

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020

DATA REQUEST

KPSC 1_1 Provide the utility's current number of customers and the date used for that determination.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_1 and 1_2" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_1 and 1_2" for the requested information through August 31, 2020.

Witness: Brian K. West

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020

DATA REQUEST

KPSC 1_2 If applicable, provide the utility's current number of customers per class.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_1 and 1_2" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_1 and 1_2" for the requested information through August 31, 2020.

Witness: Brian K. West

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020

DATA REQUEST

KPSC 1_3 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:2017 as a year, not each month;

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_3" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_3" for the requested information through August 31, 2020.

Witness: Brian K. West

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020

DATA REQUEST

KPSC 1_4 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_4" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_4" for the requested information through August 31, 2020.

Witness: Brian K. West

Kentucky Power Company
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DATA REQUEST

KPSC 1_5 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_5" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_5" for the requested information through August 31, 2020.

Witness: Brian K. West

Kentucky Power Company
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DATA REQUEST

KPSC 1_6 If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

The differences between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_6" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_6" for the requested information through August 31, 2020.

Witness: Brian K. West

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DATA REQUEST

- KPSC 1_7** Explain how the utility calculates bad debt.
- a. Explain the decision criteria governing when the utility writes off bad debt.
 - b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
 - c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

RESPONSE

Kentucky Power Company (Kentucky Power) participates in a sale of receivables arrangement with AEP Credit, Inc. (AEP Credit). Under this sale of receivables arrangement, Kentucky Power sells, without recourse, certain of its customer accounts receivable and accrued unbilled revenue balances to AEP Credit and is charged a fee based on AEP Credit's financing costs, administrative costs and collection experience for Kentucky Power's receivables. Kentucky Power maintains management and servicing of its customer accounts receivable, sold to AEP Credit.

Based on the sale of receivables arrangement with AEP Credit and in accordance with the FERC Uniform System of Accounts, Kentucky Power's most recent 12-month accounts receivable collection experience is calculated monthly and recorded to Account 4265010 as two components, uncollectible expense and agency fees. The agency fee is based on the Company's collections experience, another component of uncollectible expense, and is therefore properly recorded in the same account as uncollectible expense. Since accounts receivable collection experience expense is calculated based upon the previous 12-months historical charge offs to receivables purchased, the bad debt expense incurred by Kentucky Power is directly related to its historical charge offs. If charge offs continue to rise, so will Kentucky Power's bad debt expense. As charge offs fall, so will the bad debt expense Kentucky Power is charged by AEP Credit.

Collection Experience Component of Expense (Account 4265010)

The collection experience component of accounts receivable collection experience expense is calculated by dividing the net amount of receivables charged-off over the last 12 months by the amount of receivables purchased for the same time period. The net amount of receivables charged-off is the dollar amount charged-off as uncollectible less any recoveries previously charged-off plus a surcharge related to 90-day past due receivables (90-day surcharge). The 90-day surcharge reflects Kentucky Power's failure to charge-off a receivable by adding excessive aged accounts to the collection experience factoring rate.

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Excessive aged accounts are any 90-day past due receivables exceeding 2% of the ending Kentucky Power accounts receivable balance owned by AEP Credit for the month in which the past due receivables were reported to AEP Credit.

Agency Fee Component of Expense (Account 4265010)

The agency fee component of accounts receivable collection experience expense provides AEP Credit with additional protection from excessive charge-offs. At the time receivables are purchased, 2% of the cash is withheld from the Seller until collection. Upon collection of the receivables, AEP Credit returns 2% of collections back to the Seller.

a. Uncollectible accounts are those customer account balances that remain unpaid approximately four months after an account is closed and final billing takes place. At the end of the third month following the month of final billing, any unpaid balance is changed from active receivable status to uncollectible receivable status.

More specifically, at the time an account is closed, a charge-off date is automatically inserted in the account record. The charge-off date is set as the last workday of the fourth month following the final bill date. For example, if an account is closed on January 15, the charge-off date is established as the last workday of the following May. Any balance remaining on the account as of the established charge-off date is automatically charged-off on that date. The established charge-off dates may only be overridden by authorization from Credit Policy & Payment Administration coordinators or management.

b. Since certain of Kentucky Power's customer receivables are purchased by AEP Credit without recourse, there is no provision for bad debts established on Kentucky Power's books. When actual bad debt write-offs are identified using the decision criteria described above in part a., Kentucky Power reports them to AEP Credit (at the end of each month). As previously discussed, AEP Credit charges Kentucky Power a fee in conjunction with the purchase of receivables based on AEP Credit's financing costs, administrative costs and collection experience for Kentucky Power's receivables. Based on the sale of receivables arrangement with AEP Credit and in accordance with the FERC Uniform System of Accounts, Kentucky Power's expense related to its most recent 12-month accounts receivable collection experience is recorded to Account 4265010 in two components, uncollectible expense and agency fees. Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_7b" for the amounts recorded to Account 4265010 (Factoring Expense-Bad Debt) for each month in 2018, 2019, and 2020 (information available through May 2020).

c. AEP Credit and Kentucky Power have not made any changes in the calculation or determination of bad debt for customer accounts in the past two years.

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September 15, 2020 Supplemental Response

b. Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_7b" for the amounts recorded to Account 4265010 (Factoring Expense-Bad Debt) through August 31, 2020.

Witness: Brian K. West

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DATA REQUEST

KPSC 1_8 Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_8" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_8" for the requested information for the August 2020 billing month.

Witness: Brian K. West

Kentucky Power Company
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Dated June 23, 2020

DATA REQUEST

KPSC 1_9 Provide the percent of customers, by class, that pay on time for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_9" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_9" for the requested information through the July 2020 billing month. The Company also has provided information available as of September 9, 2020 for the August 2020 billing month and will further supplement this response after data for the entire August billing month is available.

Witness: Brian K. West

Kentucky Power Company
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DATA REQUEST

KPSC 1_10 Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.

- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
- b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
- c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366.[\[1\]](#) For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

RESPONSE

a. and b. Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_10a and 1_10b" for the requested information. The Company is working to determine if the information can be provided by class and will supplement this response accordingly.

c. Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_10c" for the requested information.

September 15, 2020 Supplemental Response

a. and b. Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_10a and 1_10_b" for the requested information through July 31, 2020 for item 10.a. and through August 31, 2020 for the supplemental response to item 10.b. The Company will further supplement this response for item 10.a. after data for the entire August 2020 billing month is available.

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c. Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_10c" for the requested information through August 31, 2020.

Witness: Brian K. West

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DATA REQUEST

KPSC 1_11 Provide the total income received from late payment fees for:

- a. Each month in 2017;
- b. Each month in 2018;
- c. Each month in 2019; and
- d. Each month in 2020.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_11" for the requested information.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_11" for the requested information through August 2020.

Witness: Brian K. West

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020

DATA REQUEST

KPSC 1_12 Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

RESPONSE

Please see KPCO_R_KPSC_1_1_Attachment1 tab "1_12" for the amount of late fees the Company would have assessed, absent the Commission's directive, from March 16, 2020 through June 26, 2020.

September 15, 2020 Supplemental Response

Please see KPCO_SR_KPSC_1_1_SupplementalAttachment1 tab "1_12" for the amount of late fees the Company would have assessed, absent the Commission's directive, from March 16, 2020 through September 3, 2020.

Witness: Brian K. West

Kentucky Power Company
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DATA REQUEST

KPSC 1_13 Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

RESPONSE

Kentucky Power has been communicating COVID-19 related updates to our customers using multiple channels including emails, social media posts, bill messages, bill inserts and news releases. These are outlined in KPCO_R_KPSC_1_13_Attachment1 and described in further detail below.

A news release on March 13, 2020 detailed the temporary suspension of disconnection for non-payment along with other COVID related updates (pgs. 1-2). Emails sent to customers in March provided similar details and updates on COVID (pgs. 3-5). A bill insert for all residential bills during the month of March offered the Average Monthly Payment (AMP) plan (pgs. 6-7).

In April 2020, emails were sent to customers who have email addresses on file outlining steps taken regarding COVID (pg. 8), a video discussing programs available to business customers (<https://www.youtube.com/watch?feature=youtu.be&v=PZwwyKbJSr8&elqTrackId=01A7FOA9A685836EEDCB8D2FF198F704&elqTrack=true&app=desktop>) (pg. 9), describing programs available to non-profit customers (pg.10) and discussing billing assistance (pgs. 11-12).

In May, two emails sent to commercial customers focused on small business relief programs such as the Paycheck Protection Program (pgs. 13-14). Customers also received an email advising payment-processing fees are temporarily suspended (pgs. 15-16). On May 29, 2020, a news release was issued regarding Kentucky Power's debt relief application in Case No. 2020-00176 (pgs. 17-18). A bill message included with May and June bills encouraged customers to enroll in AMP (pgs. 19-20).

In June, community leaders and elected officials were sent an email with updates on how Kentucky Power is responding to COVID-19 through regulatory filings using a three-step approach, including a debt relief filing, flexible payment arrangements (Flex Pay) (pgs. 21-22) and the deferred rate increase as proposed by the Company in Case No. 2020-00174. An email was sent to all customers on AMP with an email address on file and past due balance encouraging customers to set up a flexible payment arrangement (pg. 23).

Customers were provided summer cooling tips and the option to establish a flexible payment options in an email sent on June 22, 2020 (pg. 24).

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Multiple social media posts continue to provide timely updates to customers (pgs. 25-29). Kentucky Power's website, <https://www.kentuckypower.com/>, has a banner on the home page offering flexible payment plans. A COVID-19 landing page on the Company's website at <https://www.kentuckypower.com/info/coronavirus/> explains suspension of disconnection for nonpayment, payment extensions, payment arrangements, residential assistance programs, suspension of payment processing fees and assistance programs for businesses.

September 15, 2020 Supplement Response

Kentucky Power has continued communicating COVID-19 related updates to customers using multiple channels including emails, social media posts, bill messages, bill inserts, and news releases. These are outlined in KPCO_SR_KPSC_1_13_Attachment2 and described in further detail below.

In July and August 2020, emails were sent to customers who have email addresses on file with Kentucky Power providing flexible options for payment arrangements for a segment of past due customers (pgs. 1-2).

A bill insert included in all residential bills for August provided summer cooling tips and options to establish a flexible payment plan (pg. 3). In September, all residential bills will include a bill insert listing a customer's bill of rights, which explains the option to establish a payment plan or utilize budget payment plan (pgs. 4-5). During October, all residential bills will include a bill insert promoting Home Energy Assistance in Reduced Temperatures (HEART), one of the Company's two Home Energy Assistance programs (pgs. 6-7)

Multiple social media posts continue to provide information to customers (pgs. 8-18). Kentucky Power's website, <https://www.kentuckypower.com/>, has a banner on the home page offering flexible payment plans. A COVID-19 landing page on the Company's website at <https://www.kentuckypower.com/info/coronavirus/> explains suspension of disconnection for nonpayment, payment extensions, payment arrangements, residential assistance programs, suspension of payment processing fees and assistance programs for businesses.

