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AUG 27 2015

PUBLIC SERVICE
COMMISSION

STATE OF: Kentucky

COUNTY OF: Boyd

I, Janice Ratliff, a Notary Public, do hereby certify that on this
24th day of August, 2015 personally appeared before me
Sylvia Morrison, address 440 31st St Ashland KY known to me
to be the person whose name is subscribed to the foregoing instrument, and
swore and acknowledged to me that Sylvia Morrison executed the
same for the purpose and in the capacity therein expressed, and that the
statements contained are true and correct.

Janice Ratliff

Notary Public, State of Kentucky

Notary ID Number 465372

Notary: Janice Ratliff

My Commission Expires: 4.24.16



Douglas & Sylvia Morrison
440-31st St.
Ashland, Ky. 41101
606-324-0303
CASE NO. 2015-00136
Response to Email of August 12, 2015

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO DOUGLAS AND
SYLVIA MORRISON

1. When we originally complained about the street light it was on pole no. 2182. I can't prove I & my neighbors called. That's been over 20 yrs. All have moved or are dead. This is an area of poor, elderly, disabled & minorities. They don't stay long unless they own their home. Most don't. I wrongly presumed when AEP said they couldn't move it they were being honest so I had no reason to make notes of the actions taken. After AEP moved it to 2184 the former tenant in the house now condemned & torn down (the house formerly in the lot the street light & pole 2184 stood/stands on) complained several times & was only told it couldn't be removed. No reason why was given. I called too because it left me no privacy in my front yard. I called believing that the 2 households most effected by the light complaining would be enough to get it moved & I got the same response. Again no reason why it couldn't be removed was given. So it was presumed the city put it there & we had to live with it. I had no idea I was being charged for the street light at either time or I would have demanded it be removed instead of asking if it could be. As soon as I found out I was being charged for the street light I demanded it be taken down & I had to tell Debbie from AEP several times even then that I wanted it out because she acted as if she didn't believe me. It took from 3/26/2015 when I first learned I was paying for it & told AEP to take it out until 4/2/2015 at 6 pm in the evening for AEP to finally remove it. There are 2 park lights & one dawn to dusk bright street light three houses down on the north end of my block & 2 more only two houses up on the other end of the block along with still another dawn to dusk in the parking lot of the building on the corner & a bright light on the building itself. So why would I would need or want another? 6 street/dawn to dusk lights in a little over 200 ft. is more than enough. Why would anyone need a 7th one? I believed I was paying for the one on my shed in the back beside a dark alley. Thus until I learned otherwise by AEP's sudden refusal to change the bulb (they always had in the past) I would have kept on paying for it in my ignorance & because of AEP's deception.

1A. Yes, I made several complaints to AEP by phone. First one when I first moved my account to 440-31st St. It was on Pole No. 2182 at that time. Then again around 10 yrs. later after the light was moved from pole 2182 to 2184. We were told the light was moved because of the vines that grew down the line which they had to keep clearing off. But when I asked AEP to just remove it altogether I (Sylvia) was told they couldn't by both the AEP workers & later by phone when I complained.

1B. I can't state the dates because I don't keep records of people I believe are telling me the truth. In fact if my light shield hadn't needed fixing or a new bulb I would still be paying for the street light because I didn't know that was the light I was being charged for. I believed I was paying for the light over my shed. By AEP replacing the bulb & fixing it all those times before I had no reason to believe otherwise.

1C. The complaint was made by phone which AEP states is recorded for quality purposes. I had no reason to do it any other way because I thought I had no say in the matter since I believed the city was paying for the street light. I didn't know a citizen could be charged for a street light.

1D. I have no idea who I spoke to on the phone at AEP either 20 yrs. or 10 yrs. ago. Nor do I know the AEP worker's name that moved the light from 2182 to 2184, nor the name of the AEP worker that suddenly refused to fix my shed light. They never offered to tell me nor show their ID. For the first AEP workers moving the light I had no reason to ask for ID. All they told me was it was an order & if I didn't want it I'd have to call the AEP office, which I did. Again I don't keep records of businesses & people I believe are telling the truth. Especially if their actions seem to confirm my trust.

2. Again that was 20 yrs. ago when I thought AEP was an honest business. It was around 10 yrs. ago for when the complaints were made after the move from pole 2182 to pole 2184. If AEP doesn't keep business records that far back why would I be expected to do so when I believed I was being told the truth? Debbie at AEP told both me and my husband Doug that most of the workers have been there less than 10 yrs. & AEP has no record of their policies that far back. If AEP doesn't know their policies that far back how would I know anything beyond what I

was told then & what AEP now says their policies were. I'd also have no reason to clarify my bills since I believed the light over my shed was the extra light I was paying for. Not a street light across the alley on another person's property. AEP had always fixed or replaced the bulb over my shed in the past. So this whole episode seems surreal at best. I don't believe Debbie's (AEP) excuse it was probably being fixed by an AEP worker just being nice. Fixing it was never even questioned. I called when I needed my shed light or shield fixed and they came out to fix it. The last time the bulb on my shed was changed by AEP was around 9 or 10 yrs. ago.

3. A. The light attached to the shed can NOT be controlled by a switch. It is on all the time except when the light was last blown & AEP came to replace it. That happened around 9 or 10 years ago. Again I'm not sure of the date or the worker's name because when AEP refused service on the shed light 3/26/2015 that was the first time they had ever refused to fix it or the shield. Thus no reason to keep a record.

B. It not only can be operated during the daytime it DOES operate 24/7, 365 days a year. But not by choice, by design. This is another reason we had assumed AEP was responsible as they claimed. No one willingly runs an outdoor light too high above their head to safely change in the bright sunlight that they have to pay by the kilowatt hours for.

NOTE: I'm also enclosing pictures taken at midnight 8/20/2015 of the street lights on either side of our house on 440-31st St. Ashland, Ky. 41101. I (Sylvia) went to the end of the walkway from our house and took pictures to the left of me and right of me. Plus a picture of our home with the porch light on while standing across the street.

All the information & pictures are submitted & taken by me: Sylvia Morrison: Complainant

Sincerely,



Douglas & Sylvia Morrison
Case No. 2015-00136

*Commissioner Staff's Second Request For Information
from Douglas and Sylvia Morrison*

This picture is of our home with the porch light on. I took the picture from across the street. Though my camera isn't very good at night there is still enough light to see the curb in front of our house. This one was taken around midnight 8/20/2015 as well

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This picture is of all the street
+ building lights to the south of
my house at 440-31st St. The
house with the porch light on
is across the street + two houses
south. That's approximately 50
feet away. There is one more house
between the street lights + that
house. I took these pictures
around midnight 8/20/2015.

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This picture is of the 3 street lights north of our home. The light at the bottom is a car coming. What you can't see is there is another light in the park on the other side of the house to the right. The house on the right is 2 homes away from the house to the right. This was also taken at midnight 8/30/2015. There is a total of 11 small lots between all these lights & only 3 are larger than 20 ft. wide. The larger ones were created from houses considered torn down. Except for one. Thus there is a little over 200 ft. between the one you can't see. Lights not counting the one you can't see.