric/kwh per day	8.3	0.0

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave
Next Read Date:	10/28/09

BILLING SUMMARY	
Previous Balance	420.57
Payment as of 10/01	(150.00)
Balance as of 10/01	270.57
Electric Charges	22.41
Gas Charges	9.65
Utility Charges as of 10/01	32.06
Other Charges	(270.57)
<b>Total Amount Due</b>	<b>32.06</b>

\* See page 2 →

Second Bill  
New Account No.

**ELECTRIC CHARGES**

<b>Rate Type: Residential Electric Service</b>	
Customer Charge	5.00
Energy Charge	16.71
<b>Other Charges For Above Rates</b>	
Electric Fuel Adjustment (\$0.00064- x 251 kwh)	-0.16
Electric DSM (\$0.00193 x 251.00 kwh)	0.48
Environmental Surcharge (1.060% x \$22.03)	0.23
Home Energy Assistance Fund Charge	0.15
<b>Total Electric Charges</b>	<b>\$22.41</b>

**GAS CHARGES**

<b>Rate Type: Residential Gas Service</b>	
Customer Charge	9.50
<b>Other Charges For Above Rates</b>	
Home Energy Assistance Fund Charge	0.15
<b>Total Gas Charges</b>	<b>\$9.65</b>

Please see reverse side for additional charges.  
Customer Service (502) 589-1444

Bring entire bill when paying in person.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due 3 Days After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	10/13/09	\$32.06	\$33.66		\$

Check here if plan(s) requested on back of stub

Home Phone [REDACTED]  
OFFICE USE ONLY:  
MRU02823010, G000000  
P420.57

#127310065 9#  
BRENDA J CLAYTON  
4232 GREENWOOD AVE  
LOUISVILLE KY 40211-2628



PO BOX 538612  
ATLANTA, GA 30353-8612

Service Address: 4232 Greenwood Ave

PRINTED ON RECYCLED PAPER  
Rev. 03/03/09

01030001330772700000000033660000000320600000000000012

**Exhibit B**

METER AND USAGE INFORMATION									
<b>ELECTRIC</b>									
	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	Demand kw	kwh
Residential Electric Service	595925	08/31/09	3152	09/30/09	3403	R	1		251
kwh									251
							Total Usage		251
<b>GAS</b>									
	Meter Number	Previous Read Date	Previous Reading	Current Read Date	Current Reading	Read Code	Meter Multiplier	ccf	
Residential Gas Service	384407	08/31/09	8138	09/30/09	8138	R	1	0	
ccf							Total Usage	0	
<b>* OTHER CHARGES</b>									
Late Payment Charge								4.83	
Interim Bill Correct Elec								135.00	
Interim Bill Correct Gas								135.00	
Stat Spllt Account Write Off C								601.19	
Cash Deposit Request								-160.00	
Transferred Balance								485.79	
Total Other Charges Due								\$-270.57	

*Handwritten notes:*  
 - LG&E kept as charge deposit  
 - Electric Deposit  
 - LG&E says IO. due to me  
 - \$295 Removed Deposit (points to 135.00 + 160.00)

**BILLING INFORMATION**

Late Charge to be Assessed 3 Days After Due Date \$1.60  
 Meter Read Codes R - Actual Read; V - Verified Read; E - Estimated Read; S - Self Read  
 After payment, Your Deferred Agreement Balance is \$0.00

*Handwritten notes:*  
 - 160.00 Should be credited to my Acct 7727  
 - Ask LG&E to Explain how I owe them 601.19  
 - But, they owe me 270.57 on this same statement

*Handwritten note:*  
 - What does the 601.19 consist of. What are the charges?

New enrollment only - Please check box(es) below and on front of stub.

- Budget Plan
- I would like to enroll in Demand Conservation.
- Automatic Bank Club (voided check must be provided)

Please deduct my Automatic Bank Club Payment from my Checking Account.

