

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

STEVE N. NICHOLS	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2012-00218
	)	
LOUISVILLE GAS AND ELECTRIC COMPANY	)	
	)	
DEFENDANT	)	

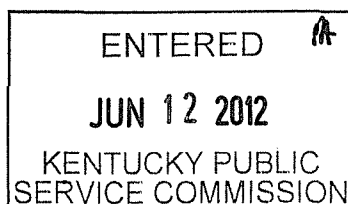
ORDER TO SATISFY OR ANSWER

Louisville Gas and Electric Company ("LG&E") is hereby notified that it has been named as defendant in a formal complaint filed on May 18, 2012, a copy of which is attached hereto.

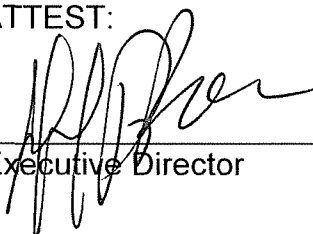
Pursuant to 807 KAR 5:001, Section 12, LG&E is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days of the date of service of this Order.

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



ATTEST:

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

ATTACHMENT

ATTACHMENT TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2012-00218 DATED JUN 12 2012

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

MAY 18 2012

PUBLIC SERVICE  
COMMISSION

In the matter of:

STEVE N NICHOLS )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
LOUISVILLE GAS & ELECTRIC )  
(Name of Utility) )  
DEFENDANT )

COMPLAINT

The complaint of STEVE N NICHOLS respectfully shows:  
(Your Full Name)

(a) STEVE N NICHOLS  
(Your Full Name)

4920 CHENOWETH RUN ROAD LOU. KY 40299  
(Your Address)

(b) LOUISVILLE GAS & ELECTRIC  
(Name of Utility)

PO BOX 9001960 LOU KY 40290-1960  
(Address of Utility)

(c) That: 1) ACCT # [REDACTED] 155 N KEATS #3 \$40.20  
(Describe here, attaching additional sheets if necessary,

2/10/2009 - 3/4/2009, 2) ACCT # [REDACTED]

the specific act, fully and clearly, or facts that are the reason

1051 BARRET AVE #2, \$46.26 12/19/2008 - 8/12/2009,

and basis for the complaint.)

3) ACCT # [REDACTED] 1051 BARRET AVE #3,

Continued on Next Page

Formal Complaint

vs.

Page 2 of 2

\$38.79, 11/25/2008-3/5/2009, 4) ACCT # [REDACTED]  
155 N KEATS #1 \$17.45 10/29/2009-11/19/2009,  
AND 5) ACCT # [REDACTED] 155 #2 N KEATS,  
\$100.41 10/13/2011-10/25/2011

Wherefore, complainant asks that these amounts be removed  
(Specifically state the relief desired.)

from my home account # [REDACTED]  
and be marked as paid since they are  
too old and I have had balances on these  
addresses since then.

Dated at Louisville, Kentucky, this 5th day  
(Your City)

of MAY, 2012.  
(Month)

[Signature]  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

5/12/12  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Before the Public Service Commission

(Insert name of complainant) )  
Complainant )  
STEVE N NICHOLS )  
vs )  
DEFENDANT )

No. \_\_\_\_\_  
(To be inserted by the secretary)

LOUISVILLE GAS/ELECTRIC COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

STEVE N NICHOLS

(a) That (here state name, occupation and post office address of each complainant).

STEVE N NICHOLS 4920 CHENOWETH RUN RD LOOKY 40299 REAL ESTATE

(b) That (here insert full name, occupation and post office address of each defendant).

LOUISVILLE GAS/ELECTRIC PO BOX 9001960 LOOKY 40290-1960

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

UNSUBSTANTIATED, OUTDATED BILLS FOR SEVERAL ADDRESSES UTILITY  
WHEREFORE, complainant asks (here state specifically the relief desired).

BILLS RESOLVED

Dated at LOUISVILLE, Kentucky, this 12TH day

of MAY, 20 12.

