

421 West Main Street
P.O. Box 634
Frankfort, KY 40602-0634
(502) 223-3477
(502) 560-5377 FAX

May 14, 2025

Katie M. Glass
(502) 209-1212
kglass@stites.com

DELIVERED VIA EMAIL TO PSCED@KY.GOV

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

RECEIVED
MAY 14 2025
PUBLIC SERVICE
COMMISSION

RE: **Case No. 2011-00179** (Post-Case 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, 2024.

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 2024

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, 2024			
(in millions, except number of employees)			
	AEP	KPCo	Share
Revenues*	\$19,721	\$676	3.4%
Operating/Maintenance Expense**	\$10,390	\$377	3.6%
No. of Employees as of 12/31/2024	16,330	279	1.7%
* For KPCo excludes sales to affiliates of \$20 million			
** Includes Fuel expense of \$2,358 million for AEP and \$136 million for KPCo			

Witness: Stevi N. Cobern

KPSC Case No. 2011-00179
Calendar Year 2024

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 2024 were:

Average Speed of Answer (ASA): 72 seconds

Abandonment Rate: 4.62%

Call Blockage: 1.33%

Witness: Stevi N. Cobern

VERIFICATION

The undersigned, Stevi N. Cobern, being duly sworn, deposes and says she is a Regulatory Consultant Principal for Kentucky Power, that she has personal knowledge of the matters set forth in the foregoing responses and the information contained therein is true and correct to the best of her information, knowledge, and belief.

Steve H. Cohen

Stevi N. Cobern

Commonwealth of Kentucky)
)
County of Boyd)

Case No. 2011-00179

Subscribed and sworn to before me, a Notary Public in and before said County
and State, by Stevi N. Cobern, on May 7, 2025.

Maribyn Michelle Caldwell
Notary Public

My Commission Expires May 5, 2027

Notary ID Number KYNP71841

