

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

Electronic Application Of Kentucky Power)
Company For (1) A General Adjustment Of Its)
Rates For Electric Service; (2) An Order)
Approving Its 2017 Environmental Compliance)
Plan; (3) An Order Approving Its Tariffs And)
Riders; (4) An Order Approving Accounting)
Practices To Establish Regulatory Assets And)
Liabilities; And (5) An Order Granting All Other)
Required Approvals And Relief)

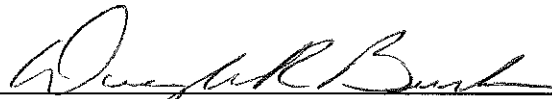
Case No. 2017-00179

KENTUCKY POWER RESPONSES TO
KCUC'S
SECOND SET OF DATA REQUESTS

September 20, 2017

VERIFICATION

The undersigned, Douglas R. Buck, being duly sworn, deposes and says he is Senior Regulatory Consultant for American Electric Power Service Corporation and that he has personal knowledge of the matters set forth in the forgoing responses and the information contained therein is true and correct to the best of his information, knowledge and belief.



Douglas R. Buck

STATE OF OHIO

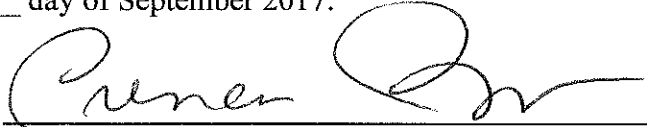
)

) Case No. 2017-00179

County of FRANKLIN

)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Douglas R. Buck, this the 14 day of September 2017.



Notary Public

Princess M. Brown
Notary Public, State of Ohio
My Commission Expires 04-19-2020



My Commission Expires:

4/19/2020

VERIFICATION

The undersigned, Alex E. Vaughan, being duly sworn, deposes and says he is the Manager, Regulatory Pricing and Analysis that he has personal knowledge of the matters set forth in the forgoing responses and the information contained therein is true and correct to the best of his information, knowledge and belief.

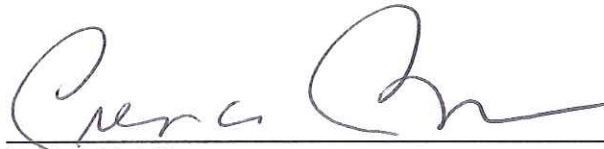

Alex E. Vaughan

STATE OF OHIO)
) Case No. 2017-00179
COUNTY OF FRANKLIN)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Alex E. Vaughan, this the 14 day of September 2017.



Princess M. Brown
Notary Public, State of Ohio
My Commission Expires 04-19-2020


Notary Public

My Commission Expires: 4/19/2020

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_001 Please refer to the "Summary" tab of the file "KPCO_SR_KPSC_1_73_SupplementalAttachment3_SectionVSchedules_TY E2-28-2017FINAL," provided in Kentucky Power's August 7, 2017 supplemental response to KPSC_1_73. Line 4 lists Environmental Surcharge Revenues of \$3,903,056, the same as Kentucky Power's initially-filed case, despite the reduction to the environmental surcharge relative to the initially-filed case that will result from the June 2017 Financing Activity, as described in the Supplemental Direct Testimony of Alex E. Vaughan. Please provide the estimated increase to environmental surcharge revenues that will result from Kentucky Power's proposals in this case, including the impact of the June 2017 Financing Activity, separately for each current retail rate class.

RESPONSE

The \$3,903,056 of proposed incremental environmental compliance plan expense is not affected by the June 2017 Financing Activity because the incremental environmental compliance plan expense is related to the installation of selective catalytic reduction technology on Rockport Unit 1. The Company does not own the Rockport generating station and, instead, is a party to a FERC-approved unit power agreement for 15% of the output of the plant. Accordingly, Kentucky Power's cost of capital, including the savings generated by the 2017 Financing Activity, has no impact on costs associated with Rockport. Refer to the Company's response to KPSC 1-73, specifically KPCO_R_KPSC_1_73_Attachment72_AEVWP2.xlsx, for the requested breakdown by tariff class of the proposed incremental compliance plan revenues.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_002 Please provide, in Excel format, the workpaper used to allocate the estimated increase in environmental surcharge revenues to the current retail rate classes resulting from Kentucky Power's proposals in this case, as updated for the June 2017 Financing Activity.

RESPONSE

Refer to KPCO_R_KCUC_2_2_Attachment1.xlsx for the calculation of the surcharge factors that allocated the proposed incremental environmental compliance plan expense to the tariff classes. Refer also to the Company's response to KCUC 2-1. The 2017 Financing Activity did not affect the \$3,903,056 of proposed incremental environmental compliance plan expense.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_003 Please provide, in Excel format, the distribution by current retail rate class of the \$284,891 increase in HEAP and KEDS surcharges proposed by Kentucky Power in this case.

RESPONSE

Refer to the Company's response to KPSC 1-73, specifically
KPCO_R_KPSC_1_73_Attachment72_AEVWP2.xlsx.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_004

The Direct Testimony of Matthew J. Satterwhite, page 12, indicates that Kentucky Power's 2017 Environmental Compliance Plan will result in an estimated additional \$3,903,056 increase in the Company's annual environmental surcharge revenues. What is Kentucky Power's estimate of the increase in the Company's annual environmental surcharge revenues, including the impact of the June 2017 Financing Activity?

RESPONSE

\$3,903,056. Kentucky Power's 2017 Financing Activity has no impact on costs associated with Rockport. Please refer to the Company's response to KCUC 2-1.

Witness: Amy J. Elliott

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_005

According to the Supplemental Direct Testimony of Amy J. Elliot, page 2, lines 19-22, "the Company calculated the interest savings associated with that portion of the environmental surcharge designed to recover approved environmental costs exclusively through the environmental surcharge (the Mitchell FGD and associated consumables)."

a. Please separately provide the interest savings associated with the portion of the environmental surcharge designed to recover (i.) the Mitchell FGD and (ii.) associated consumables.

b. Will any interest savings for the Rockport SCR environmental surcharge revenue requirement result from the June 2017 Financing Activity relative to Kentucky Power's initially-filed case? If so, please provide an updated version of Exhibit AJE-5 in Excel format reflecting these interest savings. If not, please explain why not.

RESPONSE

a. Please refer to the Company's August 7, 2017 supplemental filing. More specifically, the savings are identified in Line 37 of the tab labeled "Sch 3" within Exhibit AEV-1S.

b. Please refer to the Company's response to KCUC 2-1.

Witness: Amy J. Elliott

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_006

Please refer to the "Class Impacts" tab of Exhibit_AEV_1S, provided in Kentucky Power's August 7, 2017 supplemental filing. Please confirm that the "Proposed Increase" and "Percent Change" amounts in the Updated for Financing Changes section are calculated relative to the Test Year Current Revenue in Kentucky Power's initially-filed case, rather than the current revenue updated for the June 2017 Financing Activity. If confirmed, please update the Class Impacts tab so that the Proposed Increase and Percent Change amounts are calculated relative to the updated current revenues.

RESPONSE

Confirmed. No update is required because the test year current revenues do not change as a result of the 2017 Financing Activity.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_007

Please refer to the "Sheet1" tab of the file "KPCO_SR_KPSC_1_73_Attachment97," provided in Kentucky Power's August 28, 2017 supplemental response to KPSC_1_73. Please confirm that the "Updated Proposed Increase" and "Updated % Increase" amounts are not calculated relative to the Updated Current Revenue. If confirmed, please update Sheet1 so that the Updated Proposed Increase and Updated % Increase amounts are calculated relative the Updated Current Revenue.

RESPONSE

Confirmed. Refer also to the Company's response to KCUC 2-6.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_008

Please refer to the response to Item 1(b) of KCUC's First Set of Requests for Information to Kentucky Power. The item requested an updated version of "KPCO_R_KPSC_1_73_Attachment35_KPCO_CCOS__-__Test_Year_2017__-__DRB__-__FINAL__-__KPSC_DR_1-73" that reflects the reduced revenue requirement in the Company's August 7, 2017 supplemental filing. On August 14, 2017, Kentucky Power objected to producing the requested information as "unduly burdensome." It then stated that the "Company had not prepared updated version of the attachments." As a supplemental response to Item 73 of the Staff's Initial Request for Information, on August 28, 2017, Kentucky Power filed "KPCO_SR_KPSC_1_73_Attachment97.xlsx". Please confirm that "KPCO_SR_KPSC_1_73_Attachment97.xlsx" is an updated version of "KPCO_R_KPSC_1_73_Attachment35_KPCO_CCOS__-__Test_Year_2017__-__DRB__-__FINAL__-__KPSC_DR_1-73" that reflects the reduced revenue requirement in Kentucky Power's August 7, 2017 supplemental filing.

RESPONSE

Confirmed. The updated version reflects the reduced revenue requirement in Kentucky Power's August 7, 2017 supplemental filing.

Witness: Douglas R. Buck

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_009 Please admit that Kentucky Power's rate design that was proposed in the application could be different if Kentucky Power incorporated the June 2017 Financing Activity into its analysis.

RESPONSE

Denied. The Company's proposed rate design would not change. The proposed rates would be lower due to the decrease in revenue requirement resulting from the June 2017 Financing Activity.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_010 Please admit that the data contained in
KPCO_R_KPSC_1_73_Attachment72_AEVWP2 would be different if it
incorporated the June 2017 Financing Activity into its analysis.

RESPONSE

Confirmed. The proposed proforma revenues included in
KPCO_R_KPSC_1_73_Attachment72_AEVWP2 would be lower by the amounts provided in
Exhibit_AEV_1S.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_011 Please admit that the data contained in
KPCO_R_KPSC_1_73_Attachment72_AEVWP3 would be different if it
incorporated the June 2017 Financing Activity into its analysis.

RESPONSE

The document referenced in the data request, KPCO_R_KPSC_1_73_Attachment72_AEVWP3,
does not exist.

The Company consulted with counsel for KCUC and confirmed that the intended reference was
to KPCO_R_KPSC_1_73_Attachment 73_AEVWP3. Based on that confirmation, Kentucky
Power confirms that KPCO_R_KPSC_1_73_Attachment 73_AEVWP3 would be different if it
incorporated the June 2017 Financing Activity.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_012 Please admit that the data contained in
KPCO_R_KPSC_1_73_Attachment72_AEVWP4 would be different if it
incorporated the June 2017 Financing Activity into its analysis.

RESPONSE

The document referenced in the data request, KPCO_R_KPSC_1_73_Attachment72_AEVWP4, does not exist.

The Company consulted with counsel for KCUC and confirmed that the intended reference was to KPCO_R_KPSC_1_73_Attachment 74_AEVWP4. Based on that confirmation, Kentucky Power confirms that KPCO_R_KPSC_1_73_Attachment 74_AEVWP4 would be different if it incorporated the June 2017 Financing Activity.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_013 Please admit that the data contained in
KPCO_R_KPSC_1_73_Attachment72_AEVWP6 would be different if it
incorporated the June 2017 Financing Activity into its analysis.

RESPONSE

The document referenced in the request, KPCO_R_KPSC_1_73_Attachment72_AEVWP6 does not exist.

The Company consulted with counsel for KCUC and confirmed that the intended reference was to KPCO_R_KPSC_1_73_Attachment 76_AEVWP6. Based on that confirmation, Kentucky Power denies that KPCO_R_KPSC_1_73_Attachment 76_AEVWP6 would be different if it incorporated the June 2017 Financing Activity.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_014 Please refer to the responses to Item 1(c), (d), (e), and (f) of KCUC's First Set of Requests for Information to Kentucky Power. Kentucky Power failed to provide the requested information that is relevant to this case. Please provide the requested materials.

RESPONSE

Kentucky Power continues to object to KCUC 1-1 as unduly burdensome to the extent it calls for the Company to re-perform rate design for this case. Re-performing the rate design would require, at a minimum, two full work days' effort from two persons. Based on the Company's experience in prior rate case filings, the potential for further changes in the Company's revenue requirement makes re-performing rate design at this point an inefficient use of resources.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_015 Please identify the rates proposed by Kentucky Power after appropriate adjustments are made to reflect the reduced revenue requirement shown in the Company's August 7, 2017 supplemental filing.