I hereby authorize LG&E to debit my bank account for payment of my monthly bill. This authorization applies to all my current and future LG&E accounts, and will remain in effect until revoked by me or LG&E.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processing Automatic Bank Club requests can take up to two billing cycles. Please continue making regular payments until you receive a bill that indicates the amount due will be deducted from your bank account on the payment due date



AUG-03-2011 02:31 AM



a PPL company

Customer Service:  
Telephone Payments:  
Walk-In Center Hours:  
Online Customer Self-Service:

1-502-589-1444 (Mon-Fri 7a.m. to 7p.m. ET)  
Call and press 1-2-2-3 (24 hours a day, \$2.95 fee)  
Mon-Fri 8a.m. to 5p.m. ET  
[www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

*Exhibit C*

FINAL PAY DATE	DELINQUENT AMOUNT DUE
03/03/11	\$276.77

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at 1-502-589-1444 after payment is made in order to have your service restored.

**ACCOUNT INFORMATION**

Account Number: [REDACTED]  
 Account Name: BRENDA J CLAYTON  
 Service Address: 4232 GREENWOOD AVE  
 LOUISVILLE KY  
 Date Notice Mailed: 02/20/11

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection: 276.77

**BILLING INFORMATION**

Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.

Full payment of the delinquent amount due can be made:

- By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.)
- On-line at [www.lge-ku.com](http://www.lge-ku.com). (Transaction fees may apply.)
- By mail. (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.)
- At one of our Authorized Payment Agent locations. (You must present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at 1-502-589-1444.

270.374 Int  
My Money  
10.12.09

GAS CHARGES			
Rate Type: Residential Gas Service		Meter Reading Information	
Basic Service Charge	12.50	Meter # 384407	
Gas Distribution Charge (\$0.22396 x 150 ccf)	33.59	Actual Reading on 3/1/11	8881
Gas Supply Component (\$0.52720 x 150 ccf)	79.08	Previous Reading on 1/31/11	8731
Weather Normalization Adjustment (\$0.22396 x 12.704 ccf)	2.85	Current ccf Usage	150
Other Charges For Above Rates		Meter Multiplier	1
Gas DSM (\$0.01361 x 150.00 ccf)	2.04	Metered ccf Usage	150
Home Energy Assistance Fund Charge	0.15		
<b>Total Gas Charges</b>	<b>\$130.21</b>		
OTHER CHARGES			
Late Payment Charge	13.19		
Weekly Installment Plan	276.77		
Transfer to Installment Plan	-276.77		
Stat Split Account Write Off C	601.19		
<b>Total Other Charges Due</b>	<b>\$614.38</b>		
BILLING INFORMATION			
Late Charge to be Assessed 3 Days After Due Date	\$9.20		
Our records indicate this account is set up on an payment arrangement. To avoid disconnection, payments must be received by the date(s) agreed to in the arrangement.			
Late payment charges will be applied if payment is not received by the due date for the current charges on this bill. This is the case even if a payment arrangement has been made on the account.			
IMPORTANT INFORMATION			
<p><b>The power to save. It's in your hands.</b> The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,192 pounds of CO2 (carbon). A typical residential customer uses 1,000 kilowatt hours of electricity per month, which would result in the production of 2,000 lbs. of carbon. Visit our Web site at <a href="http://www.lge-ku.com">www.lge-ku.com</a> for Smart Saver tips designed to help you better manage and lessen the environmental impact of your energy usage.</p> <p>For a copy of your rate schedule, visit <a href="http://www.lge-ku.com">www.lge-ku.com</a> or call our Customer Service Department.</p>			
1108			

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Exhibit D Collective



Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)  
 Telephone Payments: Call and press 1-2-2-3 (24 hours a day; \$2.95 fee)  
 Power Outage Reporting: 1-502-589-3500 (24 hours a day)  
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
03/21/11	\$921.94

Please see the "Billing Information" section for details about the payment arrangement, late payment charges and service disconnection.  
 Please have your account number available when calling to discuss your account.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave LOUISVILLE KY
Next Read Will Occur:	03/31/11 - 04/04/11
Date Bill Mailed:	03/08/11 (Meter Read Portion 02)

