

FEB. BILL
Back

Why would I wait until May - according to KU?
I was unhappy about the upward revision of my budget - as I live on V.A. compensation and SSD with no COLA for 2010 as well as this coming year.

TAXES AND FEES

Rate Increase For School Tax (3.000% x \$111.16)	3.33
Franchise Fee-Richmond (1.94% x \$111.16)	2.16
Total Taxes and Fees	\$5.49

BILLING INFORMATION

YOUR BUDGET AMOUNT HAS CHANGED

Energy use can change, often due to weather-related heating or cooling. Your account is reviewed periodically so your budget payment will reflect an average of your energy usage. This helps avoid a large account balance on your budget settlement month. Based on your actual consumption, your budget amount has been revised to \$67.00.

Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.

Franchise Fee: A pass-through of fees paid by the Company to municipalities for the right to serve customers located in those municipalities.

Actual billings to date	\$137.58
Budget Roll-In	\$0.00
Budget amount	\$0.00
Actual account balance after paying this bill	\$0.00
Budget settle month	February

This is the settlement month for your budget payment plan and the account balance is now due. Your budget payment will resume next month.

IMPORTANT INFORMATION

Our new customer information system now allows us to calculate your average energy usage and weather information based on the actual meter reading date. Previously, we had calculated your average usage and weather information based on the scheduled meter reading date; therefore, the amount displayed on the front of this bill as last year's information may differ from last year's bill.

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle result in the production of approximately 2,814 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 eon-us.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.eon-us.com or call our Customer Service Department.

Please make note of your new account number, which can be found on the front of your bill. Your old account number, 121114105-0 is no longer valid but is provided here for reference purposes only.

RECEIVED
DEC 28 2010
PUBLIC SERVICE
COMMISSION



Customer Service: 1-800-981-0600 Mon-Fri
 7AM-7PM(EST)
 Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
 Telephone Payments: (800) 807-3596
 www.eon-us.com

DUE DATE	AMOUNT DUE
03/15/10	\$10.42 CR

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

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	RICHARD A GENTNER
Service Address:	915 Villa Dr Apt 38
Next Read Will Occur:	03/31/10 - 04/07/10

Averages for Billing Period	This Year	Last Year
Average Temperature	29°	38°
Number of Days Billed	27	28
Electric/kwh per day	52.8	47.3

BILLING SUMMARY	
Previous Balance	137.58
Payment as of 03/02	(100.00)
Balance as of 03/02	37.58
Electric Charges	114.18
Taxes and Fees	5.63
Utility Charges as of 03/02	119.81
Other Charges	(115.00)
Budget Amount	67.00
Total Amount Due	(10.42)

Still in place for March. I paid actual in Feb

ELECTRIC CHARGES			
Rate Type: All Electric Residential Service		Meter Reading Information	
Customer Charge	5.00	Meter # C385731	
Energy Charge	91.67	Actual Reading on 03/01	100778
Other Charges For Above Rates		Previous Reading on 02/02	99351
Fuel Adjustment (\$0.00246 x 1427 kwh)	3.51	Current kwh Usage	1427
Electric DSM (\$0.00202 x 1427.00 kwh)	2.88	Meter Multiplier	1
Environmental Surcharge (10.640% x \$103.06)	10.97	Metered kwh Usage	1427
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$114.18		
OTHER CHARGES			
Security Deposit	-115.00		
Total Other Charges Due	\$-115.00		
TAXES AND FEES			
Rate Increase For School Tax (3.000% x \$114.03)	3.42		
Franchise Fee-Richmond (1.94% x \$114.03)	2.21		
Total Taxes and Fees	\$5.63		

Please see reverse side for additional charges. Bring entire bill when paying in person.
Customer Service 1-800-981-0600 **NO PAYMENT REQUIRED**

Account Number	Payment Due Date	Amount Due by Due Date	Amount Due 3 Days After Due Date	Winter Care Donation	Amount Enclosed
[REDACTED]	03/15/10	\$10.42 CR	\$0.00		\$*****

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

Home Phone (859) 623-3790
 OFFICE USE ONLY:
 MRU02231512, G000000
 P137.58
 PF.Y eB:P



#206011911 8#
 210021896 01 FP 0.414
 RICHARD A GENTNER
 P.O. BOX 1893
 RICHMOND KY 40476-1893

PO BOX 539013
 ATLANTA, GA 30353-9013



PRINTED ON RECYCLED PAPER
 Rev. 10/02/23

Service Address: 915 Villa Dr Apt 38



an eon company

Customer Service: 1-800-981-0600 Mon-Fri 7AM-7PM(EST)
Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
Telephone Payments: (800) 807-3596
www.eon-us.com

Table with 2 columns: DUE DATE, AMOUNT DUE. Row 1: 04/19/10, \$56.01

Please have your account number available when calling to discuss your account.