RESPONSE

Kentucky Power objects to this request as unduly burdensome to the extent it calls for the Company to re-perform rate design for this case. Re-performing the rate design would require, at a minimum, two full work days' effort from two persons. Based on the Company's experience in prior rate case filings, the potential for further changes in the Company's revenue requirement makes re-performing rate design at this point an inefficient use of resources.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_016

Please refer to the response to Item 7 of KCUC's First Set of Requests for Information to Kentucky Power, which incorporates Kentucky Power's response to Item 68 of Commission Staff's Second Request for Information.

- a. Please explain why Kentucky Power believes that the underlying embedded components of the Company's distribution system do not change materially in two years' time.
- b. Please identify what would constitute a material change for the purposes of the underlying components of the distribution system.

RESPONSE

a. There exists a significant installed base of distribution equipment that is a long-lived asset. The Company routinely makes many small upgrades or additions to its distribution system. However, given the lack of growth in the Company's service territory and the limited purpose of the study referenced in KCUC 1-7, the data used for the analysis was appropriate.

b. Regarding the study referenced in KCUC 1-7, a material change would include, but not be limited to, a change that significantly changed the fixed distribution plant allocation factors.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_017

Please refer to the response to Items 17 and 18 of KCUC's First Set of Requests for Information to Kentucky Power. State whether Kentucky Power's customer account and billing software automatically transfers customers from S.G.S. to M.G.S. classifications if the customers meet the relevant standards or whether employees must manually change a customer's classification from S.G.S. to M.G.S. Please explain this process.

RESPONSE

No. Company employees must manually change the tariff under which a customer receives service. Please refer to KPSC 3-37 for information regarding the process for changing the tariff under which a customer takes service.

Witness: Stephen L. Sharp

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_018

Please refer to the response to Item 17 of KCUC's First Set of Requests for Information to Kentucky Power, which asked whether changes in General Service classifications "were determined by Kentucky Power or whether the moves were requested by the customer." In response, Kentucky Power stated that "[t]he Company does not track whether the moves were initiated by the Company or the customer." In Case No. 2014-00396, Kentucky Power responded to Item 55(b) of the Commission Staff's Second Request for Information by stating, "In order to take advantage of the savings, customers must request that their account be switched [from M.G.S.] to the S.G.S. tariff." Please confirm that all moves during the test year from M.G.S. to S.G.S. were requested by the customer.

RESPONSE

Kentucky Power cannot confirm that all moves made during the test year from M.G.S to S.G.S. were requested by the customer as the Company does not track this information. Please refer to the Company's response to KPSC 3-37 for information regarding the process for changing the tariff under which a customer takes service.

Witness: Stephen L. Sharp

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_019 Please refer to the response to Item 25(b) of KCUC's First Set of Requests for Information to Kentucky Power.

a. If the Company has not performed the requested analysis of the number of S.G.S. customers that exceeded 10 kW demand during a test-year month, state whether Kentucky Power incorporated the additional revenue from former S.G.S. customers that exceed 10 kW demand that will be required to pay a demand charge as a G.S.-classified customer.

b. Quantify the amount of additional revenue Kentucky Power anticipates receiving from demand charges from former S.G.S. customers that will be required to pay a demand charge as a G.S.-classified customer.

RESPONSE

a. and b. Kentucky Power objects to this request as vague in that it does not identify where the Company is to have incorporated any additional revenue. Without waiving this objection, and assuming that the request intends to ask whether the Company incorporated the additional revenue into the Company's test year revenues, the Company responds that it has not done so. Before paying a demand charge under proposed tariff GS, three conditions must be met. First, a former SGS customer taking service under the proposed GS tariff would have to exceed the 4,450 kWh tariff break point. Second, a demand meter must be installed. Lastly, once the demand meter was installed the customer would then only pay a demand charge if its kW demand exceeded 10 kW. Without the installation of a demand meter, the Company cannot perform the analysis necessary to identify the additional revenue, if any, former S.G.S. customers would be required to pay through a demand charge as a G.S.-classified customer .

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_020 Refer to Kentucky Power's current Tariff S.G.S., Sheet 7-1. Please explain how Kentucky Power defines "average monthly demand" and "maximum monthly demand."

RESPONSE

The average monthly demand is an arithmetic average of the most recent twelve monthly maximum demand measurements. The monthly maximum demand is the maximum 15-minute integrated demand as measured during the month.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

Page 1 of 2

DATA REQUEST

KCUC_2_021

Refer to Kentucky Power's proposed Tariff G.S., Sheet 7-1, which states that the "tariff is subject to a minimum charge equal to the sum of the service charge plus the demand charge multiplied by the monthly billing demand in excess of 10 kW.

a. Please explain how Kentucky Power determines "the monthly billing demand." Include within your response whether the "monthly billing demand" is the same as the "average monthly demand" or the "maximum monthly demand" as used in the current tariff.

b. If Company's as-filed tariff with a \$7.84/kW demand charge for Rate Code 211 in Tariff G.S. is approved by the Commission, please state what a customer in that Rate Code would be invoiced in one month for the demand-charge component if the customer had an average monthly demand of 8 kW and a maximum monthly demand of 11 kW.

c. If Company's as-filed tariff with a \$7.84/kW demand charge for Rate Code 215 in Tariff G.S. is approved by the Commission, please state what a customer in that Rate Code would be invoiced in one month for the demand-charge component if the customer had an average monthly demand of 20 kW and a maximum monthly demand of 30 kW.

RESPONSE

a. Kentucky Power objects to this request as vague in that the request fails to refer to a specific tariff for comparison. Without waiving that objection, Kentucky Power responds that proposed Tariff G.S defines "Monthly Billing Demand" on Sheet 7-2 as "the greater of (1) Customer's metered kW demand, (2) 60% of the Customer's contract capacity in excess of 100 kW, or (3) 60% of the customer's highest previously established monthly billing demand during the past 11 months in excess of 100 KW."

Kentucky Power further responds that, to the extent KCUC is referring to the terms "average monthly demand" and "maximum monthly demand" included in the "Availability of Service" section on Sheet 7-1 (Tariff S.G.S.) and Sheet 8-1 (Tariff M.G.S.) of the Company's current tariffs, the "Monthly Billing Demand" described above is unrelated to the two terms. Average monthly demand and maximum monthly demand are defined as described in the Company's response to KCUC 2-20 and are utilized to determine whether a customer is eligible for service under the particular tariff. Monthly billing demand is utilized to determine what a customer's demand charge is for a given month.

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

Page 2 of 2

- b. The customer would be charged for 1 kW of billing demand or \$7.84.
- c. The customer would be charged for 20 kW of billing demand (30-10=20) or \$156.80.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_022

Please refer to the response to Item 29 of KCUC's First Set of Requests for Information to Kentucky Power. How many customer accounts during the test year transitioned from S.G.S. or M.G.S. to L.G.S.?

RESPONSE

Ten customers.

Witness: Alex E. Vaughan

Kentucky Power Company
KPSC Case No. 2017-00179 General Rate Adjustment
KCUC's Second Set of Data Requests
Dated September 8, 2017

DATA REQUEST

KCUC_2_023

Please refer to the response to Item 31 of KCUC's First Set of Requests for Information to Kentucky Power. Please produce the results of each of these studies.

RESPONSE

Please refer to KPCO_R_KCUC_2_23_Attachment1.pdf for the requested information.