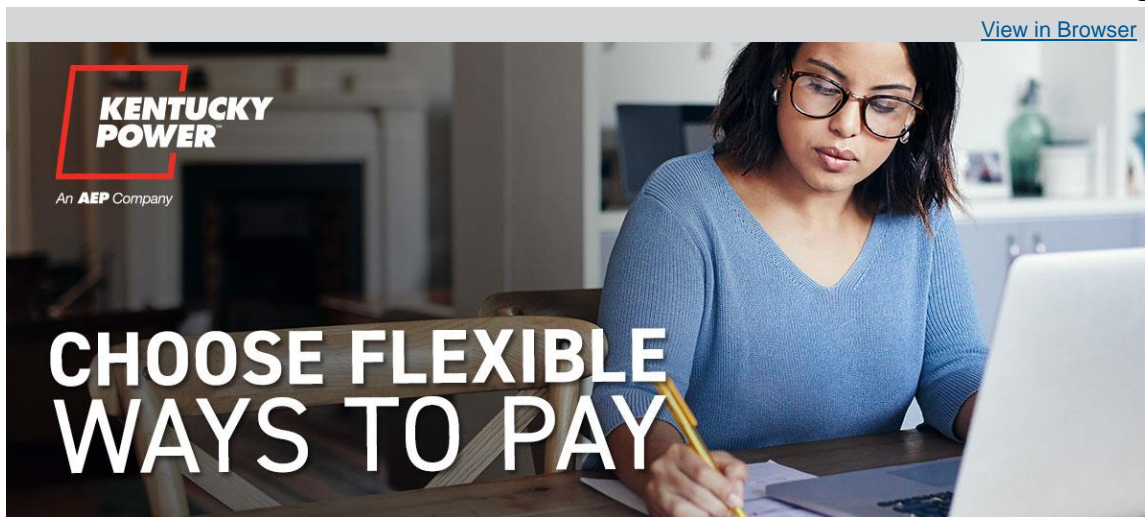
In addition to social media posts, targeted digital ads were placed encouraging customers who needed assistance with bills to contact the Company. Kentucky Power also placed digital ads describing its average monthly payment plan. The ads are part of the Company's larger advertising campaign that has been running in phases all

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year. Examples are included in the attachment on pages 19-29 of KPCO_SR_KPSC_1_13_Attachment2.

Automated dialer calls have also been taking place this summer to encourage customers to make a payment arrangement with Kentucky Power. Between June 1 and September 10, 2020, 78,950 calls were placed to the Company's customers with delinquent balances. Only 1,740 (2.20%) of calls resulted in a payment arrangement. The script to the automated calls is provided on page 30 of KPCO_SR_KPSC_1_13_Attachment2.

Witness: Brian K. West



WE'LL HELP YOU CATCH UP

Our Average Monthly Payment (AMP) plan lets you smooth out your energy payments. If you have already submitted a payment, thank you. If you're having trouble making AMP payments during this difficult time, select an option below to find out how adjust your payments. Together we'll help you catch up for the future.



Pay the Full Balance



Pay Over Several Months

If you need additional assistance, our customer service representatives are ready to explain the options and make sure you know how to apply for the right payment option. Call us at [1-800-572-1113](tel:1-800-572-1113).

Learn more about our response to [COVID-19](#).



Download our app!



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Kentucky Power
1645 Winchester Ave, Ashland, KY 41101
1-800-572-1113



**MANAGING
THROUGH SUMMER**

Hold summer energy bills steady with a flexible payment plan and easy tips to cool your home.

- Set your thermostat to 78 degrees.
- Close blinds and curtains during the day.
- Use ovens and clothes dryers when the day is coolest.

Get more tips and sign up for a flexible payment plan at KentuckyPower.com, or call us, 1.800.572.1113

**KENTUCKY
POWER**
An AEP Company
SOUNDLESS ENERGY

3

Supplement Response Commission Staff's First Set of Data Requests

Dated June 23, 2020

Item No. 13

Attachment 2

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TO KENTUCKY POWER COMPANY
RESIDENTIAL CUSTOMER

CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations.

They are as follows:

You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.

You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.

You have the right to be present at any routine utility inspection of your service conditions.

You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.

You have the right to dispute the reasons for any announced termination of your service.

You have the right to negotiate a partial payment plan when your service is threatened by disconnection for nonpayment.

You have the right to participate in equal, budget payment plans for your natural gas and electric service.

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You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.

You have the right to prompt (within 24 hours) restoration of your service when cause for discontinuance of the service has been corrected.

If you have not been disconnected, you have the right to maintain your natural gas and electric service for up to thirty (30) days if you present a Certificate of Need issued by the Kentucky Cabinet for Human Resources between November and the end of March.

If you have been disconnected due to nonpayment, you have the right to have your natural gas or electric service reconnected between the months of November through March provided you:

1. Present a Certificate of Need issued by the Kentucky Cabinet for Human Resources, and
2. Pay one-third (1/3) of your outstanding bill (\$200 maximum), and
3. Accept referral to the Human Resources' Weatherization Program, and
4. Agree to a repayment schedule that will cause your bill to become current by October 15.

You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636).

*The Customer
Bill of Rights
is referenced in
807 KAR 5:006
Section 14.*

For any questions
about your rights as a
customer please call
800-572-1113.



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KENTUCKY POWER'S PROGRAMS ASSIST THOSE IN NEED



Kentucky Power is assisting low income customers in need this winter with Home Energy Assistance in Reduced Temperatures (**HEART**). If you qualify, **HEART** will provide \$115 each month, January to April, if you heat with electric and \$58 if you don't. Local Community Action agencies administer the program.

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**CONTACT YOUR AGENCY TO SEE IF
YOU QUALIFY FOR HEART:**

*Big Sandy Area Community
Action Program.*

Counties: Floyd, Johnson,
Magoffin, Martin and Pike.
606-789-3641.

*Gateway Community
Action Agency.*

Counties: Morgan and Rowan.
606-743-3133 or
606-784-7735.

LKLP Community Action Council.

Counties: Leslie, Knott,
Letcher and Perry.
606-436-8853 or
1-800-401-4287.

*Middle Kentucky Community
Action Partnership.*

Counties: Breathitt and Owsley.
606-666-2452.

*Northeast Kentucky Community
Action Agency.*

Counties: Boyd, Carter, Elliott,
Lawrence and Greenup.
606-286-4443 or
1-800-817-4443.






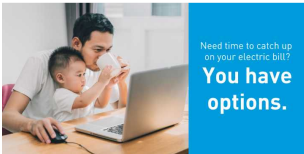







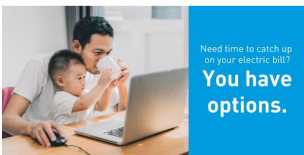

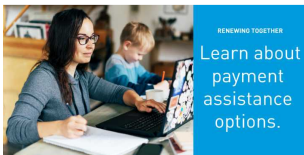

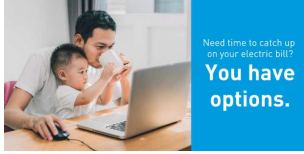
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Stats

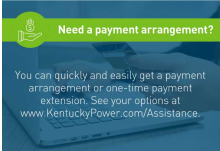



Total Impressions - Custom 253,789	Total Engagements 1,392	Facebook Post Reach 145,227	Twitter Post Reach 77,526
Post Reach 222,753	Average Engagements Per Post 19.606		Volume of Published Messages 71

COVID-19 Posts by Date

 <p>Kentucky Power Aug 5, 2020</p> <p>We know times are tough. If you've fallen behind on your electric bill, our flexible payment options can help restore your peace of mind.</p> <p>Contact us today: https://kentuckypower.com/account/bills/assistance/</p>  <p style="text-align: right;">RENEWING TOGETHER Learn about payment assistance options.</p>	 <p>Kentucky Power Aug 6, 2020</p> <p>If you've fallen behind on your electric bill, you aren't alone. Give us a chance to restore your peace of mind with a solution that suits your needs. Learn more: https://kentuckypower.com/account/bills/assistance/</p>  <p style="text-align: right;">Need time to catch up on your electric bill? You have options.</p>	 <p>Kentucky Power Aug 5, 2020</p> <p>https://kentuckypower.com/account/bills/assistance/</p>  <p>Payment Assistance We have temporarily suspended all discounts... kentuckypower.com</p>	 <p>Kentucky Power Aug 5, 2020</p> <p>The COVID-19 pandemic has changed life for all of us. If you are experiencing hardship, know that we are here to help. Call us or send us a message right here to talk to a customer care representative about flexible payment options. #WePowerOn</p> 
Account: Kentucky Power	Account: Kentucky Power	Account: Kentucky Power	Account: Kentucky Power
Social Network: Facebook	Social Network: Facebook	Social Network: Facebook	Social Network: Facebook
Date: Aug 2020	Date: Aug 2020	Date: Aug 2020	Date: Aug 2020
Engagements: 4	Engagements: 2	Engagements: 5	Engagements: 3
Likes And Reactions: 3	Likes And Reactions: 2	Likes And Reactions: 3	Likes And Reactions: 3
Comments & Replies: 0	Comments & Replies: 0	Comments & Replies: 1	Comments & Replies: 0
Shares: 1	Shares: 0	Shares: 1	Shares: 0
Impressions: 1K	Impressions: 580	Impressions: 639	Impressions: 1.1K
Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1
 <p>Kentucky Power Aug 10, 2020</p> <p>Getting on track with energy bills may be easier than you think. We can work together to ease you back into your routine. Learn more: https://kentuckypower.com/account/bills/assistance/</p>  <p style="text-align: right;">Explore flexible payment options</p>	 <p>Kentucky Power Aug 26, 2020</p> <p>What's right for you? Whether you just need a few more days to pay your bill, or you need to spread out payments over a few months, we'll work together to find a solution. https://kentuckypower.com/account/bills/assistance/</p>  <p style="text-align: right;">Need time to catch up on your electric bill? You have options.</p>	 <p>KentuckyPower Aug 5, 2020</p> <p>We know times are tough. If you've fallen behind on your electric bill, our flexible payment options can help restore your peace of mind.</p> <p>Contact us today: https://kentuckypower.com/account/bills/assistance/</p>  <p style="text-align: right;">RENEWING TOGETHER Learn about payment assistance options.</p>	 <p>KentuckyPower Aug 7, 2020</p> <p>If you've fallen behind on your electric bill, you aren't alone. Give us a chance to restore your peace of mind with a solution that suits your needs. Learn more: https://kentuckypower.com/account/bills/assistance/</p>  <p style="text-align: right;">Need time to catch up on your electric bill? You have options.</p>
Account: Kentucky Power	Account: Kentucky Power	Account: KentuckyPower	Account: KentuckyPower
Social Network: Facebook	Social Network: Facebook	Social Network: Twitter	Social Network: Twitter
Date: Aug 2020	Date: Aug 2020	Date: Aug 2020	Date: Aug 2020
Engagements: 0	Engagements: 5	Engagements: 1	Engagements: 0
Likes And Reactions: 0	Likes And Reactions: 5	Likes And Reactions: 0	Likes And Reactions: 0
Comments & Replies: 0	Comments & Replies: 0	Comments & Replies: 0	Comments & Replies: 0
Shares: 0	Shares: 0	Shares: 1	Shares: 0
Impressions: 604	Impressions: 671	Impressions: 292	Impressions: 325
Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1

