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COMMISSION

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April 28, 2020

VIA E-MAIL TRANSMISSION – PSCED@KY.GOV

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Kent A. Chandler
Executive Director
Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602-0615

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

Dear Mr. Chandler:

Kentucky Power is making this filing by e-mail transmission in accordance with the Commission's March 16, 2020 Order in Case No. 2020-00085. Accompanying this letter are Supplemental Responses of Kentucky Power Company to the Commission's June 14, 1999 Order in Case No. 99-149, 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, 2019.

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

Sincerely yours,

STITES & HARBISON PLLC



Mark R. Overstreet

cc: Larry W. Cook
John G. Horne
Michael West

**KPSC Case No. 2011-00179
Calendar Year 2019**

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, Reporting Requirements, Pg. 11, Item 2]

**Note: Pursuant to the Commission's Order dated June 14, 2004, the information pertaining to this data request is being filed annually.

RESPONSE

Kentucky Power Company			
Report Proportionate Share of AEP			
12 Months Ending December 31, 2019			
(in millions, except number of employees)			
	AEP	KPCo	Share
Revenues*	\$15,561	\$602	3.9%
Operating/Maintenance Expense**	\$9,064	\$268	3.0%
No. of Employees as of 12/31/2019	17,408	499	2.9%
* For KPCo excludes sales to affiliates of \$17 million			
** Includes Fuel expense of \$1,941 million for AEP and \$102 million for KPCo			

Witness: Brian K. West

KPSC Case No. 2011-00179
Calendar Year 2019

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 2018. [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 2018 were:

Average Speed of Answer (ASA): 62 seconds

Abandonment Rate: 5.8%

Call Blockage: 2.73%

Witness: Brian K. West