Averages for Billing Period	This Year	Last Year
Average Temperature	41°	31°
Number of Days Billed	29	29
Electric/kwh per day	20.5	62.5
Gas/ccf per day	5.1	0.0

BILLING SUMMARY	
Previous Balance	585.58
Payment(s) Received 2/4 - 3/8	-462.00
Balance as of 3/8	123.58
Current Electric Charges	53.77
Current Gas Charges	130.21
Current Charges as of 3/8	183.98
Other Charges (See Other Charges Box)	614.38
<b>Total Amount Due</b>	<b>921.94</b>

Yr. Electric Charges for 3/11 - 4/11

ELECTRIC CHARGES	
<b>Rate Type: Residential Electric Service</b>	
Basic Service Charge	8.50
Energy Charge (\$0.07068 x 596.00 kwh)	42.13
<b>Other Charges For Above Rates</b>	
Electric Fuel Adjustment (\$0.00053 x 596 kwh)	0.32
Electric DSM (\$0.00350 x 596.00 kwh)	2.09
Environmental Surcharge (1.090% x \$53.04)	0.58
Home Energy Assistance Fund Charge	0.15
<b>Total Electric Charges</b>	<b>53.77</b>
<b>Meter Reading Information</b>	
Meter # 595925	
Actual Reading on 3/1/11	18867
Previous Reading on 1/31/11	18271
<b>Current kwh Usage</b>	<b>596</b>
Meter Multiplier	1
<b>Metered kwh Usage</b>	<b>596</b>

Please see reverse side for additional charges

AUG-03-2011 02:31 AM



a PPL company

Customer Service: 1-502-589-1444 (Mon-Fri 7a.m. to 7p.m. ET)  
 Telephone Payments: 1-502-589-1444; press 1-2-2-3  
 (24 hours a day; \$2.95 fee)  
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
04/16/11	\$707.58

**Reconnection of Service:**  
 Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at 1-502-589-1444 after payment is made in order to have your service restored.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 GREENWOOD AVE LOUISVILLE KY
Date Notice Mailed:	04/06/11

Unauthorized reconnection of service is a crime - punishable by law.

DISCONNECTION NOTICE	
Payment required by the final payment date to avoid disconnection:	707.58
BILLING INFORMATION	
Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.	
Rec'd Bill on 4-8-11* ?	
CUSTOMER ASSISTANCE	
If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.	
Full payment of the delinquent amount due can be made:	
<ul style="list-style-type: none"> <li>• By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.)</li> <li>• On-line at <a href="http://www.lge-ku.com">www.lge-ku.com</a>. (Transaction fees may apply.)</li> <li>• By mail. (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.)</li> <li>• At one of our Authorized Payment Agent locations. (You must present a recent bill at the time you make your payment.)</li> <li>• At your local LG&amp;E Customer Service Center.</li> </ul>	
The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at 1-502-589-1444	

AUG-03-2011 02:31 AM



Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)  
 Telephone Payments: 1-502-589-1444; press 1-2-2-3  
 (24 hours a day; \$2.95 fee)  
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
04/18/11	\$844.79

**Current due date applies to the current bill only. Previous amount due may be subject to disconnection.**

Averages for Billing Period	This Year	Last Year
Average Temperature	51°	50°
Number of Days Billed	30	33
Electric/kwh per day	12.6	34.6
Gas/ccf per day	3.6	0.2

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave LOUISVILLE KY
Next Read Will Occur:	05/02/11 - 05/04/11
Date Bill Mailed:	04/01/11 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	921.94
Payment(s) Received 3/9 - 4/1	-130.00
Balance as of 4/1	791.94
Current Electric Charges	37.65
Current Gas Charges	99.56
Current Charges as of 4/1	137.21
Other Charges (See Other Charges Box)	-84.36
<b>Total Amount Due</b>	<b>844.79</b>

