

<b>Date</b>	<b>Event/Location</b>	<b># of Customers</b>
2/8/2017	Customer Workshop - Hazard, KY	34
2/9/2017	Customer Workshop - Prestonsburg, KY	10
2/13/2017	Customer Workshop - Ashland, KY	11
3/23/2017	Customer Workshop - Grayson KY	0
4/4/2017	Customer Workshop - Louisa KY	2
4/8/2017	Customer Workshop - Leslie County	12
4/6/2017	Customer Workshop - Pikeville, KY	10
4/18/2017	Customer Workshop - Inez, KY - Martin Co.	2
4/24/2017	Customer Workshop - Letcher County	21
4/12/2017	DSM Outreach Carter Co. - incorporating Forestry, Customer Service and Management	344
5/9/2017	DSM Outreach Jackson KY - incorporating Forestry, Customer Service and Management	367
6/15/2017	DSM Outreach Elkhorn City KY - incorporating Forestry, Customer Service and Management	431
7/12/2017	DSM Outreach South Shore, KY - incorporating Forestry, Customer Service and Management	255

Outreach workshops were set up across Kentucky Power's service territory to provide customers the opportunity to come and discuss any issues or concerns. Specifically, stations were set up for Regulatory, Forestry, Reliability, Customer Service, Billing and Energy Efficiency. Literature provided was on how to sign up for Mobile Alerts, What's on My Bill, and Ways You Can Conserve Energy and Save Money. Documentation of the customer concerns is not available. The sessions were set up as stations you visit to get your questions answered. A total of 38 employees participated with no fewer than 12 employees at any single event. Kentucky Power hosted 9 total with 3 being in each district. Due to low customer turnouts, we began to incorporate Forestry, Customer Service and a member of Management to each of the DSM Energy Efficiency Community Outreach events where we provided Energy Efficiency kits to customers. This allowed us to speak with many of the attendees, on any concern the customer had. These events have been held across our Territory as follows.

# WHAT'S ON MY BILL?

An explanation of line items on Kentucky Power bills  
as authorized by the Kentucky Public Service Commission

- **Fuel Adjustment Clause (FAC) – Fuel Adj.**

The FAC is a charge/credit for the actual cost of fuel (coal or natural gas) used to generate or purchase electricity. Kentucky Power does not make a profit on its fuel costs as it simply recovers dollar for dollar the costs of purchasing fuel to power its plants. The charge/credit varies monthly due to the changes in the price of fuel or transportation.

- **Demand side management (DSM) – DSM Adj.**

The DSM rider is designed to recover specific expenses and lost revenue associated with conservation and energy efficiency programs. This tariff is customer class specific. For example, residential program expenses are only recovered from the residential rate class. Current DSM programs are for residential and commercial customers only.

- **Home Energy Assistance Program (HEAP) – Residential HEAP**

HEAP is designed to collect \$0.15 per month from every residential account to help other residential customers who need assistance in paying their bills. Kentucky Power matches all funds collected from customers.

- **Kentucky Economic Development Surcharge (KEDS)**

KEDS is designed to collect \$0.15 per month from every account to help fund economic development-oriented projects and programs only. The company matches all funds collected from customers to generate \$600,000 a year to reinvest in the community.

- **Capacity Charge (CC)**

This charge allows for supplemental capacity payments outside of base rates to be recovered for the Rockport generating facilities through 2022.

- **Big Sandy 1 Operation Rider (BS1OR)**

The rider is designed to recover the non-fuel operational costs associated with Big Sandy Unit 1, including the capital associated with the unit gas conversion.

- **Big Sandy Retirement Rider (BSRR)**

The result of a Settlement Agreement / KPSC Order dated October 7, 2013, in Case No. 2012-00578, the BSRR is designed to recover all remaining costs and expenses associated with the closure of Big Sandy Unit 2 and retirement of coal-related assets from Big Sandy Unit 1.

- **Environmental Surcharge (ES) - Environmental Adj.**  
The ES rider is designed to recover specific expenses associated with projects to comply with environmental regulations mandated by the Environmental Protection Agency (EPA) and for certain environmental costs above those recovered in base rates.
- **Purchased Power Adjustment (PPA)**  
The PPA is a charge/credit to recover the actual cost of purchased power that is not otherwise recoverable in the FAC. Kentucky Power does not make a profit on its purchased power as it simply recovers dollar for dollar the costs of purchasing power to supply to its customers. The charge/credit varies monthly based on the volume of purchased power. The only costs now recovered through the PPA are costs associated with purchased power during forced outages at company generating facilities.
- **Green Pricing Option Rider**  
This rider is designed for customers wishing to purchase Renewable Energy Credits (green power) in lieu of fossil-generated energy. The customer may purchase a minimum of 1 block (100 kWh) up to a maximum of 500 blocks per month.
- **Alternate Feed Service Rider**  
This rider is associated with a premium service offering designed for specific customers wanting a redundant distribution service for enhanced reliability. It is provided through a redundant distribution line and distribution station transformer.