COVID-19 Posts by Date


KentuckyPower Aug 5, 2020		KentuckyPower Aug 5, 2020		KentuckyPower Aug 10, 2020		KentuckyPower Aug 26, 2020	
<p>https://kentuckypower.com/account/bills/assistance/</p>		<p>The COVID-19 pandemic has changed life for all of us. If you are experiencing hardship, know that we are here to help. Call us or send us a message right here to talk to a customer care representative about flexible payment options. #WePowerOn</p> 		<p>Getting on track with energy bills may be easier than you think. We can work together to ease you back into your routine. Learn more: https://kentuckypower.com/account/bills/assistance/</p> 		<p>What's right for you? Whether you just need a few more days to pay your bill, or you need to spread out payments over a few months, we'll work together to find a solution. https://kentuckypower.com/account/bills/assistance/</p>	
Account	KentuckyPower	Account	KentuckyPower	Account	KentuckyPower	Account	KentuckyPower
Social Network	Twitter	Social Network	Twitter	Social Network	Twitter	Social Network	Twitter
Date	Aug 2020	Date	Aug 2020	Date	Aug 2020	Date	Aug 2020
Engagements	0	Engagements	2	Engagements	0	Engagements	0
Likes And Reactions	0	Likes And Reactions	1	Likes And Reactions	0	Likes And Reactions	0
Comments & Replies	0	Comments & Replies	0	Comments & Replies	0	Comments & Replies	0
Shares	0	Shares	1	Shares	0	Shares	0
Impressions	275	Impressions	372	Impressions	344	Impressions	165
Volume of Published Messages	1	Volume of Published Messages	1	Volume of Published Messages	1	Volume of Published Messages	1

KentuckyPower Aug 27, 2020		KentuckyPower Aug 28, 2020		Kentucky Power Jul 1, 2020		Kentucky Power Jul 2, 2020	
<p>We're here to help. Visit: KentuckyPower.com/Assistance/</p> 		<p>Let's discuss options. Learn more by visiting: KentuckyPower.com/Assistance/</p> 		<p>Getting on track with energy bills may be easier than you think. From flexible payment plans to no-fee credit card payments through June 30, let us help you find the best option to manage through the days ahead to make life a little easier. Message us here, go to www.KentuckyPower.com/covid19, or call 1.800.572.1113 to learn how. #WePowerOn</p> 		<p>We understand that many of our customers may be experiencing financial hardship – for some, made worse by the current situation. We've temporarily suspended disconnections for non-payment. We urge customers to make every effort to keep their accounts current during the period when disconnections are suspended. If you anticipate problems paying your electric bill, please contact us, so we can work together on a plan. #WePowerOn</p> 	
Account	KentuckyPower	Account	KentuckyPower	Account	Kentucky Power	Account	Kentucky Power
Social Network	Twitter	Social Network	Twitter	Social Network	Facebook	Social Network	Facebook
Date	Aug 2020	Date	Aug 2020	Date	Jul 2020	Date	Jul 2020
Engagements	0	Engagements	0	Engagements	3	Engagements	14
Likes And Reactions	0	Likes And Reactions	0	Likes And Reactions	3	Likes And Reactions	10
Comments & Replies	0	Comments & Replies	0	Comments & Replies	0	Comments & Replies	0
Shares	0	Shares	0	Shares	0	Shares	4
Impressions	188	Impressions	168	Impressions	1.2K	Impressions	1.2K
Volume of Published Messages	1	Volume of Published Messages	1	Volume of Published Messages	1	Volume of Published Messages	1

COVID-19 Posts by Date

Kentucky Power
Jul 3, 2020

If you receive a disconnection notice, know we are NOT disconnecting for non-payment at this time. You will be alerted when disconnections resume. The notifications you may see now are to keep customers aware of account status and are often required by assistance agencies. If you are concerned about your bill, please contact us to set up a payment arrangement that will work for you.



Account	Kentucky Power
Social Network	Facebook
Date	Jul 2020
Engagements	9
Likes And Reactions	7
Comments & Replies	0
Shares	2
Impressions	875
Volume of Published Messages	1

Kentucky Power
Jul 1, 2020

Save the Children US has continuously assessed the needs of our community during the pandemic and adapted quickly to assist. In addition to providing meals and delivering food, the agency has provided diapers, baby wipes and educational materials. We're thankful for the opportunity to support the work of our local Kentucky chapter by donating \$10,000.
#ActOfAppreciation



Account	Kentucky Power
Social Network	Facebook
Date	Jul 2020
Engagements	169
Likes And Reactions	131
Comments & Replies	4
Shares	34
Impressions	10.9K
Volume of Published Messages	1

Kentucky Power
Jul 6, 2020


With help from the American Electric Power - AEP Foundation, we're grateful to be able to address some of the immediate needs our customers and communities are facing during the COVID-19 emergency. That's why we've donated \$20,000 to Facing Hunger Foodbank. We encourage you to join us in supporting their work if you're able.
#ActOfAppreciation



Account	Kentucky Power
Social Network	Facebook
Date	Jul 2020
Engagements	93
Likes And Reactions	89
Comments & Replies	0
Shares	4
Impressions	4.6K
Volume of Published Messages	1

Kentucky Power
Jul 8, 2020

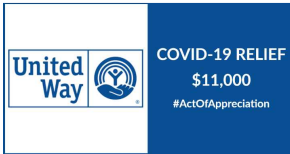
The #TeamKentucky Fund provides assistance to Kentuckians who have been severely financially impacted by the COVID-19 emergency. We live here too, so we're thankful for the opportunity to donate \$50,000 to help our fellow Kentuckians in need.
#ActOfAppreciation



Account	Kentucky Power
Social Network	Facebook
Date	Jul 2020
Engagements	179
Likes And Reactions	132
Comments & Replies	7
Shares	40
Impressions	12.2K
Volume of Published Messages	1

Kentucky Power
Jul 15, 2020


Did you know? The United Way of Northeast Kentucky has established a response fund to help 501c3 organizations that have been disproportionately affected by the pandemic. That's just one reason we're happy to be able to support their work in eastern Kentucky. With help from the American Electric Power - AEP Foundation, we've donated \$11,000 to support the organization during these difficult times.
#ActOfAppreciation



Account	Kentucky Power
Social Network	Facebook
Date	Jul 2020
Engagements	8
Likes And Reactions	7
Comments & Replies	0
Shares	1
Impressions	1.4K
Volume of Published Messages	1

Kentucky Power
Jul 16, 2020


We are not disconnecting customers for nonpayment right now. You MAY receive a disconnect notice, but it will not be acted upon at this time. These notices are documentation so customers know where their account stands and are often required by assistance agencies. If you are concerned about your bill, please contact us so that we can find a payment arrangement that works for you.



Account	Kentucky Power
Social Network	Facebook
Date	Jul 2020
Engagements	43
Likes And Reactions	16
Comments & Replies	0
Shares	27
Impressions	5.4K
Volume of Published Messages	1

KentuckyPower
Jul 1, 2020


Getting on track with energy bills may be easier than you think. From flexible payment plans to no-fee credit card payments through June 30, let us help find the best option for you. Message us here, go to www.KentuckyPower.com/covid19, or call 1.800.572.1113. #WePowerOn



Account	KentuckyPower
Social Network	Twitter
Date	Jul 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	438
Volume of Published Messages	1

KentuckyPower
Jul 3, 2020

If you receive a disconnection notice, know we are NOT disconnecting for non-payment at this time. You will be alerted when disconnections resume. The notifications you may see now are to keep customers aware of account status and are often required by assistance agencies.




Account	KentuckyPower
Social Network	Twitter
Date	Jul 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	411
Volume of Published Messages	1

COVID-19 Posts by Date

KentuckyPower
Jul 16, 2020


We are not disconnecting customers for nonpayment right now. You MAY receive a disconnect notice, but it will not be acted upon at this time. These notices are documentation so customers know where their account stands and are often required by assistance agencies.



Account	KentuckyPower
Social Network	Twitter
Date	Jul 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	352
Volume of Published Messages	1

Kentucky Power
Jun 11, 2020


We are not disconnecting customers for nonpayment right now. You MAY receive a disconnect notice, but it will not be acted upon at this time. These notices are documentation so customers know where their account stands and are often required by assistance agencies. If you are concerned about your bill, please contact us so that we can find a payment arrangement that works for you.



Account	Kentucky Power
Social Network	Facebook
Date	Jun 2020
Engagements	7
Likes And Reactions	4
Comments & Replies	0
Shares	3
Impressions	1.1K
Volume of Published Messages	1

Kentucky Power
Jun 11, 2020


As we all navigate these uncertain times, know that we are here to help. Send us a message here or give us a call if you are worried about paying your electric bill. We'll work with you to set up a flexible payment plan. #WePowerOn



Account	Kentucky Power
Social Network	Facebook
Date	Jun 2020
Engagements	7
Likes And Reactions	6
Comments & Replies	0
Shares	1
Impressions	803
Volume of Published Messages	1

Kentucky Power
Jun 26, 2020


We are not disconnecting customers for nonpayment right now. You MAY receive a disconnect notice, but it will not be acted upon at this time. These notices are documentation so customers know where their account stands and are often required by assistance agencies. If you are concerned about your bill, please contact us so that we can find a payment arrangement that works for you.



Account	Kentucky Power
Social Network	Facebook
Date	Jun 2020
Engagements	8
Likes And Reactions	6
Comments & Replies	1
Shares	1
Impressions	771
Volume of Published Messages	1

Kentucky Power
Jun 27, 2020


The COVID-19 pandemic has changed life for all of us. If you are experiencing hardship, know that we are here to help. Call us or send us a message right here to talk to a customer care representative about flexible payment options. #WePowerOn



Account	Kentucky Power
Social Network	Facebook
Date	Jun 2020
Engagements	8
Likes And Reactions	6
Comments & Replies	1
Shares	1
Impressions	1.4K
Volume of Published Messages	1

Kentucky Power
Jun 26, 2020

Reminder: We have temporarily suspended disconnections. We urge customers to make every effort to keep their accounts current during the period while disconnections are suspended. If you anticipate problems paying your bill, please contact us to discuss payment options.



Account	Kentucky Power
Social Network	Facebook
Date	Jun 2020
Engagements	13
Likes And Reactions	10
Comments & Replies	0
Shares	3
Impressions	1.2K
Volume of Published Messages	1

Kentucky Power
Jun 29, 2020


We're pleased to support God's Pantry Food Bank. This organization serves food pantries in southeastern Kentucky; we've donated \$45,000 to God's Pantry since the pandemic began. We appreciate the work they do every day to ensure those less fortunate have something to eat. Please join us and consider supporting their efforts as well. #ActOfAppreciation



Account	Kentucky Power
Social Network	Facebook
Date	Jun 2020
Engagements	178
Likes And Reactions	161
Comments & Replies	10
Shares	7
Impressions	6.4K
Volume of Published Messages	1

KentuckyPower
Jun 11, 2020

We are not disconnecting customers for nonpayment right now. You MAY receive a disconnect notice, but it will not be acted upon at this time. These notices are documentation so customers know where their account stands and are often required by assistance agencies.




Account	KentuckyPower
Social Network	Twitter
Date	Jun 2020
Engagements	6
Likes And Reactions	1
Comments & Replies	0
Shares	5
Impressions	783
Volume of Published Messages	1

COVID-19 Posts by Date

KentuckyPower
 Jun 11, 2020


As we all navigate these uncertain times, know that we are here to help. Send us a message here or give us a call if you are worried about paying your electric bill. We'll work with you to set up a flexible payment plan. [#WePowerOn](#)



Account	KentuckyPower
Social Network	Twitter
Date	Jun 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	291
Volume of Published Messages	1

KentuckyPower
 Jun 26, 2020


We are not disconnecting customers for nonpayment right now. You MAY receive a disconnect notice, but it will not be acted upon at this time. These notices are documentation so customers know where their account stands and are often required by assistance agencies.



