

IN THE MATTER OF:

Douglas and Sylvia Morrison

Complainants

v.

Case No: 2015-00136

Kentucky Power Company

Defendants

RECEIVED

NOV 30 2015

PUBLIC SERVICE
COMMISSION

Additional Comments on Intra Agency Informal Conference and clarification of comments & Tariff
Sheets by AEP.

Douglas and Sylvia Morrison
440-31st St.
Ashland, Ky. 41101

Nov. 23, 2015
Case No. 2015-00136

Re: Comments on Intra Agency Informal Conference Nov. 18, 2015 received Nov. 21, 2015

Page 2 of 6 Paragraph 3 ("Led to believe...") We were led to believe the light over our shed was the unmetered one. AEP never made us aware they were billing us instead for a street light we had never wanted or asked for. Besides changing the bulb & repairing the fixture once over the one on the shed we had no reason to doubt that was the AEP unmetered one. Our shed light isn't connected to anything and is lit 24/7. Every light on our meter can be turned on or off with a switch. But we have to turn off the breaker switch to turn off the shed light. It even stays on when storms knock our power out. So common sense would lead one to believe with everything done and told that we'd believe our shed light was the AEP light that was unmetered. We never in our wildest dreams thought we were paying for an additional street light. That street light was what we were never made aware of.

Page 3 of 6 Paragraph 5 ("prior to time that service was established...") Claiming procedures exist do not ensure they are followed. That's why there is a legal system. ("Company owned light fixtures...") I never said they were metered. I said we were led to believe the light over our shed was AEP's and thus unmetered. Until the service worker THIS TIME refused to change the bulb over the shed & told us we were paying for the street light on the corner we didn't know we were paying for an unneeded street light. I guess I should thank Mr. Brown because I would still be paying that extra amount every month if he had not stated & AEP affirmed it was the street light and not the shed I was paying extra for. But that wasn't revealed until March 25, 2015.

Page 3 & 4 of 6 Paragraph 8 ("after checking their records...") AEP did inform me that the light was installed over my shed in 1992. But supposedly not by AEP. But they did not inform me at all of when the light over my shed was installed until AFTER the complaint was registered with the PSC. I still have no idea when the street light was installed. Were both the light over my shed and the street light installed in 1992? Or was one in 1991 as the TARIFF O.L.s say or 1992?

Page 4 of 6 Paragraph 12 ("view documents filed...") The original documents seemed helter skelter as far as the documents explaining when the outdoor street light was installed until the copy of the original Tariff O.Ls were sent after the informal phone conference Nov. 18, 2015. But after perusing the Tariff OLs I have a few questions that need to be clarified.

RE: COPIES OF ORIGINAL TARIFF O.L.s ALSO RECEIVED ON NOV. 21, 2015

Filing of tariffs are stated as being effective April 1, 1991 & July of 1991. Then effective July 1, 1992, Then effective August 2, 1995. Then effective March 1, 1996.

1. AEP has stated repeatedly that the street light was installed in April 1992. Yet their own records show it was installed originally in 1991.
2. There is no mention of Leodia Easterling requesting or paying for it in 1994 when she bought this home. So why was she charged when there is no record of a street light even being here in 1994.
3. We moved here in April of 1996. March 1, 1996 we had no idea we'd be moving here after my mother Leodia Easterling went into a nursing home and the former OWNERS had been here since the 70s. So I have no idea who AEP kept installing and/or keeping this street light for. Why aren't there any signatures if the street lights were requested?
4. On the first page of each year explaining the TARRIFF O.L.s it states:

"AVAILABILITY OF SERVICE

Available for outdoor lighting to individual customers in locations where municipal street lighting is not applicable."

There is a street light approx. 114 ft. to the north of the street light AEP was charging me for and another street light approx. 104 ft. to the south of the same. So again if AEP put a street light across the alley and charged me and previous others then they were breaking their own rules.

Also this appears to state that if there is city lighting then this service isn't available. So why did AEP put it there to begin with since city lighting was available in close proximity on both sides of our home?

5. Each date on the TARIFF O.L. s state on the last page:

"TERM OF INITIAL SERVICE

Term of initial service shall be required for an initial period of one year".

Does this mean after the first year it has to be confirmed to still be wanted? There are many types of bills that require an initial year of service because of the expenses involved. But at the end of the year it is confirmed (not assumed) it was still wanted. But in our case no one has ever asked my mother Leodia Easterling or us if we wanted a street light anywhere. Neither when we moved in or at any period while it was on the pole. Though AEP may not have to prove they are telling the truth the fact they have repeatedly changed their answers should be taken into consideration. As Judge Judy says: "If you tell the truth the first time you don't have to change your story."