ACCOUNT INFORMATION table with fields: Account Number, Account Name: RICHARD A GENTNER, Service Address: 915 Villa Dr Apt 38, Next Read Will Occur: 04/30/10 - 05/06/10

BILLING SUMMARY table showing Previous Balance (10.42), Payment as of 04/05 (0.00), Balance as of 04/05 (10.42), Electric Charges (62.74), Taxes and Fees (3.09), Utility Charges as of 04/05 (65.83), Other Charges (0.57), Budget Amount (67.00), Total Amount Due (56.01)

Table comparing 'This Year' and 'Last Year' for Billing Period, Average Temperature, Number of Days Billed, and Electric/kwh per day.

ELECTRIC CHARGES table with sub-sections: Rate Type: All Electric Residential Service, Other Charges For Above Rates, Meter Reading Information, OTHER CHARGES, TAXES AND FEES.

Please see reverse side for additional charges.

Bring entire bill when paying in person.



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Customer Service: 1-800-981-0600 Mon-Fri
7AM-7PM(EST)
Walk-In Center Hours: Mon-Fri 8AM-5PM(EST)
Telephone Payments: (800) 807-3596

www.eon-us.com

DUE DATE	AMOUNT DUE
05/17/10	\$67.00

Please have your account number available when calling to discuss your account.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	RICHARD A GENTNER
Service Address:	915 Villa Dr Apt 38
Next Read Will Occur:	06/01/10 - 06/07/10

Averages for Billing Period	This Year	Last Year
Average Temperature	60°	56°
Number of Days Billed	33	29
Electric/kwh per day	14.6	22.3

BILLING SUMMARY	
Previous Balance	56.01
Payment as of 05/04	(56.01)
Balance as of 05/04	0.00
Electric Charges	38.24
Taxes and Fees	1.88
Utility Charges as of 05/04	40.12
Budget Amount	67.00
Total Amount Due	67.00

no balance starting why?

ELECTRIC CHARGES			
Rate Type: All Electric Residential Service		Meter Reading Information	
Customer Charge	5.00	Meter # C385731	
Energy Charge	31.03	Actual Reading on 05/03	2159
		Previous Reading on 03/31	1676
Other Charges For Above Rates		Current kwh Usage	483
Fuel Adjustment (\$0.00012 x 483 kwh)	0.06	Meter Multiplier	1
Electric DSM (\$0.00243 x 483.00 kwh)	1.17	Metered kwh Usage	483
Environmental Surcharge (2.240% x \$37.26)	0.83		
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$38.24		
TAXES AND FEES			
Rate Increase For School Tax (3.000% x \$38.09)	1.14		
Franchise Fee-Richmond (1.94% x \$38.09)	0.74		
Total Taxes and Fees	\$1.88		
BILLING INFORMATION			
Late Charge to be Assessed 3 Days After Due Date	\$3.35		
Environmental Surcharge: A monthly charge or credit passed on to customers to pay for the cost of pollution-control equipment needed to meet government-mandated air emission reduction requirements.			

Why is KU denying that the budget amount was removed? Here it is in Black & White? Therefore, late fees started accruing - this is totally unfair!

Please see reverse side for additional charges.

Bring entire bill when paying in person.

BILLING INFORMATION (cont)

Franchise Fee: A pass-through of fees paid by the Company to municipalities for the right to serve customers located in those municipalities.

Actual billings to date	\$225.76
Budget Roll-In	\$0.00
Budget payments received to date	\$0.00
Budget amount	\$67.00
Actual account balance after paying this bill	\$24.76
Budget settle month	February

Back of May Bill

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle result in the production of approximately 966 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 eon-us.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.eon-us.com or call our Customer Service Department.

As I said in my initial letter to the Public Service Comm., incompetence by the clerk in the Richmond office is outstanding. Please consider this in your determination.

RECEIPT 06/16/2010

Payment/Outgoing document: 110000973678

Date of entry: 06/16/2010
Time of entry: 09:55:22
Office location: 231
Cash desk: 01
CSR ID: E026613

Payment Type: Cash
Amount Tendered: \$40.00

Total Amount Tendered: \$40.00
Amount Paid: \$38.84
Change: \$1.16

Outstanding Balance: \$ 54.99

Account Number: [REDACTED]

RICHARD A GENTNER
P.O. Box 1893
RICHMOND, KY 40476-1893

Thank you for your payment.