Account	KentuckyPower
Social Network	Twitter
Date	Jun 2020
Engagements	1
Likes And Reactions	1
Comments & Replies	0
Shares	0
Impressions	355
Volume of Published Messages	1

KentuckyPower
 Jun 27, 2020


The COVID-19 pandemic has changed life for all of us. If you are experiencing hardship, know that we are here to help. Call us or send us a message right here to talk to a customer care representative about flexible payment options. [#WePowerOn](#)



Account	KentuckyPower
Social Network	Twitter
Date	Jun 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	353
Volume of Published Messages	1

KentuckyPower
 Jun 28, 2020


We have temporarily suspended disconnections. We urge customers to make every effort to keep their accounts current during the period disconnections are suspended. If you anticipate problems paying your bill, please contact us to discuss options.



Account	KentuckyPower
Social Network	Twitter
Date	Jun 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	412
Volume of Published Messages	1

Kentucky Power
 May 1, 2020


We have temporarily suspended disconnections. We urge customers to make every effort to keep their accounts current during the period while disconnections are suspended. If you anticipate problems paying your bill, please contact us to discuss payment options.



Account	Kentucky Power
Social Network	Facebook
Date	May 2020
Engagements	16
Likes And Reactions	12
Comments & Replies	0
Shares	4
Impressions	1.6K
Volume of Published Messages	1

Kentucky Power
 May 1, 2020


We're working to keep the power flowing and looking for ways to better serve you during these uncertain times. We've suspended processing fees for credit or debit cards through June 30 to give customers more options to keep their accounts up-to-date during the COVID-19 pandemic. If you need to discuss your bill or make payment arrangements, message us to talk to a care specialist. [#WePowerOn](#)



Account	Kentucky Power
Social Network	Facebook
Date	May 2020
Engagements	17
Likes And Reactions	15
Comments & Replies	1
Shares	1
Impressions	2.6K
Volume of Published Messages	1

Kentucky Power
 May 17, 2020


Right now, your priority is your family's health and safety. That's our priority, too. So while we cope with this crisis, we will not turn off your power if you are unable to pay. If you think you might miss a payment, please send us a private message, or call us and we will talk through your options, together. [#WePowerOn](#)



Account	Kentucky Power
Social Network	Facebook
Date	May 2020
Engagements	16
Likes And Reactions	13
Comments & Replies	1
Shares	2
Impressions	1.3K
Volume of Published Messages	1









Kentucky Power
 May 20, 2020

As our days brighten, we offer ways to help you catch up on your energy bill. From flexible payment plans to no-fee credit card payments through June 30, we'll work together to find the right option to help you manage through the days ahead. Message us here, go to www.KentuckyPower.com/covid19, or call 1.888.710.4237 to learn how. [#WePowerOn](#)



Account	Kentucky Power
Social Network	Facebook
Date	May 2020
Engagements	13
Likes And Reactions	13
Comments & Replies	0
Shares	0
Impressions	1.6K
Volume of Published Messages	1


COVID-19 Posts by Date

Account	Social Network	Date	Engagements	Likes And Reactions	Comments & Replies	Shares	Impressions	Volume of Published Messages
Kentucky Power	Facebook	May 2020	10	10	0	0	1.5K	1
<p>Kentucky Power May 21, 2020</p> <p>Getting on track with energy bills may be easier than you think. From flexible payment plans to no-fee credit card payments through June 30, let us help you find the best option to manage through the days ahead to make life a little easier. Message us here, go to www.KentuckyPower.com/covid19, or call 1.800.572.1113 to learn how. #WePowerOn</p> 								
KentuckyPower	Twitter	May 2020	1	1	0	0	534	1
<p>KentuckyPower May 1, 2020</p> <p>We have temporarily suspended disconnections. We urge customers to make every effort to keep their accounts current during the period disconnections are suspended. If you anticipate problems paying your bill, please contact us to discuss options.</p> 								
KentuckyPower	Twitter	May 2020	0	0	0	0	499	1
<p>KentuckyPower May 1, 2020</p> <p>We're working to keep power flowing & looking for ways to better serve you during these uncertain times. We've suspended processing fees for credit or debit cards through June 30 to give customers more options to keep accounts up-to-date during the COVID-19 pandemic. #WePowerOn</p> 								
KentuckyPower	Twitter	May 2020	0	0	0	0	514	1
<p>KentuckyPower May 5, 2020</p> <p>We're working to keep power flowing & looking for ways to better serve you during these uncertain times. We've suspended processing fees for credit or debit cards through June 30 to give customers more options to keep accounts up-to-date during the COVID-19 pandemic. #WePowerOn</p> 								
KentuckyPower	Twitter	May 2020	1	1	0	0	601	1
<p>KentuckyPower May 17, 2020</p> <p>Right now, your priority is your family's health & safety. That's our priority, too. So while we cope with this crisis, we will not turn off your power if you are unable to pay. If you think you might miss a payment, please send us a direct message. We'll talk options #WePowerOn</p> 								
KentuckyPower	Twitter	May 2020	1	0	0	1	477	1
<p>KentuckyPower May 20, 2020</p> <p>As our days brighten, we offer ways to help you catch up on your bill. From flexible payment plans to no-fee credit card payments through June 30, we'll work together to find the right option. Message us here, go to www.KentuckyPower.com/covid19, or call 1.888.710.4237. #WePowerOn</p> 								
KentuckyPower	Twitter	May 2020	0	0	0	0	482	1
<p>KentuckyPower May 21, 2020</p> <p>Getting on track with energy bills may be easier than you think. From flexible payment plans to no-fee credit card payments through June 30, let us help find the best option for you. Message us here, go to www.KentuckyPower.com/covid19, or call 1.800.572.1113. #WePowerOn</p> 								
Kentucky Power	Facebook	Apr 2020	0	0	0	0	0	1
<p>Kentucky Power Apr 22, 2020</p> <p>Now more than ever we are here for you. If you anticipate problems paying your bill, we offer options that can help.</p> <p>Find out what we are doing to help our customers... We have temporarily suspended all disconnections... kentuckypower.com</p> 								

COVID-19 Posts by Date

Kentucky Power
Apr 22, 2020

With many people out of work, paying your bills can be difficult. If you anticipate problems making payments, we offer options to help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	1
Likes And Reactions	1
Comments & Replies	0
Shares	0
Impressions	593
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

Now more than ever we are here for you. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	96
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

While staying at home more, you might see an increase in your power bill. Now is the time to sign up for our Average Monthly Payment Plan (AMP) to level out your bills.




Make Your Electric Bill A Little Easier to Predict...
Sign up for AMP today!
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	127
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

Now more than ever we are here for you. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	0
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

We are here for you during this tough time. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	1
Likes And Reactions	1
Comments & Replies	0
Shares	0
Impressions	5.7K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

We know it's a difficult time and we are committed to ensuring you have reliable electricity so you can focus on staying healthy.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	7
Likes And Reactions	7
Comments & Replies	0
Shares	0
Impressions	23.1K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

We know it's a difficult time and we are committed to ensuring you have reliable electricity so you can focus on staying healthy.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	10
Likes And Reactions	10
Comments & Replies	0
Shares	0
Impressions	2.8K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

With many people out of work, paying your bills can be difficult. If you anticipate problems making payments, we offer options to help.




Find out what we are doing to help our customers...
We have temporarily suspended all disconnection...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	1
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

While staying at home more, you might see an increase in your power bill. Now is the time to sign up for our Average Monthly Payment Plan (AMP) to level out your bills.




Make Your Electric Bill A Little Easier to Predict...
Sign up for AMP today!
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	3.2K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

We know it's a difficult time and we are committed to ensuring you have reliable electricity so you can focus on staying healthy.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	2
Likes And Reactions	2
Comments & Replies	0
Shares	0
Impressions	8.6K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

We are here for you during this tough time. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
We have temporarily suspended all disconnection...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	1
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

If you are staying in your home more, you might see an increase in your power bill. Our Average Monthly Payment Plan (AMP) can help level out your electric bills.




Make Your Electric Bill A Little Easier to Predict...
Click to sign up.
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	0
Volume of Published Messages	1

COVID-19 Posts by Date

Kentucky Power
Apr 22, 2020

If you are staying in your home more, you might see an increase in your power bill. Our Average Monthly Payment Plan (AMP) can help level out your electric bills.




Make Your Electric Bill a Little Easier to Predict...
Click to sign up.
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	3
Likes And Reactions	2
Comments & Replies	1
Shares	0
Impressions	33.8K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

We are here for you during this tough time. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
We have temporarily suspended all discounts...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	0
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

With many people out of work, paying your bills can be difficult. If you anticipate problems making payments, we offer options to help.




Find out what we are doing to help our customers...
We have temporarily suspended all discounts...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	0
Likes And Reactions	0
Comments & Replies	0
Shares	0
Impressions	1
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

With many people out of work, paying your bills can be difficult. If you anticipate problems making payments, we offer options to help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	1
Likes And Reactions	1
Comments & Replies	0
Shares	0
Impressions	20.7K
Volume of Published Messages	1

Kentucky Power
Apr 22, 2020

With many people out of work, paying your bills can be difficult. If you anticipate problems making payments, we offer options to help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	5
Likes And Reactions	4
Comments & Replies	0
Shares	1

Kentucky Power
Apr 22, 2020

We are here for you during this tough time. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	1
Likes And Reactions	1
Comments & Replies	0
Shares	0

Kentucky Power
Apr 22, 2020

We are here for you during this tough time. If you anticipate problems paying your bill, we offer options that can help.




Find out what we are doing to help our customers...
Kentucky Power is committed to the health and...
kentuckypower.com

Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	5
Likes And Reactions	4
Comments & Replies	0
Shares	1

Kentucky Power
Apr 23, 2020

We are continuously monitoring the COVID-19 situation, educating our employees and adjusting our operations to keep them – and our communities safe. Find resources that matter to you at www.kentuckypower.com/info/coronavirus. #WePowerOn




Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	27
Likes And Reactions	26
Comments & Replies	0
Shares	1

COVID-19 Posts by Date

KentuckyPower
Apr 28, 2020


We are continuously monitoring the COVID-19 situation, educating our employees and adjusting our operations to keep them – and our communities safe. Find resources that matter to you at www.kentuckypower.com/info/coronavirus. #WePowerOn



Account	KentuckyPower
Social Network	Twitter
Date	Apr 2020
Engagements	3
Likes And Reactions	2
Comments & Replies	0
Shares	1
Impressions	589
Volume of Published Messages	1

Kentucky Power
Mar 13, 2020


Kentucky Power is temporarily suspending all disconnections for non-payment as the coronavirus (COVID-19) continues to spread in our communities. We know our customers are concerned about their families and ensuring they have reliable electric service allows them to focus on staying healthy and well. Kentucky Power is committed to doing what we can to help our customers, our employees, and the communities we serve navigate this uncertain time.



Account	Kentucky Power
Social Network	Facebook
Date	Mar 2020
Engagements	476
Likes And Reactions	137
Comments & Replies	21
Shares	318
Impressions	36.9K
Volume of Published Messages	1

KentuckyPower
Mar 13, 2020

Ky Power is temporarily suspending disconnections for non-payment as the coronavirus spreads. We know our customers are concerned about their families and ensuring they have reliable electric allows them to focus on staying healthy. We're committed to doing what we can to help.



