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May 11, 2023

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VIA E-MAIL TRANSMISSION – PSCED@KY.GOV

RECEIVED

MAY 11 2023

Linda C. Bridwell
Executive Director
Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, KY 40602-0615

PUBLIC SERVICE
COMMISSION

RE: **Case No. 2011-00179** (Post-Case Reference Correspondence File)

Dear Ms. Bridwell:

Enclosed are Kentucky Power's supplemental responses to the Commission's June 14, 1999 Order in Case No. 1999-00149, as subsequently amended by the Commission's October 20, 2011 Order in Case No. 2011-00179. The responses are for the calendar year ended December 31, 2022.

Kentucky Power is making this filing by e-mail transmission in accordance with the Commission's Orders in Case No. 2020-00085. I am providing the Attorney General a copy of this letter and the supplemental responses by a copy of this e-mail.

Please do not hesitate to contact me if you have any questions.

Very truly yours,

STITES & HARBISON PLLC



Katie M. Glass

KMG

**KPSC Case No. 2011-00179
Calendar Year 2022**

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, 2022			
(in millions, except number of employees)			
	AEP	KPCo	Share
Revenues*	\$19,639	\$749	3.8%
Operating/Maintenance Expense**	\$11,483	\$412	3.6%
No. of Employees as of 12/31/2022	16,974	285	1.7%
* For KPCo excludes sales to affiliates of \$24 million			
** Includes Fuel expense of \$1,350 million for AEP and \$81 million for KPCo			

Witness: Lerah M. Kahn

KPSC Case No. 2011-00179
Calendar Year 2022

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 2022. [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 2022 were:

Average Speed of Answer (ASA): 171 seconds

Abandonment Rate: 9.84%

Call Blockage: 8.06%

ASA, Abandonment Rate, and Call Blockage numbers for calendar year 2022 have increased over past years. These increases are attributable to workforce losses as a result of the COVID-19 pandemic, and increased attrition after initial workforce losses that continued in calendar year 2022. The Company has implemented several measures in response to the workforce loss and attrition issues that have had a positive impact to date, which are demonstrated by the below improved metrics for the first quarter of 2023:

Average Speed of Answer (ASA): 78 seconds

Abandonment Rate: 5.55%

Call Blockage: 3.24%

Further, the Company continues to focus on customer care and first call resolution which increases Average Handle Time (AHT). AHT is the average time spent on the phone with a customer.

Witness: Lerah M. Kahn