

RECEIVED

JUN 2 3 2015

PUBLIC SERVICE

421 West Main Street Frankfort, KY 40601 [502] 223-3477 [502] 223-4124 Fax

June 23, 2015

COMMISSION

Mark R. Overstreet (502) 209-1219 (502) 223-4387 FAX moverstreet@stites.com

#### HAND DELIVERED

Jeff R. Derouen **Executive Director** Public Service Commission 211 Sower Boulevard P.O. Box 615 Frankfort, KY 40602-0615

> RE: Case No. 2015-00136

Dear Derouen:

Please find and accept for filing in accordance with the Commission's Order the original and five copies of the Company's responses to Staff's May 27, 2015 data requests. Also being filed is the Company's motion for confidential treatment of the Morrisons' personal and confidential billing information that is contained in certain of the responses.

A copy of the redacted and unredacted responses is being served on the Morrisons along with a copy of this letter.

Please do not hesitate to contact me if you have any further questions.

Very truly yours.

Mark R. Overstreet

MRO

Mr. and Mrs. Morrison cc:

# COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

# RECEIVED

JUN 2 3.2015

In the Matter of:

PUBLIC SERVICE
COMMISSION

COMPLAINANT	)
v.	) ) Case No. 2015-00136
KENTUCKY POWER COMPANY	)
DEFENDANT	)

**Kentucky Power Company Responses** 

to Commission Staff's First Set of Data Requests

## VERIFICATION

The undersigned, John A. Rogness III, being duly sworn, deposes and says he is the Director Regulatory Services for Kentucky Power, that he has personal knowledge of the matters set forth in the forgoing responses for which he is the identified witness and that the information contained therein is true and correct to the best of his/her information, knowledge and belief.

	John A. Roghess-III
COMMONWEALTH OF KENTUCKY	) ) Case No. 2015-00136
COUNTY OF FRANKLIN	)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by John A. Rogness III, this the 22 day of June, 2015.

My Commission Expires: January 23,2017

Hotary Public Kasquist

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 1 Page 1 of 1

# **Kentucky Power Company**

## REQUEST

Provide copies of monthly statements that reflect usage and charges for combined electric/outdoor lighting service at 440 31<sup>st</sup> Street, Ashland, Kentucky, from April 2010 to April 2015.

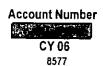
#### RESPONSE

Please see KPSC\_1\_1\_Attachment1\_Confidential.pdf for copies of monthly billing statements for the 12 month period of May 6, 2014 through May 6, 2015. Please note, Kentucky Power retains copies of statements for 12 months only and thus the Company does not have copies of monthly statements for the period billing period of April 2010 to April 2014. Also provided as part of the response is an account billing history that reflects both the monthly charges and kWh's for the Metered Service and the dusk to dawn light from 2010 to the current billing month.

WITNESS: John A Rogness









Due May 26, Add \$8.00 After Jun 8

Amount Enclosed

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 1 of 34

DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Make Check Payable and Send To-KENTUCKY POWER COMPANY PO BOX 24410 CANTON OH 44701-4410

ըիցնելելիիվիկյիցիույներըեկնինիգիրերելել

#### 000016000000168000100000000000 0705080600690000

Please tear on dotted line

Service Address: **DOUGLAS MORRISON** 440 31ST ST **ASHLAND, KY 41101-2069** 

Questions About Bill or Service, Call: 1-800-572-1113

Pay By Phone: 1-800-611-0964

CO Messages

Your Budget Anniversary month is July.

Recycle your old working refrigerator or freezer with us, today. We will pick it up for no additional charge and you will receive a \$50 rebate from the comfort of your easy chair. To schedule your pick-up today, call 844.685.7459 or visit KentuckyPower.com/recycle.

Register for online services at www.KentuckyPower.com, Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much

Return top portion with your payment

Rate raini. Residential Se	ervice-u 15	Page 1 of 2
Account Number	Total Amount Due	Due Date
Ball and Ball	574 P. S.	May 26, 2015
Meter Number	Cycle-Route	Bill Date
532286713	06-51	May 7, 2015

Previous Charges: Total Amount Due At Last Billing \$ Payment 05/06/15 - Thank You Previous Balance Due Accumulated Budget Balance **Total Previous Balance** 

Current KPCO Charges: Tariff 015 - Residential Service 05/06/15

Rate Billing

Fuel Adj @ 0.0054600- Per KWH DSM Adj @ 0.0003830 Per KWH

Residential HEAP @ \$0.15 Capacity Charge @ 0.0009700 Per KWH

Asset Transfer Rider 0.4772000% School Tax

Franchise Tax

**Current Electric Charges Due** 

Current Budget Amount Due

**Total Account Balance** 

\$

#### **Total Amount Due**

Due May 26, Add \$8.00 After Jun 8

Meter	Service	Period		Meter Read	ding Detail	
Number	From	To	Previous	Code	Current	Code
532286713	04/08	05/06		Actual		Actua
Multiplier	1.0000		M	etered Usa	e Pressy	<del>'</del>

Visit us at www.KentuckyPower.com s available on request ther side for Important Information



Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Residential Service-015

Account Number	Total Amount Due	Due Date
1		May 26, 2015
Meter Number	Cycle-Route	Bill Date
532286713	06-51	May 7, 2015

Page 2 of 2

KPSC Case No. 2015-00136

MISSION Staff's First Set of Data Requests
Order Dated May 27, 2015

Item No. 1

Attachment 1

Page 2 of 34

13 Month Usage History

Total KWH for Past 12 Months is

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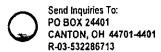
W (3) (4)		, gr	[]    # <sub>j</sub>	**		*	[]	Ŷ			#
May14 Jun	Jul	Aug	Sep	0d	Nov	Dec	Jan	Feb	Mar	Apr I	May 15

Month	Total KWH	Days	KWH Per	Day   Cost	Per Day	Average Temperature
Current	<b>3</b>	28			art y	57°F
Previous		29	2		in.	50℉
One Year Ago		32			topu ja .	58℉
Your Average	Monthly Usa	ge: 🐯	F4 779 75 75			

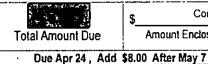
**Additional Messages** 







**Account Number** CY 06 9152



**Amount Enclosed** 

Order Dated May 27, 2015 Item No. 1

Commission Staff's First Set of Data Requests

KPSC Case No. 2015-00136

Attachment 1 Page 3 of 34

DOUGLAS MORRISON 440 31ST ST **ASHLAND, KY 41101-2069**  Make Check Payable and Send To: KENTUCKY POWER COMPANY PO BOX 24410 CANTON OH 44701-4410

# 

Please tear on dotted line

Service Address: **DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

Pay By Phone: 1-800-611-0964

O Messages

Stealing copper is illegal and can have deadly consequences. Reporting copper theft could save a life, so if you have any information, please call 1-866-747-5845.

Your Budget Anniversary month is July.

Kentucky Power has new incentives for energy efficient appliances and incentives for high efficiency heat pumps to help customers save energy. For more information check our website at www.kentuckypower.com/save .

Return top portion with your payment

Page 1 of 2 Rate Tariff: Residential Service-015 Total Amount Due **Due Date** Account Number Apr 24, 2015 Cycle-Route **Bill Date** Meter Number Apr 8, 2015 532286713 06-51

**Previous Charges:** Total Amount Due At Last Billing \$ Payment 04/07/15 - Thank You Previous Balance Due \$ Accumulated Budget Balance Total Previous Balance

Current KPCO Charges: Tariff 015 - Residential Service 04/08/15

Rate Billing Fuel Adj @ 0.0022200- Per KWH DSM Adj @ 0.0003830 Per KWH

Residential HEAP @ \$0.15

Capacity Charge @ 0.0009700 Per KWH

Asset Transfer Rider 3.5211000% School Tax

Franchise Tax

**Current Electric Charges Due** 

Current Budget Amount Due

**Total Account Balance** 

\$

\$ \$

**Total Amount Due** 

Due Apr 24, Add \$8.00 After May 7

Meter	Service Period			Meter Reading Detail				
Number	From	То	Previous	Code	Current	Code		
532286713	03/10	04/08		Actual	delta.	Actual		
Multiplier	Multiplier 1,0000 Metered Usage							
Next scheduled read	lext scheduled read date should be between May 6 and May 11							

Visit us at www.KentuckyPower.com available on request ther side for Important Information



Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Residential Service-015

13 Month Usage History

Account Number	Total Amount Due	Due Date
The contract of the same	WAR	Apr 24, 2015
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Apr 8, 2015
	Meter Number	Meter Number Cycle-Route

Total KWH for Past 12 Months is

KPSC Case No. 2015-00136
Staff's First Set of Data Requests
Order Dated May 27, 2015
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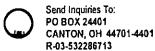
Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature		
Current	538	29	团		50℉		
Previous		33	5	4	26℉		
One Year Ago		29	7		46ኙ		
Your Average Monthly Usage:							

#### **Additional Messages**

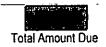
SCAM ALERT: Telephone scammers are calling customers claiming to represent Kentucky Power or AEP. The caller tells customers that power will be shut off unless a money pac green dot or vanilla reload it card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment. We will also never call and ask you to make a payment with your debit or credit card over the phone. If you have any questions about your account, please call us.