ELECTRIC CHARGES	
<b>Rate Type: Residential Electric Service</b>	<b>Meter Reading Information</b>
Basic Service Charge 8.50	Meter # 595925
Energy Charge (\$0.07068 x 380.00 kwh) 26.86	Actual Reading on 3/31/11 19247
<b>Other Charges For Above Rates</b>	Previous Reading on 3/1/11 18867
Electric Fuel Adjustment (\$0.00225 x 380 kwh) 0.86	Current kwh Usage 380
Electric DSM (\$0.00200 x 380.00 kwh) 0.76	Meter Multiplier 1
Environmental Surcharge (1.410% x \$36.98) 0.52	Metered kwh Usage 380
Home Energy Assistance Fund Charge 0.15	
<b>Total Electric Charges</b> 57.65	

*Bill was 137.21 + 2.79*

*after payment 4-15-11 Bal 764.79*

*Rec'd Bill - BEFORE 4-8-11*

Please see reverse side for additional charges

AUG-03-2011 02:31 AM



a PPL company

Customer Service: 1-502-589-1444 (Mon-Fri 7a.m. to 7p.m. ET)  
 Telephone Payments: 1-502-589-1444; press 1-2-2-3  
 (24 hours a day; \$2.95 fee)  
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

FINAL PAY DATE	DELINQUENT AMOUNT DUE
05/12/11	\$711.65

**Reconnection of Service:**

Service will be reconnected within 24 hours after verification of full payment of the delinquent amount due. A reconnect fee and a new or additional deposit will be required as a condition of reconnection. If paying by credit card, debit card, or electronic check or at one of our Authorized Payment Agent locations, you will need to call LG&E Customer Service at 1-502-589-1444 after payment is made in order to have your service restored.

**ACCOUNT INFORMATION**

Account Number: [REDACTED]  
 Account Name: BRENDA J CLAYTON  
 Service Address: 4232 GREENWOOD AVE  
 LOUISVILLE KY  
 Date Notice Mailed: 05/02/11

Unauthorized reconnection of service is a crime - punishable by law.

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection: 711.65

**BILLING INFORMATION**

Your account is past due. If the required payment is not received by the final payment date above, your service will be subject to disconnection.

**CUSTOMER ASSISTANCE**

If you are unable to pay the total delinquent amount by the final pay date, call our Customer Service department. You may also contact the Commonwealth of Kentucky's Cabinet for Families and Children at (800) 372-2973 for information about the availability of local, state or federal programs for assistance.

Full payment of the delinquent amount due can be made:

- By credit card, debit card, or electronic check by calling (800) 780-9723. (Transaction fees may apply.)
- On-line at [www.lge-ku.com](http://www.lge-ku.com). (Transaction fees may apply.)
- By mail. (Payment must be received by the Final Pay Date listed above to avoid disconnection of service.)
- At one of our Authorized Payment Agent locations. (You must present a recent bill at the time you make your payment.)
- At your local LG&E Customer Service Center.

The final pay date will not change upon receipt of future bills. If you dispute the reason for termination, call LG&E at 1-502-589-1444.

704.79 Bal as of 5/3 on green Bill  
 6.86  
 -----  
 711.65 Total due this Bill

AUG-03-2011 02:31 AM



a PPL company

*Current due date applies to the current bill only. Previous amount due may be subject to disconnection.*

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)  
 Telephone Payments: 1-502-589-1444; press 1-2-2-3  
 (24 hours a day; \$2.95 fee)  
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
05/17/11	\$790.02

Averages for Billing Period	This Year	Last Year
Average Temperature	62°	63°
Number of Days Billed	32	29
Electric/kwh per day	9.8	7.3
Gas/ccf per day	1.3	0.5

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave LOUISVILLE KY
Next Read Will Occur:	06/01/11 - 06/03/11
Date Bill Mailed:	05/03/11 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	844.79
Payment(s) Received 4/6 - 5/3	-140.00
Balance as of 5/3	704.79
Current Electric Charges	32.52
Current Gas Charges	45.85
Current Charges as of 5/3	78.37
Other Charges (See Other Charges Box)	6.86
<b>Total Amount Due</b>	<b>790.02</b>