Hub?
*Where did this come from?
I was 'caught up'
in May after
paying 56.01.*

Did you know you can pay your bill online at www.eon-us.com?
Pay electronically with your bank account at no additional charge.
Credit and debit card payments are subject to a small transaction fee.



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Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
Customer Service: 1-800-981-0600 (M-F, 7 a.m. to 7 p.m. EST)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. EST
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row 1: 06/15/10, \$93.83

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Table with 3 columns: Averages for Billing Period, This Year, Last Year. Rows: Average Temperature, Number of Days Billed, Electric/kwh per day

ACCOUNT INFORMATION table with 2 columns: Field Name, Value. Fields: Account Number, Account Name, Service Address, Next Read Will Occur

BILLING SUMMARY table with 2 columns: Description, Amount. Rows: Previous Balance, Payment(s) Received, Balance as of 6/3, Current Electric Charges, Current Taxes and Fees, Current Charges as of 6/3, Other Charges, Total Amount Due

ELECTRIC CHARGES table with 2 columns: Description, Amount. Rows: Rate Type, Customer Charge, Energy Charge, Other Charges For Above Rates, Total Electric Charges, Meter Reading Information, Current kwh Usage, Metered kwh Usage, OTHER CHARGES, Taxes and Fees

Please see reverse side for additional charges.

Customer Service 1-800-981-0600

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Table with 6 columns: Account Number, Payment Due Date, Pay This Amount, Pay This Amount 3 Days After Due Date, Winter Care Donation, Amount Enclosed

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

OFFICE USE ONLY: MRU02231512, G000000 P67.00 PF:Y eB:P



#215307492 3# 210020258 01 FP 0.414 RICHARD A GENTNER PO BOX 1893 RICHMOND KY 40476-1893

PO BOX 539013 ATLANTA, GA 30353-9013



Service Address: 915 Villa Dr Apt 38

PRINTED ON RECYCLED PAPER Rev. 10/05/02

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date	\$1.94
Actual billings to date	\$93.83
Budget Roll-In	\$0.00
Budget payments received to date	\$0.00
Budget amount	\$0.00
Actual account balance after paying this bill	\$0.00
Budget settle month	February

BUDGET REMOVAL
 You have been removed from the budget payment plan and returned to the regular billing method.

IMPORTANT INFORMATION

The power to save. It's in your hands. The amount of electricity you consumed during this billing cycle result in the production of approximately 872 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 eon-us.com for 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.eon-us.com or call our Customer Service Department.

As I stated - they waited until June for removal. There is no excuse for this to have happened.

I hate fees and other monies supposedly owed should not be placed upon any customer, especially those whom only receive money at the beginning of every month. I and my wife are on disability through no fault of our own.

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 note that any past due balance on your KU account will be debited from your bank account immediately upon enrollment in the ABC program. To avoid unintended debits to your bank account, please make sure your KU account balance is current before enrolling in ABC.*

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

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

Signature: _____

Date: _____





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See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
Customer Service: 1-800-981-0600 (M-F, 7 a.m. to 7 p.m. EST)
Walk-in Center: Open Mon-Fri 8 a.m. to 5 p.m. EST
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row 1: 07/19/10, \$114.93

ACCOUNT INFORMATION table with fields: Account Number, Account Name: RICHARD A GENTNER, Service Address: 915 Villa Dr Apt 38, Next Read Will Occur: 07/30/10 - 08/05/10

Table comparing averages for This Year and Last Year: Average Temperature (76 vs 73), Number of Days Billed (34 vs 32), Electric/kwh per day (20.1 vs 18.0)

BILLING SUMMARY table: Previous Balance 93.83, Payment(s) Received 6/4 - 7/7 -38.84, Balance as of 7/7 54.99, Current Electric Charges 55.28, Current Taxes and Fees 2.72, Current Charges as of 7/7 58.00, Other Charges 1.94, Total Amount Due 114.93

I have been paying actual use only since June.

ELECTRIC CHARGES table: Rate Type: All Electric Residential Service, Customer Charge 5.00, Energy Charge 43.94, Other Charges For Above Rates (Fuel Adjustment, Electric DSM, Environmental Surcharge, Home Energy Assistance Fund Charge), Total Electric Charges \$55.28

Thank you for taking the time to consider all facts for which

OTHER CHARGES table: Late Payment Charge 1.94, Total Other Charges Due \$1.94

I have proven my case - Richard Gentner

Please see reverse side for additional charges.



