

**COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION**

In The Matter Of:

The Electronic Application Of Kentucky)
Power Company To: (1) Modify Kentucky Power)
Company's Residential Energy Assistance)
Program; (2) Approve The Amended Operating)
Agreement; and (3) Grant All Other Relief To)
Which It May Be Entitled)

Case No. 2019-00245

DIRECT TESTIMONY OF

BRIAN K. WEST

ON BEHALF OF KENTUCKY POWER COMPANY

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**DIRECT TESTIMONY OF
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I. INTRODUCTION

1 **Q. PLEASE STATE YOUR NAME, POSITION, AND BUSINESS ADDRESS.**

2 A. My name is Brian K. West. My position is Director of Regulatory Services, Kentucky
3 Power Company (“Kentucky Power” or the “Company”). My business address is 855
4 Central Avenue, Suite 200, Ashland, Kentucky 41101.

5 **Q. PLEASE DESCRIBE YOUR EDUCATIONAL AND PROFESSIONAL**
6 **BACKGROUND.**

7 A. I received an Associate’s degree in Applied Science (Electronics Technology) and a
8 Bachelor’s degree in Business Management, both from Ohio University, in 1987 and
9 1988, respectively. I obtained a Master of Business Administration degree from Ohio
10 Dominican University in 2008.

11 I began my utility industry career when I joined Ohio Power Company as a
12 customer services assistant in Portsmouth, Ohio in 1989. This was a supervisor-in-
13 training position, where I worked in each area of the office (*e.g.*, cashiering, new service,
14 and credit and collections) to gain knowledge and experience with every aspect of
15 managing an area office. After completing the training program, I initially supervised
16 meter readers in the Portsmouth office until being promoted to office supervisor in 1993.
17 In 1997, when the area offices were closed, I transferred to Chillicothe, Ohio and
18 accepted the position of customer services field supervisor, with responsibility for
19 managing customer field representatives who primarily worked with customers on high-
20 bill and other inquiries.

1 In 2000, after American Electric Power Company (“AEP”) merged with Central
2 and South West Corporation (“CSW”), I moved to Columbus, Ohio, where I held various
3 positions in Customer Operations, mostly in process improvement and supporting
4 regulatory filings. In 2008, I transferred to AEP’s Regulatory Services department,
5 where I supported various filings before public service commissions in Arkansas,
6 Indiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, Virginia, and West Virginia, as
7 well as the Public Service Commission of Kentucky (“Commission”).

8 In 2010, I was promoted to regulatory case manager, with responsibility for
9 energy efficiency/demand response filings, integrated resource plan filings, and various
10 renewable filings across AEP’s service territory. In 2016, I moved to a case manager role
11 with primary responsibility for most Appalachian Power Company filings before the
12 Public Service Commission of West Virginia, the Virginia State Corporation
13 Commission, and the Tennessee Public Utility Commission. I assumed my current
14 position as Director of Regulatory Services for Kentucky Power in February 2019.

15 **Q. WHAT ARE YOUR RESPONSIBILITIES AS DIRECTOR OF REGULATORY**
16 **SERVICES FOR KENTUCKY POWER?**

17 A. I am responsible for the supervision and direction of Kentucky Power’s Regulatory
18 Services Department, which has responsibility for all rate and regulatory matters
19 involving the Company.

20 **Q. HAVE YOU PREVIOUSLY SUBMITTED TESTIMONY IN ANY REGULATORY**
21 **PROCEEDINGS?**

22 A. Yes. I have submitted testimony in Case No. 2019-00140 on behalf of the Company in
23 support of its monthly environmental surcharge filings during the six-month review

1 period July 1, 2018 through December 31, 2018, correlating to billing months May 2018
2 through October 2018.

II. PURPOSE OF TESTIMONY

3 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

4 A. The purpose of my testimony is to describe Kentucky Power Company’s Tariff R.E.A.
5 (Residential Energy Assistance) and support the appropriateness of proposed changes to
6 the Home Energy Assistance in Reduced Temperatures (“HEART”) and Temporary
7 Heating Assistance in Winter (“THAW”) programs, which are funded through Tariff
8 R.E.A. I also address corresponding changes to the operating agreement between
9 Kentucky Power and Community Action Kentucky, Inc. (“CAK”). CAK, and its local
10 community action agencies (“CAAs”), administer the HEART and THAW programs.