ELECTRIC CHARGES			
<b>Rate Type: Residential Electric Service</b>		<b>Meter Reading Information</b>	
Basic Service Charge	8.50	Meter # 595925	
Energy Charge (\$0.07068 x 314.00 kwh)	22.19	Actual Reading on 5/2/11	19561
<b>Other Charges For Above Rates</b>		Previous Reading on 3/31/11	19247
Electric Fuel Adjustment (\$0.00232 x 314 kwh)	0.73	Current kwh Usage	314
Electric DSM (\$0.00200 x 314.00 kwh)	0.63	Meter Multiplier	1
Environmental Surcharge (0.990% x \$32.05)	0.32	Metered kwh Usage	314
Home Energy Assistance Fund Charge	0.15		
<b>Total Electric Charges</b>	<b>\$32.52</b>		

Please see reverse side for additional charges

AUG-03-2011 02:31 AM



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)  
 Telephone Payments: 1-502-589-1444; press 1-2-2-3  
 (24 hours a day; \$2.95 fee)  
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET  
 Online Customer Self-Service: [www.lge-ky.com](http://www.lge-ky.com) (24 hours a day)

DUE DATE	Pay This Amount
06/20/11	\$779.88

*Current due date applies to the current bill only. Previous amount due may be subject to disconnection.*

Averages for Billing Period	This Year	Last Year
Average Temperature	68°	72°
Number of Days Billed	31	30
Electric/kwh per day	12.1	9.0
Gas/ccf per day	0.8	0.3

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave LOUISVILLE KY
Next Read Will Occur:	06/30/11 - 07/05/11
Date Bill Mailed:	06/03/11 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	790.02
Payment(s) Received 5/6 - 6/3	-85.23
Balance as of 6/3	704.79
Current Electric Charges	38.41
Current Gas Charges	32.76
Current Charges as of 6/3	71.17
Other Charges (See Other Charges Box)	3.92
<b>Total Amount Due</b>	<b>779.88</b>

ELECTRIC CHARGES			
<b>Rate Type: Residential Electric Service</b>		<b>Meter Reading Information</b>	
Basic Service Charge	8.50	Meter # 595925	
Energy Charge (\$0.07068 x 378.00 kwh)	26.72	Actual Reading on 6/2/11	19939
<b>Other Charges For Above Rates</b>		Previous Reading on 5/2/11	19561
Electric Fuel Adjustment (\$0.00418 x 378 kwh)	1.58	Current kwh Usage	378
Electric DSM (\$0.00244 x 378.00 kwh)	0.92	Meter Multiplier	1
Environmental Surcharge (1.430% x \$37.72)	0.54	Metered kwh Usage	378
Home Energy Assistance Fund Charge	0.15		
<b>Total Electric Charges</b>	<b>\$38.41</b>		

Please see reverse side for additional charges



AUG-03-2011 02:31 AM



a PPL company

Customer Service: 1-502-589-1444 (M-F, 7 a.m. to 7 p.m. ET)  
 Telephone Payments: 1-502-589-1444; press 1-2-2-3  
 (24 hours a day; \$2.95 fee)  
 Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET  
 Online Customer Self-Service: [www.lge-ku.com](http://www.lge-ku.com) (24 hours a day)

DUE DATE	Pay This Amount
07/18/11	\$771.17

*Current due date applies to the current bill only. Previous amount due may be subject to disconnection.*

Averages for Billing Period	This Year	Last Year
Average Temperature	77°	81°
Number of Days Billed	28	29
Electric/kwh per day	19.6	20.1
Gas/ccf per day	0.4	0.3

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	BRENDA J CLAYTON
Service Address:	4232 Greenwood Ave LOUISVILLE KY
Next Read Will Occur:	08/01/11 - 08/03/11
Date Bill Mailed:	07/01/11 (Meter Read Portion 02)

BILLING SUMMARY	
Previous Balance	779.88
Payment(s) Received 6/7 - 7/1	-80.00
Balance as of 7/1	699.88
Current Electric Charges	52.70
Current Gas Charges	23.11
Current Charges as of 7/1	75.81
Other Charges (See Other Charges Box)	-4.52
<b>Total Amount Due</b>	<b>771.17</b>