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Online Customer Self-Service: www.eon-us.com (24 hours a day)
 Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
 Customer Service: 1-800-981-0600 (M-F, 7 a.m. to 7 p.m. ET)
 Walk-In Center Hours: Mon-Fri 8a.m. to 5p.m. ET

DUE DATE	Pay This Amount
08/17/10	\$110.38

See the "Billing Information" section for details about the pending pledge/payment, late payment charges and service disconnection.

Averages for Billing Period	This Year	Last Year
Average Temperature	79°	73°
Number of Days Billed	28	34
Electric/kwh per day	20.9	15.8

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	RICHARD A GENTNER
Service Address:	915 Villa Dr Apt 38
Next Read Will Occur:	08/31/10 - 09/07/10
Date Bill Mailed:	08/05/10

BILLING SUMMARY	
Previous Balance	114.93
Payment(s) Received 7/8 - 8/5	-59.93
Balance as of 8/5	55.00
Current Electric Charges	50.01
Current Taxes and Fees	2.47
Current Charges as of 8/5	52.48
Other Charges (See Other Charges Box)	2.90
Total Amount Due	110.38

ELECTRIC CHARGES			
Rate Type: Residential Service - All Electric		Meter Reading Information	
Basic Service Charge	5.37	Meter # C385731	
Energy Charge	37.95	Actual Reading on 8/3/10	3866
Other Charges For Above Rates		Previous Reading on 7/6/10	3279
Fuel Adjustment (\$0.00538 x 587 kwh)	3.16	Current kwh Usage	587
Electric DSM (\$0.00214 x 587.00 kwh)	1.26	Meter Multiplier	1
Environmental Surcharge (4.440% x \$47.74)	2.12	Metered kwh Usage	587
Home Energy Assistance Fund Charge	0.15		
Total Electric Charges	\$50.01		
OTHER CHARGES			
Late Payment Charge	2.90		
Total Other Charges Due	\$2.90		

Please see reverse side for additional charges.



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Telephone Payments: 1-800-807-3596 (24 hours a day, \$2.95 fee)
Customer Service: 1-800-981-0600 (M-F, 7 a.m. to 7 p.m. ET)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row 1: 09/13/10, \$183.47

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

Table with 3 columns: Billing Period, This Year, Last Year. Rows: Average Temperature, Number of Days Billed, Electric/kwh per day

ACCOUNT INFORMATION table with fields: Account Number, Account Name, Service Address, Next Read Will Occur, Date Bill Mailed

BILLING SUMMARY table with fields: Previous Balance, Payment(s) Received, Balance as of, Current Electric Charges, Current Taxes and Fees, Current Charges as of, Other Charges, Total Amount Due

ELECTRIC CHARGES

Table with 2 columns: Rate Type: Residential Service - All Electric, Meter Reading Information. Rows: Basic Service Charge, Energy Charge, Other Charges For Above Rates, Fuel Adjustment, Electric DSM, Environmental Surcharge, Home Energy Assistance Fund Charge, Total Electric Charges

OTHER CHARGES

Table with 2 columns: Charge Description, Amount. Rows: Late Payment Charge, Total Other Charges Due

Please see reverse side for additional charges.

Customer Service 1-800-981-0600

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Table with 6 columns: Account Number, Payment Due Date, Pay This Amount, Pay This Amount 3 Days After Due Date, Winter Care Donation, Amount Enclosed

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

OFFICE USE ONLY: MRU02231512, G000000 P110.38 PF:Y eB:P



#224302213 0# 210016115 01 AT 0.357 RICHARD A GENTNER PO BOX 1893 RICHMOND KY 40476-1893

PO BOX 539013 ATLANTA, GA 30353-9013



Service Address: 915 Villa Dr Apt 38

TAXES AND FEES

Rate Increase For School Tax (3.000% x \$67.00)	2.01
Franchise Fee-Richmond (1.94% x \$67.00)	1.30
Total Taxes and Fees	\$3.31

BILLING INFORMATION

Late Charge to be Assessed 3 Days After Due Date ~~_____~~ **\$3.52**

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 1,524 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.eon-us.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.eon-us.com or call our Customer Service Department.