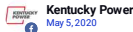
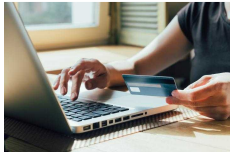













Account	KentuckyPower
Social Network	Twitter
Date	Mar 2020
Engagements	7
Likes And Reactions	4
Comments & Replies	1
Shares	2
Impressions	1K
Volume of Published Messages	1

Stats

Total Impressions - Custom 30,183	Total Engagements 140	Facebook Post Reach 22,745	Twitter Post Reach 35,495
Post Reach 58,240	Average Engagements Per Post 8.75		Volume of Published Messages 16

COVID-19 Posts by Date

 <p>Kentucky Power May 4, 2020</p> <p>Small businesses like yours are the lifeblood of our community. We recognize your hardship and all that you do to help keep the community safe. As you navigate operations, we're here to help. Call us about COVID-19 payment assistance and relief programs at 1.888.710.4237. #WePowerOn</p> 	 <p>Kentucky Power May 5, 2020</p> <p>We're working to keep the power flowing and looking for ways to better serve you during these uncertain times. We've suspended processing fees for credit or debit cards through June 30 to give customers more options to keep their accounts up-to-date during the COVID-19 pandemic. If you need to discuss your bill or make payment arrangements, message us to talk to a care specialist. #WePowerOn</p> 	 <p>Kentucky Power May 7, 2020</p> <p>Looking for the latest information on COVID-19 in the Commonwealth? Visit the official #TeamKentucky website https://govstatus.egov.com/kyccovid19</p> 	 <p>Kentucky Power May 14, 2020</p> <p>Are you a small business owner in need of some help? Check our COVID-19 resource page for info that could help you through the pandemic. https://www.kentuckypower.com/info/news/ViewFeaturedStory.aspx?releaseID=5484</p> 
Account: Kentucky Power	Account: Kentucky Power	Account: Kentucky Power	Account: Kentucky Power
Social Network: Facebook	Social Network: Facebook	Social Network: Facebook	Social Network: Facebook
Date: May 2020	Date: May 2020	Date: May 2020	Date: May 2020
Engagements: 9	Engagements: 11	Engagements: 10	Engagements: 2
Likes And Reactions: 8	Likes And Reactions: 11	Likes And Reactions: 9	Likes And Reactions: 2
Comments & Replies: 0	Comments & Replies: 0	Comments & Replies: 1	Comments & Replies: 0
Shares: 1	Shares: 0	Shares: 0	Shares: 0
Impressions: 2.5K	Impressions: 2.3K	Impressions: 2.1K	Impressions: 1.7K
Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1
 <p>Kentucky Power May 4, 2020</p> <p>Small businesses like yours are the lifeblood of our community. We recognize your hardship & all that you do to help keep the community safe. As you navigate operations, we're here to help. Call us about COVID-19 payment assistance & relief programs at 1.888.710.4237. #WePowerOn</p> 	 <p>Kentucky Power May 14, 2020</p> <p>Are you a small business owner in need of some help? Check our COVID-19 resource page for info that could help you through the pandemic. https://www.kentuckypower.com/info/news/ViewFeaturedStory.aspx?releaseID=5484</p> 	 <p>Kentucky Power Apr 14, 2020</p> <p>Kentucky Power's Amanda Clark and T.J. Meadows talk with Ashland Alliance President and CEO Tim Gibbs about the COVID-19 pandemic and what help is available to business customers. Explore options in this video https://youtu.be/PZwwyKbJSr8</p> <p>PHOTO</p>	 <p>Kentucky Power Apr 27, 2020</p> <p>Small businesses like yours are the lifeblood of our community. We recognize your hardship and all that you do to help keep the community safe. As you navigate operations, we're here to help. Call us about COVID-19 payment assistance and relief programs at 1.888.710.4237. #WePowerOn</p> 
Account: KentuckyPower	Account: KentuckyPower	Account: Kentucky Power	Account: Kentucky Power
Social Network: Twitter	Social Network: Twitter	Social Network: Facebook	Social Network: Facebook
Date: May 2020	Date: May 2020	Date: Apr 2020	Date: Apr 2020
Engagements: 1	Engagements: 1	Engagements: 31	Engagements: 10
Likes And Reactions: 0	Likes And Reactions: 0	Likes And Reactions: 22	Likes And Reactions: 9
Comments & Replies: 0	Comments & Replies: 0	Comments & Replies: 3	Comments & Replies: 0
Shares: 1	Shares: 1	Shares: 6	Shares: 1
Impressions: 625	Impressions: 419	Impressions: 6K	Impressions: 3K
Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1	Volume of Published Messages: 1

COVID-19 Posts by Date

Kentucky Power
Apr 26, 2020

We are continuously monitoring the COVID-19 situation, educating our employees and adjusting our operations to keep them – and our communities safe. Find resources that matter to you at www.kentuckypower.com/info/coronavirus. #WePowerOn




Account	Kentucky Power
Social Network	Facebook
Date	Apr 2020
Engagements	27
Likes And Reactions	26
Comments & Replies	0
Shares	1
Impressions	2.7K
Volume of Published Messages	1

Kentucky Power
Apr 1, 2020

Kentucky Power and Ashland Alliance provides tips for business customers in need of help during the COVID-19 pandemic: <https://youtu.be/P2wvyKbJSr8>

KY Power & the Ashland Alliance.MP4
Kentucky Power invites the Ashland Alliance to...




youtu.be

Account	KentuckyPower
Social Network	Twitter
Date	Apr 2020
Engagements	4
Likes And Reactions	3
Comments & Replies	0
Shares	1
Impressions	2K
Volume of Published Messages	1

KentuckyPower
Apr 27, 2020


Small businesses like yours are the lifeblood of our community. We recognize your hardship & all that you do to help keep the community safe. As you navigate operations, we're here to help. Call us about COVID-19 payment assistance & relief programs at 1.888.710.4237. #WePowerOn



Account	KentuckyPower
Social Network	Twitter
Date	Apr 2020
Engagements	2
Likes And Reactions	1
Comments & Replies	0
Shares	1
Impressions	1K
Volume of Published Messages	1

KentuckyPower
Apr 26, 2020

We are continuously monitoring the COVID-19 situation, educating our employees and adjusting our operations to keep them – and our communities safe. Find resources that matter to you at www.kentuckypower.com/info/coronavirus. #WePowerOn




Account	KentuckyPower
Social Network	Twitter
Date	Apr 2020
Engagements	3
Likes And Reactions	2
Comments & Replies	0
Shares	1
Impressions	589
Volume of Published Messages	1

Kentucky Power
Mar 23, 2020

Kentucky Power is working with its partners to help our business customers during the coronavirus pandemic. Call us a 1-888-710-4237 and our customer service reps can help. Our partners also can help:


- Help the Kentucky Association of Manufacturers designate manufacturers as essential businesses at ...



Account	Kentucky Power
Social Network	Facebook
Date	Mar 2020
Engagements	12
Likes And Reactions	11
Comments & Replies	0
Shares	1
Impressions	1.8K
Volume of Published Messages	1

Kentucky Power
Mar 27, 2020

The outbreak of Covid-19 has affected all of our lives, and small business owners have been challenged the most with limited or suspended business operations. Resources for small businesses can be found at: <https://www.kentuckypower.com/info/news/ViewFeaturedStory.aspx?releaseID=5484> #WePowerOn



Account	Kentucky Power
Social Network	Facebook
Date	Mar 2020
Engagements	9
Likes And Reactions	7
Comments & Replies	0
Shares	2
Impressions	1.4K
Volume of Published Messages	1

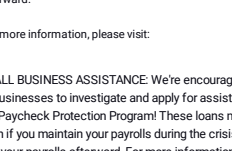
Kentucky Power
Mar 31, 2020

SMALL BUSINESS ASSISTANCE:

We're encouraging all small businesses to investigate and apply for assistance via the Paycheck Protection Program! These loans may be forgiven if you maintain your payrolls during the crisis or restore your payrolls afterward.

For more information, please visit: ...


SMALL BUSINESS ASSISTANCE We're encouraging all small businesses to investigate and apply for assistance via the Paycheck Protection Program! These loans may be forgiven if you maintain your payrolls during the crisis or restore your payrolls afterward. For more information, please visit: http://www.oneeastky.com/media/userfiles/subsite_102/file






Account	Kentucky Power
Social Network	Facebook
Date	Mar 2020
Engagements	6
Likes And Reactions	3
Comments & Replies	1
Shares	2
Impressions	1.5K
Volume of Published Messages	1

KentuckyPower
Mar 27, 2020


The outbreak of Covid-19 has affected all of our lives, and small business owners have been challenged the most with limited or suspended business operations. Resources for small businesses can be found at: <https://www.kentuckypower.com/info/news/ViewFeaturedStory.aspx?releaseID=5484> #WePowerOn



Account	KentuckyPower
Social Network	Twitter
Date	Mar 2020
Engagements	2
Likes And Reactions	1
Comments & Replies	0
Shares	1
Impressions	616
Volume of Published Messages	1




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View and pay your bill, report an outage, check outage status, manage your accounts, enroll in paperless billing, and more!




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Download the Kentucky Power App now! [DOWNLOAD](#)

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With many people out of work, paying your bills can be difficult. If you anticipate problems making payments, we offer options to help.




KENTUCKYPOWER.COM
Find out what we are doing to help our customers [LEARN MORE](#)

 Jerry Bates and 3 others 1 Share



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We know it's a difficult time and we are committed to ensuring you have reliable electricity so you can focus on staying healthy.




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Find out what we are doing to help our customers [LEARN MORE](#)

  Teresa Ratliff and 19 others



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Change your preferences in your account now so you can stay informed about your power. Click to sign up for Mobile Alerts from Kentucky Power.




KENTUCKYPOWER.COM
Spring is a season of change [LEARN MORE](#)




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 **Kentucky Power**
Sponsored ·  

While staying at home more, you might see an increase in your power bill. Now is the time to sign up for our Average Monthly Payment Plan (AMP) to level out your bills.




KENTUCKYPOWER.COM
Make Your Electric Bill A Little Easier to Predict [LEARN MORE](#)




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Now more than ever we are here for you. If you anticipate problems paying your bill, we offer options that can help.




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Find out what we are doing to help our customers [LEARN MORE](#)


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 Vanessa T. Phillips

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Click to sign up for the Average Monthly Payment Plan (AMP). AMP helps stabilize your monthly electric bills by balancing usage and costs with adjustments throughout the year.



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Make Your Electric Bill a Little Easier to Predict [SIGN UP](#)



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 Betty Pigman


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Find out what we are doing to help our customers [LEARN MORE](#)

 Alicia AndAdam Hall and 8 ot... 2 Shares

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Our Average Monthly Payment Plan (AMP) helps stabilize your monthly electric bills. The plan balances usage and costs with adjustments throughout the year. There's no surprise settle-up month.




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Manage Your Money Better
Sign up for AMP today! [SIGN UP](#)

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Download our app to view and pay your bill, report an outage, check outage status, manage your accounts and enroll in paperless billing.




KENTUCKYPOWER.COM
Download the Kentucky Power App now! [DOWNLOAD](#)




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KENTUCKYPOWER.COM
**Make Your Electric Bill A
Little Easier to Predict** [LEARN MORE](#)


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Find out what we are doing to help our customers [LEARN MORE](#)

 Howard Beverly


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We know it's a difficult time and we are committed to ensuring you have reliable electricity so you can focus on staying healthy.




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Find out what we are doing to help our customers [LEARN MORE](#)

 Mary Smead and 6 others 1 Share

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Our Mobile Alerts let you know if the power goes out and when it should come back on. Don't be left in the dark. Click and sign up today!