Account Number
CY 06
13118



Amount Enclosed

Commission Staff's First Set of Data Requests
Order Dated May 27, 2015
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Page 5 of 34

Due Mar 26, Add \$8.00 After Apr 8

DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069

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Service Address: DOUGLAS MORRISON

440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

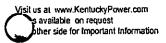
By Phone: 1-800-611-0964

CO Messages

Your Budget Anniversary month is July.

SCAM ALERT: Telephone scammers are calling customers claiming to represent Kentucky Power or AEP. The caller tells customers that power will be shut off unless a money pac green dot or vanilla reload it card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment. We will also never call and ask you to make a payment with your debit or credit card over the phone. If you have any questions about your account, please call us.

We now have outage alerts available. Log onto your account and register for alerts and we will notify you when your power goes out, an estimate of when it will be restored, and then when it is restored. Once enrolled looking for our number will be a thing of the past!





A unit of American Electric Power

Rate Tariff: Multi Metered-015

Return top portion with your payment

S

\$

\$

\$

S

Rate Tanff: Multi Metered-		rage 101
Account Number	Total Amount Due	Due Date .
		Mar 26, 2015
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Mar 10, 2015

002200.10		1 1112	
Previous Charges:			
Total Amount Due At Last Billing		\$	6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Payment 03/05/15 - Thank You			A Marian
Previous Balance Due		\$	
Accumulated Budget Balance			
Total Previous Balance		\$	Marie ale
Current KPCO Charges:			
Tariff 015 - Residential Service	03/10/15		
Rate Billing		\$	

Fuel Adj @ 0.0066200- Per KVVH
DSM Adj @ 0.0009956 Per KWH
Residential HEAP @ \$0.15
Capacity Charge @ 0.0009700 Per KWH
Asset Transfer Rider 12.2142000%
School Tax
Franchise Tax

CHAIR AND CONCESSOR THAT MAKE

Current Electric Charges Due
Tariff 094 - Outdoor Light 03/09/15
Rate Billing 43 KWH Used (Nbr.Lights:1)
Fuel Adj @ 0.0066200- Per KWH
Capacity Charge @ 0.0009700 Per KWH
Asset Transfer Rider 12.2142000%
School Tax

Current Electric Charges Due Current Budget Amount Due Total Account Balance

Franchise Tax

Total Amount Due Due Mar 26, Add \$8.00 After Apr 8

Meler	Service Period Meter Reading				ting Detail	
Number	From	To	Previous	Code	Current	Code
532286713	02/05	03/10		Actual		Actua
Multiplier	1.0000	: .	Me	tered Usag	e Selecti	

ASHLAND, KY 41101-2069

Service Address: DOUGLAS MORRISON 440 31ST ST Rate Tariff: Multi Metered-015

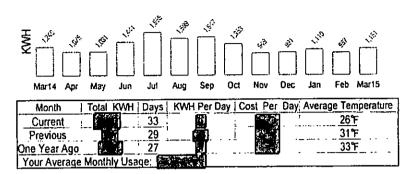
	COMMISSIO
Total Amount Due	Due Date
	Mar 26, 2015
Cycle-Route	Bill Date
06-51	Mar 10, 2015
	Cycle-Route

KPSC Case No. 2015-00136
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13 Month Usage History

Total KWH for Past 12 Months is

-



#### **Additional Messages**

To avoid unnecessary delays in crediting your electric payment, please do not paper clip or staple your check to the bill payment stub.

"If you pay your electric bill in person, remember to pay only at AUTHORIZED pay stations. These locations send notice of your payment immediately to Kentucky Power which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.kentuckypower.com or call the number above."

Do you have an all-electric home? Sign up for a no cost home energy assessment. We'll help you save money and energy by installing energy efficient lighting, checking your home for air leaks and more! Call 1-866-225-0686 or visit KentuckyPower.com/save.

Help us post your payment timely and accurately! Always verify the electric account number on your bill to the data entered in your online payment system. When you move, update your electric account number in your bill pay system to your new electric account number.







Send Inquines To: PO BOX 24401 CANTON, OH 44701-4401 R-03-532286713





Total Amount Due

**Amount Enclosed** 

\$

Due Feb 24 . Add \$8.00 After Mar 9

Commission Staffs First Set of Data Requests Order Dated May 27, 2015

KPSC Case No. 2015-00136

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Make Check Payable and Send To: KENTUCKY POWER COMPANY PO BOX 24410 CANTON OH 44701-4410

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DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069

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Service Address: **DOUGLAS MORRISON** 440 31ST ST **ASHLAND, KY 41101-2069** 

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964 CO Messages

Your Budget Anniversary month is July.

Scam Alert: Telephone scammers are calling customers claiming to represent AEP or Kentucky Power. The caller threatens to cut off electricity service if money is not paid immediately by credit card or some other means. We don't call to ask for personal information, banking information, or credit/debit card payments. If you have questions about your account call us at 1-800-572-1113.

Make your life easier. You can write one check for multiple electric accounts!

Register for online services at www.KentuckyPower.com. Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

isit us at www.KentuckyPower.com available on request ther side for important information



A unit of American Electric Power

Rate Tariff: Multi Metered-015

Account Number

Meter Number

532286713

Return top portion with your payment

Page 1 of 2 **Total Amount Due Due Date** Feb 24, 2015 Cycle-Route Bill Date Feb 6, 2015 06-51

\$

Previous Charges:

\$ Total Amount Due At Last Billing Payment 02/04/15 - Thank You Previous Balance Due \$ Accumulated Budget Balance **Total Previous Balance** 

**Current KPCO Charges:** 

Tariff 015 - Residential Service 02/05/15 Rate Billing

Fuel Adj @ 0.0120100- Per KWH DSM Adj @ 0.0014470 Per KWH

Residential HEAP @ \$0.15

Capacity Charge @ 0.0009700 Per KWH

Asset Transfer Rider 8,5892000%

School Tax

Franchise Tax

**Current Electric Charges Due** Tariff 094 - Outdoor Light 02/06/15 Rate Billing 43 KWH Used (Nbr.Lights:1)

Fuel Adj @ 0.0120100- Per KWH

Capacity Charge @ 0.0009700 Per KWH

Asset Transfer Rider 8.5892000%

School Tax Franchise Tax

**Current Electric Charges Due** 

Current Budget Amount Due Total Account Balance

**Total Amount Due** Due Feb 24 . Add \$8.00 After Mar 9

Meter	Service	Period		Meter Read	fing Detail	
Number	From	To	Previous	Code	Current	Code
532286713	01/07	02/05		Actual	15.50	Actual
Multiplier	1.0000	!	M.	elered Usag	ge <b>And A</b>	<u> </u>

\$ \$



\$





Service Address: DOUGLAS MOR

DOUGLAS MORRISON
440 31ST ST
ASHLAND, KY 41101-2069

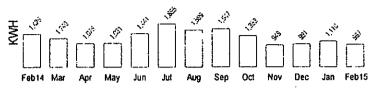
Rate Tariff: Multi Metered-015

KPSC Case No. 2015-00136
Comins 5 ion 2 Staff's First Set of Data Requests
ate Order Dated May 27, 2015
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13 Month Usage History

Total KWH for Past 12 Months is

STORY OF

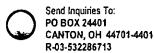


Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current		29	<b>3</b>	逐步	31℉
Previous		34			1 38°F
One Year Ago	73.	30		3	29℉
Your Average		ge: 🛱			

**Additional Messages** 







Account Number
CY 06
12163



Amount Enclosed

Commission Staff's First Set of Data Requests
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Make Check Payable and Send To.
KENTUCKY POWER COMPANY
PO BOX 24410
CANTON OH 44701-4410

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DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069

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Please tear on dotted line

Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964

O Messages

Your Budget Anniversary month is July.

Do you need to replace your old electric furnace or heat pump ? We have programs that may assist you. Visit KentuckyPower.com/save for more

information.