Witness: Stephen L. Sharp

AEP MANAGED ACCOUNTS
CUSTOMER SURVEY



A unit of American Electric Power

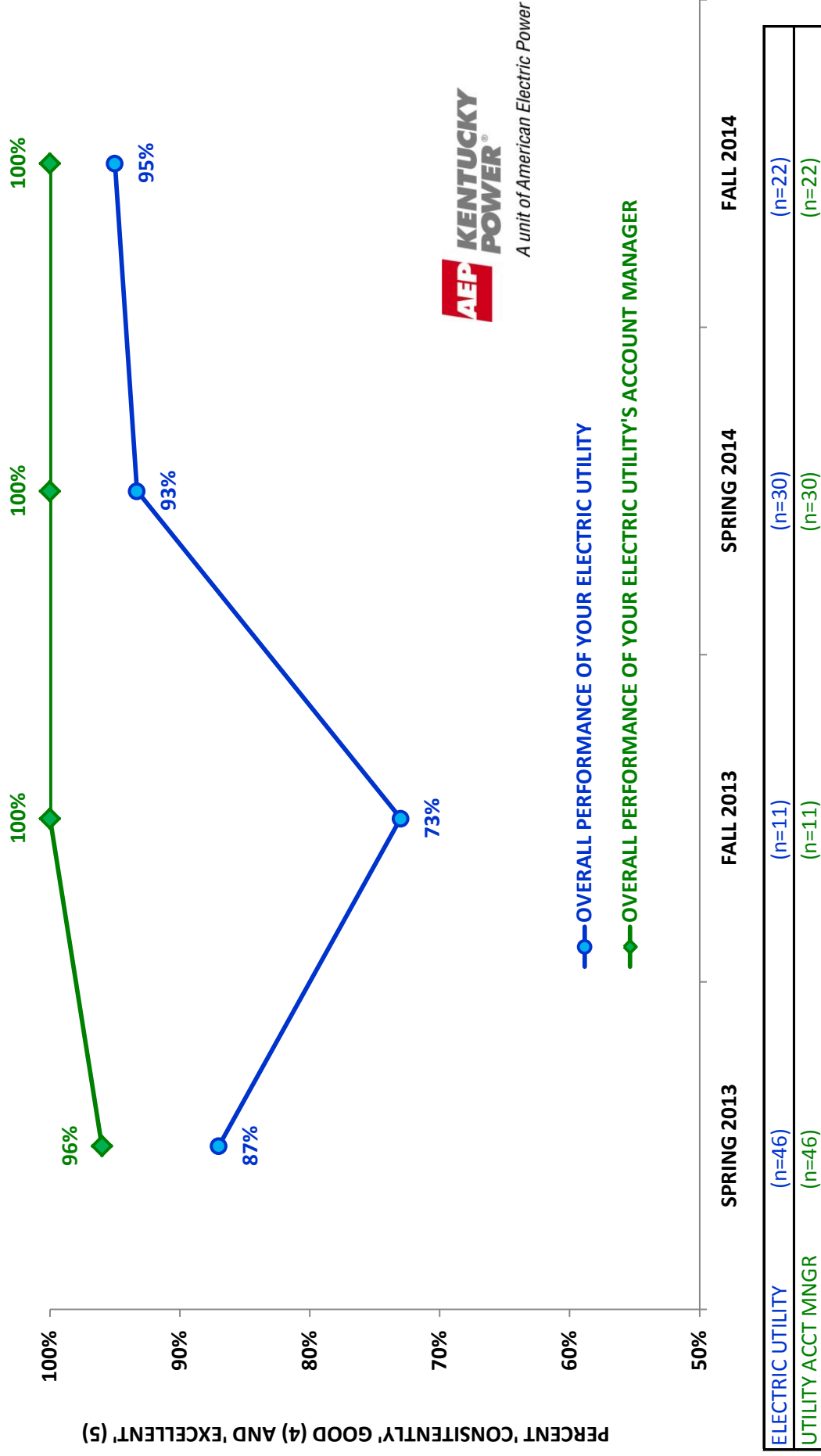
ANNUAL 2014 RESULTS

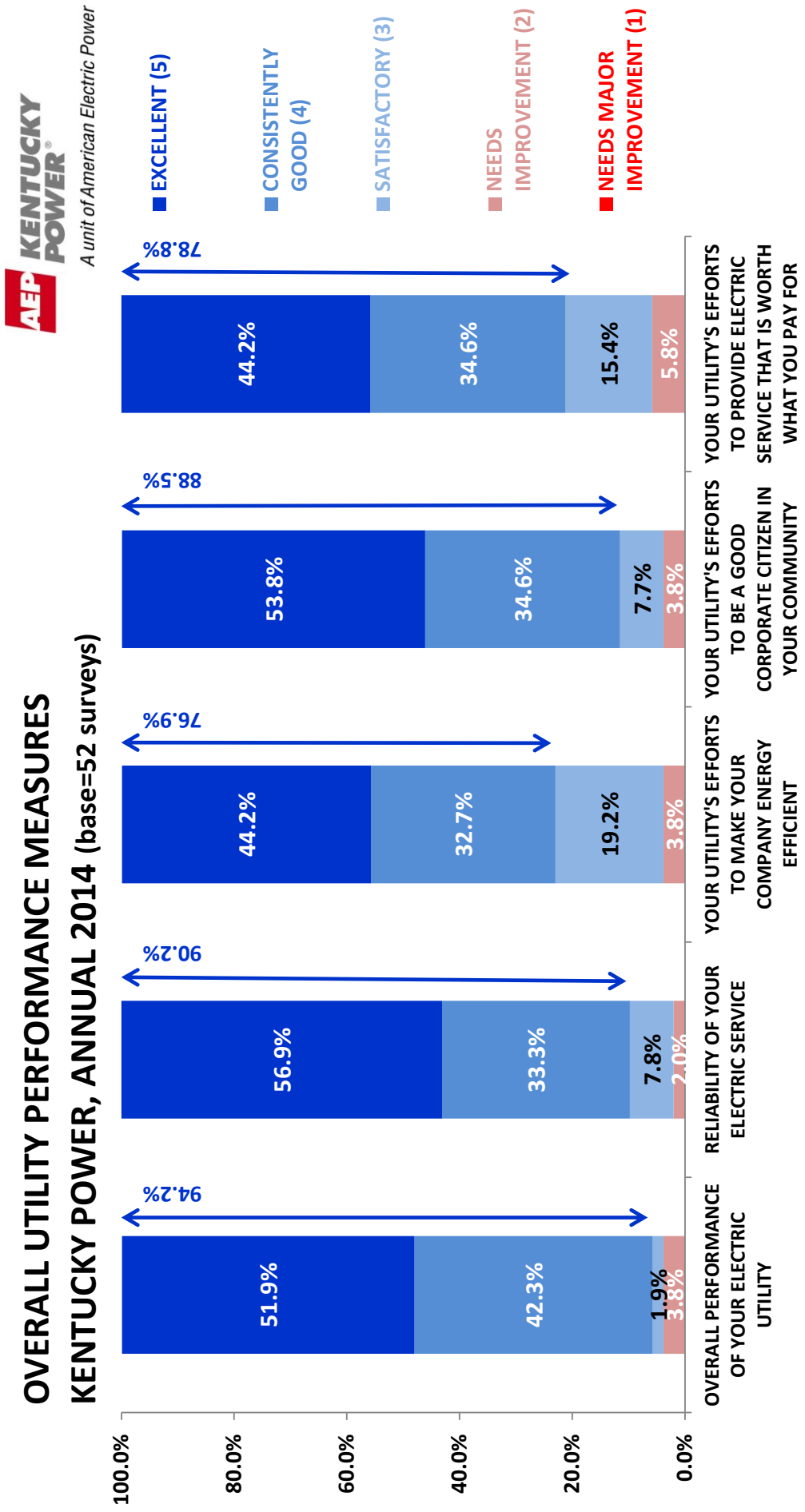
December 19th, 2014

prepared by
AEP Performance Management and Financial Planning
Audinet 200-2445

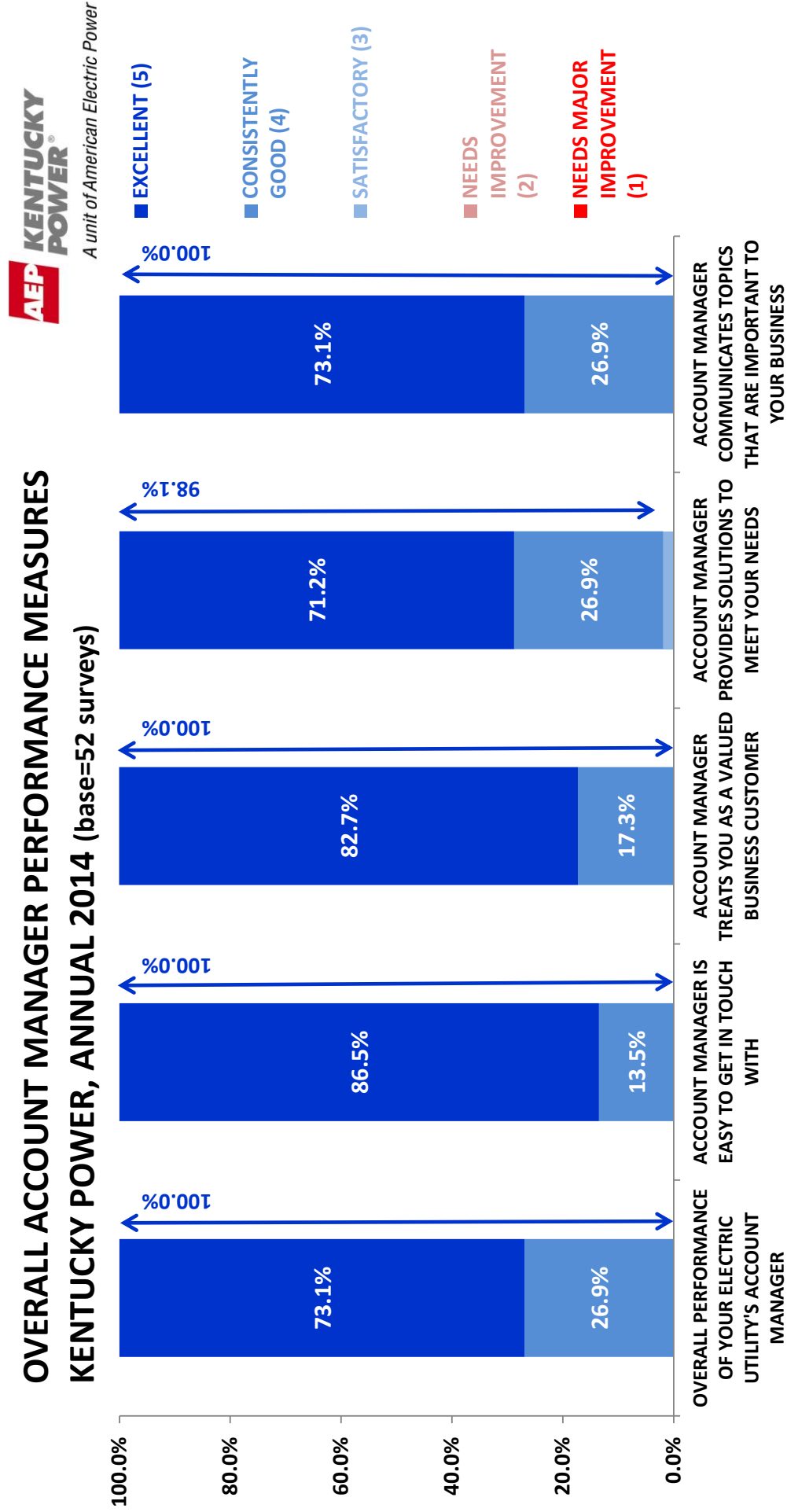
FALL 2014 MANAGED ACCOUNTS SURVEY RESULTS

OVERALL PERFORMANCE MEASURES - KENTUCKY POWER





FALL 2014 MANAGED ACCOUNTS SURVEY RESULTS



SPRING 2014 MANAGED ACCOUNTS SURVEY RESULTS

Please rate how your electric utility performed relative to your expectations.

- Q1 Overall performance of your electric utility.
- Q2 Reliability of your electric service.
- Q3 Your utility's efforts to make your company energy efficient.
- Q4 Your utility's efforts to be a good corporate citizen in your community.
- Q5 Your utility's efforts to provide electric service that is worth what you pay for.

Please rate how your account manager performed relative to your expectations.

- Q6 How would you rate the overall performance of your account manager from your electric utility?
- Q7 Is your account manager easy to get in touch with?
- Q8 Does your account manager treat you as a valued business partner?
- Q9 Does your account manager provide solutions to meet your needs?
- Q10 Does your account manager communicate topics that are important to your business?



TOTAL PERCENT CONSISTENTLY GOOD (4) AND EXCELLENT (5) RATINGS - ANNUAL 2014 SURVEY										
	UTILITY RELATED RATINGS					ACCOUNT MANAGER RELATED RATINGS				
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
AEP SYSTEM	86.3%	82.9%	71.0%	81.2%	76.4%	94.3%	93.8%	94.8%	90.4%	89.7%
KENTUCKY POWER (n=52)	94.2%	90.2%	76.9%	88.5%	78.8%	100.0%	100.0%	100.0%	98.1%	100.0%
Borden, Delinda (n=22)	95.5%	90.5%	86.4%	86.4%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Hurley, Michael D (CSE, n=22)	95.5%	90.5%	86.4%	86.4%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Lasslo, Michael (n=9)	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Bettinazzi, William (CSE, n=9)	100.0%	100.0%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Shurtleff, Robert (n=20)	90.0%	85.0%	85.0%	85.0%	65.0%	100.0%	100.0%	100.0%	95.0%	100.0%
Summer, G. Shaun S (CSE, n=20)	90.0%	85.0%	85.0%	85.0%	65.0%	100.0%	100.0%	100.0%	95.0%	100.0%
Thacker, Carolyn (n=1)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Summer, G. Shaun S (CSE, n=20)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

SPRING 2014 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager are doing well.

Sort Order: District, AEP Manager, AEP Account Manager, AEP Account Manager.

DISTRICT	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Account mgr communicates well and is always willing to help. Thanks!
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Informs us when AEP is going to fly the line. Also, informs us on severe weather alerts. Reviews the annual contract with us and gives us ideas on how to be more energy efficient.
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Keeping us up to date with changes and offering incentives to become more efficient.
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Mike contacts me on a regular basis and answers questions that come up.
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Mike has been very helpful and always willing to help with any issue.
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Norm
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Mike provides answers to my questions at any time and is always willing to assist.
KYPCo	Lasso, Michael	Bettinazzi, William L (CSE)	Bill and the entire Hazard AEP staff does an excellent job communicating with us, keeps us aware of any issues that may arise. AEP / Hazard is very community minded, my company is also, therefore we attend a lot of the same community functions. Proud to have them in our community.
KYPCo	Lasso, Michael	Bettinazzi, William L (CSE)	Very accessible, Very very helpful in regards to our electrical questions or needs.
KYPCo	Shurtleff, Robert	Sumner, G. Shaun (CSE)	Our account manager does a fine job, he always alerts us to important issues we may be facing in the near future....Thanks Shaun for your help....
KYPCo	Shurtleff, Robert	Sumner, G. Shaun (CSE)	Overall doing a great job. If power goes off, they work hard to restore it in a timely manner.
KYPCo	Shurtleff, Robert	Sumner, G. Shaun (CSE)	When we request a project that needs done the account manager responds well but I thing when he enters it into the system it get lost and the projects are very slow getting completed.

SPRING 2014 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager might improve upon.

Sort Order: District, AEP Manager, AEP Account Manager.

DISTRICT	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Establish a local reporting system where people are familiar with our area.
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	Finer details on upcoming rate changes due to Big Sandy Plant Conversion.
KYPCo	Borden, Delinda	Hurley, Michael D (CSE)	He does a great job.
KYPCo	Lasslo, Michael	Bettinazzi, William L (CSE)	Very satisfied with Bill's performance.
KYPCo	Lasslo, Michael	Bettinazzi, William L (CSE)	nothing does a great job.
KYPCo	Shurtleff, Robert	Sumner, G. Shaun (CSE)	Very good Job

Market Strategies Insights Commercial Specific Performance Measures (Percent Positive Response) (Kentucky Power)

Performance Measures	YTD 2015
OUTCOME MEASURES	
Satisfaction Outcomes	
Overall satisfaction (Q13) 1-5 scale ⁴	-
Overall satisfaction (Q13N) 0-10 scale ⁴	88.9
Exceeding expectations (Q14)	77.0
Favorability	
Overall favorability (Q8)	81.3
Value Outcomes	
Value of customer service (Q50)	79.0
Value of community involvement (Q49)	72.6
Related Outcomes	
Likelihood of recommending AEP products/services (Q82A) 1-5 scale ⁴	-
Likelihood of recommending AEP products/services (Q82AN) 0-10 scale ⁴	81.3
KEY DRIVERS	
Service Reputation	
Being concerned and caring (Q32)	76.2
Following through on commitments (Q38)	84.9
Being responsive in meeting cust. needs (Q41)	85.3
Being easy to do business with (Q41A)	82.9
Core Services	
Reliability of electricity (Q15)	89.7
Service restoration (Q19)	87.3
Power quality (Q20)	89.7
Having adequate resources to deal with power interruptions (Q27)	81.0
Rates	
Reasonableness of electric rates (Q46)	51.6
Corporate Identity and Activity	
Being a good corporate citizen (Q57)	70.2
Being well managed (Q58)	71.4

