# STITES & HARBISON PLLC

ATTORNEYS

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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 1 5 2018

## PUBLIC SERVICE COMMISSION

Mark R. Overstreet (502) 209-1219 (502) 223-4387 FAX 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. Overstree

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 AEP12 Months Ending December 31, 2017			
(in millions, except number of employees)			
	AEP	KPC0	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 AI	EP and \$122 mi	llion for K	PCo

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]

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#### **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

#### VERIFICATION

The undersigned, Matthew A. Horeled, being duly sworn, deposes and says he is the Director of Regulatory Service for Kentucky Power, that he has personal knowledge of the matters set forth in the foregoing responses and the information contained therein is true and correct to the best of his information, knowledge, and belief.

Matthew A. Horeled

Commonwealth of Kentucky

County of Boyd

Case No. 2011-00179

Subscribed and sworn before me, a Notary Public, by Matthew A. Horeled this 15th day of May, 2018.

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My Commission Expires \_\_\_\_

