

RECEIVED

JAN 22 2010
PUBLIC SERVICE
COMMISSION

671 Dry Fork Rd.
Olive Hill, Ky. 41164
Jan. 20, 2010

Dear Sir:

I am writing about your rate increase you are requesting. The rate increase are uncalled for in my opinion. People are already having a hard time paying the bills as it is when they are on a fixed income, and I am one of them. The cost of electric almost doubled in the winter of 08 and 09 but the usage didn't increase so there had to be a rate increase. Everyone was wondering why such an increase in their bills.

People on fixed income doesn't get an increase just because prices go up and they run out of money before they run out of bills. Why can't companies do what we have to do; choose which bill to pay this month and then shift around the next one with food and medicine somewhere in time. We are expected to pay on time or face cut off with a charge to reconnect and deposit.

RECEIVED

If we couldn't pay all the bill to begin with, how are we to pay the bill with extra fees too? Give people a chance to pay what they can during winter and catch up when less is used in summer!

Power wouldn't be off as much if someone did their job cutting back under the lines. When you only have about 2 feet on each side of the lines trees will fall or limbs and break the lines. The customer ends up paying the bill for clearing the lines and the ones that were out all summer doing as little as they had to.

I don't think you need a rate increase. Just make better management decisions. Tighten your belts like your customers have to do!

Every time the power goes off, we are among the last to get it back on. Sometimes we are hours even getting out power off reported for all phone operators are helping other ~~customers~~ customers around Ashland area like we don't count. This letter won't count either I don't guess.

Alice Phillips