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May 15, 2019

HAND DELIVERY

Gwen R. Pinson
Executive Director
Public Service Commission
211 Sower Boulevard
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MAY 15 2019

**PUBLIC SERVICE
COMMISSION**

RE: P.S.C. Case No. 2011-00179 (Post-Case Referenced Correspondence)

Dear Ms. Pinson:

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, 2018.

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

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MAY 15 2019

PUBLIC SERVICE
COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In The Matter Of:

Request Of Kentucky Power Company And)	
American Electric Power Company, Inc.)	Case No.
To Modify The Filing Requirements Of The)	2011-00179
June 14, 1999 Order In Case No. 99-149)	

**KENTUCKY POWER COMPANY'S
SUPPLEMENTAL RESPONSE
TO THE COMMISSION'S
JUNE 14, 1999 ORDER**

Dated May 15, 2019

**KPSC Case No. 2011-00179
Calendar Year 2018**

DATA REQUEST

4 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 is being filed annually.

RESPONSE

Kentucky Power Company			
Report Proportionate Share of AEP			
12 Months Ending December 31, 2018			
(in millions, except number of employees)			
	AEP	KPCo	Share
Revenues*	\$16,196	\$630	3.9%
Operating/Maintenance Expense**	\$10,012	\$288	2.9%
No. of Employees as of 12/31/2018	17,595	520	3.0%
* For KPCo excludes sales to affiliates of \$12 million			
** Includes Fuel expense of \$2,359 million for AEP and \$102 million for KPCo			

Witness: Brian K. West

KPSC Case No. 2011-00179
Calendar Year 2018

DATA REQUEST

16 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 2018. [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 2018 were:

Average Speed of Answer (ASA): 118 seconds

Abandonment Rate: 13.5%

Call Blockage: 8.5%

Please see 2011-00179_Exhibit_1 for a monthly breakdown of each metric. The increases in ASA, Abandonment Rate and Call Blockage from the Company's Calendar Year 2017 response (65 seconds; 7.78%; and 1.68%, respectively) were attributable to unseasonable temperatures (particularly during the winter months), the change to customer rates (in accordance with the Commission's January 18th Order in Case No. 2017-00179), and the conversion of the Customer Operations Centers (COC) to a new telecommunications platform. The new platform replaced the legacy platform that had been in use for the past 25 years. The upgrade began late 2017 and was completed in November 2018. The transition resulted in initial technical challenges that were resolved following conversion.

The Average Handle Time (AHT) is the average time spent on the phone with a customer. In 2018, AHT increased by an average of 20 seconds or 6% as compared to 2017 due to the COC placing a greater emphasis on first call resolution. This benefits customers by enabling them in many cases to resolve issues with a single call.

Witness: Brian K. West