Return top portion with your payment

Due Jan 26, Add \$8.00 After Feb 6

Rate Tariff: Multi Melered	-015	Page 1 of 2
Account Number	Total Amount Due	Due Date
		Jan 26, 2015
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Jan 8, 2015

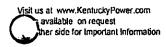
Previous Charges:		
Total Amount Due At Last Billing	\$	
Payment 01/05/15 - Thank You		
Previous Balance Due	<b>\$</b>	
Accumulated Budget Balance		
Total Previous Balance	\$	
Current KPCO Charges:		
Tariff 015 - Residential Service 01/07/15		
Rate Billing	\$	
Fuel Adj @ 0.0013800- Per KWH		
DSM Adj @ 0.0014470 Per KWH		
Residential HEAP @ \$0.15		
Capacity Charge @ 0.0009700 Per KWH		
Asset Transfer Rider 1.1218000%		
School Tax		<b>N</b> 3
Franchise Tax		
Current Electric Charges Due	\$	V 302
Tariff 094 - Outdoor Light 01/08/15		
Rate Billing 51 KWH Used (Nbr.Lights:1)	\$	<b>多</b> 妥
Fuel Adj @ 0.0013800- Per KWH		
Capacity Charge @ 0.0009700 Per KWH		
Asset Transfer Rider 1.1218000%		
School Tax		葡
Franchise Tax		
Current Electric Charges Due	\$	
Current Budget Amount Due		5
Total Account Balance	\$ \$	

Total Amount Due

Due Jan 26, Add \$8.00 After Feb 6

Meter	Meter Service Period Meter Reading Detail					
Number	From	To	Previous	Code	Current	Code
532286713	12/04	01/07	2	Actual		Actua
Multiplier	1.0000	.i ;	Me	tered Usag	е нажи	j

289





Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Multi Metered-015

11010 1010. 1110.0		COMMISSION
Account Number	Total Amount Due	Due Date
grand the state of	<b>经</b> 基础	Jan 26, 2015
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Jan 8, 2015

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13 Month Usage History

Total KWH for Past 12 Months is

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	Jan 14	Feb	Mar	Apr	May	Jun	Jus	Aug	Sep	UCI	NOV	uec	Janio

Month	Total KWH	Days	KWH Per Day	Cost Per D	ay Average Temperature
Current	3350	34	<b>3</b>	3.75	38℉
Previous	14.1	31		25.00	1 40°F
One Year Ago	5 1	35	2	2.48	34°F
Your Average		ge:			

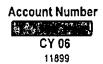
**Additional Messages** 







Send Inquiries To: PO BOX 24401 CANTON, OH 44701-4401 R-03-532286713







Due Dec 23, Add \$8.00 After Jan 8

Amount Enclosed

Order Dated May 27, 2015 Item No. 1

Commission Staff's First Set of Data Requests

KPSC Case No. 2015-00136

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Make Check Payable and Send To: KENTUCKY POWER COMPANY PO BOX 24410 CANTON OH 44701-4410

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**DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

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Please lear on dotted line

Service Address: **DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964

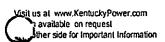
O Messages

Your Budget Anniversary month is July.

To avoid unnecessary delays in crediting your electric payment, please do not paper clip or staple your check to the bill payment stub.

\*If you pay your electric bill in person, remember to pay only at AUTHORIZED pay stations. These locations send notice of your payment immediately to Kentucky Power which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.kentuckypower.com or call the number above.\*\*

Is your home cold and drafty? Our free "Modified Energy Fitness" program may help you find air leaks. Visit KentuckyPower.com/save or call 1-866-225-0686 for more information and qualifications.





A unit of American Electric Power

Return top portion with your payment

\$

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\$

Rate Tanif: Multi Metered-	015	Page 1 of 2
Account Number	Total Amount Due	Due Date
10 TO		Dec 23, 2014
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Dec 5, 2014

Previous Charges:	
Total Amount Due At Last Billing	\$
Payment 12/04/14 - Thank You	
Previous Balance Due	\$
Accumulated Budget Balance	
Total Previous Balance	\$
Current KPCO Charges:	<del></del>

Tariff 015 - Residential Service 12/04/14 Rate Billing

Fuel Adj @ 0.0020400 Per KWH DSM Adj @ 0.0014470 Per KWH

Residential HEAP @ \$0.15 Capacity Charge @ 0.0009700 Per KWH Asset Transfer Rider 5.2135000%

School Tax Franchise Tax

**Current Electric Charges Due** Tariff 094 - Outdoor Light 12/05/14 Rate Billing 52 KWH Used (Nbr.Lights:1)

Fuel Adj @ 0.0020400 Per KWH Capacity Charge @ 0.0009700 Per KWH Asset Transfer Rider 5,2135000%

School Tax Franchise Tax

**Current Electric Charges Due** Current Budget Amount Due Total Account Balance

**Total Amount Due** Due Dec 23. Add \$8.00 After Jan 8

Meler	Service	Period   Meter Reading Detail				
Number	From	To	Previous	Code	Current	Code
532286713	11/03	12/04	1	Actual	27.5	Actual
Multiplier 1.0000 Metered Usage						
Next scheduled read date should be between Jan 7 and Jan 12						

Service Address:
DOUGLAS MORRISON
440 31ST ST

ASHLAND, KY 41101-2069

Rate Tariff: Multi Metered-015

KPSC Case No. 2015-00136
Corh網絡的子 Staff's First Set of Data Requests
atte
Order Dated May 27, 2015
Item No. 1
Attachment 1
Page 12 of 34

Account Number	Total Amount Due	Due Date
AND THE STATE OF T		Dec 23, 2014
Meter Number	Cycle-Route_	Bill Date
532286713	06-51	Dec 5, 2014

13 Month Usage History

Total KWH for Past 12 Months is

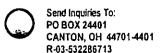
The Tree	\kit		<i>\$</i>					[]		,* 	
Dec13 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec14

Month	Total KWH	Days	KWH Per Day	Cost Per Da	ay Average Temperature
Current		31	<b>(2)</b>		40℉
Previous		31		100	52°F
One Year Ago		30	<b>(4)</b>		42°F
Your Average	Monthly Usa	qe: 🙀			<u> </u>

**Additional Messages** 







**Account Number** Panaga Baras CY 06 13604



Amount Enclosed

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 13 of 34

DOUGLAS MORRISON 440 31ST ST

ASHLAND, KY 41101-2069

Make Check Payable and Send To: **KENTUCKY POWER COMPANY** PO BOX 24410 CANTON OH 44701-4410 լթել Ադհի ինչանի իլի այլ առանի այդեր և իրել այլ արև իրել ինչան ա

Due Nov 20, Add \$6.40 After Dec 5

## 

Rate Tariff: Multi Metered-015

Account Number

Meter Number

Please tear on dotted line

Return top portion with your payment

**Due Date** 

Nov 20, 2014

Bill Date

\$

Page 1 of 2

Service Address: **DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113 By Phone: 1-800-611-0964 CO Messages

Your Budget Anniversary month is July.

SCAM ALERT: Telephone scammers are calling customers claiming to represent Kentucky Power or AEP. The caller tells customers that power will be shut off unless a money pac, green dot or vanilla reload card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment, if you have any questions about your account, please call us.

Register for online services at www,KentuckyPower.com. Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage. update your contact information, and much more.

Meter Number	Cycle-Route :	Dtil D	4W
532286713	06-51	Nov 4,	2014
Previous Charges:			
Total Amount Due At Last Bill	ing	\$	
Payment 11/04/14 - Thank Yo	ou		
Previous Balance Due		\$	
Accumulated Budget Balance	!		
Total Previous Balance	9	\$	
Current KPCO Charges:			
Tariff 015 - Residential Service	ce 11/03/14		
Rate Billing	,	\$	
Fuel Adj @ 0.0085200 Per K\	MH		
DSM Adj @ 0.0014470 Per K	WH		
Residential HEAP @ \$0.15			
Capacity Charge @ 0.000970	00 Per KWH		
Asset Transfer Rider 17.3725	000%		
School Tax			
Franchise Tax			
Current Electric Charg	es Due	\$	
Tariff 094 - Outdoor Light 1	1/04/14		
Rate Billing 48 KWH Used (N	br.Lights:1)	\$	<b>A</b>
Fuel Adj @ 0.0085200 Per K\	ΛΉ		
Capacity Charge @ 0.000970	00 Per KWH		闥
Asset Transfer Rider 17.3725	000%		
School Tax			
Franchise Tax			
Current Electric Charg	es Due	\$	
Current Budget Amount Due		\$	

**Total Amount Due** 

TO SEE

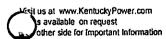
Cycle-Route

**Total Amount Due** 

Due Nov 20 . Add \$6.40 After Dec 5

Total Account Balance

Meter	Service I	Period		Meter Rea	ling Detail	
Number	From	To	Previous	Code	Current	Code
532286713	10/03	11/03	EN	Actual		Actual
Multiplier	1.0000	<u></u>	L	etered Usa	ge Saves	·





Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Multi Metered-015

KPSC Case No. 2015-00136 Comfresse6662staff's First Set of Data Requests

Order Dated May 27, 2015
Item No. 1
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Page 14 of 34

Account Number	Total Amount Due	Due Date	
Section Section 2	<b>新加州</b>	Nov 20, 2014	
Meter Number	Cycle-Route	Bill Date	
532286713	06-51	Nov 4, 2014	

13 Month Usage History

Total KWH for Past 12 Months is

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н	ĸ			
		е.		

₩ ,	[]	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	\\ \frac{1}{370}			[]			[]	**	: ja 3
Nov13 Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov14

Month	Total KWH	Days	KWH Per Day	Cost Per D	ay Average Temperature
Current	10	31	盤	X,247	52°F
Previous		29		(a, a, 3	65°F
One Year Ago		32		3/4	55℉
Your Average	Monthly Usa	qe: 🚜			

Additional Messages











Commission

Amount Enclosed

KPSC Case No. 2015-00136
Commission Staff's First Set of Data Requests
Order Dated May 27, 2015
Item No. 1
Attachment 1
Page 15 of 34

Due Oct 22, Add \$8.00 After Nov 4

DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069

# 

Please tear on dotted line

Return top portion with your payment

Page 1 of 2

Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964

CO Messages

Your Budget Anniversary month is July.

SCAM ALERT: Telephone scammers are calling customers claiming to represent Kentucky Power or AEP. The caller tells customers that power will be shut off unless a money pac, green dot or vanilla reload card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment. If you have any questions about your account, please call us.