ELECTRIC CHARGES			
<b>Rate Type: Residential Electric Service</b>		<b>Meter Reading Information</b>	
Basic Service Charge	8.50	Meter # 595925	
Energy Charge (\$0.07225 x 549.00 kwh)	39.67	Actual Reading on 6/30/11	20488
<b>Other Charges For Above Rates</b>		Previous Reading on 6/2/11	19939
Electric Fuel Adjustment (\$0.00416 x 549 kwh)	2.28	Current kwh Usage	549
Electric DSM (\$0.00244 x 549.00 kwh)	1.34	Meter Multiplier	1
Environmental Surcharge (1.470% x \$51.79)	0.76	Metered kwh Usage	549
Home Energy Assistance Fund Charge	0.15		
<b>Total Electric Charges</b>	<b>\$52.70</b>		

Please see reverse side for additional charges

GS

Case No.

2011-00211

Hard copy to follow.

Commonwealth Of Kentucky  
Before The Public Service Commission

In the matter of:  
Brenda Joyce Clayton  
Complainant



-VS-

RECEIVED

AUG 02 2011

PUBLIC SERVICE  
COMMISSION

Louisville Gas & Electric A, PPL Company  
Defendant

Complaint

The Complaint of Brenda J Clayton respectfully shows:

A. Brenda J Clayton  
4232 Greenwood Avenue  
Louisville, Ky 40211

B. Louisville Gas & Electric Company  
820 West Broadway  
Louisville, Ky 40202

LG&E split my account back in June of 2009 @ my request, due to large gas bills. When I paid the bill down to a 0.00 balance in October of 2009 I requested the gas be restored and LG&E refused me service, saying I owed \$601.19. So I ended up not having any gas from October 2009 to March 2010, before they corrected their error.

Please see: Attached

Date: Louisville, Ky, this 1<sup>st</sup> day of August, 2011.

August 1, 2011

Signature: Brenda J Clayton

Address: 4232 Greenwood Ave.

### Formal Complaint

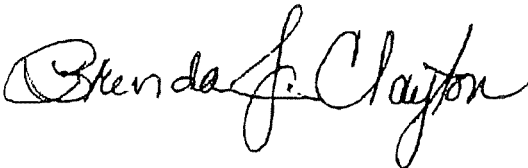
To the Public Service Commission:

LG&E charged 601.19 to my account on October 13, 2009 and I disputed the charges. This led to several reviews with different members of LG&E's staff. We could not come to any agreement, so I remained without gas service from October 2009 to March 2010, but continued to pay for electric service. Eventually in March 2010 two of LG&E's staff reviewed my account and found an error made by one of their staff in October 2009, they deducted the amount of 601.19 from my account. Then my service was restored at no cost due to their error. My account remained current for one year, March 2010 to March 2011 however, at some point LG&E was sold and all account information was transferred from one system to another. That is when another LG&E staff person charged the 601.19 back to my account again and LG&E added an additional \$110.46 totaling \$711.65 This amount was added to my March 2011 bill. LG&E then threatened to disconnect my service unless I paid the amount of \$711.65 in full. I tried to explain the situation to the staff person and was unable to come to any understanding with LG&E so, I filed a complaint with the Public Service Commission .

I would like for LG&E to deduct the \$711.65 from my account and to reimburse me for the \$270.57 which it appears they owe me on the statement sent out on October 13, 2009 plus any interest due to me . I would also, like for LG&E to be reprimanded for unlawfully disconnecting my service while this case was in dispute with the Public Service commission on April 29, 2011.

See Exhibits A, B and C

Sincerely



Brenda J Clayton

Lonnie E Bellar  
VP - State Regulation an  
Louisville Gas and Electric Company  
220 W. Main Street  
P. O. Box 32010  
Louisville, KY 40202

Brenda J Clayton  
4232 Greenwood Ave  
Louisville, KENTUCKY 40211-2628