DATA REQUEST

AG_KIUC_1_101 Reference the Blankenship testimony at page 11, wherein he states, "With AMI meters, customers will have near immediate access to their electric usage information with 15-minute interval data, meaning a meter reading every 15 minutes."
a. Explain how KPCo knows this to be true given that the Company has not identified the technological means of providing this service.
b. Explain whether customer access to usage data will be provided by an in-home portal display device, by internet, or some other means. Explain also how the Company will make this service available to customers lacking internet service.
c. Provide cost estimates for making access to usage data with 30-minute, and 60-minute interval periods. The response should also address whether prolonging the interval data by up to 30 or 60 minutes could also prolong the projected lifespan of the communication module that will be used on each AMI meter.

RESPONSE

a. Although a specific vendor has not been selected yet, any future AMI system will have at least the same functionality of the Company's existing AMR meters or better. Current AMI meters in other jurisdictions take a reading every 15 minutes and then upload this information to a headend system every four hours. Once the data is verified, it is then available to customers within 24 hours. In the future, it may be possible to make the information available every four hours. In addition, all existing AMI meters purchased by AEP operating companies have been purchased with ZigBee radios with certificates pre-loaded that enable the utility and its customers to provision their meter to an external device that will read the energy data in the meter. AEP has been investigating this real-time access to data, which is a challenge because the data would need to come directly from the meter using the Zigbee radio. AEP Ohio has piloted a solution provided through a Jade Track/Powerley partnership.

b. Customers will be able to access their energy usage data over the internet through the Company's website via Green Button Download My Data (DMD) or the Customer Engagement Platform. As discussed in the Direct Testimony of Cynthia G. Wiseman, pg. 9, lines 14-19 and pg. 15-16, the Company intends to deploy a Home Energy Management system (referred to as the Customer Engagement Platform) in 2020, which is a tool that allows residential customers to download

energy usage information into an Excel format that is easily transferrable to third parties if the customer so chooses. If customers are lacking internet service, they can call the Company's Customer Operations Center and obtain an Letter of Authorization (LOA) by mail and submit it back to the Company by mail or fax. After the Company receives an LOA signed by the customer, the information can then be provided to the customer by email, fax, or mail.

c. AMI meters are fully capable of recording intervals outside of 15 minutes, but there would have to be IT work for integrations. That IT work has been estimated to cost $200,000. The Company is not aware of any studies that show that prolonging the interval data would affect the projected lifespan of the AMI meter communication module. In addition, all of the Company's affiliates with AMI meters utilize the 15-minute interval, and there are no known failures based on interval length.

September 30, 2020 Amended Response

The Company is amending its response to the subpart (a) to revise the reference in the first sentence from "the Company's existing AMR meters" to "the Company's affiliates' existing AMI meters" to correct a typographical error.

a. Although a specific vendor has not been selected yet, any future AMI system will have at least the same functionality as the Company's affiliates' existing AMI meters, or better. Current AMI meters in other jurisdictions take a reading every 15 minutes and then upload this information to a headend system every four hours. Once the data is verified, it is then available to customers within 24 hours. In the future, it may be possible to make the information available every four hours. In addition, all existing AMI meters purchased by AEP operating companies have been purchased with ZigBee radios with certificates pre-loaded that enable the utility and its customers to provision their meter to an external device that will read the energy data in the meter. AEP has been investigating this real-time access to data, which is a challenge because the data would need to come directly from the meter using the Zigbee radio. AEP Ohio has piloted a solution provided through a Jade Track/Powerley partnership.

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Witness: Stephen D. Blankenship

VERIFICATION

The undersigned, Stephen D. Blankenship, being duly sworn, deposes and says he is a Region Support Manager for Kentucky Power Company that he has personal knowledge of the matters set forth in the forgoing responses and the information contained therein is true and correct to the best of his information, knowledge and belief after reasonable inquiry.

Stephen D. Blankenship

COMMONWEALTH OF KENTUCKY)
) Case No. 2020-00174
COUNTY OF BOYD)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Stephen D. Blankenship, this 28 day of September 2020.

Trisha Nance
Notary Public

Notary ID Number: 632421

My Commission Expires: 9-26-2023