Market Strategies In Smart Commercial Specific Performance Measures (Percent Positive Response) (Kentucky Power)

Performance Measures	YTD 2015
Being an energy expert (Q62A)	80.2
SUB AND SUB-SUB DRIVERS	
Routine Access	
Being easy to reach (Q42)	73.4
Outage Information	
Letting you know what caused the outage (Q30)	66.3
Providing accurate estimates of power restoration (Q31)	81.3
Maintenance and Supply	
Making sure wires and poles are maintained (Q24) ^{3/5}	83.6
Trimming trees to help prevent power outages (Q26) ^{3/5}	75.0
Billing	
Bill accuracy (Q52)	86.9
Having bills that are easy to understand (Q53)	87.4
Keeping customers informed of options to pay bills (Q55) ³	83.4
Employee Reputation	
Knowledgeable employees deal with customers needs (Q36)	86.9
Doing things right the first time (Q41B)	87.3
Corporate Communication	
Being a company you can trust (Q80)	78.6

Market Strategies In ~~Smart~~ Commercial Specific Performance Measures (Percent Positive Response) (Kentucky Power)

Performance Measures	YTD 2015
Community Involvement	
Being involved in community organizations (Q66)	54.4
Helping local economies retain businesses (Q67)	-
Helping local economies recruit and retain businesses (Q67N) ⁷	46.4
Environment	
Protecting the environment (Q71)	68.3
Energy Efficiency	
Providing information on how to control your energy costs (EF4)	69.0
Having programs to help customers use energy efficiently (EF5)	69.0
Outage Access	
Being able to speak with a representative during outage (Q44) ³	58.7
Being able to get through to report outage (Q45)	74.6
Safety	
Trying to assure electricity is used safely (Q63)	80.6
Communication Messages²	
Keeping customers informed about efforts to protect the environment (Q77) ³	60.2
Keeping customers informed about (changes) activities in the electric industry (Q81) ³	54.7
Not in current model structure	
Meeting expectations to provide electricity reliably (Q16)	77.0
Helping you get the best value from your daily use of electricity (Q81N) ⁵	64.8
Amount of effort put forth to resolve customer service request (CES) (%1-2; Low Effort)	55.5
(Base)	252

Significant differences are bolded and highlighted.

*Caution: Small base sizes.

¹ This question moved to the Employee Reputation measure in Q1 2006.

⁴ These measures were half-sampled in Q1'14.

⁵ These measures were half-sampled in Q2'14.

⁶ Question added in Q1'14. Based on those that have contacted AEP Ohio in past 12 months.

Market Strategies Incentive Commercial Specific Performance Measures

(Percent Positive Response) (Kentucky Power)

Performance Measures	YTD 2015
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⁷ Question added in Q2'14.

AEP MANAGED ACCOUNTS

CUSTOMER SURVEY



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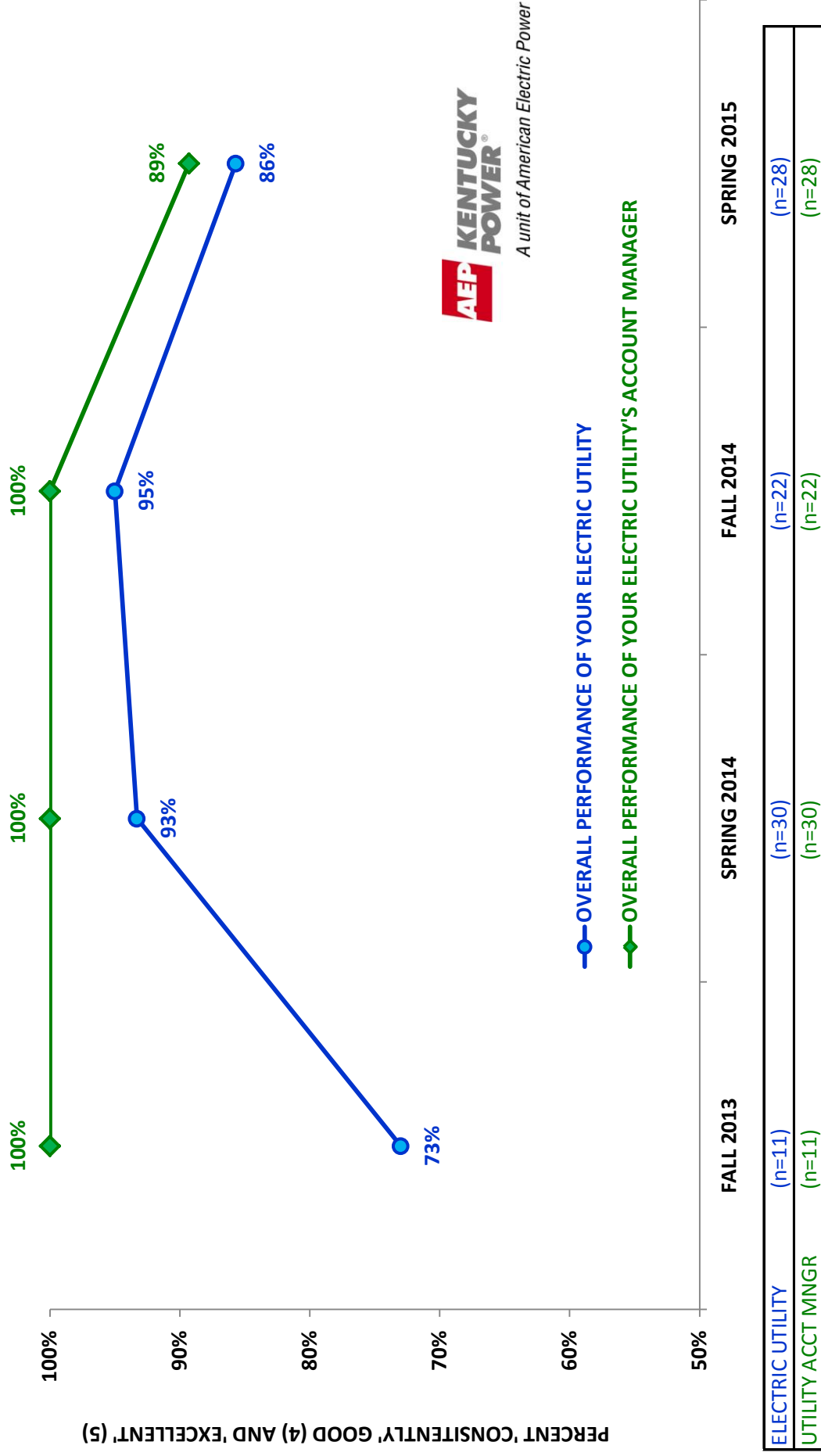
SPRING 2015 RESULTS

July 7th, 2015

prepared by
AEP Performance Management and Financial Planning
Audinet 200-3679, 200-2445