Is your air conditioner working overtime? Our free "Modified Energy Fitness" program may help you find air leaks that cost you money. Visit KentuckyPower.com/save or call 1-866-225-0686 for more information and qualifications.

Rate Tariff: Multi Metered-015

	* · · ·	•
Account Number	Total Amount Due	Due Date
E THE THE PARTY OF		Oct 22, 2014
Meter Number	Cycle-Route	Bill Date
572286717	06-51	Oct 6, 2014

<u> </u>	· ·	
Previous Charges:		
Total Amount Due At Last Billing	\$	
Payment 10/03/14 - Thank You		
Payment Agreement Installment Due		
Previous Balance Due	\$	(注)
Accumulated Budget Balance		
Total Previous Balance	\$	
Current KPCO Charges:		·
Tariff 015 - Residential Service 10/03/14		
Rate Billing	\$	
Fuel Adj @ 0.0072500 Per KWH		
DSM Adj @ 0.0014470 Per KWH		
Residential HEAP @ \$0.15		
Capacity Charge @ 0.0009700 Per KWH		
Asset Transfer Rider 16.2781000%		
School Tax		<b>M</b>
Franchise Tax		
Current Electric Charges Due	\$	
Tariff 094 - Outdoor Light 10/06/14		
Rate Billing 45 KWH Used (Nbr.Lights:1)	\$	<b>*</b>
Fuel Adj @ 0.0072500 Per KWH		
Capacity Charge @ 0.0009700 Per KWH		
Asset Transfer Rider 16.2781000%		83
School Tax		<b>A</b>
Franchise Tax	*** ***	
Current Electric Charges Due	\$	45.4
Current Budget Amount Due	\$	
Total Account Balance	\$	268.52

Visit us at www.KentuckyPower.com s available on request other side for Important Information



A unit of American Electric Power

Total Amount Due
Due Oct 22, Add \$8.00 After Nov 4

Meter	Service	Period		Meter Read	ding Detail	
Number	From	To	Previous	Code	Current	Code
532286713	09/04	10/03	<b>还被</b>	Actual	<b>MARK</b>	Actual
Multiplier	1.0000	·	Me	tered Usag	e Naver	j

ASHLAND, KY 41101-2069

Service Address: DOUGLAS MORRISON 440 31ST ST Rate Tariff: Multi Metered-015

KPSC Case No. 2015-00136 Communication of Data Requests ate Order Dated May 27, 2015

of Set of Data Requests der Dated May 27, 2015 Item No. 1 Attachment 1 Page 16 of 34

Account Númber	Total Amount Due	Due Date
	E.Court	Oct 22, 2014
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Oct 6, 2014

Meter	Service F	eriod		Meter Read	ding Detail	
Number	From	To	Previous	Code	Current	Code
Next scheduled rea	ad date shoul	ld be be	tween Nov 3	and Nov 6		

13 Month Usage History

Total KWH for Past 12 Months is



X Y	,°	[,is	, \$\display{\psi}	[]		(JE)	(çi				, 4 <sup>9</sup>			
	Oct13	Nov	Dec	Jan	Feb	Mar	Арг	May	Jun	Jul	Aug	Sep	Oct14	

Month	Total KWH	Days	KWH Per Day		Average Temperature
Current		29	頭		<u> </u> 65℉
Previous		29	<b>E</b>	\$ 10 m	73℉
One Year Ago		29	(2)		67 <b>°</b> F
Your Average	Monthly Usa	ge: 🎧	<b>電磁器</b>	· · · · · · · · · · · · · · · · · · ·	

**Additional Messages** 











\$

Due Sep 23, Add \$8.00 After Oct 6

Amount Enclosed

Page 1 of 2

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 17 of 34

**DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Make Check Payable and Send To **KENTUCKY POWER COMPANY** PO BOX 24410 **CANTON OH 44701-4410** 

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Please lear on dotted line

Return top portion with your payment

Service Address: **DOUGLAS MORRISON** 

440 31ST ST **ASHLAND, KY 41101-2069** 

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964

CO Messages

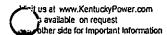
Your Budget Anniversary month is July.

"If you pay your electric bill in person, remember to pay only at AUTHORIZED pay stations. These locations send notice of your payment immediately to Kentucky Power which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.kentuckypower.com or call the number above."

To avoid unnecessary delays in crediting your electric payment, please do not paper clip or staple your check to the bill payment stub.

Rate Tariff: Multi Metered	Rate Tariff: Multi Metered-015	
Account Number	Total Amount Due	Due Date
Applied Comments of the Comp	<b>河</b>	Sep 23, 2014
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Sen 5, 2014

Previous Charges:	
Total Amount Due At Last Billing	\$ 200
Payment 09/04/14 - Thank You	
Payment Agreement Installment Due	
Previous Balance Due	\$
Remaining Payment Agreement Amount	370.3
Accumulated Budget Balance	
Total Previous Balance	\$
Current KPCO Charges:	
Tariff 015 - Residential Service 09/04/14	
Rate Billing	\$
Fuel Adj @ 0.0073000 Per KWH	
DSM Adj @ 0.0014470 Per KWH	
Residential HEAP @ \$0.15	
Capacity Charge @ 0.0009700 Per KWH	
Asset Transfer Rider 3.5009000%	
School Tax	
Franchise Tax	
Current Electric Charges Due	\$ 200
Tariff 094 - Ouldoor Light 09/05/14	
Rate Billing 39 KWH Used (Nbr.Lights:1)	\$
Fuel Adj @ 0.0073000 Per KWH	
Capacity Charge @ 0.0009700 Per KWH	
Asset Transfer Rider 3.5009000%	
School Tax	
Franchise Tax	
Current Electric Charges Due	\$
Current Budget Amount Due	\$ 医复想
Total Account Balance	\$ 磁道文
Total Amount Due	
Due Sep 23, Add \$8.00 After Oct 6	لتنظيم
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Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Multi Metered-015

KPSC Case No. 2015-00136 Corflets Staff's First Set of Data Requests

Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 18 of 34

Account Number	Total Amount Due	Due Date
Barrier and Barrier		Sep 23, 2014
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Sep 5, 2014

Meter	Service	Period	1	Meter Read	ding Detail	
Number	From	To	Previous	Code	Current	Code
532286713	08/06	09/04	CE: FE	Actual	tree, easier	Actual
Multiplier 1.0000 Metered Usage						
Next scheduled read date should be between Oct 3 and Oct 8						

13 Month U	sage His	story	Total KW	'H for Past '	I2 Mon	ths is	
Sep13 Od		Dec Jan	Feb Mar	, g <sup>5</sup> , g <sup>5</sup> Apr May	Jun	Jul Aug	Sep14
Month	Total KV	MH Days	KWH Per D	ay Cost Pe	r Day	Average Ter	nperature
Current		29	Œ			73°	F
Previous		30				71°	ፑ
One Year Ago		30			7	73°	ፑ
Your Average	Monthly (	Usage: 🚹					

### Additional Messages

Register for online services at www.KentuckyPower.com. Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

SCAM ALERT: Thieves are calling customers and telling them their power will be shut off if they don't quickly make a payment over the phone. Be suspicious of any such call. Before you pay, call Kentucky Power at 1-800-572-1113 (24 hours a day) to see if you have a payment due and to check the status of your account. Kentucky Power does not harass customers for payment. When in doubt, check it out?

Remember, you also can check the balance of your account by registering at KentuckyPower.com





PO BOX 24401 CANTON, OH 44701-4401 R-03-532286713

A unit of American Electric Power







\$ Amount Enclosed

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 19 of 34

**DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069 Make Check Payable and Send To: **KENTUCKY POWER COMPANY** PO BOX 24410 **CANTON OH 44701-4410** 

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## 

Return top portion with your payment

Due Aug 22, Add \$8.00 After Sep 5

Please tear on dotted line

Service Address: **DOUGLAS MORRISON** 440 31ST ST **ASHLAND, KY 41101-2069** 

Questions About Bill or Service, Call: 1-800-572-1113

y By Phone: 1-800-611-0964

CO Messages

Your Budget Anniversary month is July. Make your life easier. You can write one check for multiple electric accounts!

