

DOC11R

Case Management System - KY Public Service Commission*Regular Cases Before the Commission as of January 31, 2026***2007-00191**

RECEIVED: 05/11/07 FILED: 05/11/07 FINAL: 06/29/07

SUSPENSION DATE:

REOPENED:

CASE NATURE: Post copy of Customer Bill of Rights at third-party locations

CASE CODE

Deviation

UTILITIES:

Kentucky Power Company

INDEX OF EVENTS:

11/27/24	Order Entered: 1. Kentucky Power's motion's is granted, as modified. 2. Ordering paragraph 2 of Order dated June 29, 2007, is hereby abrogated. 3. Kentucky Power is granted a deviation from the requirements of 807 KAR 5:006, Section 14(1)(c) regarding the display of the customer bill of rights as set forth herein. 4. Kentucky Power shall post the customer bill of rights on the front door of each of its places of business within ten days of service of this Order and immediately upon opening of a new business location. 5. Kentucky Power shall include an insert in the September bill mailing as follows: focus on customer information related to reducing bills during the winter heating months including but not limited to assistance programs, demand side management and other information related to lowering customers' energy usage during a higher demand period.
10/02/24	POST CASE: Kentucky Power Company Motion to Modify Order
06/29/07	Final Order entered approving Kentucky power to deviate from 807 KAR 5:006, Section 13(1)(c), requiring the posting of the customer bill of rights in payment centers
05/14/07	Acknowledge Receipt of Filing
05/11/07	Request for deviation by Kentucky Power Company from the requirements regarding the posting of the Customer Bill of Rights

Total Number of Cases: 1