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

OVERALL PERFORMANCE MEASURES - KENTUCKY POWER

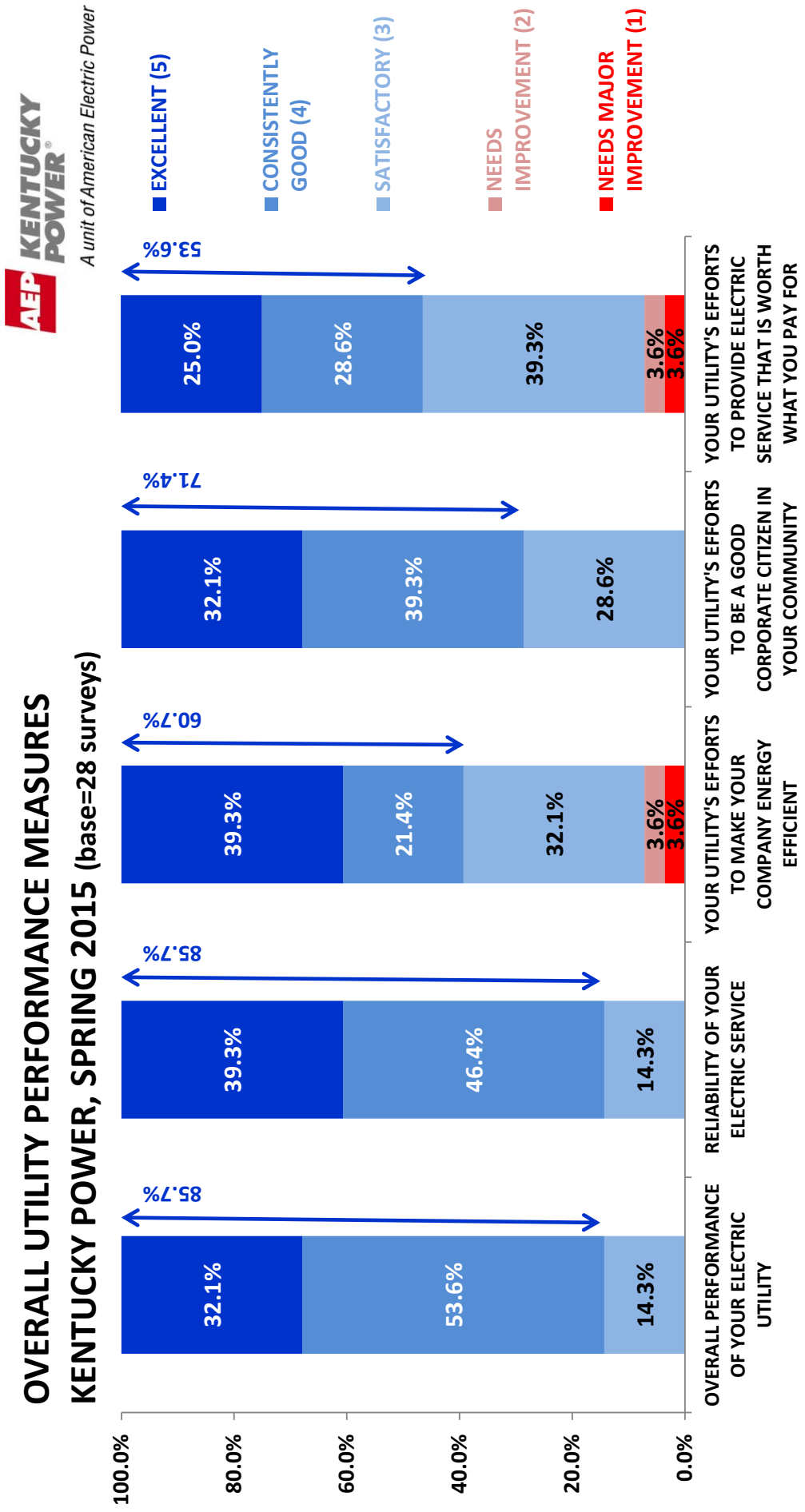


● OVERALL PERFORMANCE OF YOUR ELECTRIC UTILITY

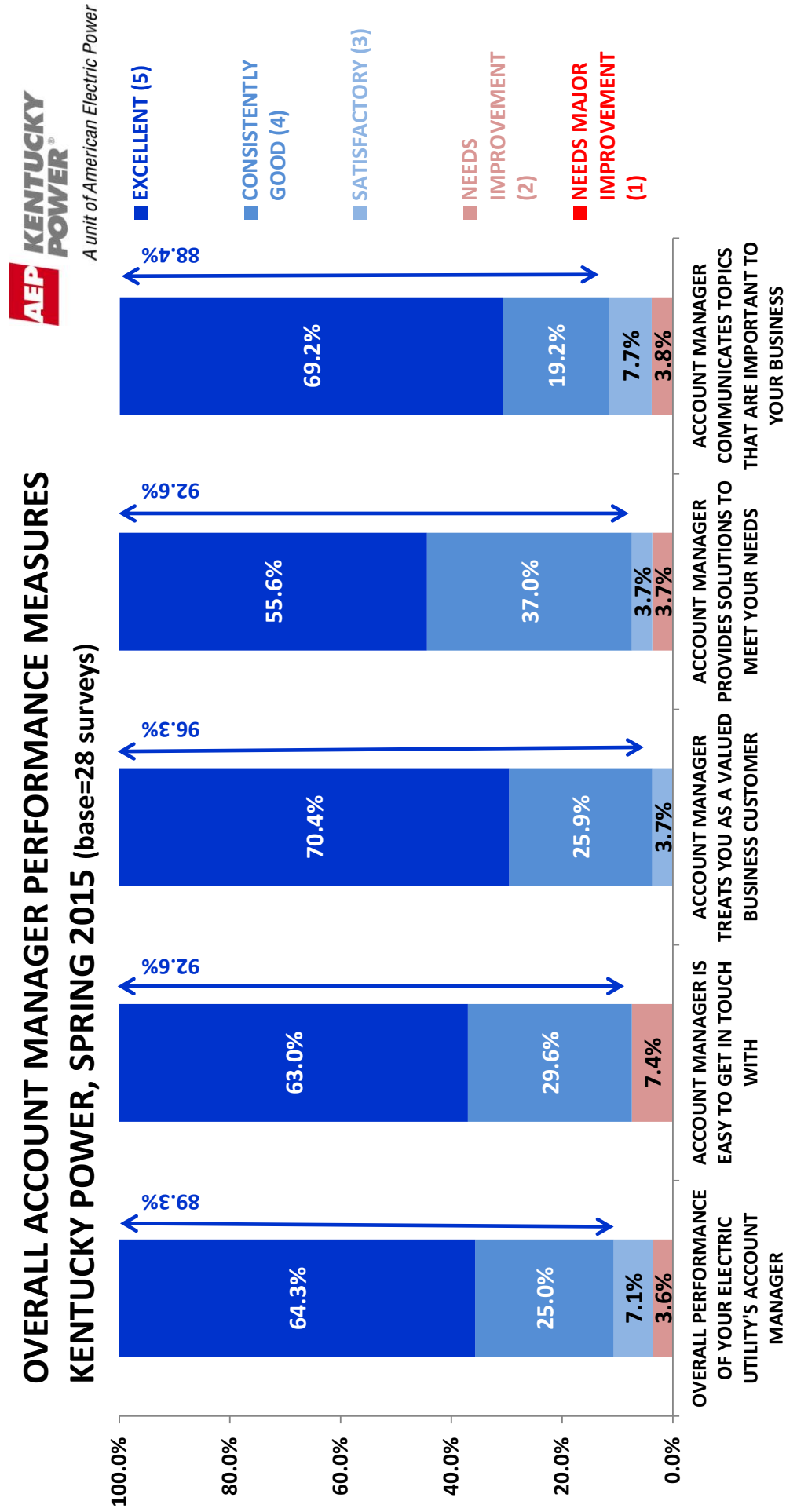
◆ OVERALL PERFORMANCE OF YOUR ELECTRIC UTILITY'S ACCOUNT MANAGER

	FALL 2013	SPRING 2014	FALL 2014	SPRING 2015
ELECTRIC UTILITY	(n=11)	(n=30)	(n=22)	(n=28)
UTILITY ACCT MNGR	(n=11)	(n=30)	(n=22)	(n=28)

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS



SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS



SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

Please rate how your electric utility performed relative to your expectations.

- Q1 Overall performance of your electric utility.
- Q2 Reliability of your electric service.
- Q3 Your utility's efforts to make your company energy efficient.
- Q4 Your utility's efforts to be a good corporate citizen in your community.
- Q5 Your utility's efforts to provide electric service that is worth what you pay for.

Please rate how your account manager performed relative to your expectations.

- Q6 How would you rate the overall performance of your account manager from your electric utility?
- Q7 Is your account manager easy to get in touch with?
- Q8 Does your account manager treat you as a valued business partner?
- Q9 Does your account manager provide solutions to meet your needs?
- Q10 Does your account manager communicate topics that are important to your business?



		TOTAL PERCENT CONSISTENTLY GOOD (4) AND EXCELLENT (5) RATINGS - SPRING 2015 SURVEY									
		UTILITY RELATED RATINGS					ACCOUNT MANAGER RELATED RATINGS				
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
AEP SYSTEM		87.3%	82.8%	71.9%	82.6%	78.2%	93.8%	95.0%	94.8%	94.8%	91.3%
KENTUCKY POWER (n=28)		85.7%	85.7%	60.7%	71.4%	53.6%	89.3%	92.6%	96.3%	92.6%	88.5%
Borden, Delinda (n=6)											
	Hurley, Michael D (CSE, n=6)	83.3%	100.0%	66.7%	66.7%	50.0%	83.3%	80.0%	80.0%	60.0%	50.0%
Lasslo, Michael (n=6)											
	Bettinazzi, William (CSE, n=6)	83.3%	83.3%	83.3%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Phillips, Everett (n=2)											
	Bordan, Delinda (CSE, n=2)	50.0%	50.0%	50.0%	50.0%	100.0%	50.0%	50.0%	100.0%	100.0%	50.0%
Shurtleff, Robert (n=13)											
	Summer, G. Shaun S (CSE, n=13)	84.6%	46.2%	69.2%	53.8%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Thacker, Carolyn (n=1)											
	Bevins, Linda (CSE, n=1)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager are doing well.

Sort Order: AEP Manager, AEP Account Manager.

OPCO	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Carolyn Thacker	Linda Bevins	Shaun is Great to work with and goes beyond.
KYPCo	Delinda Borden	Michael Hurley	I can not evaluate the account manager because we currently have none.
KYPCo	Everett Phillips	Delinda Borden	Over all, I can say that if one of our facilities have an outage it is taken care of in a timely manner with professional service. Although communication has always been a weak point with Mr. Hurley, he has been hard to reach in this past year. Since his departure from AEP, we have had no need to contact anyone for services.
KYPCo	Everett Phillips	Delinda Borden	I would like the new account Manager to give us a call and touch base after Mike Hurley leaves your company. Thank You, Don Davis Rail Plant Russell, KY. (606) 833-7326
KYPCo	Michael Lasso	William Bettinazzi	easy to get in touch with and very easy to work with on any thing we ask of them. Get back with answers in a timely manner doing a great job.
KYPCo	Michael Lasso	William Bettinazzi	Bill does very well at keeping me updated with changes in the marketplace, electrical rates, ect. He was instrumental in getting LED lights installed in my parts department and getting the rebate for electric conservation.
KYPCo	Michael Lasso	William Bettinazzi	Bill does a good job communicating with the college. He is always available and willing to help anyway he can.
KYPCo	Robert Shurtleff	G. Shaun Sumner	Very helpful anytime we have questions about anything.
KYPCo	Robert Shurtleff	G. Shaun Sumner	They have went above and beyond what was required of their services.
KYPCo	Robert Shurtleff	G. Shaun Sumner	Shaun always works with us on any problems we have.
KYPCo	Robert Shurtleff	G. Shaun Sumner	Nothing more to comment on.
KYPCo	Robert Shurtleff	G. Shaun Sumner	I COULDN'T ASK FOR ANYONE TO DO A BETTER JOB HANDLING MY ACCOUNTS.
KYPCo	Robert Shurtleff	G. Shaun Sumner	Gary is very timely and provides accurate information. Very reachable. Good communication.

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager might improve upon.
Sort Order: AEP Manager, AEP Account Manager.

OPCO	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Delinda Borden	Michael Hurley	I can not evaluate an account manager because we have none.
KYPCo	Robert Shurtleff	G. Shaun Sumner	Shaun has helped us anytime we needed him. Good business partner.
KYPCo	Robert Shurtleff	G. Shaun Sumner	OUR ELECTRICITY PRICES HAS GONE UP AS YOUR CONSUMPTION OF COAL HAS GONE DOWN. THIS IS A BAD SITUATION FOR EASTERN KENTUCKY.
KYPCo	Robert Shurtleff	G. Shaun Sumner	Great Guy! Always very helpful.

