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David L. Armstrong
Chairman

James W. Gardner
Vice Chairman

John W. Clay
Commissioner

February 9, 2009

PARTIES OF RECORD

Re: Case No. 2008-00486

Attached is a copy of the memorandum which is being filed in the record of the above-referenced case. If you have any comments you would like to make regarding the contents of the informal conference memorandum, please do so within five days of receipt of this letter. If you have any questions, please contact Rick Bertelson at 502/564-3940, Extension 260.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Derouen".

Jeff Derouen
Executive Director

Attachment

INTRA-AGENCY MEMORANDUM

KENTUCKY PUBLIC SERVICE COMMISSION

TO: Case File

FROM: Rick Bertelson, Staff Attorney

DATE: February 9, 2009

SUBJECT: Case No. 2008-00486
Emilyrose Samuels v. Kentucky Power Company
Informal Conference

A telephonic informal conference ("IC") was held with the parties on February 6, 2009. Those in attendance on the conference call are indicated on the attached sign-in sheet, prepared by Commission Staff. The IC was scheduled at the request of Kentucky Power Company ("Ky. Power") to discuss settling the case.

The parties negotiated the terms of a settlement whereby Ms. Samuels could pay off the arrearage she and her husband owe on her husband's customer account in the amount of \$1,539.06. This amount represents the original arrearage of \$730 that was owed prior to the time Ms. Samuels filed the complaint in this matter on November 21, 2008; three regular monthly service bills of \$151.10, \$243.40, and \$174.83 that Ky. Power has sent to Ms. Samuels since the complaint was filed; a late fee of \$19.73; and a \$220 deposit to establish service in a new account under Ms. Samuels' name.

After a vigorous arm's-length negotiation, the parties agreed to the following terms of settlement.

- Ms. Samuels will pay \$75 to Ky. Power by 5:00 p.m. on February 6, 2009, which shall be applied to the \$1,539.06 arrearage.
- By 5:00 p.m., February 9, 2009, Ms. Samuels will call Ky. Power's call center at (800) 572-1113 and ask for the customer service representative named by Ky. Power during the IC at the extension number provided by Ky. Power and will provide her Social Security number to the customer service representative for purposes of establishing a customer account in her name.
- Also, by 5:00 p.m., February 9, 2009, Ms. Samuels will fax the Ky. Power customer service representative (at a fax number to be provided by the representative) a notarized statement from her landlord verifying that she

is a resident at the address where Ky. Power is currently providing service to her and a copy of her current driver's license.

- On or before February 27, 2009, Ms. Samuels will pay a lump sum amount of \$545 to Ky. Power. Ky. Power shall hold \$220 of that amount as the required deposit for Ms. Samuels' to-be-established customer account, and \$325 of the \$545 shall be applied to the remaining \$1,244.06 arrearage, leaving an arrearage in the amount of \$919.06.
- Ms. Samuels shall pay off the remaining \$919.06 arrearage in five equal monthly installments of \$183.81, beginning with her customer bill that will be due in March 2009.
- Ky. Power agreed that its customer service representative, Deborah Morgan, would have no further contact with Ms. Samuels, and Ms. Samuels agreed that other Ky. Power customer representatives could contact her in the future regarding her customer account.

There being no further discussion about the settlement agreement, the parties agreed to hold a follow-up IC on Tuesday, February 10, 2009, at 10:30 a.m., Eastern Standard Time.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

CASE NO. 2008-00486

PAMELA EMILYROSE SUE SAMUELS VS KENTUCKY POWER

TELECONFERENCE SIGN IN

February 6, 2009

PERSON	REPRESENTING
<u>Mark Overstreet</u>	<u>Kentucky Power Co.</u>
<u>Errol Wagner</u>	<u>Kentucky Power Co.</u>
<u>Judy Rosecliff</u>	<u>Kentucky Power Co.</u>
<u>Debbie Morgan</u>	<u>Kentucky Power Co.</u>
<u>Amy Elliott</u>	<u>Kentucky Power Co.</u>
<u>Bob Russell</u>	<u>Kentucky Power Co.</u>
<u>Judi Willis</u>	<u>Kentucky Power Co.</u>
<u>Emilyrose Samuel</u>	<u>Complainant</u>
<u>Jonathan Mattos</u>	<u>Witness for Complainant</u>
<u>Michelle Long</u>	<u>Witness for Complainant</u>
<u>Rick Bertelson</u>	<u>Commission Staff – legal</u>
<u>Allyson Honaker</u>	<u>Commission Staff – legal</u>
<u>Daryl Newby</u>	<u>Commission Staff</u>
<u>John Shupp</u>	<u>Commission Staff</u>