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May 15, 2018

HAND DELIVERY

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

RECEIVED

MAY 15 2018

PUBLIC SERVICE
COMMISSION

Mark R. Overstreet
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moverstreet@stites.com

RE: P.S.C. Case No. 2011-00179 (Post-Case Referenced Correspondence)

Dear Ms. Pinson:

Please accept for filing the original and ten copies of the Supplemental Responses of Kentucky Power Company to the Commission's June 14, 1999 Order in the above matter, as subsequently amended by the Commission's October 20, 2011 Order in Case No. 2011-00179. The Responses are for the year ended December 31, 2017.

By copy of this letter I am providing the Attorney General with a copy of the Supplemental Responses. If you have any questions, please do not hesitate to contact me.

Sincerely yours,

STITES & HARBISON PLLC

Mark R. Overstreet

cc: Rebecca Goodman

**KPSC Case No. 2011-00179
Calendar Year 2017**

DATA REQUEST

- 4 AEP should file on a quarterly** basis a report detailing Kentucky Power's proportionate share of AEP's total operating revenues, operating revenues, operating and maintenance expenses, and number of employees. [Reference: Merger Agt., Ky. PSC Order dated 6/14/99 in Case No. 99-149, Reporting Requirements, Pg. 11, Item 2]
- **Note: Pursuant to the Commission's Order dated June 14, 2004, the information pertaining to this data request shall be filed on an annual basis.

RESPONSE

Kentucky Power Company			
Report Proportionate Share of AEP			
12 Months Ending December 31, 2017			
(in millions, except number of employees)			
	AEP	KPCo	Share
Revenues*	\$15,425	\$626	4.1%
Operating/Maintenance Expense**	\$8,937	\$306	3.4%
No. of Employees as of 12/31/2017	17,732	548	3.1%
* For KPCo excludes sales to affiliates of \$17 million			
** Includes Fuel expense of \$2,347 million for AEP and \$122 million for KPCo			

Witness: Matthew A. Horeled

KPSC Case No. 2011-00179
Calendar Year 2017

DATA REQUEST

16 Provide annual Call Center Performance Measures for those centers that handle Kentucky customer calls (Call Center Average Speed of Answer (ASA) Abandonment Rate, and Call Blockage), for calendar year 2017. [Reference: Merger Agt., Attachment C, Pg. 1, Item 2]

RESPONSE

The annual Call Center Performance Measures for those centers that handle Kentucky customer calls for the calendar year 2017 are:

Average Speed of Answer (ASA): 65 seconds,

Abandonment Rate: 7.78%, and

Call Blockage: 1.68%

Witness: Matthew A. Horeled