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Knowledge is Power
Get updates sent to your phone

[SIGN UP](#)

 Angela Dye and 5 others

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If you are staying in your home more, you might see an increase in your power bill. Our Average Monthly Payment Plan (AMP) can help level out your electric bills.




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Make Your Electric Bill a Little Easier to Predict

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 Autumn Wells

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APCO, KYPC, IN&M, and PSO – Standard message xxx.com/assistance

Voice mail message

This is xxx calling to assist you with your electric account. xxx offers new, flexible payment plans to help during this time of hardship. You **can start a payment arrangement** or read about our payment assistance options and FAQs at xxx dot com forward slash assistance. As always, if you have questions, you can contact **xxxx**, anytime, day or night at 1-888-216-3523. Thank you.

Positive voice with option to speak to an agent (customer answers phone).

This is **xxxx** calling to assist you with your electric account. **xxxx** offers new, flexible payment plans to help during this time of hardship. You **can start a payment arrangement** or read about our payment assistance options and FAQs at **xxxx** dot com forward slash assistance.

If you would like to speak to an agent now, please press 0. As always, if you have questions, you can contact **xxxx**, anytime, day or night at 1-888-216-3523. Thank you.

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020
Page 1 of 3

DATA REQUEST

KPSC 1_14 Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

RESPONSE

The COVID-19 pandemic and related government orders addressing the public health emergency have already had significant impacts on utility operations. Kentucky Power has experienced and is tracking costs and evaluating the revenue impacts related to COVID-19 (collectively, the "COVID-19 Impacts"). Given the recent onset of the effects of the COVID-19 pandemic, and the continually evolving nature of the public health emergency, Kentucky Power is in the process of evaluating, identifying, and tracking the impact of the COVID-19 pandemic. The Company currently is unable to much of the requested information at this time.

Kentucky Power provides the information that currently is available below. Kentucky Power also expects that the categories of COVID-19 impacts may change and grow as the COVID-19 public health emergency and related government directives continue over at least the next several months. A general description of cost categories that Kentucky Power currently is experiencing, or has presently identified that it could experience in the future, is below:

1. Operations and Maintenance ("O&M") labor costs in the form of overtime, the shifting of costs from capital to O&M to maintain utility service and as a result of emergency, sick time due to prolonged illness, and employee sequestration. Although Kentucky Power has not yet identified specific costs in this category, Kentucky Power is closely monitoring these potential costs.
2. O&M non-labor costs, including those for cleaning supplies, health care costs, testing and temperature checks, personal protection equipment, equipment and supplies to enable employees to work from home, and costs associated with sequestration, including those for food, lodging and sequestration supplies. Kentucky Power has established a work order to separately track and monitor COVID-19-related costs. Through June 2020, the Company has incurred non-labor costs totaling approximately \$110,000. This total includes non-labor costs associated with sequestration, also discussed in item 4 below.
3. Other O&M non-labor remote working-related expenses, including for expanded conference line capacity, increased network bandwidth, other required information technology improvements, expanded video conferencing licenses, and increased company

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020
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cellular telephone and data usage. Although Kentucky Power has not yet quantified these costs, the Company and AEP are monitoring them. Kentucky Power also has purchased licenses to enable it to perform remote distribution dispatch operations, at a cost of \$30,742.

4. O&M non-labor communication expenses associated with informing customers of COVID-19-related and/or government ordered changes to typical utility service or practices.

5. Increased bad debt expense significantly in excess of the level in the Company's base rates. The Company's actual bad debt expense for the 12 months ended May 31, 2020 was \$2,361,029, which is approximately \$724,439 more than the bad debt expense level of \$1,636,590 presently in the Company's base rates.

6. Increased financing costs associated with the increase in the Company's accounts receivable due to COVID-19. The Company is presently unable to estimate these costs.

7. The revenue impacts associated with suspending disconnections, including late fees and credit card fees, as well as certain deposits in response to the COVID-19 pandemic. The Company is presently unable to estimate the value of suspended deposits. The impact of foregone deposits will ultimately show up as bad debt expense. As detailed in the Company's response to KPSC 1-12, since March 16, 2020, and through June 26, 2020, Kentucky Power has forgone collection of \$1,396,658 of late payment fees. The Company has also covered the credit card fees for customer payments of approximately \$114,000 (This includes actual data beginning late April and all of May and an estimated amount for June).

Finally, as a result of the COVID-19 pandemic and associated governmental actions, commercial and industrial customer demand for and usage of electricity has declined, and with it Kentucky Power's revenues to cover its fixed costs of service. Kentucky Power expects that the decrease in load will continue to present a challenge through at least the end of 2020 and negatively impact Kentucky Power financially even though not included in the above list of COVID-19 Impacts. The Company cannot quantify this impact at this time.

September 15, 2020 Supplemental Response

2. The Company incurred non-labor costs totaling approximately \$233,000 through August 31, 2020.

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020
Page 3 of 3

5. The Company's actual bad debt expense for the 12 months ended August 31, 2020 was \$3,245,321, which is approximately \$1,608,731 more than the bad debt expense level of \$1,636,590 presently in the Company's base rates.

7. As detailed in the Company's supplemental response to KPSC 1-12, since March 16, 2020 and through September 3, 2020, Kentucky Power has forgone collection of \$2,364,357 of late payment fees. The Company has also covered the credit card fees for customer payments of \$109,108 from April 28, 2020 through July 19, 2020.

Witness: Brian K. West

Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff's First Set of Data Requests
Dated June 23, 2020
Page 1 of 6

DATA REQUEST

KPSC 1_16 Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

RESPONSE

Kentucky Power remains committed to minimizing customer hardship during the pendency of the COVID-19 emergency. To that end, Kentucky Power voluntarily suspended service terminations on March 13, 2020, and suspended the collection of late payment fees effective March 17, 2020. Kentucky Power also has proposed in Case No. 2020-00176 to provide a one-time bill credit to customers using a portion of its unprotected excess ADFIT balance in order to eliminate customer delinquencies that were 30 or more days past due as of May 28, 2020. Kentucky Power also has been in frequent communications with customers regarding payment options to assist them during this time, as reflected in the Company's response to KPSC 1-13. Since March, Kentucky Power has made more than 30,000 outbound calls to customers to explain payment options available to them.

Although the foregoing measures provide immediate assistance to customers, an indefinite extension of the prohibition on disconnections could result in higher unpaid utility account balances that ultimately may be more difficult for affected customers to pay down. In addition, any incremental cumulative unpaid balances not eventually paid by affected customers or offset through the Company's proposal in Case No. 2020-00176 will create new system-wide costs that could in the future be borne by all customers. Moreover, future additional state and/or federal customer utility bill payment assistance could shorten the period of time over which the Commission's prohibition on disconnections remains necessary. It is important that the Commission balance the duration of its prohibition on disconnections against these considerations.

Kentucky Power respectfully requests that the Commission provide approximately 30 days' notice prior to the termination of its disconnection moratorium. This notice will enable the Company to continue to assist customers in entering into reasonable payment arrangements to address any arrearages that may have accumulated and to maintain essential utility services for the benefit of all customers, while also preparing their employees to safely resume in-person field activities when the moratorium ends.

Kentucky Power also recognizes that it and other utilities in the Commonwealth are struggling to respond to the financial impact of COVID-19 and related government orders by managing extraordinary costs and revenue losses. The Commission also should

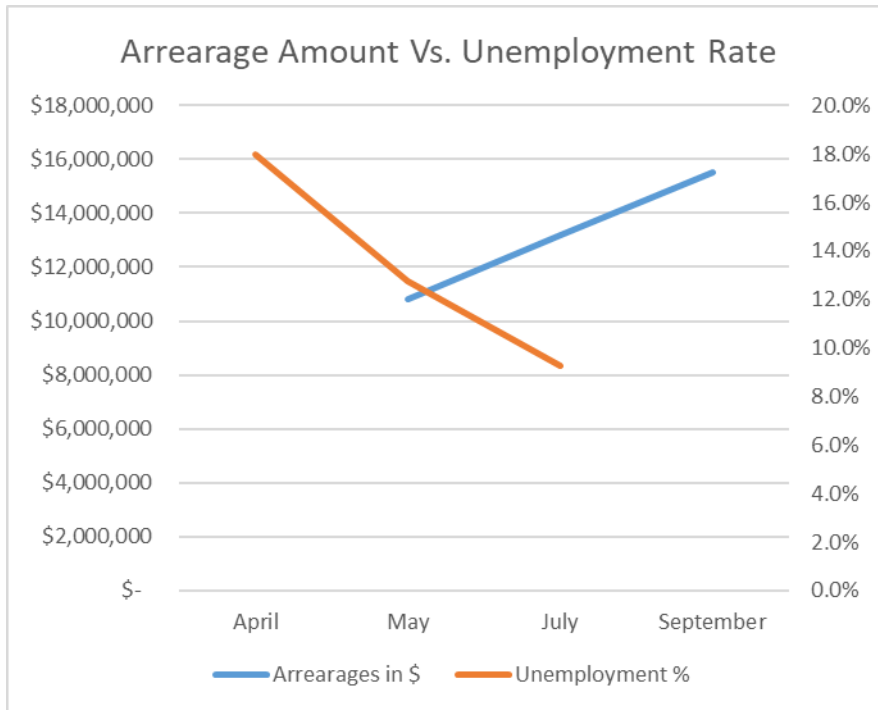
Kentucky Power Company
KPSC Case No. 2020-00085
Supplemental Responses to Commission Staff’s First Set of Data Requests
Dated June 23, 2020
Page 2 of 6

consider, in this case or utility-specific proceedings, authorizing Kentucky utilities to use regulatory accounting to defer for future review and potential recovery incremental costs and foregone revenues like those described in the Company's response to KPSC 1-14.

SEPTEMBER 15, 2020 SUPPLEMENTAL RESPONSE

Unpaid utility account balances have increased significantly over the duration of the disconnection moratorium and, in particular, over the last two months. As the “Arrearages” tab of KPCO_SR_KPSC_1_16_Attachment1 reflects, the total dollar amount of residential, commercial, and industrial bills that are currently 30 or more days past due has increased approximately \$4.726 million between May 28, 2020^[1] and September 10, 2020. This represents an increase of approximately 43.8%. While past due customer balances have increased, unemployment levels throughout the Commonwealth and within Kentucky Power’s service territory have decreased.

Graph 1



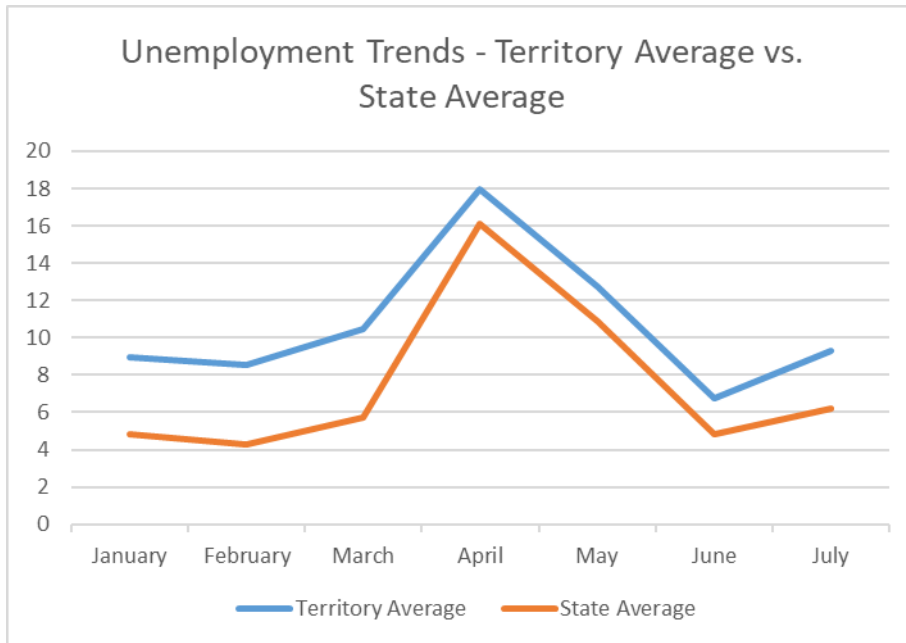
See also “Unemployment Data” tab of KPCO_SR_KPSC_1_16_Attachment1 and “Comparative Trends” tab of KPCO_SR_KPSC_1_16_Attachment1.