AEP MANAGED ACCOUNTS

CUSTOMER SURVEY

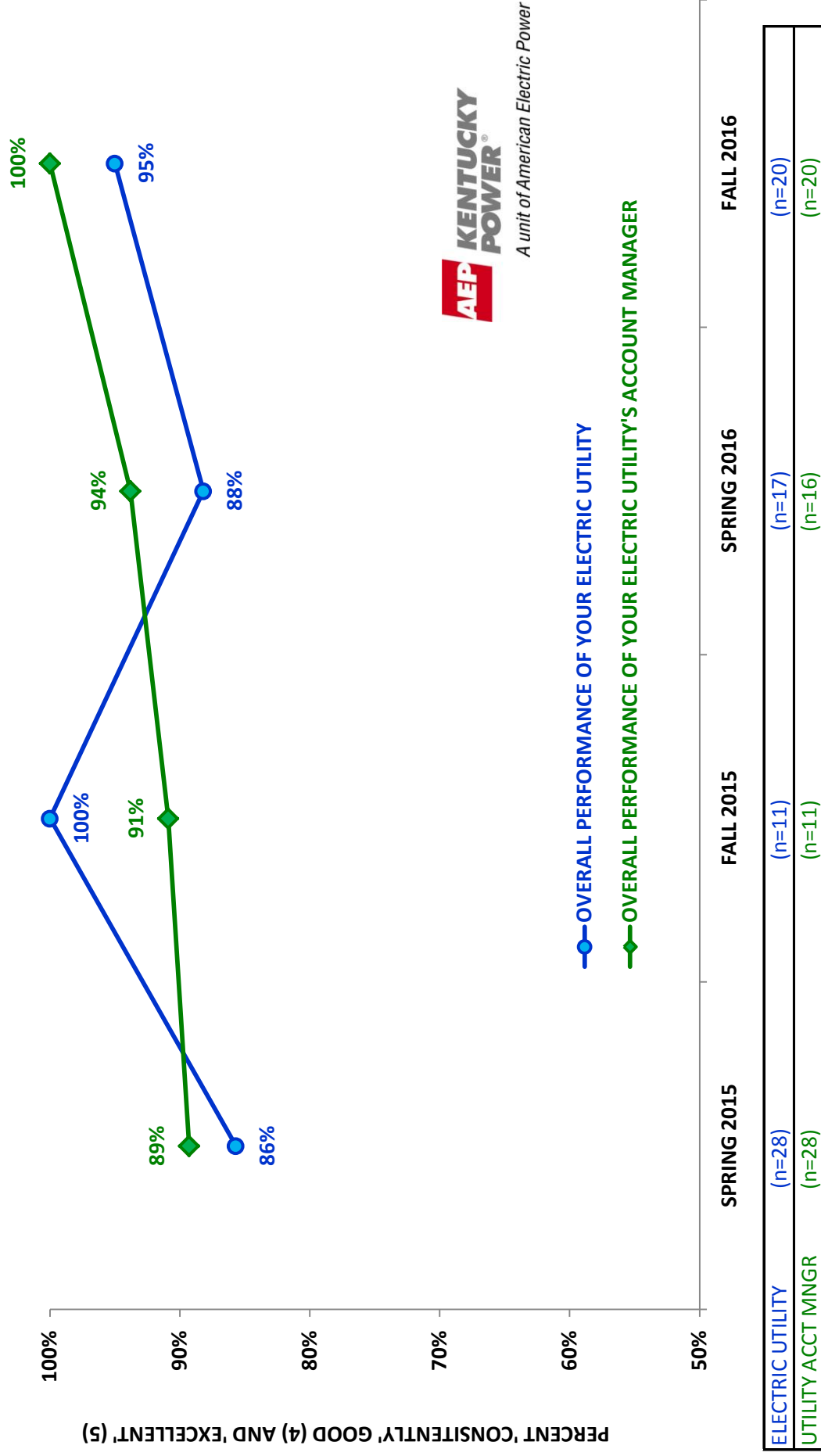


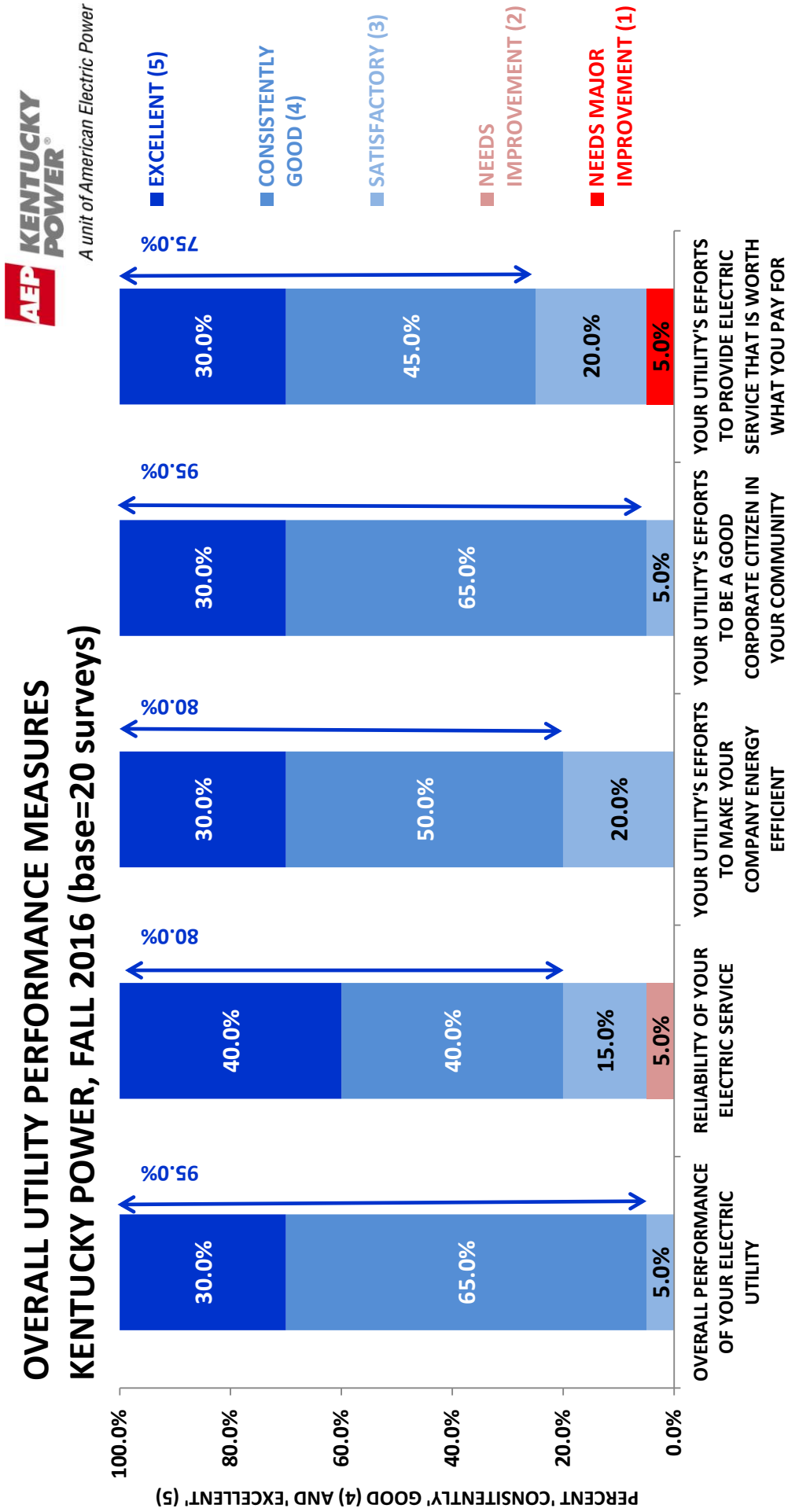
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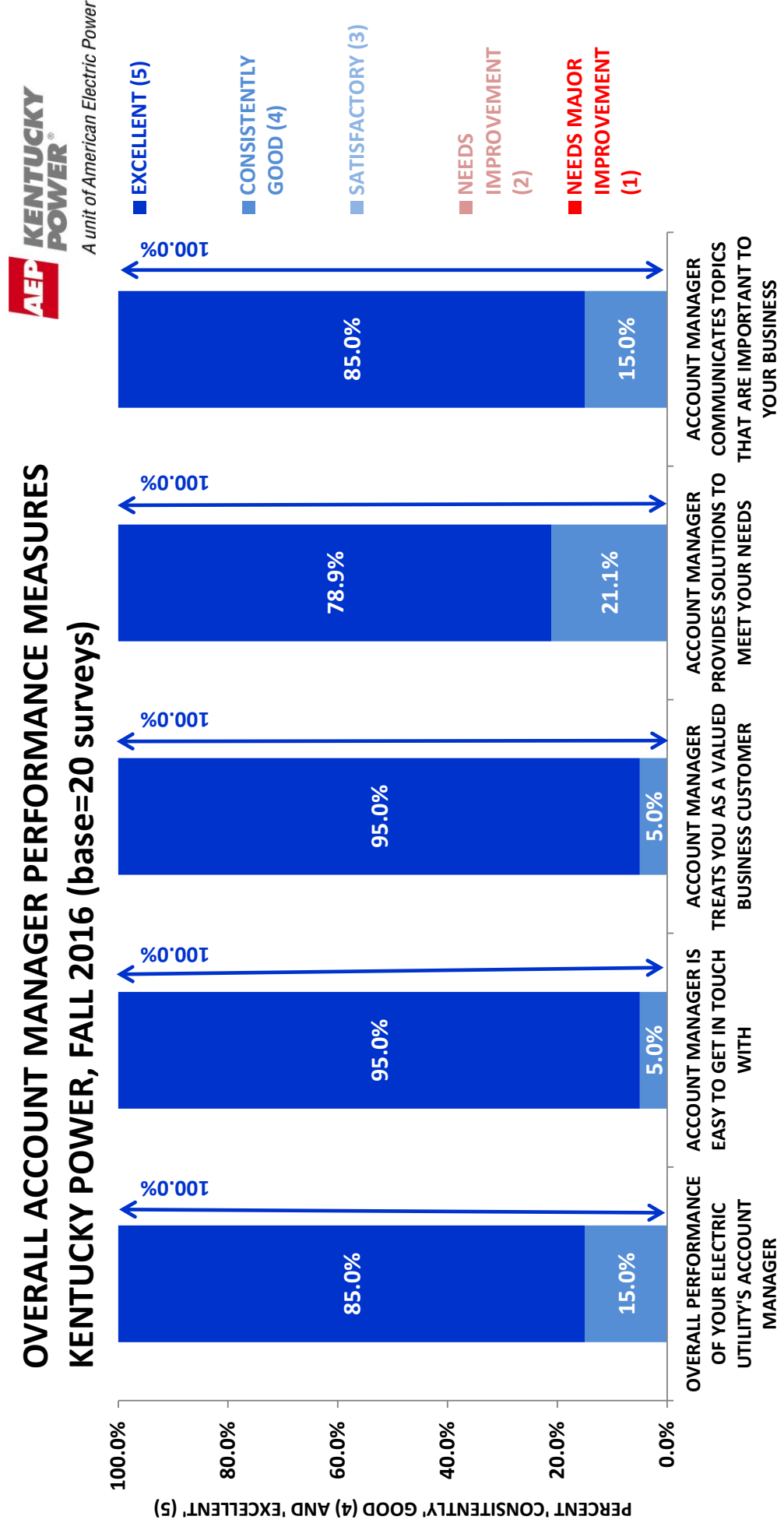
FALL 2016 RESULTS

prepared by
AEP Performance Management and Financial Planning
Audinet 200-3679, 200-2445

OVERALL PERFORMANCE MEASURES - KENTUCKY POWER







Please rate how your electric utility performed relative to your expectations.

- Q1 Overall performance of your electric utility.
- Q2 Reliability of your electric service.
- Q3 Your utility's efforts to make your company energy efficient.
- Q4 Your utility's efforts to be a good corporate citizen in your community.
- Q5 Your utility's efforts to provide electric service that is worth what you pay for.

Please rate how your account manager performed relative to your expectations.

- Q6 How would you rate the overall performance of your account manager from your electric utility?
- Q7 Is your account manager easy to get in touch with?
- Q8 Does your account manager treat you as a valued business partner?
- Q9 Does your account manager provide solutions to meet your needs?
- Q10 Does your account manager communicate topics that are important to your business?



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TOTAL PERCENT CONSISTENTLY GOOD (4) AND EXCELLENT (5) RATINGS - ANNUAL 2016 SURVEY

	UTILITY RELATED RATINGS					ACCOUNT MANAGER RELATED RATINGS				
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
AEP SYSTEM	86.7%	85.0%	77.2%	83.2%	77.8%	95.4%	95.1%	95.6%	92.6%	90.4%
KENTUCKY POWER (n=37)	91.9%	86.5%	80.6%	89.2%	64.9%	97.2%	97.3%	97.3%	94.4%	97.3%
Borden, Delinda										
Summer, G. Shaun S (n=10)	90.0%	80.0%	70.0%	90.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Borders, Kenneth (n=20)	95.0%	90.0%	84.2%	90.0%	75.0%	94.7%	95.0%	95.0%	89.5%	95.0%
Bevins, Linda (n=1)	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bettinazzi, William (n=6)	83.3%	83.3%	83.3%	83.3%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager are doing well.

Sort Order: AEP Manager, AEP Account Manager.

OPCO	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Delinda Borden	G. Shaun Sumner	Shaun Sumner our account manager does a great job. Good communication and he keeps us in the know on the Energy Efficiency Incentives. Electric power has been very reliable. We have no complaints at this time.
KYPCo	Delinda Borden	G. Shaun Sumner	The support has been good over the years. The only issue that has existed is that our power supply has voltage sags that have created issues with our operational equipment shutting down. AEP has helped provide some ideas for solutions as well as a power study. Some of the solutions would lie with Kellogg, but there also may be some things possible off site to help.
KYPCo	Delinda Borden	Kenneth Borders	He contacts me as thing come up and lets me know what is going to happen in the future, /Outages.
KYPCo	Delinda Borden	Kenneth Borders	It is more reliability issues than anything else. Plus we sometimes see cycles in system so had to install some equipment to prevent damage or kick out of compressors / PLC. Ken Borders is excellent to work with and i feel tries to be fair and direct in dealing with issues.
KYPCo	Delinda Borden	Kenneth Borders	its a shame that we as customers in lawrence co ky have to pay a retirement fee for the bigsandy plant. prices are already too high and you still are raping us.
KYPCo	Delinda Borden	Kenneth Borders	Ken is extremely responsive to the needs of our facility. We often have to have things disconnected and reconnected on short notice and he works to get us everything we need.
KYPCo	Delinda Borden	Kenneth Borders	Ken is very responsive to questions of concerns we have brought to his attention and works with us to provide a solution.
KYPCo	Delinda Borden	Kenneth Borders	KPC is addressing reliability problems by undertaking a major project to upgrade the equipment that feeds our facility. Our account manager has done a very good job of keeping us informed of the progress.
KYPCo	Delinda Borden	Kenneth Borders	Mr Borders was very helpful in managing our request for assistance on a special project
KYPCo	Delinda Borden	Kenneth Borders	Our account manager has been a great help to us. The one thing that would make our task easier would be to make the emergency call in number local answered by local people.
KYPCo	Delinda Borden	Kenneth Borders	We would like to be notified when AEP is flying the transmission line inside our facility. Also, in the pass we would get an e-mail re-guarding a 'severe Weather Alert' which was beneficial... * Account manager has been very hopeful regarding any issue or questions we may have.
KYPCo	Delinda Borden	William Bettinazzi	Bill does an excellent job in communication and help HCTC when needed. His efforts are appreciated.

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager might improve upon.
Sort Order: AEP Manager, AEP Account Manager.

OPCO	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Delinda Borden	G. Shaun Sumner	nothing at this time.
KYPCo	Delinda Borden	G. Shaun Sumner	Nothing that comes to mind.
KYPCo	Delinda Borden	Kenneth Borders	Ken Borders goes out of his way to meet our needs.
KYPCo	Delinda Borden	Kenneth Borders	Kentucky Power could improve on their capabilities of capturing outage event information and providing it to the customer so that the customer can determine the root cause of power interruptions.
KYPCo	Delinda Borden	Kenneth Borders	Making the emergency call in number local answered by local people.
KYPCo	Delinda Borden	Kenneth Borders	None
KYPCo	Delinda Borden	Kenneth Borders	none
KYPCo	Delinda Borden	Kenneth Borders	see previous page.
KYPCo	Delinda Borden	William Bettinazzi	Continue to provide cheap reliable energy needs.

What new products or services do you want to see Kentucky Power offer in the next few years?

Sort Order: AEP Manager, AEP Account Manager.

OPCO	AEP MANAGER	AEP ACCOUNT MANAGER	CUSTOMER COMMENT
KYPCo	Delinda Borden	G. Shaun Sumner	Investigate energy savings rebate process to incent Kellogg reduction work.
KYPCo	Delinda Borden	G. Shaun Sumner	nothing that I can think of
KYPCo	Delinda Borden	Kenneth Borders	Coal Fired gen.
KYPCo	Delinda Borden	Kenneth Borders	I would like to have better access to KPC technicians and engineers for consultation and assistance with projects. This was a valuable service that was provided in the past, but it has not been available in recent years.
KYPCo	Delinda Borden	Kenneth Borders	Implement the use of coal more, hopefully the new administration can help accommodate this. Aid the heavy users in becoming more energy efficient.
KYPCo	Delinda Borden	Kenneth Borders	None known....
KYPCo	Delinda Borden	Kenneth Borders	Nothing they haven't already talked to us about.

