

Kentucky Power Company
KPSC Case No. 2019-00366
Commission Staff's Post-Formal Conference Request For Information
Dated February 26, 2020

DATA REQUEST

KPSC PFC 01 Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, shall provide the following information for January 1, 2015, until December 31, 2019. If a utility has both electric and gas residential customers, provide the information requested for electric residential customers, gas residential customers, and the total number of residential customers.

- a. Total number of residential customers for each year.
- b. Monthly and annual totals of service termination notices issued to residential customers only for non-payment of bills.
- c. Monthly and annual totals of service termination for residential customers only for non-payment of bills.
- d. Monthly and annual total amount of unique residential customers issued service termination notices for non-payment of bills.
- e. Monthly and annual total amount of unique residential customers with service terminated for non-payment of bills.

RESPONSE

a.b.c.d.e. Please see attachment KPCO_R_KPSC_PFC_1-3_Attachment1 tab "KPSC PFC 01" for the requested data.

d.e. Except in a few extraordinary circumstances, a customer receives a termination notice only once each monthly billing cycle. The number of unique monthly termination notices and total monthly termination notices thus are equal. Similarly, because service can be terminated only following the issuance of a termination notice, the total number of monthly service terminations and monthly unique service terminations are equal.

Witness: Stevi N. Cobern

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DATA REQUEST

KPSC PFC 02 For each month from January 1, 2015, to December 31, 2019, Columbia, Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should provide the total number of LIHEAP recipients, HEA recipients and customers who received both LIHEAP and HEA benefits.

RESPONSE

Please see attachment KPCO_R_KPSC_PFC_1-3_Attachment1 tab "KPSC PFC 02" for the requested data.

Witness: Stevi N. Cobern

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DATA REQUEST

KPSC PFC 03 For each month from January 1, 2015, to December 31, 2019, Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should provide the monthly total average residential bill that includes the cost of current service and arrearages. For utilities that provide gas and electric service, break out the amounts by gas-only, electric-only, and combined gas and electric customers.

RESPONSE

Please see attachment KPCO_R_KPSC_PFC_1-3_Attachment1 tab "KPSC PFC 03" for the requested data.

Witness: Brian K. West

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DATA REQUEST

KPSC PFC 04 Columbia Kentucky, Delta, Duke Kentucky, LG&E, KU, and Kentucky Power, respectively, should explain how its process currently in place for disconnection of residential service for non-payment complies with the applicable sections of 807 KAR 5:006, Sections 14 and 15. Provide sample bills or inserts that evidence compliance with those applicable sections.

RESPONSE

Kentucky Power's current processes for disconnection of residential service for non-payment comply with the applicable sections of 807 KAR 5:006, Sections 14 and 15.

Kentucky Power trains all employees who counsel customers regarding utility service to ensure familiarity with available programs especially during the winter months. A list of employees who participated in training is provided annually to the Commission no later than October 31st. This list is certified under oath by the chief operating officer.

Partial payment plans are offered and negotiated for residential customers who receive a termination notice. Customers who receive a Certificate of Financial Need or provide a valid medical certificate are eligible for a partial payment plan which may be extended to allow the account to become current by the following October 15th. A customer is eligible for a partial payment plan so long as any previous payment plan is paid in full. The customer's oral agreement to the terms of the payment plan is electronically recorded and a letter mailed to the customer with the agreement terms.

Termination notices are mailed separately from the monthly bill and sent to the mailing address on file. Termination notices provide the date after which the service is scheduled for disconnection and list the past due balance owed. Termination notices generate the day after a new monthly bill is issued for customers who have a past due balance and are eligible for termination. This timeframe allows on average 30 days following the original bill issue date before a termination notice is generated. The termination notice provides 15 calendar days from the date the notice is issued before service termination.

Termination notices direct customers to their Community Action Agency to apply for financial assistance or a Certificate of Financial Need during the winter months. For an example of a termination notice please see KPCO_R_KPSC_PFC_4_Attachment1.

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A pending termination notice is cancelled if payment of the required balance is received prior to termination. Customers may also request a partial payment plan to cancel a pending termination notice up to the day before the termination date. Receipt of an approved medical certificate or Certificate of Financial Need will cancel termination and place a 30-day extension on the termination date. Kentucky Power has an internal policy in effect annually from December 1 through March 31 in which a field employee will not disconnect service for non-payment without speaking to an adult member of the household if the temperature is forecasted to be below 32° F within the next 24 hours.