Customers with questions can call our Customer Operations Center toll-free at **1-800-572-1113**. In addition, a copy of these line items is posted on the company website: [kentuckypower.com/account/bills/rates/](http://kentuckypower.com/account/bills/rates/).

A copy of the rates also is available at: Kentucky Public Service Commission, 211 Sower Blvd., Frankfort, KY 40601.



*A unit of American Electric Power*

# WAYS YOU CAN CONSERVE ENERGY AND SAVE MONEY: A KENTUCKY POWER CHECKLIST

From inefficient appliances to more people using your electricity, there are several reasons your bill may not be what you expected. Use the checklist below to find potential ways you can save energy and lower your electric bill.

## HEATING

- Check ductwork for air leaks.
- Consider lowering thermostat a degree or two.
- If you have a heat pump:
  - » Try to keep the thermostat at a constant setting.
  - » Make sure it's working properly and that it is not set on auxiliary or emergency heat.
  - » If you must increase the temperature, do it one degree at time to avoid operating the auxiliary emergency heat.
  - » Have your heat pump serviced if frost constantly stays on the outside of the unit.
- Change air duct filters monthly or every 3 months.

## STRUCTURE OF YOUR HOME

- Check for drafts or leaks in home. If found, seal and insulate the leaks.
  - » KentuckyPower.com has details on incentives to add insulation.
- Check for broken windows or cracks around windows or doors. If found, seal and insulate the areas.
  - » Call our Energy Saving Home Evaluation program at 1-866-225-0686 to let us assist you.
- Check each heating vent for good air flow.
- Check that furniture is not blocking heating vents.
- Check around window air conditioners for leaks and insulate around them.
- If you have a fireplace, make sure damper is closed off correctly when not in use.
- Check for insulation at entrance to attic inside home and/or around recessed lighting.
- Consider only using electric space heaters or bathroom heaters in occupied rooms. They use a lot of electricity.

## WELL PUMP

- Check well pump via switchbox.
  - » Throw all breakers in your switchbox except the well pump — the electric meter should not move. If the meter moves, and you aren't using water at the time, you may have a problem.
- Check to make sure there are no broken water lines causing the water pump to run constantly.

## WATER HEATER

- Check water heater via switchbox.
  - » Throw all the breakers in the switchbox except for the breaker for the water heater — the electric meter should not move. If the meter moves, you may have a problem such as a bad ground down in the water or a bad element.
- Check if your water heater is in a heated area of your home.
  - » If it is not in a heated area, install insulation wrap around water heater and hot water line.
  - » Call 1-866-225-0686 to ask about our whole house energy audit and technicians will install it for free.
- Make sure water heater is set on 120 degrees.
- Consider putting a timer on your water heater.
- Check for broken water lines that may cause the water heater to run longer.

## LIGHTING

- Switch to more efficient LED bulbs.
  - » Five 60-watt bulbs use 300 watts—equal to 1/4 of a running electric heater, while five 9-watt LEDs use just over 40 watts.

## APPLIANCES + PLUG-INS

- Have your refrigerator or freezer serviced if it is kicking on and off.
- Consider replacing an old refrigerator or freezer. Recycle it through our appliance recycling program and receive a \$50 cash incentive.
- If you have a freezer or refrigerator located outside, in a shed or in an unheated garage, consider moving it inside your home
  - » If left in a cold area, refrigerators and freezers can malfunction and run all the time.
- Check your clothes dryer for proper venting if clothes are taking longer to dry. Clean lint filter after every use.
- Consider unplugging things you don't use often, such as game systems or anything with a remote.
- Unplug phone cell phone chargers when not in use.

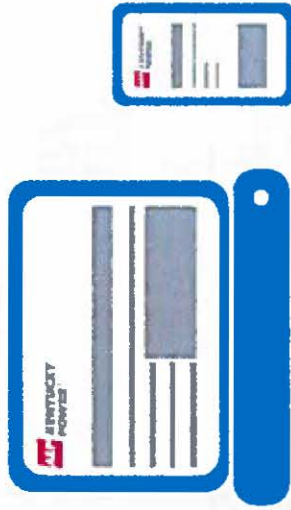
FOR ANY QUESTIONS ABOUT BILLING OR  
CONSERVING ENERGY, PLEASE CONTACT  
KENTUCKY POWER AT 1-800-572-1113.





# How to sign up for outage alerts

Get emails or text messages when a power outage affects your area.



Name@email.com

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LOGIN

- 1 Go to KentuckyPower.com/alerts on your desktop PC or mobile device.
- 2 Under Subscribe to Alerts, log in to your account. If you do not have a login, click Register.



- 3 Under Power Outage Alerts, mark the check boxes to indicate how you would like to receive the alerts (by phone, email or both).
- 4 Hit Submit to save your alerts subscription.



Visit KentuckyPower.com/alerts to enroll in power outage alerts. Log in to your account to sign up and set your notification preferences.