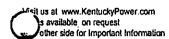
Rate Tariff: Multi Metered-015

Due Aug 22, Add \$8.00 After Sep 5

Page 1 of 2

V 1 V	, 030 . 41		
Total Amount Due	. Due Date		
	Aug 22, 2014		
Cycle-Route	Bill Date		
06-51	Aug 6, 2014		
	Total Amount Due  Cycle-Route		

Previous Charges:		
Amount Due After Payment Agreement	\$	<b>5</b>
Payment Agreement Amount Due		
Payment 08/01/14 - Thank You		
Payment Agreement Installment Due		
Previous Balance Due	<b>\$</b>	
Remaining Payment Agreement Amount		
Accumulated Budget Balance		19
Total Previous Balance	\$	
Current KPCO Charges:		CHE PAGE
Tariff 015 - Residential Service 08/06/14		
Rate Billing	\$	
Fuel Adj @ 0.0063800 Per KWH		
DSM Adj @ 0.0014470 Per KWH		
Residential HEAP @ \$0.15		
Capacity Charge @ 0.0009700 Per KWH		
Asset Transfer Rider 2.8251000%		
School Tax		7
Franchise Tax		
Current Electric Charges Due	\$	
Tariff 094 - Outdoor Light 08/06/14		
Rate Billing 35 KWH Used (Nbr.Lights:1)	\$	<b>323</b>
Fuel Adj @ 0.0063800 Per KWH		選
Capacity Charge @ 0.0009700 Per KWH		翻
Asset Transfer Rider 2.8251000%		
School Tax		
Franchise Tax		屬
Current Electric Charges Due	\$	
Current Budget Amount Due	\$ \$	
Total Account Balance	\$	100
Total Amount Due		
		Charles Section 1





Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Multi Metered-015

**Account Number** 

Meter Number

532286713

Comfression	Sta
Due Date	
Aug 22, 2014	
Bill Date	

Aug 6, 2014

aff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 20 of 34

KPSC Case No. 2015-00136

Meter	Service	Period		Meter Read	ding Detail	
Number	From	To	Previous	Code	Current	Code
532286713	07/07	08/06		Actual	Sala	Aclua
Multiplier	1.0000		Me	tered Usag	e Wall	

Total Amount Due

Cycle-Route

06-51

13 Month Usage History

Total KWH for Past 12 Months is



KWH	, Trib	, Sign	\( \tag{\vec{q}^2} \)		(4)s	77%			,gr	,¢;			<i>*</i>	
	Aug 13	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug 14	

Month	Total KWH	Days	KWH Per Day	Cost Per I	Day, Average Temperature
Current	Sec.	30	<b>F</b>	4625	71℉
Previous		32	\$	4 ×	! 72℉
One Year Ago		28	3		74°F
Your Average	Monthly Usa	ge: 🔯			

Additional Messages









Due Jul 24 , Add \$14.80 After Aug 6

Amount Enclosed

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 21 of 34

Send Inquiries To: PO BOX 24401 CANTON, OH 44701-4401 R-03-532286713

**DOUGLAS MORRISON** 440 31ST ST **ASHLAND, KY 41101-2069**  Make Check Payable and Send To. KENTUCKY POWER COMPANY PO BOX 24410 CANTON OH 44701-4410

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Return top portion with your payment

Please lear on dotted line

Service Address: **DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964

°CO Messages

An annual review of your account indicates that starting next month your Budget Amount will be \$160.00

Rate Tariff: Multi Metered	Rate Tariff: Multi Metered-015			
Account Number	Total Amount Due	Due Date		
	TO ASS	Jul 24, 2014		
Meter Number	Cycle-Route	Bill Date		
532286713	06-51	Jul 8, 2014		

Previous Charges: Total Amount Due At Last Billing Payment 07/07/14 - Thank You Budget Anniversary Balance Applied Previous Balance Due S Current KPCO Charges:

Tariff 015 - Residential Service 07/07/14

Rate Billing Fuel Adj @ 0.0069900 Per KWH DSM Adj @ 0.0019706 Per KWH Residential HEAP @ \$0.15

Capacity Charge @ 0.0009700 Per KWH Asset Transfer Rider 13,4223000%

School Tax Franchise Tax

**Current Electric Charges Due** 

Tariff 094 - Outdoor Light 07/08/14 Rate Billing 31 KWH Used (Nbr.Lights:1) Fuel Adj @ 0.0069900 Per KWH

Capacity Charge @ 0.0009700 Per KWH Asset Transfer Rider 13.4223000%

School Tax Franchise Tax

**Current Electric Charges Due** 

\$ \$

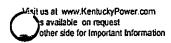
\$



**Total Amount Due** 

Due Jul 24, Add \$14.80 After Aug 6

Meter	Service	Period		Meter Read	ling Detail	
Number	From	To	Previous	Code	Current	Code
532286713	06/05	07/07	172	Actual	200	Actua
Multiplier	1.0000	<del></del>	Me	tered Usag	e Walking	





Service Address: DOUGLAS MORRISON 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Multi Metered-015

KPSC Case No. 2015-00136 Corfinisation Staff's First Set of Data Requests ate Order Dated May 27, 2015

er Dated May 27, 2015
Item No. 1
Attachment 1
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Account Number	Total Amount Due	Due Date
		Jul 24, 2014
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Jui 8, 2014

13 Month Usage History

Total KWH for Past 12 Months is

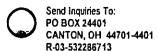
1000	5.54
10.00	1
	22.0

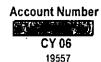
¥	CAP.		\n^2	,;* 	\(\tilde{\gamma^{\varphi}}	\(\int_{\int_{\infty}}\)	\rightarrow \right	Chi.		(¢)		(**)
Jul 13	Aug	Sep	0d	Nov	Dec	Jan	Feb	Маг	Apr	May	Jun	Jul 14

Month	Total	KWH	Days	KWH Per Day	Cost Per	Day Avérage Temperature
Current			32		7	72°F
Previous	¥,	-	30			67 <b>°</b> F
One Year Ago			33		1978	73°F
Your Average	Month	ly Usa	ge:			

**Additional Messages** 









Amount Enclosed

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 23 of 34

Due Jun 24, Add \$7.70 After Jul 8

**DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Make Check Payable and Send To-**KENTUCKY POWER COMPANY** PO BOX 24410 CANTON OH 44701-4410 յլեցեղելիվ կրկիկիկությանիկին գորհրդիկին

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Return top portion with your payment 09

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Please tear on dotted line

Service Address: **DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069

Questions About Bill or Service, Call: 1-800-572-1113

By Phone: 1-800-611-0964 O Messages

Your Budget Anniversary month is July.

To avoid unnecessary delays in crediting your electric payment, please do not paper clip or staple your check to the bill payment stub.

Our "Residential Efficient Products" program offers instant, in-store discounts when you purchase ENERGY STAR® certified CFLs & LEDs. Visitwww.KentuckyPower.com/save for participating retail locations. Discounted CFL & LED products are also available for purchase through our online store at eff.org/kentucky . Call 866-807-1317 for ordering information.

	Rate	Tariff:	Multi	Metered-015
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Rate Tariff: Multi Metered	Page 1 of 2		
Account Number	Total Amount Due	Due Date	
		Jun 24, 2014	
Meter Number	Cycle-Route	Bill Date	
532286713	06-51	Jun 6, 2014	

Previous Charges:	
Total Amount Due At Last Billing	\$
Payment 06/04/14 - Thank You	
Previous Balance Due	\$ <b>A</b>
Accumulated Budget Balance	
Total Previous Balance	\$
Current KPCO Charges:	

Tariff 015 - Residential Service	06/05/14	
Rate Billing		

Fuel Adj @ 0.0093600 Per KWH DSM Adj @ 0.0021450 Per KWH Residential HEAP @ \$0.15

Capacity Charge @ 0.0009700 Per KWH Asset Transfer Rider 15.9640000%

School Tax Franchise Tax

**Current Electric Charges Due** 

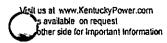
Tariff 094 - Outdoor Light 06/06/14 Rate Billing 29 KWH Used (Nbr.Lights:1) Fuel Adj @ 0.0093600 Per KWH Capacity Charge @ 0.0009700 Per KWH Asset Transfer Rider 15.9640000% School Tax

Franchise Tax

**Current Electric Charges Due** Current Budget Amount Due **Total Account Balance** 

**Total Amount Due** 

Meter	Service	Period !		Meter Read	ding Detail	
Number	From	То	Previous	Code	Current	Code
532286713	05/06	06/05	199	Actual	200	Actual
Multiplier	1.0000	;	Me	tered Usag	e de la	· ·





Service Address: **DOUGLAS MORRISON** 440 31ST ST ASHLAND, KY 41101-2069 Rate Tariff: Multi Metered-015

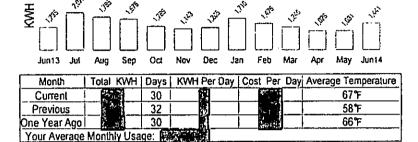
KPSC Case No. 2015-00136 Corfines Storic Staff's First Set of Data Requests Order Dated May 27, 2015 Item No. 1 Attachment 1 Page 24 of 34

Account Number	Total Amount Due	Due Date
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5774	Jun 24, 2014
Meter Number	Cycle-Route	Bill Date
532286713	06-51	Jun 6, 2014

13 Month Usage History

Total KWH for Past 12 Months is

120027833
2000
2. 32.7



#### **Additional Messages**

\*If you pay your electric bill in person, remember to pay only at AUTHORIZED pay stations. These locations send notice of your payment immediately to Kentucky Power which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.kentuckypower.com or call the number above.\*\*



KPSC Case No. 2015-00136 MONTHLY BILL HEADER HIST 05/28 Commission Staffs First Set of Data Requests BILI MCSMBE 03 01011 04/09/96 MORRISON DOUGLAS 51 Attachment 1 440 31ST ST 010 015 RS ASHLAND Page 25 of 34 LINE BIL MTR BB NMTR TOT DUE AT ACCT BAL AT BILL TIME BILL TIME NO DT **AMT** CD TMA 5 1 10/05 В 2 09/03 В В 3 08/05 4 07/07 5 06/07 6 05/06 7 04/07 8 03/08 9 02/05 10 01/07 2010 11 12/04 12 11/03 13 10/05 14 09/03 SELECT BILL REV MO LINE NO. +4078 HIGHLIGHTED TOTALS CONTAIN OTHER AMOUNTS \_5 OF 12 NEXT DATA 11-ENRG SEL 12-CANCEL 07-UP 08-DOWN