11 **Q. ARE YOU SPONSORING ANY EXHIBITS?**

12 A. Yes. I am sponsoring EXHIBIT BKW-1, which illustrates the leaflet that HEART and
13 THAW applicants will receive.

14 **Q. WAS YOUR EXHIBIT PREPARED BY YOU OR UNDER YOUR DIRECTION?**

15 A. Yes.

III. RESIDENTIAL ENERGY ASSISTANCE

16 **Q. PLEASE PROVIDE BACKGROUND ON KENTUCKY POWER’S**
17 **RESIDENTIAL ENERGY ASSISTANCE PROGRAM.**

18 A. Kentucky Power’s home energy assistance program began in December 2006. The
19 program was modified and expanded in October 2018, in accordance with the
20 Commission’s October 30, 2018 Order in Case No. 2018-00311.

21 HEART is designed to assist low-income Kentucky Power residential customers

1 with their electric bills. The program year begins each January and runs through April of
2 the same year. Participating customers receive monthly credits (\$115.00 per month for
3 customers who heat with electricity and \$58.00 per month for non-electric heating
4 customers) on their Kentucky Power bills rendered during January, February, March, and
5 April for the winter heating season months.

6 THAW is designed to help customers who do not require the broader and more
7 sustained help provided by HEART, but who nonetheless are at risk of losing their
8 electric service because of a temporary situation. THAW offers assistance credit of up to
9 a total of \$175.00 per winter heating season (bills rendered January through April), or
10 until allocated benefits are expended to eligible residential customers on a first come, first
11 served basis.

12 Customers enrolled in one program are ineligible to receive benefits from the
13 other. The two programs are designed to meet two different types of need. HEART is
14 directed at those customers who require more sustained assistance. THAW, by contrast,
15 is designed for those customers who can benefit from more limited or one-time
16 assistance. By limiting participation to only one program during a calendar year, the
17 Company is able to assist a larger number of customers than it would otherwise if
18 customers could receive benefits under both programs.

19 **Q. HOW ARE THE PROGRAMS FUNDED?**

20 A. Tariff R.E.A. provides for a \$0.30 monthly meter charge to all residential customers. The
21 proceeds of this charge are matched dollar-for-dollar with contributions from Kentucky
22 Power. The Company's contributions are paid by the Company's shareholder and not
23 customers.

1 Seventy-five percent of the total available funds collected through the R.E.A.
2 surcharge are used to support HEART. The remaining twenty-five percent of funds
3 support THAW. Eighty-five percent of the total available funds are used to provide
4 assistance to participants who use electricity as their primary source of heat. The balance
5 is used to fund assistance to non-electric heating residential customers.

6 A subset of HEART, called Donation HEART, is funded via voluntary customer
7 donations, accompanied by an annual Company match of up to \$20,000, starting with the
8 2020 program year. These funds are segregated from the HEART and THAW funds
9 collected through the R.E.A. surcharge, and are administered in accordance with the
10 requirements of KRS 278.287.

11 **Q. DOES KENTUCKY POWER DIRECTLY ADMINISTER ITS HEART AND**
12 **THAW PROGRAMS?**

13 A. No. Kentucky Power partners with CAK to administer the HEART and THAW
14 programs. CAK in turn works through five CAAs. A customer seeking assistance
15 through either program must apply to his or her local community action agency. The
16 agencies begin taking HEART applications each November for the upcoming program
17 year. The CAAs begin accepting THAW applications in January. Each local community
18 action agency processes the applications and determines the recipients.

IV. PROPOSED PROGRAM ELIGIBILITY REQUIREMENT CHANGES

19 **Q. BEFORE ADDRESSING THE SPECIFIC MODIFICATIONS THE COMPANY IS**
20 **PROPOSING, PLEASE DESCRIBE GENERALLY THE PROPOSED CHANGES.**

21 A. Kentucky Power is proposing five minor changes to the operation of the HEART
22 program and four minor changes to the operation of the THAW program. The

1 modifications grow out of “lessons learned” during the first year of the operation of the
2 programs following last year’s significant changes. These programmatic changes are also
3 reflected in corresponding changes to the operating agreement between Kentucky Power
4 and CAK. Kentucky Power is not proposing any changes to Tariff R.E.A.

