

DATA REQUEST

- 1_1** For the review period of November 1, 2021 through April 30, 2022, identify how many complaints the Company received related to Fuel Adjustment Clause charges and/or high bills in general.
- a. Identify the number of complaints by month.
 - b. Identify the number of complaints related to Fuel Adjustment Clause increases by month.
 - c. Identify complaints of higher bills not attributed to the Fuel Adjustment Clause by month.
 - d. Provide a copy of each complaint (e.g. the complaint was received in writing through email, letter, or message) or the record created related to the complaint (e.g. notes related to complaint received over the phone).
 - e. Provide a copy of any response the Company made to each complaint.
 - f. Provide copies of any responses the Company made generally to complaints.

RESPONSE

- a. The total number of written complaints received between November 1, 2021 through April 30, 2022 related to Fuel Adjustment Clause charges and/or high bills in general:
November 2021 – 0
December 2021 – 4
January 2022 – 107
February 2022 – 76
March 2022 – 11
April 2022 – 5
- b. The number of written complaints received between November 1, 2021 through April 30, 2022 related to increase in Fuel Adjustment Clause:
November 2021 – 0
December 2021 – 1
January 2022 – 18
February 2022 – 15
March 2022 – 3
April 2022 – 0

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- c. The total number of written complaints received between November 1, 2021 through April 30, 2022 attributed to high bill concerns in general:
- November 2021 – 0
 - December 2021 – 3
 - January 2022 – 89
 - February 2022 – 61
 - March 2022 – 8
 - April 2022 - 5
- d.-e. See KPCO_R_AG-KIUC_1_1_Attachment1 for copies of written complaints and Company responses to the same. The Company also has identified an additional source of responsive records of complaints made to the Company by telephone and is in the process of exporting the notes related to the same into a sufficient form to be produced here. The Company anticipates that it will be able to supplement this response on or before November 2, 2022.
- f. The Company communicates with customers through several channels to address topics such as winter bills, usage, energy efficiency tips, fuel costs, optional programs, and assistance programs. Prior to the winter of 2021/2022, the Company provided customers with ways to prepare for winter. The Company provided pertinent information regarding changes to fuel cost, to call center employees to address customer concerns. The Company's Communications Department also participated in several media interviews about high bills and fuel costs in order to respond more broadly to customer concerns.

See KPCO_R_AG-KIUC_1_1_Attachment2 for copies of our news release, emails, bill message and field personnel palm cards.

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Supplemental Response November 2, 2022

- a. The total number of telephonic complaints received between November 1, 2021 through April 30, 2022 related to Fuel Adjustment Clause charges and/or high bills in general:
 - November 2021 – 0
 - December 2021 – 0
 - January 2022 – 1
 - February 2022 – 10
 - March 2022 – 0
 - April 2022 – 0

- b. The number of telephonic complaints received between November 1, 2021 through April 30, 2022 related to increase in Fuel Adjustment Clause:
 - November 2021 – 0
 - December 2021 – 0
 - January 2022 – 1
 - February 2022 – 6
 - March 2022 – 0
 - April 2022 – 0

- c. The total number of telephonic complaints received between November 1, 2021 through April 30, 2022 attributed to high bill concerns in general:
 - November 2021 – 0
 - December 2021 – 0
 - January 2022 – 0
 - February 2022 – 4
 - March 2022 – 0
 - April 2022 – 0

- d. See KPCO_R_AG-KIUC_1_1_Attachment3 for the telephonic complaints received by the Company for the periods of November 1, 2021 through April 30, 2022.

Witness: Scott E. Bishop

CRTN_TS	NOTE_DESC_TX	USER_IDNT_CRTD_CD	BILL_ACCT_NB	CUST_NB	PREM_NB
2022-01-24-19.17.21.587313	HOC SUPERVISOR REVIEWED ACCOUNT FOR COMPLAINT. IF CUSTOMER SHOULD CALL US PLEASE DISCUSS THE INCREASE IN FUEL COST THIS YE	S233508			
2022-02-08-12.03.38.196390	HOC SPECIALIST COMPLAINT - [REDACTED] ADV HIGHER BILL DUE TO HIGHER FUEL COSTS, NOT SURE IF OR HOW MUCH THAT CHARGE WILL CHECK IF FUEL CHARGE HAS DECREASE WITH NEXT BILL AND CALL BACK TO SET UP	S242047			
2022-02-08-12.03.48.013213	HOC SPECIALIST COMPLAINT *** 1ST ATTEMPT - NO ANSWER WILL TRY AGAIN LATER TO CONTACT CUSTOMER REGARDING THEIR HIGH BILL	S262172			
2022-02-08-13.30.31.161434	HOC SPECIALIST COMPLAINT *** 2ND ATTEMPT - NO ANSWER WILL TRY AGAIN LATER TO CONTACT CUSTOMER REGARDING THEIR HIGH BILL	S262172			
2022-02-08-14.54.32.544202	HOC SPECIALIST - COMPLAINT TRACKING - [REDACTED], COLDER TEMPS AND HIGHER FUEL COST CHARGE. QUOTED 169.00 AMP, AD	S242047			
2022-02-08-15.34.15.615155	CONTACT CUSTOMER REGARDING THEIR HIGH BILL. I	S262172			
2022-02-09-14.42.33.706316	HOC REGULATORY INQ*** LEFT VOICE MESSAGE FOR EEDS EXPLANATION OF FUEL CLAUSE	S006408			
2022-02-09-16.30.52.779367	HOC REGULATORY INQ*** LEFT VOICE MESSAGE FORP EDS EXPLANATION OF FUEL CLAUSE	S006408			
2022-02-10-11.27.08.614443	HOC REGULATORY INQ*** SPOKE W/ [REDACTED] WIFE/ DICUSSED RATES/ FUEL CLAUSE/ EXPLAINED AMP// PLACED TREE TRIMMING IO/ AND R	S006408			
2022-02-10-15.03.50.313422	HOC/SPECIALIST - COMPLAINT - WE TRIED TO REAC HIGHER BILLING WAS DUE TO THE INCREASE IN FUEL COST. CUSTOMER IS ALREADY O	S191946			
2022-02-10-15.03.50.313422	HOC/SPECIALIST - COMPLAINT - WE TRIED TO REAC HE INCREASE OF HER BILL WAS DUE TO MORE USAGE AND INCREASE IN FUEL COST. [REDACTED]	S191946			
2022-02-11-10.47.58.590366	HOC/SPECIALIST - COMPLAINT - SPOKE WITH [REDACTED] FUEL COST. MS. [REDACTED] DECLINED THE AVERAGE MONTHLY PLAN AND WAS VERY GRATE	S191946			
2022-02-14-13.38.10.316712	HOC/SPECIALIST - COMPLAINT RESPONSE - 2/14/22 REGARDS TO HER CONCERNS ABOUT HER HIGH BILLING. WE DISCUSS HER BILLING AND	S191946			
2022-02-15-16.10.52.308220	*** HOC REGULATORY INQ/ SPOKE /W [REDACTED] / DISCUSS FUEL CLAUSE/ EXP AMP/ SET CST UP WITH THIS BILL//	S006408			
2022-02-16-11.48.44.627894	HOC SPECIALIST COMPLAINT *** 3RD ATTEMPT - RE. ADVISED THEY WILL BE EXPECTING ANOTHER HIGH BILL FOR 2/24/22 READING AS THE	S262172			