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MONTHLY BILL HEADER HIST 05/28/Commission Staff's First Set of Data Requests BILI MCSMBE 03 01011 Dated May 27, 2015 Item No. 1 04/09/96 MORRISON DOUGLAS 6 51 Attachment 1 440 31ST ST 010 015 RS ASHLAND Page 28 of 34 LINE BIL MTR NMTR TOT DUE AT BBACCT BAL AT NO DT AMT CD TMA BILL TIME BILL TIME 1 03/07 В 2 02/07 В 3 01/08 2014 В 4 12/05 В 5 11/04 В 6 10/04 В 7 09/05 В 8 08/06 В 9 07/08 В 10 06/06 В 11 05/07 В 12 04/08 В 13 03/07 В 14 02/06 В LINE NO. SELECT BILL REV MO +4078 HIGHLIGHTED TOTALS CONTAIN OTHER AMOUNTS **NEXT** DATA 2 OF 12 07-UP 08-DOWN 11-ENRG SEL 12-CANCEL

BILI MCSMBE 03 01011 MONTHLY BILL HEADER HIST 05/28/15 09:24 KPSC Case No. 2015-00136 Hed May 27, 2015 Item No. 1 MORRISON DOUGLAS 04/09/96 440 31ST ST ASHLAND 010 015 RS 6 51 Attachment 1 Page 29 of 34 LINE BIL MTR TOT DUE AT BB NMTR ACCT BAL AT NO DT AMT CDAMT BILL TIME BILL TIME 1 05/07 В 2 04/08 В 3 03/10 В 4 02/06 В 5 01/08 2015 В 6 12/05 В 7 11/04 В 8 10/06 В 9 09/05 В 10 08/06 В 11 07/08 В 12 06/06 В 13 05/07 В 14 04/07 LINE NO. SELECT BILL REV MO ₹0108 Requested function inactive \_ 1 OF 12 DATA 08-DOWN 11-ENRG SEL 12-CANCEL

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08-DOWN

12-CANCEL

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 2 Page 1 of 1

# **Kentucky Power Company**

# **REQUEST**

State under which tariff code the dusk-to-dawn lamp on Kentucky Power Pole No. 2184 was billed.

## RESPONSE

The dusk-to-dawn lamp was billed under Tariff Code 094.

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 3 Page 1 of 1

# **Kentucky Power Company**

## REQUEST

Provide copies of monthly statements that reflect usage and charges for combined electric/outdoor lighting service at 440 31st Street, Ashland, Kentucky, from April 9, 1996, to April 1997.

### RESPONSE

The Company does not maintain copies of monthly statements beyond 12 months and thus does not possess copies of the requested statements. However, the Company is providing a billing history reflecting monthly charges and kWh's for the period April 1996 to April 1997 in KPSC 1 3 Attachment1 Confidential.pdf.

Commission Staff's First Set of Data Requests 06/01/15 08:17brd26Dated May 27, 2015 03 01011 MONTHLY BILL HEADER HIST BILI MCSMBE Item No. 3 Altachment 1 04/09/96 MORRISON DOUGLAS 6 51 Page 1 of 4

**ASHLAND** 

010 015 RS

LINE BIL MTR ВВ NMTR TOT DUE AT ACCT BAL AT AMT CD AMT BILL TIME BILL TIME NO DT 1 12/06 2 11/04 3 10/07 4 09/05 5 08/06 6 07/08 7 06/06 8 05/07 1796

440 31ST ST

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DATA

16 OF 17

07-UP 08-DOWN 11-ENRG SEL 12-CANCEL

17 OF 18

Commission Staff's First Set of Data Requests 06/15/15 15:020rde2Dated May 27, 2015 Item No. 3 Afrachment 1 USEH MCSPB1 03 01011 USAGE HIST - RES/SM COMM MORRISON DOUGLAS 04/09/96 6 51 Page 3 of 4 440 31ST ST ASHLAND 010 015 RS

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KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 4 Page 1 of 1

# **Kentucky Power Company**

## REQUEST

Refer to the Answer of Kentucky Power to the Complaint of Douglas and Sylvia Morrison ("Answer"), paragraph 5(g). Provide copies of the records that indicate the dusk-to-dawn lamp formerly installed on Kentucky Power Pole No. 2184 was installed on April 7, 1992.

## **RESPONSE**

Please note that the installation date of the dusk-to-dawn light was April 6, 1992. Please see KPSC\_1\_4\_Attachment1\_Confidential.pdf.

Commission Staff's First Set of Data Requests ADJN MCSAD9 03 01011 NON-METERED PARAMETERS 06/15/15 15:29:@ Dated May 27, 2015 ACAILICH Fient 1 04/09/96 MORRISON DOUGLAS 6 51 Page 1 of 1 ASHLAND 010 015 RS 440 31ST ST TARIFF 094 OL 100 HP EFF BILL DATE 04/10/96 EXPR BIL DATE 12/05/13 NMTR STAT A OUTDOOR LIGHT DATA: SERV PL NO 38830046002184 INSTALL DT 040692 REMOVE DT 04/02/15 OL PNT NO 1 NO UG SPANS NO OH SPANS POLE TYPE POLE CD NO OH POLES/SPANS NO UG FT NO OF POLES TOT OH SPAN FT MASTARM SIZE NMTR TIMED CD \_\_\_ FAC CHARGE POLE RISER CNCTN UN-METERED SERVICE DATA: UNITS FIXED KWH UNMTR SERV OUTAGE ADJUSTMENT: ADJ FR DT ADJ TO DT UNITS

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KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 5 Page 1 of 2

# Kentucky Power Company

### **REQUEST**

Refer to the Answer, paragraph 5(h).

- Provide copies of any documentation showing that it was Kentucky Power's practice to confirm with the person establishing service at a residence with an existing associated dusk-to-dawn lamp that the new customer wished to continue the dusk-to-dawn lamp service.
- b. Provide copies of any records that document whether Mr. Morrison or Mrs. Morrison, individually or jointly, either agreed to the scope or type of service or requested to alter the scope or type of service Kentucky Power had been providing to the previous account holder at 440 31st Street, Ashland, Kentucky.

### RESPONSE

a. The Company has been unable to locate copies of training manuals, if any, that would have been in existence in 1995. Prior to 1996 when Kentucky Power's Customer Operations Centers ("COC") were established, customers could call or walk into the Company's local offices to establish service. If the service had an existing dusk to dawn light, the Company's associate would ask the customer if they would like to continue the service for the dusk-to-dawn light. If the customer consented, the new service and the dusk to dawn light were kept as a combination account. Otherwise, the dusk-to-dawn lamp was removed.

Beginning in 1996, associates at the COCs were provided training based on procedures used prior to the establishment of the COCs, and thus would have been in effect in 1995. Those procedures are consistent with the current training provided by the Company. Attached as KPSC\_1\_5\_Attachment1.pdf is the relevant excerpt from the Company's existing training manual. The excerpt reflects the Company's practices in this regard in 1995.

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b. The Company has been unable to locate documentation created at the time service was established by Ms. Easterling or the Morrisons regarding their acceptance of the "dusk-to-dawn lighting. The absence of such documentation is not indicative of an absence of consent by Ms Easterling or the Morrisons at the time service was established at 440 31<sup>st</sup> Street, Ashland, Kentucky to the dusk-to-dawn service. The passage of time and the transition to call centers in 1996 makes it unlikely the documentation would have been retained.

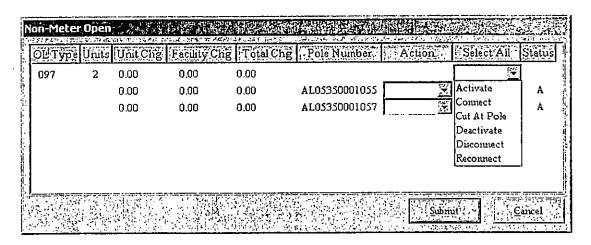
Further, it is undisputed that for almost 20 years Kentucky Power provided overhead lighting service to the Morrisons. Likewise, it is undisputed that for the same period the Morrisons received and paid monthly statements for almost 20 years that included a charge for dusk-to-dawn lamp service. Although Mr. and Mrs. Morrison allege they believed that the dusk-to-dawn lamp service for which they were being billed, and which they paid without complaint prior to the current dispute, related to a mercury vapor lamp on an outbuilding, the Company's Tariff O.L. does not provide for such service. Conversely, the dusk-to-dawn overhead lighting service provided to the Morrisons, and for which they were billed, is duly-tariffed. The Company's Commission-approved tariff establishes and controls the legal relationship between Kentucky Power and the Morrisons. Moreover, by statute the Morrisons are required to pay the tariffed rates for the service rendered them by the Company.

# **Open Order with Outdoor Light**



If the account being opened has an outdoor light attached to it, after the first and second screens of the Open order are completed and submitted, the Non-Meter Open screen pops up.