5 **Q. WHY IS KENTUCKY POWER PROPOSING CHANGES TO ITS HEART AND**
6 **THAW ELIGIBILITY REQUIREMENTS?**

7 A. Kentucky Power is committed to providing programs that deliver meaningful help to
8 customers, are administratively functional, and foster a positive customer experience.
9 Because the HEART program recently changed for the first time in over ten years, and
10 the THAW program was just established in the last year, it was especially important to
11 the Company to ensure that the updated and new programs are providing the maximal
12 benefits envisioned by Kentucky Power, CAK, and the Commission. To those ends, in
13 May 2019, the Company met with CAK and several CAAs after the 2019 program year
14 ended to discuss the HEART and THAW programs. At that meeting, the Company,
15 CAK, and the CAAs identified two general areas for program improvement to: 1)
16 alleviate administrative burden; and 2) further improve customers’ experience. Based on
17 these discussions, the Company is proposing small changes to the eligibility requirements
18 for the HEART and THAW programs to achieve those objectives. The proposed
19 amendments do not, however, change the amount of benefits provided by either program.

20 **Q. AS KENTUCKY POWER’S PARTNER IN ADMINISTERING THE HEART AND**
21 **THAW PROGRAMS, HAS CAK REVIEWED THE PROPOSED CHANGES?**

22 A. Yes. Both CAK and the CAAs were integral in identifying several of the proposed
23 changes proffered by Kentucky Power.

1 Kentucky Power values the unique role CAK and CAAs perform in the
2 administration of the HEART and THAW programs; their representatives act as the face
3 of the programs. Accordingly, CAK’s and CAA’s agents provided insights into aspects of
4 the programs that are unavailable to the Company and were instrumental to the proposals
5 herein.

A. Modifications to HEART Program Eligibility Requirements

6 **Q. WHAT CHANGES TO THE HEART PROGRAM ELIGIBILITY**
7 **REQUIREMENTS DOES THE COMPANY PROPOSE?**

8 A. In addition to non-substantive editorial changes, the Company is proposing the following
9 changes to its existing HEART eligibility requirements:

- 10 • Make customers living at the account premise, but without service in their name,
11 eligible to participate in the HEART program;
- 12 • Amend the requirement for participants to direct their LIHEAP payments to
13 Kentucky Power only applicable to those customers who heat primarily with
14 electricity;
- 15 • Remove the requirement to apply for available weatherization programs and
16 accept services if eligible and available;
- 17 • Remove the requirement to provide Kentucky Power with access for monthly
18 meter readings; and
- 19 • Delete the requirement for participants to enroll in Kentucky Power’s Average
20 Monthly Payment (“AMP”) plan.

21 **Q. WHY IS KENTUCKY POWER PROPOSING TO MODIFY ITS EXISTING**
22 **REQUIREMENT THAT A HEART APPLICANT BE A RESIDENTIAL**

1 **CUSTOMER OF KENTUCKY POWER WITH SERVICE IN THE APPLICANT’S**
2 **NAME OR HAVE APPLIED FOR SERVICE IN THE APPLICANT’S NAME?**

- 3 A. The change is being made for two reasons. First, the modification better aligns the
4 program’s requirements with the federal LIHEAP program’s goals. Second, by
5 expanding the means by which the applicant can demonstrate that the HEART credits
6 will accrue to the benefit of the applicant, the change better meets the program’s goal of
7 providing assistance to income-eligible households without regard to the name on the
8 account.

9 **Q. IN PROPOSING THIS CHANGE, WAS THERE A CONCERN THAT A SINGLE**
10 **ACCOUNT OR SERVICE ADDRESS WOULD RECEIVE MULTIPLE HEART**
11 **BENEFITS IN A SINGLE PROGRAM YEAR?**

- 12 A. Yes. Kentucky Power considered this possibility and is proposing a revision to the
13 contract that makes clear each account or service address will be eligible for only one
14 HEART benefit during a single Program Year.

15 **Q. WHY IS KENTUCKY POWER PROPOSING THAT CUSTOMERS WHOSE**
16 **PRIMARY SOURCE OF HEAT IS NOT ELECTRICITY NO LONGER BE**
17 **REQUIRED TO DIRECT LIHEAP PAYMENTS TO THE COMPANY?**

- 18 A. LIHEAP primarily is intended to assist low-income households in meeting their winter
19 heating needs. Allowing customers who use natural gas, for example, as the primary
20 source of heat to direct their LIHEAP benefits to their natural gas supplier is more
21 consistent with the purpose of the LIHEAP program than requiring that the LIHEAP
22 benefits be used to pay the customers’ electric bill.