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 note that any past due balance on your KU account will be debited from your bank account immediately upon enrollment in the ABC program. To avoid unintended debits to your bank account, please make sure your KU account balance is current before enrolling in ABC.*

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

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

Signature: _____

Date: _____





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Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
Customer Service: 1-800-981-0600 (M-F, 7 a.m. to 7 p.m. ET)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.eon-us.com (24 hours a day)

Table with 2 columns: DUE DATE, Pay This Amount. Row 1: 10/13/10, \$98.34

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

ACCOUNT INFORMATION table with fields: Account Number, Account Name, Service Address, Next Read Will Occur, Date Bill Mailed.

Table comparing averages for This Year and Last Year: Average Temperature, Number of Days Billed, Electric/kwh per day.

BILLING SUMMARY table showing Previous Balance, Payment(s) Received, Balance as of 10/1, Current Electric Charges, Current Taxes and Fees, Current Charges as of 10/1, Other Charges, Total Amount Due.

ELECTRIC CHARGES

Table for Electric Charges including Rate Type, Basic Service Charge, Energy Charge, Other Charges For Above Rates, Fuel Adjustment, Electric DSM, Environmental Surcharge, Home Energy Assistance Fund Charge, Total Electric Charges, and Meter Reading Information.

OTHER CHARGES

Table for Other Charges including Late Payment Charge and Total Other Charges Due.

Please see reverse side for additional charges.

Customer Service 1-800-981-0600

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

Table for payment information with columns: Account Number, Payment Due Date, Pay This Amount, Pay This Amount 3 Days After Due Date, Winter Care Donation, Amount Enclosed.

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

OFFICE USE ONLY: MRU02231512, G000000 P183.47 PF:Y eB:P



#227311000 3# 210015437 01 AT 0.357 RICHARD A GENTNER PO BOX 1893 RICHMOND KY 40476-1893

PO BOX 539013 ATLANTA, GA 30353-9013





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Telephone Payments: 1-800-807-3596 (24 hours a day; \$2.95 fee)
Customer Service: 1-800-981-0600 (M-F, 7 a.m. to 7 p.m. ET)
Walk-In Center: Open Mon-Fri 8 a.m. to 5 p.m. ET
Online Customer Self-Service: www.eon-us.com (24 hours a day)

DUE DATE	Pay This Amount
11/15/10	\$95.64

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	60°	53°
Number of Days Billed	29	29
Electric/kwh per day	14.2	15.9

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Account Name:	RICHARD A GENTNER
Service Address:	915 Villa Dr Apt 38
Next Read Will Occur:	11/30/10 - 12/06/10
Date Bill Mailed:	11/01/10

BILLING SUMMARY	
Previous Balance	98.34
Payment(s) Received 10/2 - 11/1	-46.45
Balance as of 11/1	51.89
Current Electric Charges	39.49
Current Taxes and Fees	1.94
Current Charges as of 11/1	41.43
Other Charges (See Other Charges Box)	2.32
Total Amount Due	95.64

ELECTRIC CHARGES		
Rate Type: Residential Service - All Electric		
Basic Service Charge	8.50	Meter Reading Information
Energy Charge (\$0.06805 x 413.00 kwh)	28.10	
Other Charges For Above Rates		Meter # C385731
Fuel Adjustment (\$0.00142 x 413 kwh)	0.59	Actual Reading on 10/29/10 5535
Electric DSM (\$0.00214 x 413.00 kwh)	0.88	Previous Reading on 9/30/10 5122
Environmental Surcharge (3.340% x \$38.07)	1.27	Current kwh Usage 413
Home Energy Assistance Fund Charge	0.15	Meter Multiplier 1
Total Electric Charges	\$39.49	Metered kwh Usage 413
OTHER CHARGES		
Late Payment Charge	2.32	
Total Other Charges Due	\$2.32	

Please see back of bill for additional charges.



an *e-on* company

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

Kentucky Utilities Company
State Regulation and Rates
220 West Main Street
PO Box 32010
Louisville, Kentucky 40232
www.lge-ku.com

Rick E. Lovekamp
Manager – Regulatory Affairs
T 502-627-3780
F 502-627-3213
rick.lovekamp@lge-ku.com

November 29, 2010

**RE: *RICHARD A. GENTNER COMPLAINANT V. KENTUCKY
UTILITIES COMPANY DEFENDANT***
Case No. 2010-00438

Dear Mr. DeRouen:

Enclosed please find an original and ten (10) copies of the Answer of Kentucky Utilities Company Complaint of Richard A. Gentner in the above-referenced docket.