Steve N. Nichols  
(Name of each complainant)

\_\_\_\_\_  
(Name and address of attorney, if any)



a PPL company

Customer Service:  
Telephone Payments:

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

Walk-In Center:  
Online Customer Self-Service:

DUE DATE	Pay This Amount
04/04/12	\$550.95

**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	56°	51°
Number of Days Billed	29	33
Electric/kwh per day	34.3	19.3
Gas/ccf per day	1.7	2.4

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	STEVE N NICHOLS
Service Address:	4920 Chenoweth Run Rd Ft LOUISVILLE KY
Next Read Will Occur:	04/19/12 - 04/23/12
Date Bill Mailed:	03/23/12 (Meter Read Portion 15)

BILLING SUMMARY	
Previous Balance	348.26
Payment(s) Received 2/23 - 3/22	-194.52
Balance as of 3/22	153.74
Current Electric Charges	87.60
Current Gas Charges	58.15
Current Charges as of 3/22	145.75
Other Charges (See Other Charges Box)	251.46
<b>Total Amount Due</b>	<b>550.95</b>

ELECTRIC CHARGES			
<b>Rate Type: Residential Electric Service</b>		<b>Meter Reading Information</b>	
Basic Service Charge	8.50	Meter #	[REDACTED]
Energy Charge (\$0.07242 x 995.00 kwh)	72.06	Actual Reading on 3/22/12	49186
Electric DSM (\$0.00238 x 995.00 kwh)	2.37	Previous Reading on 2/22/12	48191
Electric Fuel Adjustment (\$0.00395 x 995 kwh)	3.93	Current kwh Usage	995
Environmental Surcharge (0.670% x \$86.86)	0.58	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.16	Metered kwh Usage	995
<b>Total Electric Charges</b>	<b>\$87.60</b>		

Please see reverse side for additional charges.

Customer Service 1-502-589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number	Payment Due Date	Pay This Amount	Pay This Amount 3 Days After Due Date	Winter Help Donation	Amount Enclosed
[REDACTED]	04/04/12	\$550.95	\$558.24		\$

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

OFFICE USE ONLY:  
MRU15834036, G000000  
P348.26  
PF:Y eB:P



#108203149 1#  
STEVE N NICHOLS  
4920 CHENOWETH RUN RD  
LOUISVILLE KY 40299-4342

PO BOX 9001960  
LOUISVILLE, KY 40290-1960

Service Address: 4920 Chenoweth Run Rd Ft

PRINTED ON RECYCLED PAPER  
Rev. 12.03.09

[REDACTED]

**GAS CHARGES**

<b>Rate Type: Residential Gas Service</b>		<b>Meter Reading Information</b>	
Basic Service Charge	12.50	Meter # [REDACTED]	
Gas Distribution Charge (\$0.22396 x 51 ccf)	11.42	Actual Reading on 3/22/12	792
Gas Supply Component (\$0.47423 x 51 ccf)	24.19	Previous Reading on 2/22/12	741
Weather Normalization Adjustment (\$0.22396 x 38.250 ccf)	8.57	<b>Current ccf Usage</b>	<b>51</b>
Gas DSM (\$0.02566 x 51.00 ccf)	1.31	Meter Multiplier	1
Home Energy Assistance Fund Charge	0.16	<b>Metered ccf Usage</b>	<b>51</b>
<b>Total Gas Charges</b>	<b>\$58.15</b>		

**OTHER CHARGES**

Late Payment Charge	8.37
Transferred Balance	243.09
<b>Total Other Charges Due</b>	<b>\$251.46</b>

**BILLING INFORMATION**

Late Charge to be Assessed 3 Days After Due Date	\$7.29
--	--------

**IMPORTANT INFORMATION**

**The power to save. It's in your hands.** The amount of electricity you consumed during this billing cycle resulted in the production of approximately 1,990 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 [www.lge-ku.com](http://www.lge-ku.com) for Smart Saver tips designed to help you better manage and lessen the environmental impact of your energy usage.