23 **Q. WHY IS KENTUCKY POWER PROPOSING TO REMOVE THE**

1 **REQUIREMENT THAT APPLICANTS APPLY FOR WEATHERIZATION**
2 **PROGRAMS AND ACCEPT ANY AVAILABLE SUCH SERVICES IF**
3 **ELIGIBLE?**

4 A. Requiring that applicants apply for weatherization service has proved not only inefficient,
5 but also interfered with the operation of weatherization programs. Experience has
6 demonstrated that many HEART applicants ultimately are found not to be eligible for
7 weatherization services. In such instances, the requirement was an unnecessary hurdle to
8 applicants receiving HEART benefits. The requirement that HEART applicants apply for
9 weatherization program services also increased the number of weatherization applications
10 to be reviewed by the CAAs, which added to the waiting list for weatherization programs.

11 This increase in the number of applicants in turn:

- 12 a) Increased the wait time for those customers who were seeking weatherization aid
13 outside of HEART;
- 14 b) Created customer frustration for those who applied for weatherization through
15 HEART, but were deemed ineligible; and
- 16 c) Placed additional administrative burden on the CAAs during one of their busiest
17 times.

18 **Q. WHY IS THE COMPANY PROPOSING TO REMOVE THE REQUIREMENT**
19 **THAT HEART APPLICANTS ALLOW KENTUCKY POWER ACCESS TO**
20 **METER READINGS?**

21 A. The requirement is unnecessary. The Company's Terms and Conditions of Service
22 already require that such access be provided.

23 **Q. WHY IS THE COMPANY PROPOSING TO DELETE THE REQUIREMENT**

1 **THAT APPLICANTS ENROLL IN AMP?**

2 A. The requirement that participants enroll in AMP was a new addition for the 2019
3 program year. A customer enrolled in AMP pays his or her trailing twelve-month average
4 bill amount each month. In the twelfth month, any balance or credit that has accumulated
5 is spread in equal amounts over the customer’s next twelve bills. AMP helps customers
6 better manage their electric bills by spreading the highest bills over a twelve-month
7 period. In particular, it shaves the peak off the highest bills, making them more affordable
8 and predictable.

9 The intent of requiring HEART recipients to enroll in AMP was two-fold: a) to
10 provide a tool for customers to better manage bills; and b) to enable customers to
11 transition off HEART and thereby allow the program to provide assistance to other
12 customers.

13 The CAAs reported that many otherwise eligible customers elected not to enroll
14 in the HEART program due this new requirement. It is Kentucky Power’s understanding
15 these HEART applicants indicated they were uncomfortable with the requirement and
16 chose not to proceed.

17 Additionally, according to the CAAs, a high percentage of HEART applicants are
18 on a fixed income. As such, AMP is unlikely to help transition these customers from the
19 HEART program. The funds available to many fixed income customers to pay their
20 electricity bill remain constant throughout the year and a bill management tool such as
21 AMP many times is insufficient to address the underlying issue. Yet, many of these
22 customers will benefit from continued support through the HEART program.

23 The Company wants to ensure that the HEART and THAW programs are a

1 positive experience for customers. While the AMP program is and can be a real benefit
2 for many of Kentucky Power’s customers, making it a requirement for participation in the
3 HEART program was counterproductive.

4 **Q. IS THERE A WAY THAT HEART APPLICANTS WHO MIGHT BENEFIT**
5 **FROM PARTICIPATION IN AMP AND OTHER COMPANY PAYMENT PLANS**
6 **CAN OBTAIN INFORMATION REGARDING THE PLANS IN THE COURSE**
7 **OF APPLYING?**

8 A. Yes. In lieu of requiring customers to enroll in AMP, information regarding the
9 Company’s available payment plans will be communicated via CAA agents and an
10 informational leaflet. For an example of this leaflet, please see EXHIBIT BKW-1.

11 As is otherwise the case for all Kentucky Power customers, the decision to
12 participate in a payment plan will be solely at the customer’s discretion. The Company’s
13 proposed change places the onus on the Company, CAK, and CAAs to provide and
14 distribute pertinent information and to make HEART applicants aware of available
15 payment plans. Importantly, this provides HEART applicants with the ability to meet
16 with a CAA agent who can guide the customer through the various options, the benefits
17 that each payment plan offers, and an explanation of what to expect should the customer
18 choose to enroll.

