

# Louisville Gas and Electric Company

P.S.C. Gas No. 12, Original Sheet No. 101

## Terms and Conditions Billing

### METER READINGS AND BILLS

As used in the entirety of this Tariff, "meter reading" and similar terms shall include data collected remotely from automated meter reading, automated meter infrastructure, advanced metering systems, and other electronic meter equipment or systems capable of delivering usage data to Company. A physical, manual reading of a meter is not required to constitute a "meter reading."

Each bill for utility service shall be issued in compliance with 807 KAR 5:006, Section 7.

All bills will be based upon meter readings made in accordance with Company's meter reading schedule. Company, except if prevented by reasons beyond its control, shall read customers meters at least quarterly, except that customer-read meters shall be read at least once during the calendar year.

In the case of opening and closing bills when the total period between regular and special meter readings is less than thirty days, the minimum charges of the applicable rate schedules will be prorated on the basis of the ratio of the actual number of days in such period to thirty days, unless an applicable rate schedule has a daily Basic Service Charge, in which case a full daily Basic Service Charge will be charged to a customer for each day or partial day during which the customer's account was open and served under that rate schedule.

N  
N  
N  
N

When Company is unable to read Customer's meter after reasonable effort, or when Company experiences circumstances which make actual meter readings impossible or impracticable, Customer may be billed on an estimated basis and the billing will be adjusted as necessary when the meter is read.

In the event Company's electric or gas meter fails to register properly by reason of damage, accident, etc., Company shall have the right to estimate Customer's consumption during the period of failure on the basis of such factors as Customer's connected load, heating degree days, and consumption during a previous corresponding period and during a test period immediately following replacement of the defective meter.

Where Company serves a customer with both electric and gas service at the same service location, Company will render a combined bill. However, a residential customer may request, and Company will render, separate bills under the following conditions: (1) Customer is being threatened with disconnection for non-payment or has already been disconnected for that reason and (2) Customer would be able to pay either the gas or electric portion of his bill and thus retain one service.

Bills are due and payable at the office of Company during business hours, or at other locations designated by Company, within sixteen (16) business days (no less than twenty-two (22) calendar days) from the date of rendition thereof. If full payment is not received by the due date of the bill, a late payment charge will be assessed on the current month's charges. Beginning October 1, 2010, residential customers who receive a pledge for or notice of low income energy

T

**DATE OF ISSUE:** May 14, 2019  
**DATE EFFECTIVE:** Effective with Service Rendered On And After May 1, 2019  
**ISSUED BY:** /s/ Robert M. Conroy, Vice President State Regulation and Rates Louisville, Kentucky  
**Issued by Authority of an Order of the Public Service Commission in Case No. 2018-00295 dated April 30, 2019**

**CANCELLED**  
July 1, 2021  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Gwen R. Pinson**  
Executive Director  
*Gwen R. Pinson*  
**EFFECTIVE 5/1/2019**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

# Louisville Gas and Electric Company

P.S.C. Gas No. 12, Original Sheet No. 101.1

**CANCELLED**

July 1, 2021

## Terms and Conditions Billing

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

### METER READINGS AND BILLS (continued)

assistance from an authorized agency will not be assessed or required to pay a late payment charge for the bill for which the pledge or notice is received, nor will they be assessed or required to pay a late payment charge in any of the eleven (11) months following receipt of such pledge or notice. There will be no adverse credit impact on the customer's payment and credit record, including credit scoring, both internally and externally, and the account will not be considered delinquent for any purpose if the Company receives the customer's payment within fifteen days after the date on which the Company issues the customer's bill.

T  
T

Failure to receive a bill does not exempt Customer from these provisions of Company's Terms and Conditions.

### READING OF SEPARATE METERS NOT COMBINED

For billing purposes, each meter upon Customer's premises will be considered separately and readings of two or more meters will not be combined except where Company's operating convenience requires the installation of two or more meters upon Customer's premises instead of one meter.

### CUSTOMER RATE MIGRATION

Unless otherwise specified in the applicable rate schedule or rider, a change from one rate to another will be effective with the first full billing period following a customer's request for such change or with a rate change mandated by changes in a customer's load. In cases where a change from one rate to another necessitates a change in metering, the change from one rate to another will be effective with the first full billing period following the meter change.

### MONITORING OF CUSTOMER USAGE

In order to detect unusual deviations in individual Customer consumption, Company will monitor the usage of each Customer at least once quarterly. In addition, Company may investigate usage deviations brought to its attention as a result of its ongoing meter reading or billing processor customer inquiry. Should an unusual deviation in the Customer's consumption be found which cannot be attributed to a readily identified cause, Company may perform a detailed analysis of the Customer's meter reading and billing records. If the cause for the usage deviation cannot be determined from analysis of the Customer's meter reading and billing records, Company may contact Customer by telephone or in writing to determine whether there have been changes such as different number of household members or work staff, additional or different appliances, changes in business volume, or known leaks in the Customer's service line. Where the deviation is not otherwise explained, Company will test Customer's meter to determine whether the results show the meter is within the limits allowed by 807 KAR 5:022, Section 8(3)(a)1, and Section 8(3)(b)1. Company will notify the customers of the investigation, its findings, and any refunds or back-billing in accordance with 807 KAR 5:006, Section 11(4) and (5).

**DATE OF ISSUE:** May 14, 2019

**DATE EFFECTIVE:** Effective with Service Rendered  
On And After May 1, 2019

**ISSUED BY:** /s/ Robert M. Conroy, Vice President  
State Regulation and Rates  
Louisville, Kentucky

**Issued by Authority of an Order of the  
Public Service Commission in Case No.  
2018-00295 dated April 30, 2019**

**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Gwen R. Pinson**  
Executive Director



**EFFECTIVE**

**5/1/2019**

**PURSUANT TO 807 KAR 5:011 SECTION 9 (1)**

# Louisville Gas and Electric Company

P.S.C. Gas No. 12, Original Sheet No. 101.2

## Terms and Conditions Billing

### RESALE OF GAS

Gas service furnished under Company's standard application or contract is for the use of Customer only and Customer shall not resell such gas to any other person, firm, or corporation on Customer's premises or for use on any other premises. This does not preclude Customer from allocating Company's billing to Customer to any other person, firm, or corporation provided the sum of such allocations does not exceed Company's billing.



**DATE OF ISSUE:** May 14, 2019

**DATE EFFECTIVE:** Effective with Service Rendered  
On And After January 1, 2013

**ISSUED BY:** /s/ Robert M. Conroy, Vice President  
State Regulation and Rates  
Louisville, Kentucky

Issued by Authority of an Order of the  
Public Service Commission in Case No.  
2012-00222 dated December 20, 2012