**Non-Meter Open screen -** This box contains information on the type and number of outdoor lights located at this premise.



**Action or Select All** - The same drop down list box displays from each of these boxes to provide ways of handling the outdoor light(s) portion of the Open. If there are multiple outdoor lights at the address, and the same action is required on all the lights, use the Select All box to choose the appropriate action. If there are multiple outdoor lights at the same address, and they are being handled differently, use the individual Action boxes for each outdoor light to choose the appropriate action.

A selection from the drop down list box must be made depending on whether or not the new customer wants to retain the outdoor light(s). The four commonly used choices are explained below.

<u>Activate</u> – This selection will start billing for a light that is already on. The outdoor light (OL) status will either be I (inactive) or A (active) when this selection is used. This

selection is made when the customer wants the outdoor light left on and will assume billing for the light.

<u>Deactivate</u> - This selection will stop billing for the outdoor light. The OL status will either be I (inactive) or A (active) when this selection is used. This selection is made when the customer does not want to assume billing for the outdoor light. When Deactivate is selected, billing stops for the light and the light remains on. After 30 days, a workflow is generated to notify the regions of an outdoor light that is on without a customer to bill. The regions disconnect these outdoor lights as time and schedules permit.

<u>Disconnect</u> – This choice will send a field order to disconnect the light. The OL status will either be I (inactive) or A (active) when this selection is used. This selection is made when the customer does not want to assume billing for the outdoor light and requests that the OL be turned off.

<u>Reconnect</u> – This selection will send a field order to reconnect the light. This selection is made when the OL status is D (disconnected) and the customer requests that the light be turned on.

Submit - Push this button to complete the Open order.

<u>Cancel</u> – Push this button to close the Non-Meter Open box and return to the Meter Information box.

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# **Kentucky Power Company**

## REQUEST

Refer to the Answer, paragraph 5(i).

- a. Provide copies of the records that indicate that the account of Leodia Easterling was established as a combination electric/outdoor light account.
- b. Provide copies of the records that indicate that the account of Douglas and Sylvia Morrison was established as a combination electric/outdoor light account.

### RESPONSE

- a. Please see KPSC\_1\_6\_Attachment1\_Confidential.pdf for the response.
- b. Please see KPSC\_1\_6\_Attachment2\_Confidential.pdf for the response.

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EFF BILL DATE 04/10/96 TARIFF 094 OL 100 HP

EXPR BIL DATE 12/05/13 NMTR STAT A

OUTDOOR LIGHT	DATA: SERV	PL NO 38830	046002184	•	
OL PNT NO	l INSTA	LL DT 04069	)2	REMOVE DT 04/0	2/15
POLE TYPE	NO OF	SPANS		NO UG SPANS	_
POLE CD	NO OF	POLES/SPAN	ıs	NO UG FT	
NO OF POLES	тот с	H SPAN FT		MASTARM SIZE	
NMTR TIMED CD	FAC C	HARGE		POLE RISER CNC	TN _
UNMTR SERV			UNITS	FIXED KWH	
OUTAGE ADJUSTM	ENT: ADO	FR DT	ADJ	TO DT	UNITS
			<del></del>		
HIS CORR X SE	END BILL Y				
PREP KAHND	APPR	REJ	RSN	RMK	
1					
NEXT DATA	4				
03-END 06	6-RETURN	10-NMTR ADJ	12-CANCE	EL	

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 7 Page 1 of 1

# **Kentucky Power Company**

## **REQUEST**

Provide copies of all reports, work orders, service calls, and related documents pertaining to repair or service requests at 440 31st Street, Ashland, Kentucky, from December 1992 until the current date.

## RESPONSE

Please see KPSC\_1\_7\_Attachment1\_Confidential.pdf for the response.

Commission Staff's First Set of Data Requests 06/15/15 15:53Drde5Dated May 27, 2015 TRAN HIST GENERIC LIST ORDH MCSTH2 03 01011 Item No. 7 SUB 015 ORDER 033368995 TYPE IO08 OUTDOOR LIGHT OUT XREF AffaChment 1 Page 1 of 9 **ENGN** LINE X MTR LNK? CS MKTG STATUS XX CANCELLED ACCT NO RM CUST NM: CITY SERV ADDR: WORK ORDER/TYPE PH 606 324 0303 H CUST CONTACT NM SYLVIA MORRISON PHONE NBR SDI/ESI ID # EST CNSTR COST PROP LOC/POLE # EST TOTAL COST LAST PRINT LOC PRINT STATUS Ρ CUST READY DATE / 03/25/15 ORDER ORIG BY / DATE SHELLV BAILEYV / 03/26/15 ORDER UPDATED BY / DATE / ORDER COMPLTD BY / DATE SCHD ST DATE/TIME ACTUAL ST DATE/TIME COMPL DATE/TIME LINE METER PHYS WORK COMPL DATE SERVICE EFFECT DATE 03/25/15 DESC: LOCATION OF LIGHT: BACK YARD

NEXT	DATA			 _3 OF	3
06-RETURN	07-UP	08-DOWN	12-CANCEL		

Commission Staff's First Set of Data Requests 06/15/15 15:530rdebDated May 27, 2015

ORDH MCSTH2 03 01011 TRAN HIST GENERIC LIST SUB 015 ORDER 033368995 TYPE IO08 OUTDOOR LIGHT OUT

XREF

Item No. 7 Allachment 1

STATUS XX CANCELLED

CS MKTG ENGN

LINE X MTR

LNK? RMKS age 2 of 9

\_\_CUST NM

SERV ADDR: 440 31ST

CITY ASHLAND

ST KY ZIP 41101-2069 RR:TY

NO BOX

ACT

REMARKS

ENT DT 03262015NM BAILEYV DEPT U UPD DT

NM

CAN DT

NM PRINT: M%CS N ENG N NTR N LINE N

INCI

ORDER #033368995 WAS CANCELLED FOR THE FOLLOWING REASON:

KPC OL DID NOT NEED REPAIRED CUSTOMER CALLED ABOUT LIGHT ATTACHED

TO THEIR BUILDING .

A REQUEST HAS BEEN MADE TO CANCEL THIS ORDER

NEXT	DATA			 _4 0	F	4
06-RETURN	07-UP	08-DOWN	12-CANCEL			

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests

ORDH MCSTH2 03 01011 TRAN HIST GENERIC LIST 06/15/15 15:5300 Data Requests 0.00 May 27, 2015 ORDER 033368995 TYPE IO08 OUTDOOR LIGHT OUT XREF Affichment 1 STATUS XX CANCELLED CS MKTG ENGN LINE X MTR LNK? RMKS? Y

CUST NM

SERV ADDR: 440 31ST

CITY ASHLAND

ST KY ZIP 41101-2069 RR:TY NO BOX

ACT REMARKS

ENT DT 03262015NM BAILEYV DEPT M UPD DT NM

CAN DT NM PRINT: M%CS Y ENG Y NTR Y LINE Y

SERVICER STOPPED TO FIX DD LIGHT CUSTOMER SAID THE LIGHT THAT

NEEDED WORKED ON IS THE ONE ATTACHED TO HER STORAGE BUILDING

SERVICER TOLD HER WE DO NOT WORK ON CUSTOMER OWNED LIGHTS

NEXT	DATA			 5 OF	5
06-RETURN	07-UP	08-DOWN	12-CANCEL		

Commission Staff's First Set of Data Requests

TRAN HIST GENERIC LIST 03 01011 06/15/15 15:53QrdebDated May 27, 2015 ORDH MCSTH2

SUB 015 ORDER 033368995 TYPE IO08 OUTDOOR LIGHT OUT

XREF LNK?

LINE X MTR STATUS XX CANCELLED CS MKTG ENGN

Item No. 7 Allachment 1 RMKS Page 4 of 9

UST NM

SERV ADDR: 440 31ST

CITY ASHLAND

ST KY ZIP 41101-2069 RR:TY

NO BOX

ACT

REMARKS

ENT DT 03262015NM BAILEYV DEPT M UPD DT 2015-03- NM

CAN DT 2015-03-NM

PRINT: M%CS Y ENG N NTR N LINE N

(K107106 FROM: 078S04 STEVE GILMORE TO: 078S09 KEVIN BROWN 03/26/15

11:19)

EXT	DATA			 _6 01	F	6
06-RETURN	07-UP	08-DOWN	12-CANCEL			

Commission Staff's First Set of Data Requests 06/15/15 15:53Qr@e6Dated May 27, 2015 TRAN HIST GENERIC LIST 03 01011 ORDH MCSTH2 Item No. 7 SUB 015 ORDER 033368995 TYPE 1008 OUTDOOR LIGHT OUT All Chment 1 XREF RMKS? Y LINE X MTR LNK?