Historical Scores

Kentucky Power




AEP System Commercial | Operating Company | Jurisdiction/State

Historical Scorecard

Current Scores YTD through 09/11/2017

Operating Company: KYPCo

		2017					2016
		Q1	Q2	Q3	Q4	YTD	Total
Total Responses		152	146	128	-	426	596
Overall Satisfaction		Q1	Q2	Q3	Q4	YTD	2016 Total
	Q1 Overall Satisfaction with Electric Company (% Very Satisfied or Somewhat Satisfied)	75.2	81.1	80.0	-	78.7	87.8
	Q3_1 Most Important - Cost of Electricity (%)	49.0	33.6	37.1	-	40.1	35.1
	Q3_2 Most Important - Minimal Power Outages (%)	16.8	14.7	15.3	-	15.6	20.6
	Q3_3 Most Important - Quickly Restoring Power Outages (%)	24.8	37.1	36.3	-	32.5	33.2
	Q3_4 Most Important - Monthly Options for Paying Bills (%)	3.4	4.2	2.4	-	3.4	4.3
	Q3_5 Most Important - Customer Service/Answering Questions/Addressing Issues (%)	6.0	10.5	8.9	-	8.4	6.9

	Q4_1	Expectations from Energy Utility (% Exceeded)	17.8	23.2	20.0	-	20.3	21.8
	Q4_2	Expectations from Energy Utility (% Met)	55.5	58.0	56.0	-	56.5	60.2
	Q4_3	Expectations from Energy Utility (% Fallen Short)	26.7	18.8	24.0	-	23.2	18.0
	Q18	Heard of Term "Boundless Energy" in Last Few Months (% Yes)	-	6.2	1.6	-	3.6	-
	Q18A	Kind of Impression Does "Boundless Energy" Give of Company (% Very Favorable or Favorable)	-	100.0	50.0	-	87.5	-
Reputational Attributes			Q1	Q2	Q3	Q4	YTD	2016 Total
	Q5A	Value Provided Compared to Other Utilities (% Excellent or Good)	69.4	67.2	70.2	-	68.9	76.3
	Q5B	Providing Electricity Without Interruption (% Excellent or Good)	84.7	80.0	82.0	-	82.3	83.2
	Q5C	Ability to Restore Electric Service When Power Outages Occur (% Excellent or Good)	79.9	75.9	80.3	-	78.6	80.5
	Q5D	Ability to Resolve Customer Questions/Concerns (% Excellent or Good)	70.3	72.1	76.0	-	72.7	78.8
	Q5E	Bills Easy to Understand (% Excellent or Good)	68.2	72.4	71.7	-	70.7	78.7
	Q5F	Providing Accurate Bills (% Excellent or Good)	75.5	78.4	81.0	-	78.2	84.0
	Q5G	Providing Electricity at Reasonable Rates (% Excellent or Good)	39.5	35.3	38.2	-	37.7	47.8
	Q5H	Community Involvement - Donations/Sponsorships/Employee Volunteers (% Excellent or Good)	63.6	68.4	67.9	-	66.5	69.5
	Q5I	Environmental Record and Policies (% Excellent or Good)	72.6	75.9	78.2	-	75.4	78.8
	Q5J	Prompt Responses to Questions/Inquiries (% Excellent or Good)	71.7	73.6	76.6	-	73.9	78.9
	Q5K	Easy to do Business With (% Excellent or Good)	74.7	75.9	75.8	-	75.4	82.1
	Q5L	Doing Things Right First Time (% Excellent or Good)	77.0	78.9	81.3	-	78.9	84.2
	Q5N	Trusted Energy Advisor (% Excellent or Good)	76.1	71.8	77.8	-	75.1	78.6
	Q5O	Providing Information - How to Control Energy Costs (% Excellent or Good)	69.8	72.9	80.0	-	74.0	75.4

	Q5P	Programs Offered to Help Customers Use Energy Efficiently (% Excellent or Good)	75.6	69.9	76.4	-	73.9	78.9
	Q5Q	Providing Supportive Utility Relationship to Customer's Company (% Excellent or Good)	71.7	75.9	75.2	-	74.3	79.2
	Q5R	Providing Electricity Rates Lower Than National/Regional Market Price (% Excellent or Good)	38.1	35.0	43.5	-	38.7	50.6
	Q5S	Courteous and Knowledgeable Employees (% Excellent or Good)	83.6	81.6	86.2	-	83.7	88.0
	Q5T	Trying to Assure Electricity is Used Safely by Customers (% Excellent or Good)	-	81.8	85.2	-	83.8	-
	Q6C	Performance Regarding Expectations to Deliver Reliable Electric Service (% Excellent or Good)	77.7	73.3	80.5	-	77.0	66.9
Outage, Billing & Payment Alerts (if Q7=No, Q8-Q11A Not Asked)			Q1	Q2	Q3	Q4	YTD	2016 Total
	Q7	Aware of Outage, Billing and Payment Alerts - Email or Text (% Yes)	54.6	57.5	56.3	-	56.1	50.3
	Q8	Enrolled to Receive Outage, Billing, or Payment Alerts (% Yes)	41.0	40.5	31.9	-	38.1	37.1
	Q9	Received an Outage, Billing or Payment Alert (% Yes)	67.6	76.5	69.6	-	71.4	77.3
	Q10_1	Alerts Received (% Outage)	63.6	42.3	43.8	-	50.0	46.4
	Q10_2	Alerts Received (% Billing and Payment)	18.2	15.4	12.5	-	15.6	19.0
	Q10_3	Alerts Received (% Both Outage & Billing and Payment)	18.2	42.3	43.8	-	34.4	34.5
	Q11	Overall Satisfaction with Outage Alert Service (% Very Satisfied or Somewhat Satisfied)	88.9	95.5	92.9	-	92.6	83.8
	Q11A	Overall Satisfaction with Billing and Payment Alert Service (% Very Satisfied or Somewhat Satisfied)	100.0	80.0	100.0	-	90.6	81.8
Advertising Awareness			Q1	Q2	Q3	Q4	YTD	2016 Total
	Q12	Have Heard or Seen Local Market Advertising in Past Three Months (% Yes)	34.9	37.7	41.4	-	37.8	40.7
	Q12D_1	Operating Company's People Make It Strong (% Yes)	60.0	69.8	48.6	-	60.2	63.3
	Q12D_2	Operating Company's People Volunteer in the Community (% Yes)	61.9	50.0	37.5	-	50.0	56.7
	Q12D_3	Our Community is Better Because of Operating Company (% Yes)	53.7	66.0	62.2	-	60.9	67.5
	Q12D_4	Operating Company's True Power Comes From Its People (% Yes)	65.9	57.4	56.4	-	60.0	66.2

Future Needs		Q1	Q2	Q3	Q4	YTD	2016 Total	
	Q13_1	Energy Provided in Future Makes Greater Use of Solar Power Generation (% Very Important or Somewhat Important)	54.8	63.8	61.7	-	59.9	58.1
	Q13A_1	Cost Increase Willing to Pay if Future Energy Needs Met by Solar Energy - 1 to 5% More (%)	36.7	25.3	26.5	-	29.6	33.4
	Q13A_2	Cost Increase Willing to Pay if Future Energy Needs Met by Solar Energy - 6 to 10% More (%)	7.6	8.9	11.8	-	9.3	4.0
	Q13A_3	Cost Increase Willing to Pay if Future Energy Needs Met by Solar Energy - 11 to 15% More (%)	0.0	1.3	1.5	-	0.9	1.0
	Q13A_4	Cost Increase Willing to Pay if Future Energy Needs Met by Solar Energy - Over 15% More (%)	0.0	1.3	2.9	-	1.3	1.7
	Q13A_5	Cost Increase Willing to Pay if Future Energy Needs Met by Solar Energy - Unwilling (%)	55.7	63.3	57.4	-	58.8	59.9
	Q14_1	Energy Provided in Future Makes Greater Use of Wind Power Generation (% Very Important or Somewhat Important)	47.2	50.4	50.4	-	49.2	43.3
	Q14A_1	Cost Increase Willing to Pay if Future Energy Needs Met by Wind Energy - 1 to 5% More (%)	35.8	36.5	38.2	-	36.8	36.0
	Q14A_2	Cost Increase Willing to Pay if Future Energy Needs Met by Wind Energy - 6 to 10% More (%)	9.0	11.1	12.7	-	10.8	5.7
	Q14A_3	Cost Increase Willing to Pay if Future Energy Needs Met by Wind Energy - 11 to 15% More (%)	0.0	1.6	0.0	-	0.5	2.2
	Q14A_4	Cost Increase Willing to Pay if Future Energy Needs Met by Wind Energy - Over 15% More (%)	0.0	0.0	3.6	-	1.1	1.8
	Q14A_5	Cost Increase Willing to Pay if Future Energy Needs Met by Wind Energy - Unwilling (%)	55.2	50.8	45.5	-	50.8	54.4
	Q15	Likelihood to Produce Some Future Energy Using Solar Wind (% Very Likely or Somewhat Likely)	20.9	25.2	24.2	-	23.4	22.1

AEP MANAGED ACCOUNTS

CUSTOMER SURVEY

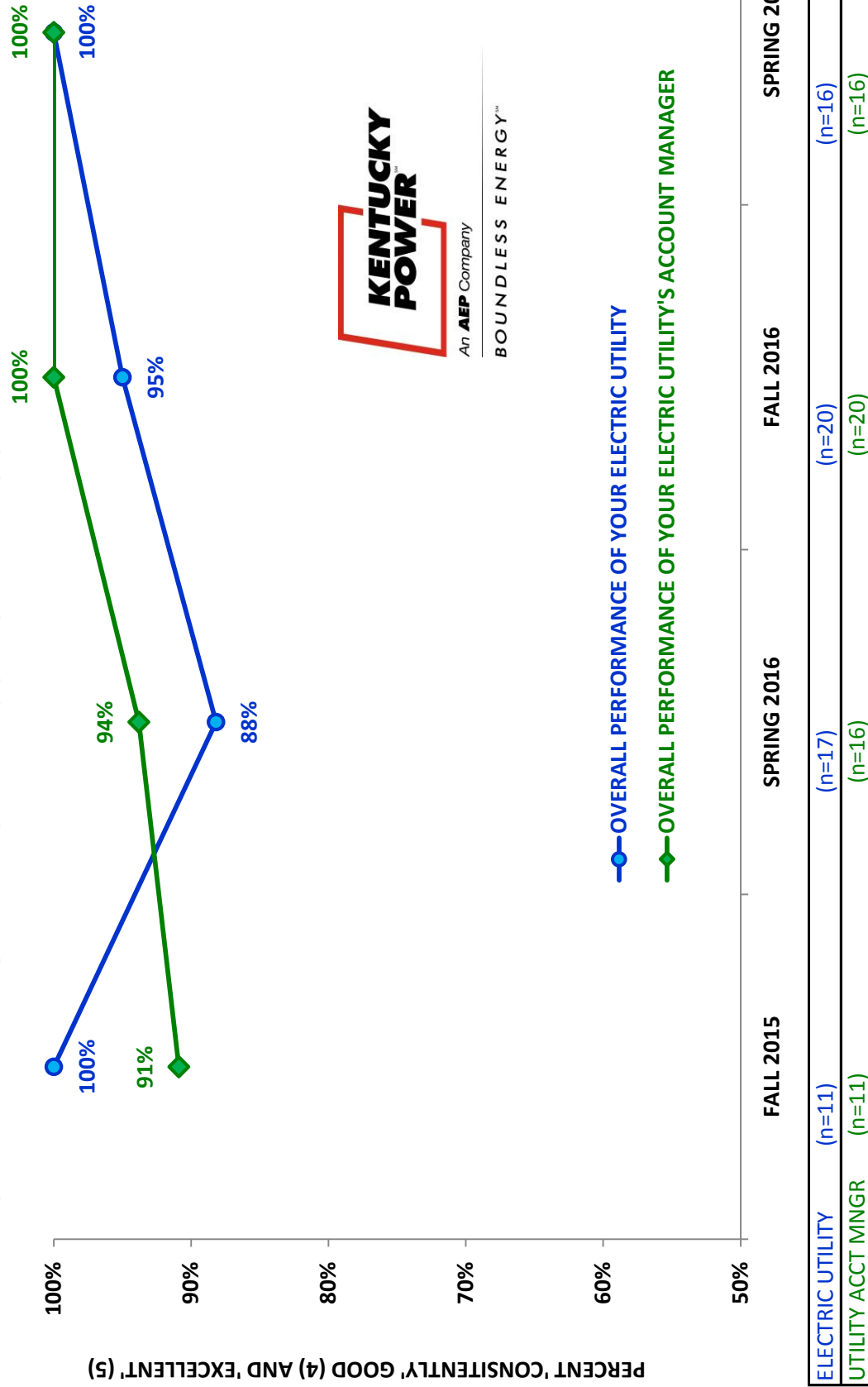


BOUNDLESS ENERGY™

SPRING 2017 RESULTS

prepared by
AEP Performance Management and Financial Planning
Audinet 200-3679, 200-2445

