

From: [PSC Public Comment](#)
To: ["Laura Sword"](#)
Subject: RE: Case Number 2025-00257
Date: Thursday, December 18, 2025 9:23:00 AM

Case No. 2025-00257

Thank you for your comments on the application of Kentucky Power Company. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2025-00257 in any further correspondence. The documents in this case are available at [View Case Filings for: 2025-00257 \(ky.gov\)](#).

Thank you for your interest in this matter.

From: Laura Sword [REDACTED]
Sent: Wednesday, December 17, 2025 10:57 AM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case Number 2025-00257

[REDACTED] [REDACTED] [REDACTED]

Good evening. My name is Laura Sword. I live at [REDACTED], Whitesburg KY. I am a Kentucky Power customer. I have been on the so-called "budget billing" for several years in a desperate attempt to make it possible to stay on top of my bill and avoid getting behind or being threatened with disconnection. My bill was originally \$220.00 per month. Now, it is \$360.00. To some, that is small change. To people in rural, and often low income and poverty areas, this is nearly unmanageable, especially to people on fixed incomes. I am very blessed to have a full time job to pay my bills. But with ever-increasing expenses and cost of living, that's all I have money to do--pay bills. Although I have a job, I could not afford college so I have no degree. I'm always having to go in debt just to live already. I barely have enough left over to help my 5 children with anything and buy food. Once, I actually had to choose between my electric bill and groceries. Like I said, I have 5 children so you can surely imagine what I chose. That put me a month behind. It was a constant stress with the disconnect notices. Seeing a bill for \$700-\$800 causes so much stress and anxiety. And that's with my having a job! These poor people that are not physically able to work, are elderly, and having the fixed income, what are they supposed to do? Any increase in the income they get each year goes straight to the increased electric bill. I go to church with a lady who is disabled and has had dozens of surgeries to try to improve her quality of life and to try to be able to work to make a living, but simply cannot. She

has rent, a car payment, car insurance, electricity, food, gas, and basic necessities to buy on a monthly basis. She RATIONS HER FOOD! She rations soap, gas, buys the exact same foods over and over because she knows exactly what it will cost so she can budget her money to be able to pay her electric bill and not get behind or disconnected. She usually has \$10-\$15 left over. That's it. And she saves that up ALL YEAR to buy her grandson a birthday and Christmas gift. And she is only able to manage that much because she lives alone, with no dependents. What about families? What about people who can't afford a nice, new energy efficient home? What about those of us who own homes built in 1930 and can't get ahead enough to afford the cost of upgrading the windows and doors to keep in the heat?

I doubt that anyone has read this far into this email, but if you have, thank you. Thank you for taking the time to hear someone out. I'm no one special, but I'm everyone. Everyone in my area except the doctors and such. Please consider this when increasing the already too-high cost of electricity for me and my fellow citizens of Southeast Kentucky.

Sincerely,
Laura Sword

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