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David L. Armstrong  
Chairman

James W. Gardner  
Vice Chairman

John W. Clay  
Commissioner

February 27, 2009

TO: DIVISION OF FILINGS

RE: Case No. 2008-00486  
Emilyrose Samuels v. Kentucky Power Company

Please file the two enclosed electronic mail (e-mail) documents, received by Commission Staff on December 18, 2008, and February 17, 2009, in the administrative record of the above-referenced case.

Sincerely,

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

Jeff Derouen  
Executive Director

Enclosures

cc: Parties of Record

**Bertelson, Rick (PSC)**

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**From:** Overstreet, Mark R. [MOVERSTREET@stites.com]  
**Sent:** Thursday, December 18, 2008 5:20 PM  
**To:** Bertelson, Rick (PSC)  
**Subject:** P.S.C. Case No. 2008-00486

Rick:

Thank you for your inquiry regarding communications from an employee of AEP named Deborah to Ms. Samuel. I contacted Errol Wagner and he confirmed that Deborah Morgan is the "inside" contact for this account. If Ms. Samuel calls the call center, for example, the call center personnel are instructed to transfer her call to Ms. Morgan. Mr. Wagner's inquiry also indicated that Ms. Morgan almost certainly would be the person initiating any calls to Ms. Samuel on behalf of the company regarding the account.

Ms. Morgan last spoke with Ms. Samuel on November 25, 2008, when Ms. Samuel called the company's call center in response to Ms. Morgan's November 20, 2008 voice mail message. Those communications are described in paragraphs 16 and 18 of Kentucky Power's answer. November 25, 2008 was a day before the Commission issued its November 26, 2008 Order directing the company to satisfy or answer Ms. Samuels complaint.

Based upon Mr. Wagner's inquiry, Ms. Morgan and the company have not had any contact with Ms. Samuel since November 25, 2008 about the status of the account except to serve the answer to the complaint and to mail the December 12, 2008 statement we discussed.

Thanks for your efforts to resolve this matter in a speedy fashion.

**Mark R. Overstreet**  
**Stites & Harbison PLLC**  
**421 West Main Street**  
**P.O. Box 634**  
**Frankfort, Kentucky 40602-0634**  
**Phone: (502) 223-3477**  
**Facsimile: (502) 223-4387**  
**E-Mail: [moverstreet@stites.com](mailto:moverstreet@stites.com)**

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**Bertelson, Rick (PSC)**

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**From:** Bertelson, Rick (PSC)  
**Sent:** Tuesday, February 17, 2009 4:17 PM  
**To:** 'Overstreet, Mark R.'  
**Cc:** Shupp, John (PSC); Newby, Daryl E (PSC); Handziak, Ronald E (PSC)  
**Subject:** RE: P.S.C. Case No. 2008-00486 -- Samuels v. Kentucky Power Company

Thanks for the update Mark.

-Rick

**Richard W. Bertelson, III**

Kentucky Public Service Commission  
211 Sower Blvd.  
P.O. Box 615  
Frankfort, Kentucky 40602-0615  
(502) 564-3940 ext. 260

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**From:** Overstreet, Mark R. [mailto:MOVERSTREET@stites.com]  
**Sent:** Tuesday, February 17, 2009 4:13 PM  
**To:** Bertelson, Rick (PSC)  
**Subject:** P.S.C. Case No. 2008-00486 -- Samuels v. Kentucky Power Company

Rick:

This is to advise the Commission of recent developments regarding the status of the Samuels' account with Kentucky Power. On Monday, February 16, 2009 service to the Samuels' residence at 140 McKnight Street, Ashland, Kentucky was terminated pursuant to the Company's prior disconnect notice.

On Tuesday, February 17, 2009, Ms. Samuels contacted the company's call center and offered to pay \$1,000 by February 27, 2009 toward the past due amount, to pay the remaining past due balance over time, and to pay all future charges as they came due. After conferring with Mr. Wagner, who was out of town, the Company offered the following payment plan:

(a) The payment of \$1,000 in cash, certified funds or money order by February 27, 2009. Once the payment is made Ms. Samuels is to contact the call center and a reconnect order will be issued. Service will not be restored until the \$1,000 payment is made.

(b) In the course of this controversy, Kentucky Power discovered that Ms. Samuels left three prior service locations owing Kentucky Power for service rendered. The amount owed at the prior locations totaled \$3,039.14. Combined with outstanding amount owed for service at 140 McKnight Street through February 16, 2009, the Samuels are indebted to Kentucky Power in the amount of \$4,625.09. Subtracting the \$1,000 to be paid on or before February 27, 2009, the amount subject to the proposed payment plan is \$3,625.09. Given the amount of the past

due balance Kentucky Power offered to extend the prior 4-month payment proposal to a 6-month plan. That 6-month plan requires six equal payments of \$604.18, each of which will be due on the same date as their current service bills.

(c) The Samuels are to pay all future bills for "current service" as they come due. Such payments are in addition to the six monthly payments under the payment plan described in paragraph (b).

(d) If the Samuels fail to pay their future bills as they come due, or if they fail to make the required monthly payments on the past due amount, their service is subject to termination pursuant to the Commission's regulations and the Company's tariffs. Further, the payment plan with respect to the past due amount is subject to Ms. Samuels payment of the \$1,000 on or before February 27, 2009.

Please let me know if you have any questions.

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