

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In The Matter Of:

| | | |
|--|---|---------------------|
| The Application Of Kentucky Power Company |) | |
| For: (1) Approval of A Deviation From The |) | |
| Requirements Of 807 KAR 5:006, |) | |
| Section 8(1)(d)(3)(d) And 807 KAR 5:006, |) | |
| Section 11(5) To Permit The Company To Establish |) | Case No. 2015-00364 |
| Additional Means Of Making Refunds; (2) For |) | |
| Authority To Amend Its Tariffs To Establish |) | |
| Additional Means Of Making Refunds; And |) | |
| (3) For All Other Required Approvals and Relief |) | |

Status Report Pursuant To Ordering Paragraph 6
Of The Commission's April 13, 2016 Order

Pursuant to ordering paragraph 6 the Public Service Commission of Kentucky's April 13, 2016 Order, Kentucky Power Company provides the following status report of its efforts to develop and implement a training process for its customer service representatives regarding the prepaid cards:

1. All current customer service representatives have reviewed and confirmed their understanding of the training materials setting forth the protocols and procedures for responding to Kentucky Power customer inquiries regarding the Citibank prepaid Visa card and potential fees associated with the cards.

2. New customer service representatives similarly will be required to review and confirm their understanding of the training materials setting forth the protocols and procedures for responding to Kentucky Power customer inquiries regarding the Citibank prepaid Visa card and the potential fees associated with the cards as part of their training.

3. The training materials reviewed by current customers service representative, and that would be reviewed by new customer service representatives, are attached to this status report as EXHIBIT 1.

4. Customers also will receive information concerning potential fees at the time the card is issued. A copy of the current information sheet is attached to this status report as EXHIBIT 2. The form also was filed as EXHIBIT 2 to the application.

Respectfully submitted,



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