

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TERRI MAXINE HURLEY)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2025-00058
)	
KENTUCKY POWER COMPANY)	
)	
DEFENDANT)	

COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION
TO KENTUCKY POWER COMPANY

Kentucky Power Company (Kentucky Power), pursuant to 807 KAR 5:001, shall file with the Commission an electronic version of the following information. The information requested is due no later than February 23, 2026. The Commission directs Kentucky Power to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

Each response shall include the question to which the response is made and shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission ordered that for case filings made on and after March 16, 2020, filers are NOT required to file the original physical copies of the filings required by 807 KAR 5:001, Section 8).

governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Kentucky Power shall make timely amendment to any prior response if Kentucky Power obtains information that indicates the response was incorrect or incomplete when made or, though correct or complete when made, is now incorrect or incomplete in any material respect.

For any request to which Kentucky Power fails or refuses to furnish all or part of the requested information, Kentucky Power shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied and scanned material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When filing a paper containing personal information, Kentucky Power shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Provide copies of all communications between Kentucky Power and the residents at 1834 Rockhouse Rd., Phelps, Kentucky 41553 (service address), including but not limited to email messages, written communications, and notes of telephonic or

other oral communications concerning service, billing, payment plans and any written notice of involuntary termination of service from July 2024 to present.

2. Provide documentation and field logs of all on-site visits, made by Kentucky Power personnel to the service address from July 1, 2024 until present. Explain the purpose of each on-site visit and identify all individuals involved.

3. Refer to Kentucky Power's response to the Commission's October 2, 2025 Order and Motion to Dismiss, page 2 regarding the testing and replacement of the meter at the service location. Provide all inspection reports and records of testing performed on the meter.

4. Provide all customer usage and monthly billing statements from the service address beginning and from July 2023 to present.

5. State if the accuracy of the meter at the service address was impacted when it failed to transmit a radio frequency reading beginning in July 2024 and explain how the usage data that was not transmitted during that time was recorded.

6. Submit all other information that Kentucky Power deems relevant to matters raised in Terri Maxine Hurley's complaint.



Linda C. Bridwell, PE
Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601-8294

DATED FEB 05 2026

cc: Parties of Record

*Terri M. Hurley
1834 Rockhouse Road
Phelps, KY 41553

*Kentucky Power Company
1645 Winchester Avenue
Ashland, KY 41101