Once a reconnection order is generated following termination, service is reconnected within 24 hours or close of the next business day.

Witness: Stevi N. Cobern



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

DISCONNECT NOTICE

Account # [REDACTED]

SERVICE ADDRESS: [REDACTED]
174-1 2201
031000174 01 AV 0.38

CY 03



Notes from KPCO:

Your total account balance includes a past due amount of **\$267.57**. To avoid disconnection, payment of the past due amount must be received on or before **February 19, 2020**. Your total account balance is **\$385.30**.

Need help paying your bill?

Call us at 1-888-932-4237 to learn about payment arrangements and other assistance programs.

Past Due Charges:

30 days past due	\$259.31
60 days past due	\$0
90 days or more past due	\$0

TOTAL PAST DUE \$267.57

Your account is scheduled for disconnection after February 19, 2020.

Mailing date is February 4, 2020

Reconnection:

Should you get disconnected, here's a breakdown of potential charges for reconnection:

Trip Charge	\$13.00
Reconnect (regular hours)	\$21.00
Reconnect after regular hours	\$30.00
Reconnect requiring overtime	\$95.00
Reconnect on Sunday/Holiday	\$124.00

Methods of Payment



kentuckypower.com



PO Box 371496
Pittsburgh, PA 15250-7496



1-800-611-0964 (fee may apply)

Receipt of a new bill will NOT change the requirements of this notice.

A cash deposit may be required prior to reconnection

Please disregard if payment has been made.

Please tear on dotted line.

Turn over for important information! ➔

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account # [REDACTED]

12599

Pay on or before February 19, 2020
to avoid disconnect

\$267.57

Payment Amount \$

Make check payable and send to:
KENTUCKY POWER COMPANY
PO BOX 371496
PITTSBURGH, PA 15250-7496



Disconnect Notes from Kentucky Power:

You may mail your payment to us in the enclosed return envelope or select one of several payment options which KPCO offers. To obtain more information about payment options, please contact one of our representatives at 1-800-572-1113. Hearing Impaired: 1-888-572-4833 or visit us at www.aepcustomer.com.

If payment has been made, please accept our thanks and disregard this notice.

Receipt of a new bill WILL NOT change the requirements stated on this notice.

YOU HAVE SPECIFIC RIGHTS RELATED TO THIS PLANNED DISCONNECTION

You have the right to dispute the reasons for this disconnection or to propose a partial payment plan. We have employees available to answer questions, to resolve complaints, and to negotiate partial payment plans. If a payment plan is agreed upon, service will not be disconnected as long as you meet the requirements of the plan. We will also furnish information on our budget and average monthly payment plans.

Electric service will be continued for a maximum of 30 days when a written certificate signed by a physician, registered nurse, or a public health officer is furnished stating that an existing illness or infirmity at your residence will be aggravated by discontinuance of service.

Customers needing financial assistance may qualify for aid under local, state, or federal programs. For bills rendered between November 1 and March 31, you may apply to the Community Action Agency for a certificate of need. If the certificate is granted, it must be delivered to us on or before the "disconnect after date" shown on this notice, or notice of issuance of the certificate must be received by us through a telephone call from an employee of the Community Action Agency on or before the "disconnect after date". After delivery of the certificate, or after proper notice from the Agency, you shall be allowed an additional 30 days from the "disconnect after date" in which to negotiate a partial payment plan.

COMMUNITY ACTION AGENCY
811 Seaton Ave. Suite A
Greenup, KY 41144
Telephone: 606-473-9873

For additional information, you may contact the Cabinet for Human Resources at Frankfort, 1-800-456-3452, or Kentucky Power Company at the phone number shown on the front of this notice.

Paying by check authorizes us to send the information from your check electronically to your bank for payment. If your check is processed electronically, the transaction will appear on your bank statement, although your physical check will not be presented to your financial institution or returned to you. The original check will be destroyed after it is processed. This transaction will not enroll you in any automatic debit process and will only occur each time a check is received. Any re-submissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure in this check conversion program. If you have questions about this process or do not want your check to be converted, please contact our Customer Operations Center at the number printed on your bill.