For a copy of your rate schedule, visit [www.lge-ku.com](http://www.lge-ku.com) or call our Customer Service Department.

If you use mail to submit your payment, please update your records to reflect the new address (located on the front of the bill stub) for our payment processing center. Remember, you can pay your bill online when you sign in or register your account at [my.lge-ku.com](http://my.lge-ku.com).

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

- Budget Plan
- I would like to enroll in Demand Conservation.
- Auto Pay (voided check must be provided). *Please note that any past due balance on your LG&E account will be debited from your bank account immediately upon enrollment in the Auto Pay program. To avoid unintended debits to your bank account, please make sure your LG&E account balance is current before enrolling in Auto Pay.*

**Please deduct my Auto Pay 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 Auto Pay 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.*



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
05/21/12	\$276.20

**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: STEVE N NICHOLS  
 Service Address: 4920 CHENOWETH RUN RD FT  
 LOUISVILLE KY  
 Date Notice Mailed: 05/11/12

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

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection:	276.20
Charges not subject to disconnection:	405.20
<b>Total Delinquent Amount Due:</b>	<b>\$276.20</b>

**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 telephone when you call 1-502-589-1444 and press 1-2-2-3. Payment can be made any time day or night with electronic check, debit or credit card.
- On-line at [my.lge-ku.com](http://my.lge-ku.com). Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fee may apply.)
- At one of our Authorized Payment Agent locations. (Please 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 your service is disconnected and you disagree with the reason of termination, call us at 1-502-589-1444.

Customer Service 1-502-589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
05/21/12	\$276.20	\$

OFFICE USE ONLY:  
MRU150000, G000000



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#413100916 1#  
STEVE N NICHOLS  
4920 CHENOWETH RUN RD  
LOUISVILLE KY 40299-4342

PRINTED ON RECYCLED PAPER  
Rev. 12/04/03

Service Address: 4920 CHENOWETH RUN RD FT







a PPL company

Customer Service:  
Telephone Payments:

1-502-589-1444 (Mon-Fri 7a.m. to 7p.m. ET)  
1-502-589-1444; 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)

Walk-in Center Hours:  
Online Customer Self-Service:

FINAL PAY DATE	DELINQUENT AMOUNT DUE
04/20/12	\$153.04

**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: STEVE N NICHOLS  
 Service Address: 4920 CHENOWETH RUN RD FT LOUISVILLE KY  
 Date Notice Mailed: 04/10/12

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

**DISCONNECTION NOTICE**

Payment required by the final payment date to avoid disconnection:	153.04
Charges not subject to disconnection:	405.20
<b>Total Delinquent Amount Due:</b>	<b>\$153.04</b>

**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 telephone when you call 1-502-589-1444 and press 1-2-2-3. Payment can be made any time day or night with electronic check, debit or credit card.
- On-line at [my.lge-ku.com](http://my.lge-ku.com). Payment can be made any time day or night with electronic check (no fee), debit or credit card (transaction fee may apply.)
- At one of our Authorized Payment Agent locations. (Please 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 your service is disconnected and you disagree with the reason of termination, call us at 1-502-589-1444.

Customer Service 1-502-589-1444

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Account Number
[REDACTED]

Final Pay Date	Delinquent Amount Due	Amount Enclosed
04/20/12	\$153.04	\$

OFFICE USE ONLY:  
MRU150000, G000000



PO BOX 9001960  
LOUISVILLE, KY 40290-1960

#410001268 3#  
STEVE N NICHOLS  
4920 CHENOWETH RUN RD  
LOUISVILLE KY 40299-4342

PRINTED ON RECYCLED PAPER  
Rev. 12.04.03

Service Address: 4920 CHENOWETH RUN RD FT



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

Steve N Nichols  
4920 Chenoweth Run Road  
Louisville, KENTUCKY 40299