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Case Management System - KY Public Service Commission

Complaint Cases Before the Commission as of October 31, 2026

2025-00058 RECEIVED: 03/05/25 FILED: 03/05/25 FINAL: REOPENED: SUSPENSION DATE:

CASE NATURE: Terri Maxine Hurley, Complainant; Kentucky Power Company, Defendant

CASE CODE
Complaints - Rates

UTILITIES:
Kentucky Power Company

INDEX OF EVENTS:

08/06/26	Order Entered: 1. Kentucky Power's March 23, 2026 motion for confidential treatment is granted. 2. The designated material granted confidential treatment by this Order shall not be placed in the public record or made available for public inspection for an indefinite period or until further order of this Commission. 3. Use of the designated material granted confidential treatment by this Order in any Commission proceeding shall comply with 807 KAR 5:001, Section 13(9). 4. If the designated material granted confidential treatment by this Order becomes publicly available or no longer qualifies for confidential treatment, Kentucky Power shall inform the Commission and file with the Commission an unredacted copy of the designated material. 5. If a nonparty to this proceeding requests to inspect the material granted confidential treatment by this Order and the period during which the material has been granted confidential treatment has not expired, Kentucky Power shall have 20 days from receipt of written notice of the request to demonstrate that the material still falls within the exclusions from disclosure requirements established in KRS 61.878. If Kentucky Power is unable to make such demonstration, the requested material shall be made available for inspection. Otherwise, the Commission shall deny the request for inspection.
07/29/26	Order Entered: 1. Kentucky Power's February 24, 2026 motion for confidential treatment is granted. 2. The designated material granted confidential treatment by this Order shall not be placed in the public record or made available for public inspection for an indefinite period or until further order of this Commission. 3. Use of the designated material granted confidential treatment by this Order in any Commission proceeding shall comply with 807 KAR 5:001, Section 13(9). 4. If the designated material granted confidential treatment by this Order becomes publicly available or no longer qualifies for confidential treatment, Kentucky Power shall inform the Commission and file with the Commission an unredacted copy of the designated material. 5. If a nonparty to this proceeding requests to inspect the material granted confidential treatment by this Order and the period during which the material has been granted confidential treatment has not expired, Kentucky Power shall have 20 days from receipt of written notice of the request to demonstrate that the material still falls within the exclusions from disclosure requirements established in KRS 61.878. If Kentucky Power is unable to make such demonstration, the requested material shall be made available for inspection. Otherwise, the Commission shall deny the request for inspection.
06/15/26	Kentucky Power Company's Request to Submit Matter for Decision on the Record
06/15/26	Terri Hurley Response to Commission Staff Request for Information
06/08/26	Kentucky Power Company Response to Commission Staff's Third Request for Information
05/27/26	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TERRI MAXINE HURLEY
05/27/26	Terri Hurley Response to Commission Staff First Request for Information
05/26/26	COMMISSION STAFF'S THIRD REQUEST FOR INFORMATION TO KENTUCKY POWER COMPANY
05/14/26	Order Entered: 1. The procedural schedule set forth in the Appendix to this Order shall be followed. 2. The Parties shall respond to all requests for information propounded by Commission Staff, whether identified on the procedural schedule or otherwise, as provided in those requests. 3. Witnesses who sponsor schedules, testimony, or responses to requests for information shall participate in person at any hearing, if any, scheduled in this matter. 4. Motions for extensions of time with respect to the schedule herein shall be made in writing and will be granted only upon a showing of good cause. 5. A copy of this Order shall be served by the Executive Director or their designee on Terri Maxine Hurley by U.S. Postal Service First Class mail at 1834 Rockhouse Rd., Phelps, KY 41553.
04/30/26	Kentucky Power Company Notice of Withdrawal of Counsel
04/08/26	Kentucky Power Company Response to Commission Staff's Second Request for Information and Motion for Confidential Treatment

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03/23/26	Kentucky Power Company Response to Commission Staff Second Request for Information and Motion for Confidential Treatment
03/11/26	COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO KENTUCKY POWER COMPANY
02/24/26	Kentucky Power Company Response to PSC 1st Data Request
02/05/26	COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO KENTUCKY POWER COMPANY
01/23/26	Terri Hurley Response regarding Payment Plan
10/28/25	Terri Hurley Supplemental Information to Formal Complaint
10/13/25	Kentucky Power Company Response to Commission Order and Motion to Dismiss
10/02/25	Order Entered: 1. Kentucky Power shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. 2. A copy of this Order shall be served by U.S. Postal Service First-Class Mail, on Terri Maxine Hurley at 1834 Rockhouse Road, Phelps, Kentucky 41553.
08/19/25	Terri Hurley Response to Commission Order
08/15/25	Order Entered: 1. Terri Maxine Hurley shall have 20 days from the date of service of this Order to submit additional evidence in support of her complaint. 2. A copy of this Order shall be served on Complainant, Terri Maxine Hurley, by U.S. Postal Service by both First-Class mail and Certified mail, Return Receipt Requested, at 1834 Rockhouse Road, Phelps, Kentucky 41553. 3. Nothing contained in this Order shall prevent the Commission from entering further Orders in this matter.
05/07/25	Terri Maxine Hurley Monthly Disconnection Notices to Supplement Formal Complaint
03/06/25	Acknowledge Receipt of Filing
03/05/25	Terri Maxine Hurley v. Kentucky Power Company

Total Number of Cases: 1