

April 16, 2021

**VIA E-MAIL TRANSMISSION – PSCED@KY.GOV**

Linda C. Bridwell  
Executive Director  
Public Service Commission  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, KY 40602-0615

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**RECEIVED**  
**APR 16 2021**  
**PUBLIC SERVICE  
COMMISSION**

RE: **Case No. 2011-00179** (Post-Case Reference Correspondence File)

Dear Ms. Bridwell:

Enclosed are Kentucky Power's supplemental responses to the Commission's June 14, 1999 Order in Case No. 1999-00149, as subsequently amended by the Commission's October 20, 2011 Order in Case No. 2011-00179. The responses are for the calendar year ended December 31, 2020.

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. I am providing the Attorney General a copy of this letter and the supplemental responses by a copy of this e-mail.

Please do not hesitate to contact me if you have any questions.

Very truly yours,

  
Mark R. Overstreet

cc: John G. Horne II  
Michael West  
Larry Cook

**KPSC Case No. 2011-00179  
Calendar Year 2020**

**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**

<b>Kentucky Power Company</b>			
<b>Report Proportionate Share of AEP</b>			
<b>12 Months Ending December 31, 2020</b>			
<b>(in millions, except number of employees)</b>			
	<b>AEP</b>	<b>KPCo</b>	<b>Share</b>
Revenues*	\$14,919	\$538	3.6%
Operating/Maintenance Expense**	\$7,953	\$222	2.8%
No. of Employees as of 12/31/2020	16,787	475	2.8%
* For KPCo excludes sales to affiliates of \$12 million			
** Includes Fuel expense of \$1,439 million for AEP and \$76 million for KPCo			

Witness:            Brian K. West

**KPSC Case No. 2011-00179  
Calendar Year 2020**

**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 2020. [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 2020 were:

Average Speed of Answer (ASA): 58 seconds

Abandonment Rate: 5.4%

Call Blockage: 2.79%

Witness:              Brian K. West

**VERIFICATION**

The undersigned, Brian K. West, being duly sworn, deposes and says he is Vice President, Regulatory & Finance for Kentucky Power Company that he has personal knowledge of the matters set forth in the forgoing responses and the information contained therein is true and correct to the best of his information, knowledge and belief after reasonable inquiry.

  
\_\_\_\_\_  
Brian K. West

State of Indiana        )  
                              ) ss     Case No. 2011-00179  
County of Allen        )

Subscribed and sworn to before me, a Notary Public, in and for said County and State, Brian K. West this 14<sup>th</sup> day of April, 2021.

Regiana M.                    )  
Sistevaris                    ) Digitally signed by Regiana M.  
                                      ) Sistevaris  
                                      ) Date: 2021.04.14 10:28:10 -04'00'

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Regiana M. Sistevaris, Notary Public

My Commission Expires: January 7, 2023