

May 13, 2016

**HAND DELIVERY**

Aaron D. Greenwell  
Acting Executive Director  
Public Service Commission of Kentucky  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, KY 40602-0615

Mark R. Overstreet  
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moverstreet@stites.com

**RE: P.S.C. Case No. 2011-00179**

RECEIVED

MAY 13 2016

PUBLIC SERVICE  
COMMISSION

Dear Ms. Greenwell:

Please accept for filing the original and ten copies of the Supplemental Responses of Kentucky Power Company to the Commission's June 14, 1999 Order in the above matter, as subsequently amended by the Commission's October 20, 2011 Order in Case No. 2011-00179. The Responses are for the year ended December 31, 2015.

By copy of this letter I am providing the Attorney General with a copy of the Supplemental Responses. If you have any questions, please do not hesitate to contact me.

Sincerely yours,

STITES & HARBISON PLLC

Mark R. Overstreet

cc: Rebecca Goodman

**COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION**

**RECEIVED**

**MAY 13 2016**

**PUBLIC SERVICE  
COMMISSION**

**In the Matter of:**

**JOINT APPLICATION OF KENTUCKY POWER )  
COMPANY, AMERICAN ELECTRIC POWER )  
COMPANY, INC. AND CENTRAL AND SOUTH ) CASE NO. 99-149  
WEST CORPORATION REGARDING A )  
PROPOSED MERGER )**

**RESPONSE OF KENTUCKY POWER COMPANY**

**Reporting Period: Year Ending December 31, 2015**

**May 15, 2016**



## Kentucky Power Company

### REQUEST

AEP should file on a quarterly\*\* basis a report detailing Kentucky Power's proportionate share of AEP's total operating revenues, operating revenues, operating and maintenance expenses, and number of employees. [Reference: Merger Agt., Ky. PSC Order dated 6/14/99, Reporting Requirements, Pg. 11, Item 2]

\*\*Note: Pursuant to the Commission's Order dated June 14, 2004, the information pertaining to this data request shall be filed on an annual basis.

### RESPONSE

Kentucky Power Company			
Report Proportionate Share of AEP			
12 Months Ending December 31, 2015			
(in millions, except number of employees)			
	AEP	KPCo	Share
Revenues*	\$16,453	\$642	3.9%
Operating/Maintenance Expense**	\$10,137	\$348	3.4%
No. of Employees as of 12/31/2015	17,475	557	3.2%
* For KPCo excludes sales to affiliates of \$12 million			
** Includes Fuel expense of \$3,348 million for AEP and \$167 million for KPCo			

WITNESS: John A Rogness

**Kentucky Power Company**

**REQUEST**

Provide annual Call Center Performance Measures for those centers that handle Kentucky customer calls (Call Center Average Speed of Answer (ASA) Abandonment Rate, and Call Blockage), for calendar year 2015. [Reference: Merger Agt., Attachment C, Pg. 1, Item 2]

**RESPONSE**

The annual Call Center Performance Measures for those centers that handle Kentucky customer calls for the calendar year 2015 are:

Average Speed of Answer (ASA): 90.95 seconds,  
Abandonment Rate: 10.86%, and  
Call Blockage: 4.31%.

**WITNESS:** John A Rogness