B. Modifications to THAW Eligibility Requirements

19 **Q. WHAT ARE THE CHANGES BEING PROPOSED TO THE THAW**
20 **ELIGIBILITY REQUIREMENTS?**

21 A. The Company is proposing the following changes to its existing THAW eligibility
22 requirements:

- 1 • Enable customers living at the account premise, but without service in their name,
2 eligible to enroll in THAW;
- 3 • Delete the requirement that an applicant not have a Kentucky Power account that
4 is more than 59 days past due in connection with any residential account at the
5 time of application;
- 6 • Delete the requirement that applicants not have engaged in fraudulent activity or
7 presented the Company on one or more occasions with dishonored checks or
8 electronic transfer for payment; and
- 9 • Provide information to THAW applicants regarding the Company’s payment plan
10 options.

11 **Q. WHY IS KENTUCKY POWER PROPOSING TO MODIFY THE**
12 **REQUIREMENT THAT A THAW APPLICANT BE A RESIDENTIAL**
13 **CUSTOMER OF KENTUCKY POWER WITH SERVICE IN THE APPLICANT’S**
14 **NAME OR HAVE APPLIED FOR SERVICE IN THE APPLICANT’S NAME?**

15 A. The proposal, which tracks the change proposed for the HEART program, is being made
16 for the same reasons the HEART program requirement is being amended.

17 **Q. WHY IS THE COMPANY SEEKING TO REMOVE THE REQUIREMENT**
18 **THAT CUSTOMERS BE NO MORE THAN 59 DAYS PAST DUE IN**
19 **CONNECTION WITH ANY RESIDENTIAL ACCOUNT AT THE TIME OF A**
20 **THAW APPLICATION?**

21 A. The requirement unintentionally conflicts with the federal LIHEAP Crisis program,
22 which begins in early January.

23 The LIHEAP Crisis program makes assistance available to applicants who are

1 “within 4 days of running out of wood, coal, propane, fuel oil, or kerosene” or “have
2 received a disconnect/past due notice from the vendor.” The CAAs reported that THAW
3 benefits can supplement LIHEAP Crisis funds and bridge the gap between the total
4 amount required to eliminate the threat of disconnection (as required by the LIHEAP
5 Crisis program) and the amount of the LIHEAP crisis funds available to the applicant.
6 The current THAW requirement that participants be no more than 59 days in arrears had
7 the unintentional effect of denying THAW funds to those applicants who could use them
8 to “bridge the gap.” Kentucky Power, CAK, and the CAAs, identified this requirement as
9 one that should be eliminated.

10 **Q. WHY IS KENTUCKY POWER PROPOSING TO DELETE THE**
11 **REQUIREMENT THAT APPLICANTS NOT HAVE ENGAGED IN**
12 **FRAUDULENT ACTIVITY OR PRESENTED DISHONORED CHECKS OR**
13 **ELECTRONIC TRANSFERS FOR PAYMENTS TO KENTUCKY POWER?**

14 A. The proposal will facilitate the processing of applications. Under the current
15 requirement, a Kentucky Power employee is required to manually verify the absence of
16 fraudulent activity or dishonored checks or electronic payments. The process not only
17 can be time consuming, and thereby slowing the application acceptance process, but also
18 diverts employee resources from other tasks. An applicant would be eligible for THAW
19 funds without regard to prior fraudulent activity on their account so long as all charges
20 had been paid. In other words, an applicant would not be denied THAW funds merely
21 because there was prior fraudulent activity on their account.

1 **Q. WHY IS KENTUCKY POWER PROPOSING THAT THAW APPLICANTS BE**
2 **PROVIDED WITH INFORMATION REGARDING THE COMPANY'S**
3 **PAYMENT PLANS?**

4 A. This change mirrors the change to the HEART program and is made for the same
5 reasons.

C. Modifications to General Program Administration

6 **Q. IS THE COMPANY PROPOSING ANY CHANGES TO CAK'S**
7 **ADMINISTRATION OF THE HEART AND THAW PROGRAMS?**

8 A. Yes. The Company is proposing to provide CAK flexibility to redistribute THAW funds
9 between local CAAs. Such flexibility is required to ensure administrative formalities do
10 not unduly prevent customers from receiving help, and that flexibility currently exists for
11 the HEART program. This change will further harmonize the administration of the
12 HEART and THAW programs, while helping the greatest number of customers in a
13 program year.

14 The calculation of funds and slots for the programs performed by Kentucky
15 Power is designed to ensure fair distribution of residential energy assistance funding
16 within the Company's service territory. Under the Company's proposal, CAK can shift
17 unused funds from one community action agency to other community action agencies
18 experiencing unmet needs. This is particularly important in connection with the THAW
19 program, which is intended to assist applicants with temporary hardships. The extent and
20 location of such temporary needs can be unpredictable, and it is important for CAK to
21 have flexibility to address temporary customer needs when and where they occur.