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:

RICHARD A. GENTNER)	
)	
COMPLAINANT)	
)	
v.)	CASE NO.
)	2010-00438
KENTUCKY UTILITIES)	
COMPANY)	
)	
)	
DEFENDANT)	

* * * * *

ANSWER OF
KENTUCKY UTILITIES COMPANY

In accordance with the Kentucky Public Service Commission’s (“Commission”) Order of November 18, 2010 in the above-captioned proceeding, Kentucky Utilities Company (“KU” or the “Company”) respectfully submits this Answer to the Complaint of Richard A. Gentner (“Mr. Gentner”) filed on November 4, 2010. In support of its Answer, and in response to the specific averments contained in said Complaint, KU states as follows:

1. KU admits the allegations contained in paragraph (a) of the Complaint, on information and belief.

2. With regard to the allegations contained in paragraph (b) of the Complaint, KU states that its primary business address is One Quality Street, Lexington, Kentucky 40507.

3. With regard to the allegations contained in paragraph (c) of the Complaint, KU states as follows:

a. As to the statement that “[o]n or about Feb. 8, 2010, I went to KU & asked to be taken off the ‘budget’ program as my rate rose from \$58.00 monthly to \$67.00. They said it would go into the computer as Feb. was my budget settle month. This never happened until June; all the while, late fees & budget amounts have accumulated,” LG&E affirmatively states that the notes on this account do not reflect a request to be removed from budget billing in February, 2010. According to the Company’s records, Mr. Gentner visited a KU business office on May 6, 2010, and requested to be removed from the budget billing program. Mr. Gentner’s account was removed from the budget billing program on that day.

b. With regard to the averment that “I have made numerous calls; no one “knows why it took so long to remove me from budget.” I have been paying actual usage every month,” KU affirmatively states that KU cannot locate any record of a request from Mr. Gentner to be removed from budget billing in February 2010. KU further states in some months Mr. Gentner paid his budget billing amount, some months he paid his actual usage amount, and in some months he paid a different amount. Because February was Mr. Gentner’s settlement month, he was billed for his actual consumption (\$116.80, including taxes and fees, plus \$13.38 for the true-up). At that time, his monthly budget payment amount was adjusted to \$67.00. Further, Mr. Gentner

was billed less on budget billing during the time period from March through May than he would have been billed had he actually been removed from budget billing in February 2010.

<u>Bill Due Date</u>	<u>Budget Amount Due</u>	<u>Actual Utility Charges</u>
03-15-2010	\$67.00	\$119.81
04-19-2010	\$67.00	\$65.83
05-17-2010	\$67.00	\$40.12

To further demonstrate this fact, after his account was removed from budget billing in May, he was charged \$24.76 to true up the difference between the amount he was billed while on budget billing and the amount he actually owed.

c. With regard to Mr. Gentner's request for relief that "these late fees and budget amounts be removed due to KU's incompetence as I asked to be relieved from 'budget account' in a timely fashion," KU states that Mr. Gentner was not assessed any late charges for the time period between March and May, 2010 due to the fact that his account was credited \$115.00 in March when his deposit was refunded. Removing Mr. Gentner from the budget billing program did not adversely impact Mr. Gentner.

4. KU denies all allegations contained in the Complaint which are not expressly admitted in the foregoing paragraphs of this Answer.

FIRST AFFIRMATIVE DEFENSE

The Complaint, or parts of it, fails to set forth any claim upon which relief can be granted by this Commission and, therefore should be dismissed.

SECOND AFFIRMATIVE DEFENSE

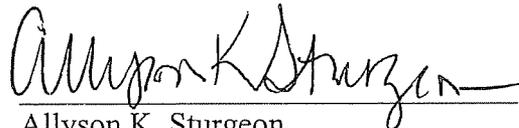
The Complainant has failed to set forth a *prima facie* case that KU has violated its tariff or any statute or Commission regulation, and the Complaint should be dismissed for that reason.

WHEREFORE, for all of the reasons set forth above, Kentucky Utilities Company respectfully requests:

- (1) that the Complaint herein be dismissed without further action taken by the Commission;
- (2) that this matter be closed on the Commission's docket; and
- (3) that KU be afforded any and all other relief to which it may be entitled.

Dated: November 29, 2010

Respectfully submitted,



Allyson K. Sturgeon
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LG&E and KU Services LLC
220 West Main Street
Louisville, Kentucky 40202
(502) 627-2088

Counsel for Kentucky Utilities Company

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following on the 29th day of November, 2010, U.S. mail, postage prepaid:

Mr. Richard A. Gentner
P.O. Box 1893
Richmond, Kentucky 40476


Counsel for Kentucky Utilities Company