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As of the most recently available unemployment data, for July 2020, Kentucky’s unemployment rate was the fourth lowest in the nation. See www.bls.gov/lau. The

unemployment rate in Kentucky Power’s service territory currently is 50 percent higher than the state average. Although the unemployment rate in the Company’s service territory has trended directionally with unemployment across the Commonwealth, the difference between the unemployment rate in Kentucky Power’s service territory and the statewide unemployment rate for the two most recent months for which data is available has declined 50 percent over the difference in the two rates in the two months immediately prior to the outbreak of the pandemic. See “Unemployment Data” tab of KPCO_SR_KPSC_1_16_Attachment1 and Graph 2 below:

Graph 2



Kentucky Power’s customer delinquency forgiveness proposal pending in Case No. 2020-00176 would fully address the Company’s customer delinquencies as of May 28, 2020, which totaled approximately \$10.8 million. Assuming the Commission approves the Company’s application in that proceeding, significant unpaid account balances, totaling approximately \$4.726 million, or nearly half of total arrearages as of the end of May 2020, have accrued since the Company filed its application and will remain across customer classes even upon the Commission’s approval of the settlement proposal in that case. See “9/10/2020 less 5/28/2020” column of “Arrearages” tab of

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KPCO_SR_KPSC_1_16_Attachment1. Amounts more than 90 days past due have increased by more than 1,300%, increasing from \$525,607 in March 2020 to \$7,458,882 as of August 2020. *See* KPCO_SR_KPSC_1_16_Attachment2 at page 2. Arrearage balances continue to increase at a rapid pace, despite the fact that the number of customers subject to disconnection remains largely unchanged, as demonstrated in the Company's supplemental response to KPSC 1-8.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act increased LIHEAP funding by approximately \$900 million nationally, of which \$13,745,001 was released to Kentucky to provide assistance with heating and air conditioning bills. *See* https://www.acf.hhs.gov/sites/default/files/ocs/comm_liheap_supplreleasedclstatesterrsfy2020.pdf. The combination of the relief available through the Company's debt forgiveness proposal, increased LIHEAP funding to those customers who most need it, and payment arrangement assistance offered by the Company, will assist customers to become current on their electric bills as the state and national economies continue to improve.

Kentucky Power has diligently reached out to its customers to inform and assist them in entering into payment arrangements throughout the course of the pandemic, as detailed in the Company's response to KPSC 1-13. Typically, negotiating payment arrangements with customers is a primary method to help customers with their past due balances. However, since the disconnection moratorium began, the number of payment arrangements has decreased significantly. In fact, comparing August 2019 with August 2020, the number of payment arrangements has decreased by approximately 35%. *See* KPCO_SR_KPSC_1_16_Attachment2 at page 5. Since the Company's May 2020 filing, Kentucky Power initiated more than 78,950 courtesy calls to customers with delinquent balances to assist customers with delinquent accounts. *Id.* Of those 78,950 calls, only 1,740, or 2.2%, have resulted in customers scheduling payment arrangements. *Id.* Without the risk of disconnection, customers appear to be less willing to enter into payment arrangements.

Kentucky Power initially agreed with a moratorium on disconnections for non-payment due to COVID-19 impacts to customers, and in fact voluntarily ceased disconnections prior to the Commission's Order to do so. As evidenced by the data presented here, the landscape is different now. The state and local economies are in recovery, and the Commission has more data with which to make an informed decision with regard to resuming disconnections for non-payment. Although suspending disconnection for failure to pay for service and other measures, including waiving late fees and extending payment arrangements, allows customers' to maintain essential utility services for the period of the moratorium, it also provides a disincentive for many customers to address

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growing delinquent balances and thus ultimately makes it more difficult for customers to pay the delinquent amounts. In entering its March 16, 2020 Order establishing the moratorium on disconnections, the Commission emphasized that "[n]othing in this Order should be conveyed as relieving customers from the obligation to pay for service. Yet , the longer the moratorium on disconnections for non-payment continues, the more difficult it will become for those customers to meet that obligation. Ultimately, amounts that are charged off will be a further detriment to Kentucky Power’s credit metrics and will result in increased costs to Kentucky Power’s customers. During the period January through August 2020, Kentucky Power’s monthly factoring expense associated with bad debt more than doubled, increasing from \$258,283 to \$585,386. *See* KPCO_SR_KPSC_1_1_SupplementalAttachment 1 at tab “1_7b.”

As the economy recovers, and the effect of an extended moratorium on disconnections for nonpayment on the willingness, and ultimately the ability, of customers to enter into payment arrangements becomes clearer, other jurisdictions have either lifted their moratoriums or announced a schedule for doing so:

<u>Jurisdiction</u>	<u>End of Moratorium</u>
Public Service Company of Oklahoma	July 20, 2020
Southwestern Electric Power Company (Louisiana)	July 20, 2020
Southwestern Electric Power Company (Texas)	July 20, 2020
Indiana Michigan Power Company (Michigan)	August 3, 2020
Indiana Michigan Power Company (Indiana)	September 8, 2020
Appalachian Power Company (West Virginia)	September 8, 2020
AEP Ohio	September 14, 2020
Appalachian Power Company (Virginia)	September 28, 2020
Appalachian Power Company (Kingsport)	September 28, 2020
Southwestern Electric Power Company (Arkansas)	October 14, 2020

The experience of Public Service Company of Oklahoma (“PSO”), an affiliate of Kentucky Power, following the lifting of the moratorium on disconnections for nonpayment in its service territory on July 20, 2020 is instructive. PSO informed its delinquent customers on June 29, 2020 of the July 20, 2020 expiration of the

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moratorium on disconnections for nonpayment. Eighty percent (approximately 57,600) of the 72,000 delinquent accounts entered into a payment arrangement or remitted payment in full prior to disconnection. An additional eighty percent of the balance, or approximately 11,520 customers, remitted payment following disconnection.

The moratorium on disconnections was an important and necessary step by the Commission and Kentucky Power in the earliest and most uncertain days of the pandemic. But, based upon the data and trends that have developed since then, Kentucky Power respectfully requests that the Commission reconsider its moratorium on disconnections for non-payment and allow the Company to resume its normal credit and collections policy. The lifting of the moratorium would provide customers with the incentive to pay their past due balances or enter into a payment arrangement with flexible payment durations to avoid disconnection. This will both help customers limit or reduce delinquent balances, and return their electric bills to current status, while also lessening the negative consequences associated with charged off amounts discussed above.

[\[1\]](#) May 28, 2020 is the date certain upon which Kentucky Power's pending customer delinquency bill credit proposal that is the subject of Case No. 2020-00176 is based.

Witness: Brian K. West

KPCO_SR_KPSC_1_16_Attachment2

Source: Performance Management J Mark Carr

Age of Delinquent Active Accounts 2020 – March Compared to August

MARCH												
AGE OF OUTSTANDING ACTIVE ACCOUNTS ONLY		MACSS Report MCSR0028										
2020		30 Days		60 Days		90 Days		90+ Days		90 & 90+ Amount	Total No. of Accounts	Total Amount
		No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount			
KENTUCKY POWER COMPANY												
	Ashland	9,128	\$1,953,595	1,488	\$227,504	354	\$53,405	334	\$28,906	\$82,311	11,304	\$2,263,409
	Hazard	7,759	\$2,292,466	1,552	\$289,546	399	\$78,344	393	\$76,722	\$155,066	10,103	\$2,737,078
	Pikeville	10,840	\$3,776,960	2,280	\$962,908	656	\$163,730	517	\$124,500	\$288,230	14,293	\$5,028,098
Operating Company Total		27,727	\$8,023,021	5,320	\$1,479,957	1,409	\$295,479	1,244	\$230,128	\$525,607	35,700	\$10,028,585

80 percent of total delinquency is 30 days outstanding
 15 percent of total delinquency is 60 days outstanding
 3 percent of total delinquency is at 90 days outstanding
 2 percent of total delinquency is 90+ days outstanding
 5 percent of total delinquency is 90 & 90+ days outstanding (gray)



AUGUST												
AGE OF OUTSTANDING ACTIVE ACCOUNTS ONLY		MACSS Report MCSR0028										
2020		30 Days		60 Days		90 Days		90+ Days		90 & 90+ Amount	Total No. of Accounts	Total Amount
		No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount			
KENTUCKY POWER COMPANY												
	Ashland	6,972	\$1,851,760	1,530	\$591,535	709	\$398,358	1,800	\$1,016,393	\$1,414,750	11,011	\$3,858,046
	Hazard	6,002	\$1,767,956	1,403	\$819,783	701	\$657,511	1,844	\$1,212,332	\$1,869,843	9,950	\$4,457,582
	Pikeville	8,189	\$2,588,440	1,909	\$1,393,612	928	\$1,264,204	2,608	\$2,910,085	\$4,174,289	13,634	\$8,156,341
Operating Company Total		21,163	\$6,208,156	4,842	\$2,804,931	2,338	\$2,320,073	6,252	\$5,138,810	\$7,458,882	34,595	\$16,471,969

37 percent of total delinquency is 30 days outstanding – a 22 percent decrease in dollars
 17 percent of total delinquency is 60 days outstanding – an 89 percent increase in dollars
 14 percent of total delinquency is at 90 days outstanding – a 686 percent increase in dollars
 32 percent of total delinquency is 90+ days outstanding – a more than 21 factor increase in dollars
 45 percent of total delinquency is 90 & 90+ days outstanding – a more than 13 factor increase in dollars (gray)



Source: Performance Management J Mark Carr

Active Delinquency by Revenue Class – August '19 to '20 Comparison

AGE OF ACTIVE BILL ACCOUNTS		AUGUST									
		30 Days		60 Days		90 Days		90+ Days		Total	
Year	Revenue Class	No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount	No. of Accts.	Amount
2020	Residential										
	KENTUCKY POWER	18,606	\$4,322,432	4,309	\$1,387,828	2,142	\$913,909	5,762	\$2,256,292	30,819	\$8,880,462
2019	Residential										
	KENTUCKY POWER	26,363	\$5,310,487	4,001	\$429,410	988	\$115,966	1,143	\$148,611	32,495	\$6,004,474
	VARIANCE	-7,757	-988,056	-308	958,418	1,154	797,943	4,619	2,107,681	-1,676	2,875,987
	% VARIANCE	-29.4%	-18.6%	-7.7%	223.2%	116.8%	688.1%	404.1%	1418.3%	-5.2%	47.9%
2020	Commercial										
	KENTUCKY POWER	2,186	\$582,514	477	\$166,904	163	\$105,602	373	\$241,303	3,199	\$1,096,323
2019	Commercial										
	KENTUCKY POWER	3,757	\$688,161	649	\$57,694	75	\$6,703	17	\$1,274	4,498	\$753,832
	VARIANCE	-1,571	-105,646	-172	109,210	88	98,899	356	240,029	-1,299	342,492
	% VARIANCE	-41.8%	-15.4%	-26.5%	189.3%	117.3%	1475.4%	2094.1%	18834.0%	-28.9%	45.4%
2020	Industrial										
	KENTUCKY POWER	66	\$1,083,663	15	\$1,202,156	5	\$1,268,117	71	\$2,556,340	157	\$6,110,276
2019	Industrial										
	KENTUCKY POWER	146	\$960,983	44	\$78,434	4	\$47,050	0	\$0	194	\$1,086,467
	VARIANCE	-80	122,680	-29	1,123,723	1	1,221,067	71	2,556,340	-37	5,023,809
	% VARIANCE	-54.8%	12.8%	-65.9%	1432.7%	25.0%	2595.2%	#DIV/0!	#DIV/0!	-19.1%	462.4%

