

Po Box 275
112 Embassy Dr
Grayson, Ky 41143

January 15, 2010

Public Service Commission
211 Sower Blvd, PO BX 615
Frankfort, Ky 406

RECEIVED

JAN 19 2010

PUBLIC SERVICE
COMMISSION

Re: Ky Power's request
for a 34.95% rate hike

Dear Commission Members

I am writing to request that you refuse
to grant Ky. Power a 34.95% increase in rates.
Ky Power's request for such a large increase
is motivated by pure greed. Their executives
aren't earning enough millions to keep them happy.
AEP's Michael Morris can't live on his \$13.5 mil
compensation.

If Ky. Power's increase is granted, there will
be many families in Ky. who will not be able
to pay for electricity. Several are already receiving
low income energy assistance.

My particular county, Carter, has one of the
highest unemployment rates in Ky. Also, many
of those who can find jobs are working at minimum
wage. How many of Ky. Power's employees work for
minimum wage? None, I'll bet.

How many of Ky Power's executives struggle
to pay their bills and feed their families?

None, I'll bet.

The elderly, including me, will never
see a 35% increase in our monthly allotment.
This year there will be no increase, as has
been true in many previous years.

(Continued)

According to an article in The Grayson Journal Times, Tim Moser, president and CEO of Ky Power said that the 34.95% rate increase is essential in order to continue to offer quality service.

What a laugh!!! Ky. Power is well known in this area for being extremely difficult to deal with and for not being service oriented. I would confirm this through my own dealings with them.

A few years ago, while I was working and living in Ohio, and maintaining a home at 112 Bagby Street in Grayson, I came home one day to find large, deep ruts in my yard. I asked a neighbor who had made the ruts, he said: "Ky Power".

I called Ky Power to ask to have the ruts repaired, the man to whom I spoke offered me \$200-\$300 to fix the ruts myself. I said: "you made the mess, you fix it." Ky Power repaired the ruts but not without trying to get out of the repair job.

Wouldn't Ky Power have been much more professional if they had left a note admitting they damaged my yard and then claiming responsibility for fixing the damage, Service oriented? Haha!!

More recently, in 2008, both my insurance agent and I called to ask Ky. Power to trim branches hanging over power lines in my back yard.

(Continued)

The branches were (and still are) pushing down on the lines.

After about a year, prompted by another phone call from me, Ky. Power sent someone to check the lines. They left me a note saying that the branches posed no threat or danger; and, besides, the note said, the branches were affecting only my "drop" line. They said, however, that if I wanted to trim them, they'd turn the power

off for me -

I'm 67 years old and have only one good eye - Am I going to climb a ladder, saw in hand, and trim high-up branches. I don't think so.

Ky Power could have trimmed the branches in 10-15 minutes and probably already had ^{with them} the equipment to do the trimming. Ky Power, however, is involved as minimally as possible in maintaining power lines or working toward good customer relations.

once again, I request that you deny Ky Power's request for a 34.95% rate increase.

Thank you

Rev Geraldine Burchett

C.C. Tim Moser
Ky Power President + CEO

encl: letter to Tim Moser

PO BX 275
Grayson, Ky 41143

January 15, 2016

Mr. Tim Moser
President and CEO
Ky Power
101 A Enterprise Dr.
PO BX 5790
Frankfort, Ky 40602 - 5790

Dear Mr. Moser:

I am writing to protest Ky. Power's request for a 34.915% rate increase.

Please see my enclosed letter to The Public Service Commission requesting that they deny your rate increase request.

In addition to my complaints to the PSC about Ky Power's attitude and service, I want to give you another example of your poor service.

Yesterday (1/14/16), I called your customer service number twice to try to find out who the person is who could discuss this rate increase request with me - I also asked for an address to which I could send correspondence -

Your customer service representative refused to give me any information with respect to officer's names -

(Continued)

(2)

She did give me an address in Columbus, Ohio.

When I picked up a Grayson newspaper yesterday, I found both your name + address - which is not Columbus, Oh.

Is Ky. Power so "anti-customer", or so afraid of the public, that you don't allow your customers to know the names of corporate officers? or are your customer service people just incompetent?

If you officers have nothing to hide, why are you hiding?

You are not customer-oriented. You are motivated by greed. For this reason, and others spelled out in my letter to PSC, I am praying that your rate increase request is denied.

Sincerely

Rev Geraldine Burchett

P.S. Please send me a list of Ky. Power's Corporate Officers and their current annual compensation. Also, please tell me what their percentage increase in compensation has been in the last five years -

CC: Public Service Commission