22 When funds or slots are redistributed, CAK will notify Kentucky Power within

1 three business days. This will ensure that the Company remains aware of THAW
2 program activities and will be able to address any concerns that should arise from such
3 redistributions.

V. ADMINISTERING AND FUNDING THE PROGRAMS

A. Program Administration.

4 **Q. IS THE COMPANY PROPOSING ANY OTHER CHANGES TO PROGRAM**
5 **ADMINISTRATION?**

6 A. No. The funding and administration of both programs would remain as currently
7 approved.

8 **Q. IS THERE A NEW AGREEMENT GOVERNING THE PROGRAMS?**

9 A. Yes. The amended agreement reflects the proposed program changes described above.
10 The amended agreement is attached as **EXHIBIT 2 AND EXHIBIT 3** to the application and
11 will become effective upon Commission approval of the Company's Application in this
12 proceeding.

B. Tariff Changes.

13 **Q. ARE CHANGES TO KENTUCKY POWER'S TARIFFS REQUIRED TO**
14 **IMPLEMENT THE COMPANY'S PROPOSALS?**

15 A. No.

VI. TIME FRAME FOR A DECISION

16 **Q. IS KENTUCKY POWER REQUESTING AN ORDER BY A CERTAIN DATE IN**
17 **THIS PROCEEDING?**

18 A. Yes. To provide CAK the information required to administer the programs in 2020 and
19 to notify customers of the changes, as well as the time required to train staff and for the

1 local CAAs to receive and process applications, the Company requests a decision by
2 September 15, 2019.

3 **Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?**

4 A. Yes.

WE CAN HELP YOU TAKE CONTROL OF YOUR BILLS

Kentucky Power customer service representatives are ready to help you and can be reached at 1-800-572-1113.

RECEIVE AN UNEXPECTED BILL THIS MONTH?

If you have medical issues, call us and we'll explain how to get a medical extension.

Learn about our Payment Assistance programs including our programs to provide assistance to low-income customers.

We offer various payment plans to help manage bills:

Set up an Extended Payment Agreement to divide a larger bill into installments and pay over several months.

Enroll in the Average Monthly Payment (AMP) plan, which allows for a rolling 12-month average bill to even out winter heating and summer cooling bill spikes. Your monthly AMP is determined by averaging the actual amount of your current bill plus your 11 previous monthly bills. Every month, the oldest of the 11 previous bills is removed from the calculation, and your new current bill is included. This is why the AMP amount will vary slightly from month to month. However, these fluctuations should be less than the variations you would see paying your actual bill each month.

Enroll in Budget billing to even out winter heating and summer cooling bills. Budget billing allows you to pay a set bill amount each month based on the 12-month average. This amount is reviewed throughout the year and can be adjusted if needed. At the end of 12 months you settle up the account by either paying any remaining balance due or receiving a credit balance. Budget billing can only be established April through December.

To sign up for any of these programs, log into your account on our website, or by calling us at 1-800-572-1113.

WANT TO REDUCE ELECTRICITY USAGE?

Learn energy saving tips by visiting kentuckypower.com/save

Call our partner, Community Action of Kentucky, at 1-800-456-3452 to learn about our home weatherization program for low-income families. Energy audits, consultation, and extensive weatherization and energy conservation measures will be provided to eligible low-income customers. Low-income customers who use an average of 700 kWh per month are eligible for the program. Our partner, Christian Appalachian Project, also can assist low-income seniors in Floyd, Johnson, Knott and Martin counties. Call 1-866-270-4227 for assistance.

SIGN UP FOR BILLING ALERTS.

If you received a disconnect notice because you forgot to make a payment, consider being alerted when bills are due. You can sign up to have the payment automatically withdrawn from your bank account.

Help a family member or friend avoid a service disconnection in the future with the Third-Party Notification Program. The account holder can sign you up to receive copies of the billings if service is at risk for nonpayment. Go to kentuckypower.com/account/bills/assistance or call us at 1-800-562-1113.

VERIFICATION

The undersigned, Brian K. West, being duly sworn, deposes and says he is the Director of Regulatory Services for Kentucky Power, that he 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 his information, knowledge, and belief.



Brian K. West

Commonwealth of Kentucky)

County of Boyd)

) Case No. 2019-00245

Subscribed and sworn before me, a Notary Public, by Brian K. West this
1st day of August, 2019.

Sharon Glenn
Notary Public

My Commission Expires 8/24/20