Residential 30 days outstanding down in both accounts and dollars – 60 days plus outstanding up significantly
 Total number of delinquencies down slightly while total dollars delinquent up by nearly 50 percent
 Extreme Commercial acceleration at 90 days outstanding
 Extreme Industrial acceleration at 60 days outstanding

Source: COC - Craig Davis

Courtesy Calls Running Throughout Moratorium

Dialer-generated calls to delinquent customers

Educate customers on available payment arrangements

Offer direct transfer to agent to execute arrangement or call back option

Execution rate of 2.20 percent

	Total Calls	Arrangements After Call	Percentage
APCo-TN	18821	587	3.12%
APCo-VA	208172	5449	2.62%
APCo-WV	358623	9670	2.70%
Wheeling Power	29594	718	2.43%
Kentucky Power	78950	1740	2.20%
I&M - IN	180377	6606	3.66%
I&M - MI	23981	804	3.35%
AEP Ohio	182548	3894	2.13%
PSO	90193	3489	3.87%
SWEPco-LA	71329	2377	3.33%
SWEPco-TX	49899	1747	3.50%
Total	1292487	37081	2.85%

Source: Performance Management J Mark Carr

Deferred Amount on Active Payment Arrangements

DEFERRED AMOUNT ON ACTIVE PAYMENT AGREEMENTS									
	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	
<u>Amount 20</u>									
Kentucky	\$783,871.87	\$896,260.84	\$767,340.33	\$496,220.81	\$481,692.12	\$724,073.25	\$683,844.48	\$653,815.23	
<u>Number 20</u>									
Kentucky	2,385	2,551	2,276	1,548	1,442	1,809	1,761	1,649	
<u>Amount 19</u>									
Kentucky	\$954,280.99	\$1,165,946.68	\$1,258,746.19	\$1,189,997.99	\$1,048,799.82	\$832,063.24	\$743,946.98	\$735,893.34	
<u>Number 19</u>									
Kentucky	2,653	2,965	3,210	3,194	3,123	2,854	2,642	2,533	
Variance Amount	-\$170,409.12	-\$269,685.84	-\$491,405.86	-\$693,777.18	-\$567,107.70	-\$107,989.99	-\$60,102.50	-\$82,078.11	
Variance Percentage Amount	-18%	-23%	-39%	-58%	-54%	-13%	-8%	-11%	
Variance Number	-268	-414	-934	-1,646	-1,681	-1,045	-881	-884	
Variance Percentage Number	-10%	-14%	-29%	-52%	-54%	-37%	-33%	-35%	

Immediate decline in payment arrangements as moratorium begins
 Improvement observed in June onward attributable to outreach efforts
 Heightened awareness of inability to disconnect likely driving results

Source: Performance Management J Mark Carr

Percent of Active Delinquency to Revenue – '19 to '20

Kentucky	Residential			Commercial			Industrial			Other			Total		
	Delinquency	Revenue	%	Delinquency	Revenue	%	Delinquency	Revenue	%	Delinquency	Revenue	%	Delinquency	Revenue	%
2019															
January	\$6,786,252	\$29,192,172	23.2%	\$749,762	\$14,708,793	5.1%	\$1,994,640	\$15,108,000	13.2%	\$482,485	\$180,529	267.3%	\$10,013,139	\$59,189,494	16.9%
February	\$8,219,013	\$26,068,366	31.5%	\$1,008,088	\$13,331,299	7.6%	\$2,885,627	\$12,280,559	23.5%	\$645,632	\$160,857	401.4%	\$12,758,360	\$51,841,081	24.6%
March	\$6,886,426	\$22,264,030	30.9%	\$879,219	\$12,315,841	7.1%	\$2,026,165	\$12,517,343	16.2%	\$495,294	\$159,431	310.7%	\$10,287,104	\$47,256,645	21.8%
April	\$6,507,752	\$17,768,341	36.6%	\$833,254	\$10,726,185	7.8%	\$1,915,011	\$11,799,654	16.2%	\$468,131	\$157,873	296.5%	\$9,724,148	\$40,452,053	24.0%
May	\$5,424,124	\$14,995,684	36.2%	\$690,164	\$11,878,046	5.8%	\$1,910,470	\$13,782,168	13.9%	\$307,688	\$160,316	191.9%	\$8,332,446	\$40,816,214	20.4%
June	\$4,734,702	\$16,927,905	28.0%	\$615,323	\$12,200,196	5.0%	\$1,002,363	\$12,658,038	7.9%	\$313,486	\$157,878	198.6%	\$6,665,874	\$41,944,017	15.9%
July	\$5,025,818	\$20,016,577	25.1%	\$599,726	\$13,027,503	4.6%	\$1,109,163	\$12,123,078	9.1%	\$296,392	\$159,710	185.6%	\$7,031,099	\$45,326,868	15.5%
August	\$6,004,474	\$20,821,226	28.8%	\$753,832	\$13,206,549	5.7%	\$1,086,467	\$13,117,574	8.3%	\$427,015	\$159,505	267.7%	\$8,271,788	\$47,304,854	17.5%
September	\$6,143,321	\$19,858,589	30.9%	\$729,188	\$13,476,045	5.4%	\$879,427	\$12,711,419	6.9%	\$389,547	\$163,006	239.0%	\$8,141,484	\$46,209,059	17.6%
October	\$5,993,825	\$16,207,074	37.0%	\$692,747	\$11,714,181	5.9%	\$658,436	\$11,395,965	5.8%	\$252,539	\$159,349	158.5%	\$7,597,547	\$39,476,568	19.2%
November	\$5,443,349	\$16,868,220	32.3%	\$671,955	\$11,049,192	6.1%	\$1,053,709	\$11,464,336	9.2%	\$512,915	\$167,638	306.0%	\$7,681,928	\$39,549,386	19.4%
December	\$5,175,631	\$23,961,284	21.6%	\$570,978	\$12,841,757	4.4%	\$3,225,300	\$11,780,576	27.4%	\$321,516	\$175,261	183.4%	\$9,293,425	\$48,758,879	19.1%
Average	\$6,028,724	\$20,412,456	29.5%	\$732,853	\$12,539,632	5.8%	\$1,645,565	\$12,561,559	13.1%	\$409,387	\$163,446	250.5%	\$8,816,528	\$45,677,093	19.3%
2020															
January	\$6,553,708	\$26,113,293	25.1%	\$733,578	\$13,600,761	5.4%	\$2,204,375	\$12,777,450	17.3%	\$436,592	\$179,185	243.7%	\$9,928,252	\$52,670,689	18.8%
February	\$7,508,930	\$22,236,979	33.8%	\$912,285	\$11,948,830	7.6%	\$2,976,779	\$11,071,207	26.9%	\$488,801	\$164,339	297.4%	\$11,886,795	\$45,421,355	26.2%
March	\$6,505,265	\$20,813,706	31.3%	\$764,991	\$11,591,217	6.6%	\$2,191,611	\$10,849,878	20.2%	\$566,719	\$161,097	351.8%	\$10,028,585	\$43,415,899	23.1%
April	\$8,399,906	\$17,309,284	48.5%	\$1,045,514	\$10,309,712	10.1%	\$3,083,781	\$9,920,445	31.1%	\$457,738	\$160,886	284.5%	\$12,986,938	\$37,700,326	34.4%
May	\$7,777,678	\$15,107,577	51.5%	\$1,102,655	\$9,309,167	11.8%	\$3,861,287	\$9,640,841	40.1%	\$413,551	\$155,535	265.9%	\$13,155,172	\$34,213,121	38.5%
June	\$7,418,399	\$16,062,350	46.2%	\$956,800	\$10,037,100	9.5%	\$4,654,594	\$8,695,986	53.5%	\$369,235	\$143,919	256.6%	\$13,399,028	\$34,939,355	38.3%
July	\$7,640,463	\$18,185,158	42.0%	\$1,038,815	\$11,014,167	9.4%	\$5,761,951	\$8,491,137	67.9%	\$431,944	\$144,550	298.8%	\$14,873,172	\$37,835,012	39.3%

1500 bps jump in Residential class in May; 1800 bps in June; 1700 bps in July

5900 bps jump in Industrial class in July

More than double jump in bps for All Classes in June and July

Load losses play a factor in revenue losses but overall delinquency dollars remain larger

Source: Performance Management J Mark Carr

Collection Activity Comparatives – '19 to '20

The inability to undertake any form of meaningful collection activity permits continued growth of past due balances and aging.

Collection Activity Jan - Jul

Kentucky							
D1 Notices	23,371	22,398	20,228	19,965	19,569	17,507	19,402
D2 Notices	0	0	0	0	0	0	0
Direct Collections	11,762	12,100	11,073	11,946	12,269	10,687	11,421
Collection Orders in Print Que	8,517	9,317	8,157	8,570	8,280	6,693	7,312

Kentucky							
D1 Notices	22,438	20,468	21,345	21,914	18,716	19,271	19,804
D2 Notices	0	0	0	0	0	0	0
Direct Collections	11,527	11,229	12,388	15,326	13,564	14,640	14,412
Collection Orders in Print Que	7,552	7,467	3,787	7	40	55	17

Coded as "Disconnected for Nonpayment"		2019							
	January	February	March	April	May	June	July	August	
Kentucky	487	1,112	1,087	1,483	1,383	1,089	903	975	

Coded as "Disconnected for Nonpayment"		2020							
	January	February	March	April	May	June	July	August	
Kentucky	976	668	490	0	0	0	0		

Coded as "Left Notice"		2019							
	January	February	March	April	May	June	July	August	
Kentucky	2,513	1,411	966	510	422	380	692	663	

Coded as "Left Notice"		2020							
	January	February	March	April	May	June	July	August	
Kentucky	1,076	1,211	378	0	0	0	0		

VERIFICATION

The undersigned, Brian K. West, being duly sworn, deposes and states he is the Director of Regulatory Services for Kentucky Power Company, that he has personal knowledge of the matters set forth in the foregoing responses, and that the information contained therein is true correct to the best of his information, knowledge, and belief.



Brian K. West

State of Indiana)
) ss Case No. 2020-00085
County of Allen)

Subscribed and sworn to before me, a Notary Public, in and for said County and State, Brian K. West this 10th day of September, 2020.

Regiana M. Sistevaris
Digitally signed by Regiana M. Sistevaris
Date: 2020.09.10 12:43:59 -04'00'

Regiana M. Sistevaris, Notary Public

My Commission Expires: January 7, 2023