

May 15, 2024

421 West Main Street P.O. Box 634 Frankfort, KY 40602-0634 (502) 223-3477 (502) 560-5377 FAX

Katie M. Glass (502) 209-1212 kglass@stites.com

RECEIVED MAY 15 2024

PUBLIC SERVICE COMMISSION

DELIVERED VIA EMAIL TO PSCED@KY.GOV

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

RE: <u>Case No. 2011-00179</u> (Post-Case 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, 2023.

Kentucky Power is making this filing by e-mail transmission in accordance with the Commission's Orders 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 contract me if you have any questions.

Very truly yours,

STITES & HARBISON PLLC

Katie M. Glass

KMG

KPSC Case No. 2011-00179 Calendar Year 2023

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, 2023 (in millions, except number of employees)					
(in minions, except number of	AEP	KPCo	Share		
Revenues*	\$18,982	\$602	3.2%		
Operating/Maintenance Expense**	\$10,666	\$332	3.1%		
No. of Employees as of 12/31/2023	17,250	284	1.6%		

^{*} For KPCo excludes sales to affiliates of \$13 million

Witness: Lerah M. Kahn

^{**} Includes Fuel expense of \$2,676 million for AEP and \$118 million for KPCo

KPSC Case No. 2011-00179 Calendar Year 2023

DATA REQUEST

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 2022. [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 2023 were:

Average Speed of Answer (ASA): 73 seconds

Abandonment Rate: 4.12%

Call Blockage: 2.12%

Witness: Lerah M. Kahn

VERIFICATION

The undersigned, Lerah M. Kahn, being duly sworn, deposes and says she is the Manager of Regulatory Services for Kentucky Power, that she 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 her information, knowledge, and belief.

11/1

		Lerah M. Kahn	_
Commonwealth of Kentucky)	Corp No. 2011 00170	
County of Boyd)	Case No. 2011-00179	

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Lerah M. Kahn, on <u>May 14</u> <u>ZOZ4</u>.

Mary Public Mithelle Caldwell

MARILYN MICHELLE CALDWELL.
Notary Public
Commonwealth of Kentucky
Commission Number KYNP71841
My Commission Expires May 5, 2027

My Commission Expires May 5, 2027

Notary ID Number KYN P71841