MKTG

LUST NM

SERV ADDR: 440 31ST

STATUS XX CANCELLED

CITY ASHLAND

ST KY ZIP 41101-2069 RR:TY NO BOX

ENGN

ACT

REMARKS

CS

DEPT M UPD DT NM ENT DT 03252015NM SHELLV

PRINT: M%CS Y ENG Y NTR Y LINE Y CAN DT NM

REPORTED OFF: 03/25/2015 AT 01:22 PM., CONCERN:OL COVER HANGING O

FF/ LIGHT WORKS

NEXT	DATA		7 OF	·	7
06-RETURN	07-UP	12-CANCEL			

ORDH MCSTH2 03 01011 TRAN	Commission Staff's Firs HIST GENERIC LIST 06/15/15 15:542/4	<u>₽</u> 7Dated May 27, 201
	HO9 CHG IN SER - REMOVE OUTD LI XREF	ltem No. Atlachment
STATUS CP COMPLETED POSTED	CS MKTG ENGN LINE C MTR LNK?	RMKS? Y
LUST NM:	ACCT NO	RM CP
SERV ADDR:	CITY	
PH 304 938 2499 H	9 WORK ORDER/TYPE	/
CUST CONTACT NM	PHONE NBR	
EST CNSTR COST	SDI/ESI ID #	
EST TOTAL COST	PROP LOC/POLE #	
PRINT STATUS P	LAST PRINT LOC	
CUST READY DATE 04/02/15		
ORDER ORIG BY / DATE KAHND	/ 04/02/15	
ORDER UPDATED BY / DATE PHELP	SM / 04/06/15	
ORDER COMPLTD BY / DATE PHELP	SM / 04/02/15	
SCHD ST DATE/TIME	ACTUAL ST DATE/TIME COMPL DATE/TIME	
LINE 04/02/15	04/02/15 04/02/15	
METER		
PHYS WORK COMPL DATE	04/02/15	
SERVICE EFFECT DATE	04/02/15	
DESC: FROM PSC COMPLAINT, PLE	ASE REMOVE 100W DD LIGHT FROM 46/2184	ASAP
`		
NEXT DATA		_3 OF 3
06-RETURN 07-UP 08-D	OOWN 12-CANCEL	

Commission Staff's First Set of Data Requests

ORDER TYPE CH09 ORDER NO 031367173

FIELD EMPLOYEE PHELPSM

ORDH MCSTH2 03 01011 TRAN HIST GENERIC LIST 06/15/15 15:540rd@6Dated May 27, 2015

Item No. 7 STATUS PA - PENDING ACTIVE Attachment 1

EFFECTIVE DATE 2015-04-02

RM STATUS CP - COMPLETE

Page 7 of 9

FIELD WORK TIME 18.22 FIELD WORK DATE 2015-04-02

### METERED SERVICE

ID KND	MFR DEVC	SERIAL NB	READ DT	MTR RDG ACT	MTR RDG	RC
01 KWH	04 EA006	5 532286713	2015-03-10	46983.00	0.00	R

CEXT	DATA ·			OF	1
06-RETURN	08-DOWN	12-CANCEL			

Commission Staff's First Set of Data Requests

03 01011 ORDH MCSTH2 ORDER NO 031367173

TRAN HIST GENERIC LIST

06/15/15 15:54OrdebDated May 27, 2015 STATUS PA - PENDING ACTIVE Attachment 1

Item No. 7

EFFECTIVE DATE 2015-04-02

RM STATUS CP - COMPLETE

Page 8 of 9

FIELD EMPLOYEE PHELPSM

FIELD WORK TIME 18.22

FIELD WORK DATE 2015-04-02

NON-METERED SERVICE

TARIFF TYPE UNIT

POLE NUMBER

STATUS ACTION

38830046002184 094 OL00001

ORDER TYPE CH09

R

Q <sub>NEXT</sub>	DATA		2	OF	2
06-RETURN	07-UP	12-CANCEL			

Commission Staff's First Set of Data Requests 06/15/15 15:590r@e7 Dated May 27, 2015 TRAN HIST GENERIC SELECT 03 01011 ORDH MCSTH1 Item No. 7 04/09/96

MORRISON DOUGLAS

AxilaciinVelit 1 6 51 Page 9 of 9

440 31ST ST

010 015 RS ASHLAND

											00011
LN										ORDER	SCRN
NO	DATE	CODE	DE:	SCRIPTION		TAF	KEN	BY	AMOUNT	NUMBER	DETL
	<b>-</b>					<del>-</del>					
1	07/22/12	TRKI TR	ACKING :	INQUIRY		#S0	SPE	668	0.00	037357973	Y
	EFF DT	05/30/12	CRTN D	r 05/30/12	ORD	STAT	XX	TYP	1008	M	1TR
	ORDER PO	STING -	ACCT =	0319795001							

	LINE NO _	DATE	<u></u>	CODE	 •	
NEXT 12-CAN	DATA				 _1 OF	1

KPSC Case No. 2015-00136 Commission Staff's First Set of Data Requests Dated May 27, 2015 Item No. 8 Page 1 of 1

# **Kentucky Power Company**

### REQUEST

State whether Mr. Morrison or Mrs. Morrison, individually or jointly, contacted Kentucky Power between April 9, 1996, and March 2015 to clarify, question or dispute charges on the monthly statement for combination electric/outdoor lighting service at 440 31st Street, Ashland, Kentucky. If such contract was made, provide copies of all records documenting the dispute, whether it was resolved, and how it was resolved.

### RESPONSE

When a customer calls into Kentucky Power's Customer Operation Centers ("COC"), the associate receiving the call places a note on the customer's account identifying the issues and its resolution. Moreover, beginning in 2002, calls to the COC were recorded in addition to the notes being placed on the customer's account. The recordings are maintained for at least seven years. Prior to the call that resulted in the field visit on March 30, 2015, the Company has no record of an inquiry or other contact by the Morrisons or any other person during the period identified above seeking to clarify, dispute, or question charges regarding the dusk-to-dawn light at issue in this proceeding Please the field visit March 30, 2015. see prior to KPSC 1 8 Attachment 1 Confidential.pdf for information regarding the March 30, 2015 field visit.

ORDH MCSTH2 03 01011 TRAN HIST GENERIC LIST 06/01/15 11 0 KPSC-Case No. 2015-00136 XREF Order Dated May 27, 2015 SUB 015 ORDER 031583721 TYPE IO03 VERIFY REV CL/TARF INFO Îtem No. 8 MTR RMK Attachment 1 CS MKTG L ENGN LINE LNK STATUS PA ACTIVE Page 1 of 2 ACCT NO CUST NM MORRISON DOUGLAS NO OF FIELD TRIPS 01 ORDER ORIG DATE 03/26/15 CUST NOTE PS IN PERSON SGN TIME 00:00 APPT: DATE DESC: CUSTOMER SAYS SHE HAS BEEN BILLED FOR 20 YEARS FOR A STREET LIGHT 2 THAT SHE DID NOT ASK TO BE INSTALLED SHE WANTS A REFUND POLE NUMBERS: SRVC 38830046B12184 XFMR 38830046B12185 ACTION TAKEN: CODE 39 OFFICE FOLLOW-UP TRIP NO 1 MET W/CUST 3-30-15 TO DISCUSS LIGHT; THEY THOUGHT LIGHT THEY WERE PAYING FOR IN BACK YARD WAS OUR LIGHT; THIS LIGHT IS CUST OWNED & WAS PAYING FOR DD LIGHT BY FRONT PORCH; CUST IS REQ A REFUND FOR DD LIGHT FROM OPEN DATE; ADV W/REV, DISC W/MNG & CB BY KAHND TIME 13:11 DATE 03/30/15 POSS BILL ADJ ADJ ISS N CR NOTF PMT AGRM DOP BILL DISPUTE CS REVIEW N FR REOD N ST KY ZIP 41101-2069 CITY ASHLAND ADDR 440 31ST ST ORDER COMPLETE Y PHYS WORK COMPL DATE 04/02/15 COMPL BY KAHND LINE MTR MKTG KAHND ENGN REPS: CS 1 OF 2 DATA

08-DOWN 12-CANCEL

06-RETURN

TRNH MCSTH2 03 01011 TRAN HIST GENERIC LIST 06/01/15 11 0 KPSC Case No. 2015-00136 SUB 015 ORDER 031367173 TYPE CH09 CHG IN SER - REMOVE OUTD LI XREF Order Dated Mey 27, 2015 Item No. 8 STATUS CP COMPLETED POSTED CS MKTG ENGN LINE C MTR RMK SAlkachiment 1 **LNK?** Page 2 of 2 RM CP ACCT NO CUST NM: SERV ADDR: CITY PH 304 938 2499 H 9 WORK ORDER/TYPE PHONE NBR CUST CONTACT NM SDI/ESI ID # EST CNSTR COST PROP LOC/POLE # EST TOTAL COST PRINT STATUS LAST PRINT LOC CUST READY DATE 04/02/15 ORDER ORIG BY / DATE KAHND / 04/02/15 ORDER UPDATED BY / DATE PHELPSM / 04/06/15 ORDER COMPLTD BY / DATE PHELPSM / 04/02/15 SCHD ST DATE/TIME ACTUAL ST DATE/TIME COMPL DATE/TIME 04/02/15 LINE 04/02/15 04/02/15 METER 04/02/15 PHYS WORK COMPL DATE SERVICE EFFECT DATE 04/02/15 DESC: FROM PSC COMPLAINT, PLEASE REMOVE 100W DD LIGHT FROM 46/2184 ASAP 3 OF 3 DATA 06-RETURN 07-UP 08-DOWN 12-CANCEL