OVERALL PERFORMANCE MEASURES - KENTUCKY POWER

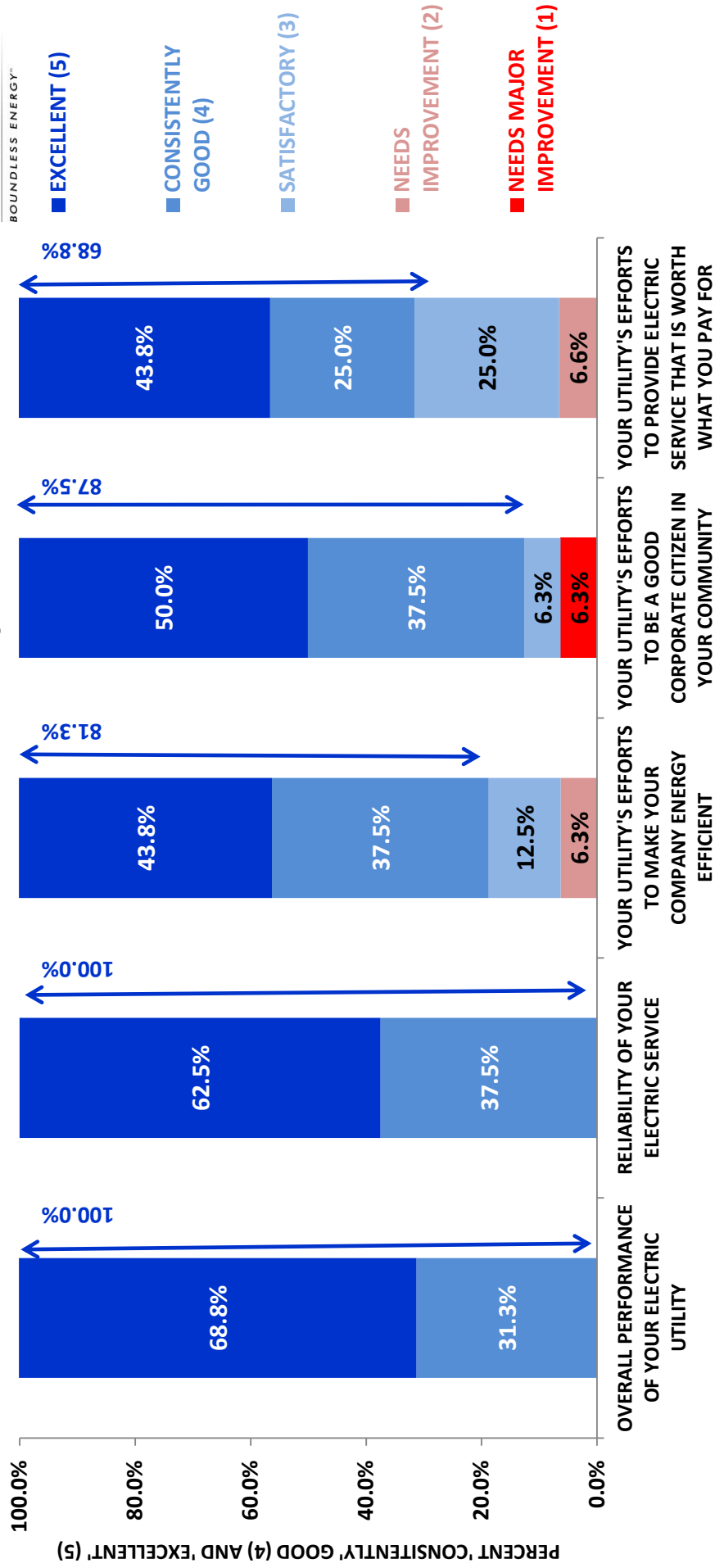


● OVERALL PERFORMANCE OF YOUR ELECTRIC UTILITY

◆ OVERALL PERFORMANCE OF YOUR ELECTRIC UTILITY'S ACCOUNT MANAGER

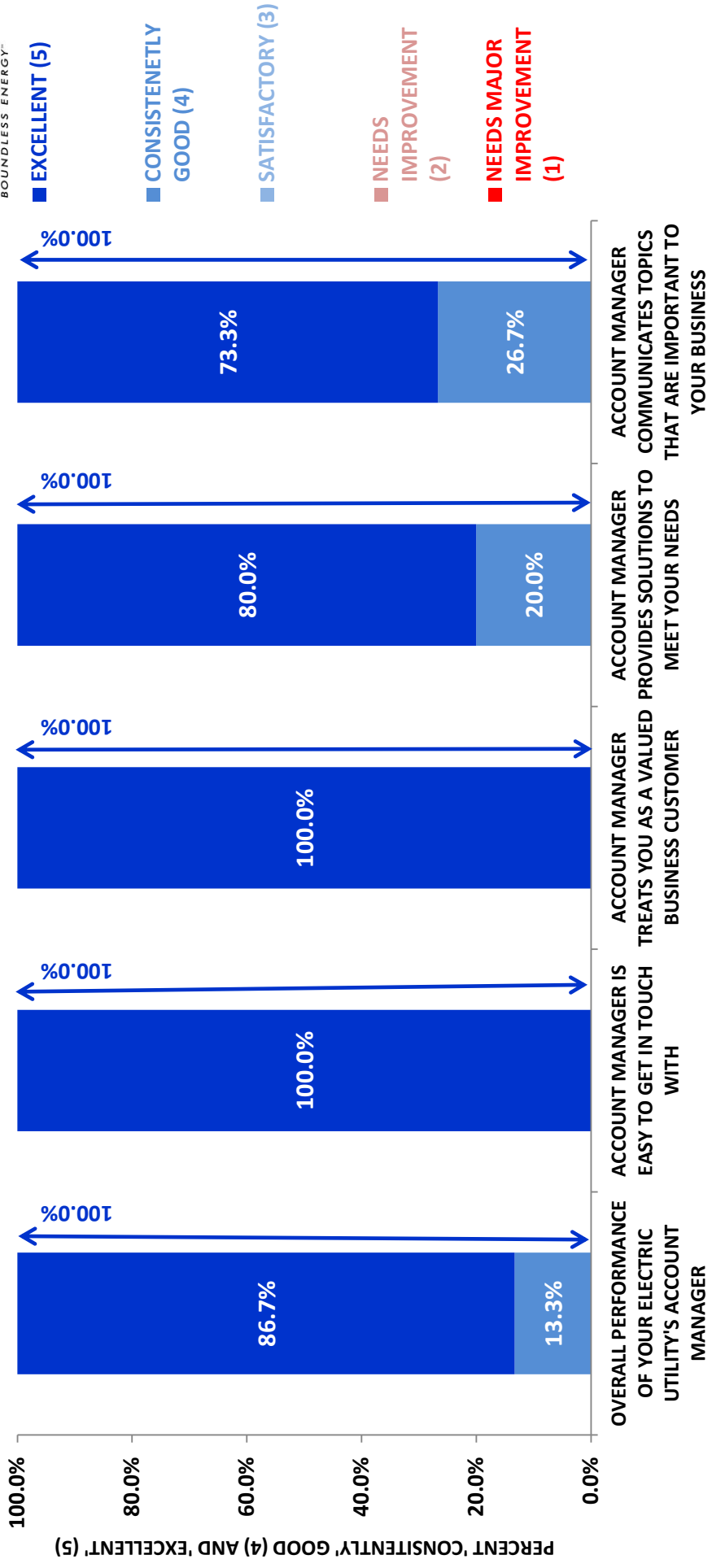


OVERALL UTILITY PERFORMANCE MEASURES KENTUCKY POWER, SPRING 2017 (base=16 surveys)





**OVERALL ACCOUNT MANAGER PERFORMANCE MEASURES
 KENTUCKY POWER, SPRING 2017 (base=16 surveys)**



Please rate how your electric utility performed relative to your expectations.

- Q1 Overall performance of your electric utility.
- Q2 Reliability of your electric service.
- Q3 Your utility's efforts to make your company energy efficient.
- Q4 Your utility's efforts to be a good corporate citizen in your community.
- Q5 Your utility's efforts to provide electric service that is worth what you pay for.

Please rate how your account manager performed relative to your expectations.

- Q6 How would you rate the overall performance of your account manager from your electric utility?
- Q7 Is your account manager easy to get in touch with?
- Q8 Does your account manager treat you as a valued business partner?
- Q9 Does your account manager provide solutions to meet your needs?
- Q10 Does your account manager communicate topics that are important to your business?



AEP SYSTEM

	TOTAL PERCENT CONSISTENTLY GOOD (4) AND EXCELLENT (5) RATINGS - SPRING 2017 SURVEY									
	UTILITY RELATED RATINGS					ACCOUNT MANAGER RELATED RATINGS				
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
	83.3%					93.9%				
KENTUCKY POWER (n=16)	100.0%	100.0%	81.3%	87.5%	68.8%	100.0%	100.0%	100.0%	100.0%	100.0%
Summer, Shaun (n=8)	100.0%	100.0%	87.5%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Borders, Ken (n=5)	100.0%	100.0%	60.0%	60.0%	40.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Bettinazzi, Bill (n=3)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

SPRING 2015 MANAGED ACCOUNTS SURVEY RESULTS

Please provide any feedback you may have regarding things your electric utility and/or account manager are doing well.
Sort Order: AEP Account Manager.

AEP ACCOUNT MANAGER	CUSTOMER COMMENT
Bill Bettinazzi	Bill is always available for my calls. He supplies me with undated information from the utility side even though I haven't asked for anything.
Bill Bettinazzi	Bill is always available to answer any questions about our service. When we have a need we can call Bill and he follows up to get the problem corrected.
Ken Borders	Communication Well and get response quickly.
Ken Borders	I have never met our account manager so I don't feel I can accurately evaluate his performance. I had a couple of phone conversations with him in February when he was looking for a facility to use for some meetings but we haven't had any conversations directly related to Kentucky Power and KCU.
Ken Borders	Ken Borders does a great job for us. he provides answers in a timely manner, very easy to reach, provides options for issues.
Ken Borders	Ken Borders is very responsive and helpful when we need information, especially during outages.
Ken Borders	Ken is always available to answer any questions I may have.
Shaun Sumner	None
Shaun Sumner	Shaun Sumner, is without a doubt the most informative and helpful account manager I have ever dealt with. Always very responsive and eager to assist with any issue, although limited issues cause he likes to stay in front of the game (preventative measures).

Please provide any feedback you may have regarding things your electric utility and/or account manager might improve upon.

Sort Order: AEP Account Manager.

AEP ACCOUNT MANAGER	CUSTOMER COMMENT
Bill Bettinazzi	I simply cannot imagine anything to add to make Bill better for our needs.
Ken Borders	It would be good to hear from him from time to time regarding how KCU is doing with its power usage.
Ken Borders	Lower prices.
Ken Borders	Provide local contact when reporting outages.
Shaun Sumner	None

What new products or services do you want to see Kentucky Power offer in the next few years?

Sort Order: AEP Account Manager.

AEP ACCOUNT MANAGER	CUSTOMER COMMENT
Bill Bettinazzi	Can't really think of any at this time.
Bill Bettinazzi	Energy saving LED lighting upgrades
Ken Borders	Coal fired electricity
Ken Borders	Coal fired power again
Ken Borders	Consider donating surplus vehicles to school systems for use as maintenance vehicles.
Shaun Sumner	None