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## NEWS RELEASE

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# **PSC Asks Utility Customers for Ice Storm Information**

*Online survey available at [psc.ky.gov](http://psc.ky.gov)*

FRANKFORT, Ky. (June 10, 2009) – As part of its review of utility performance during the January 2009 ice storm, the Kentucky Public Service Commission (PSC) is asking affected customers for information about their experiences during the disaster.

An online survey is now available on the PSC Web site at [psc.ky.gov/survey](http://psc.ky.gov/survey).

“We already have collected an enormous amount of information from utilities, local governments and from the many customers who contacted the PSC during and after the ice storm,” PSC Chairman David Armstrong said. “This survey is intended to answer some specific questions and to give utility customers another opportunity to share their concerns.”

The survey will be available online through July 31.

The PSC is reviewing the performance of utilities affected by the ice storm, as well as those hit by Hurricane Ike in September 2008. Because most of the issues the PSC is examining arose during both events, the two reviews are being combined.

Issues under review include design standards for electric lines, vegetation management around electric lines, burial of electric lines, utility company emergency preparedness and response, communication with customers and public information efforts.

A report detailing the PSC’s findings and recommendations is expected this fall.

“The ice storm and Hurricane Ike produced the two largest utility outages in Kentucky history,” Armstrong said. “So it is not surprising that they have led to one of the most extensive information gathering and analysis efforts ever undertaken by the PSC.

“There are important lessons we will take away from these two events,” he said. “We must put them to use so that we are better prepared whenever another disaster of this magnitude strikes our state.”

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Participants in the survey must provide an e-mail address and their city and county of residence. Providing a name and phone number is optional, but necessary if a customer wants to be contacted by the PSC to follow up on their response.

The survey covers the following topics:

- The duration of outages for each utility serving the customer.
- The cause or causes of any electric outage, if known to the customer.
- Any cost borne by the customer to repair damage to the electric service connection.
- Customer experiences in attempting to contact utility companies during the outage.
- Household emergency preparedness.
- Availability and sources of information for power restoration, public health, safety and other key issues.
- Any additional comments customers may wish to provide.

Anyone without Web access who wishes to submit written comments can mail them to the PSC at P.O. Box 615, Frankfort, KY 40602 or fax them to 502-564-9625.

The PSC is an independent agency attached for administrative purposes to the Energy and Environment Cabinet. It regulates more than 1,500 gas, water, sewer, electric and telecommunication utilities operating in Kentucky and has approximately 100 employees.

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**Audio actualities (two clips) are available at:**

**[http://psc.ky.gov/agencies/psc/press/062009/ice\\_survey\\_actuality\\_6-10-09.mp3](http://psc.ky.gov/agencies/psc/press/062009/ice_survey_actuality_6-10-09.mp3)**