

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 1 of 2

**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

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 2 of 2

- 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.

Witness: Scott E. Bishop

10/17/22, 2:37 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission**

**Contact Information**

Email Address: [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov)  
 First Name: Rosemary  
 Last Name: Tutt

**Question Reference # 211227-000007**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Bill
Commission Complaint#	2021-02049
Initiated By:	Scott Bishop
Inquiry#	2021-02049
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Customer is requesting an explanation of why her usage is down but bill is high. Commission requests past 3 months of bills, was meter reading actual or estimated and if there was a rate increase. See attachment
StationName:	BUSSEYVILLE
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	MATTIE
Station#:	0079
Was AEP Contacted First?	Yes
Circuit#	05

10/17/22, 2:37 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	Yes
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Scott Bishop
Reason For Delete:	No Value
Severity:	Follow Up
Method of Contact:	E-Mail
Date Created:	12/27/2021 02:21 PM
Initial Contact Date To Customer:	12/27/2021
Initial Response Due:	01/04/2022
Response Date To Commission:	12/29/2021
Due Date TO Commission:	01/04/2022
Billing Account Number:	<span style="background-color: black; color: black;">[REDACTED]</span>

10/17/22, 2:37 PM

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Response By Email (Scott Bishop) (12/29/2021 04:30 PM)

**From:** Scott E Bishop  
**Sent:** Wednesday, December 29, 2021 4:26 PM  
**To:** 'Tutt, Rosemary (PSC)' <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Subject:** RE: 2021\_2049.pdf -Parsons

On December 27, 2021, Customer Operations lead Bias attempted to contact the customer using primary customer phone number on file. The phone number was not in service. Customer Operation lead attempted to use the secondary number on file, which was the same phone number provided in the inquiry. The customer operations lead left a message letting the customer know a high/low billing investigation order has been issued and a local customer service representative would be reaching out. After reviewing the billing/usage, the usage is indeed down 1246kWh from same cycle last year (6162 vs 4916 kWh). The main reason the bill is not lower, as the customer expected, is due to the fuel adjustment on the bill. Last year's December bill was \$712.07, the current bill is \$681.93. The fuel adjustment on the December 2020 bill was a credit of \$26.74, the fuel adjustment on the current bill was \$111.20. This is due to the higher cost of natural gas and/or coal used to produce power at generation plants. The last estimated reading for this premise was 07/23/2021, the five most recent readings have been actual reads.

Customer Operation lead Bias attempted to contact [REDACTED] two more time. Once at 8:30pm on 12/27/2021 and again on 12/28/21 at 10:45am. A voicemail was left each time.

The prior 3 month bills are attached.

Note By (Scott Bishop) (12/29/2021 04:27 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Date:** December 28, 2021 at 11:04:46 AM EST  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocregrinquiries@aep.com](mailto:hocregrinquiries@aep.com)>  
**Subject:** RE: [EXTERNAL] Customer Complaint Tracking - PARSONS

Stevi,

We attempted to contact [REDACTED] on 12/27/21 at approximately 3:40pm. The first number I dialed [REDACTED] came back as number not in service. I dialed the second number [REDACTED] and received a voice mail. We left a message letting customer know a high/low billing investigation order has been issued and a local customer service representative would be reaching out. After reviewing the billing/usage, the usage is indeed down 1246kWh from same cycle last year (6162 vs 4916 kWh). The main reason the bill is not lower, as the customer expected, is due to the fuel adjustment on the bill. Last year's December bill was \$712.07, the current bill is \$681.93. The fuel adjustment on the December 2020 bill was a credit of \$26.74, the fuel adjustment on the current bill was \$111.20. This is due to the higher cost of natural gas and/or coal used to produce power at generation plants. The last estimated reading for this premise was 07/23/2021, the five most recent readings have been actual reads.

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We attempted to contact [REDACTED] two more time. Once at 8:30pm on 12/27/2021 and again on 12/28/21 at 10:45am. A voicemail was left each time.

If we can be of any further assistance please let me know.

Thanks,

Note By (Scott Bishop) (12/27/2021 02:26 PM)

**PSC Narratives: Investigator: ROSEMARY**

**Date: 12/27/2021 2:01:07 PM**

[REDACTED] has called wanting an explanation as to why her usage has gone done but her bill is extremely higher. Customer has compared her usage and it has dropped over 2,000 kwh but her bill is the highest it has every been. Their have been numerous improvements done to help with that but the bill is so high she doesn't know if she pay this month's and is very worried about Jan and Feb. Please provide copies of the past 3 months bills, has the meter readings been estimated or are actual reads, has there been a rate increase, to the PSC.

**File Attachments**

Name	Size	Content Type
• [REDACTED]_2021_2049.pdf	6.61k	application/pdf
• <a href="#">KentuckyPowerBill 2021-10-21</a> [REDACTED].pdf	92.14k	application/pdf
• <a href="#">KentuckyPowerBill 2021-11-19</a> [REDACTED].pdf	95.85k	application/pdf
• <a href="#">KentuckyPowerBill 2021-12-22</a> [REDACTED].pdf	92.92k	application/pdf

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**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov)  
 First Name: Rosemary  
 Last Name: Tutt

**Question Reference # 220112-000000**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00053
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00053
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Wants to know where all this money is going that is charged on his bill, why is he paying all these fees that should be KP responsibility. Please provide the past 3 months of statements to PSC> Thank you.
StationName:	STINNETT
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	REDBIRD
Station#:	3111
Was AEP Contacted First?	No
Circuit#	01

10/17/22, 2:50 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	Telephone
Date Created:	01/12/2022 07:54 AM
Initial Contact Date To Customer:	01/13/2022
Initial Response Due:	01/17/2022
Response Date To Commission:	01/14/2022
Due Date TO Commission:	01/17/2022
Billing Account Number:	██████████



10/17/22, 2:50 PM

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Response By Email (Stevi Cobern) (01/14/2022 05:01 PM)

**From:** Stevi N Cobern  
**Sent:** Friday, January 14, 2022 5:00 PM  
**To:** 'Tutt, Rosemary (PSC)' <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Subject:** RE: 2022\_53.pdf- [REDACTED]

The Company has made multiple attempts to contact Mr. [REDACTED] to discuss his concerns but has been unable to reach him.

On 1/13/2022 representative called number provided by PSC but was told this is wrong number. Representative also called a secondary number on the account but there was no answer or voicemail. A second attempt to reach was made on 1/13/2022 at 5:59 p.m. [REDACTED] answered and advised [REDACTED] was not home but could be reached the following morning. Representative called on 1/14/2022 at 9:57 a.m. and was advised by [REDACTED] to call back after 11 a.m. Representative attempted to call again on 1/14/2022 at 11:54 a.m. but there was no answer and no option to leave a voicemail.

The customer has not attempted to contact the Company back. Copies of bills are attached as requested.

Note By (Stevi Cobern) (01/14/2022 05:01 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Friday, January 14, 2022 12:46 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED] - acct [REDACTED]

Hello Stevi,  
We have made multiple attempts to contact the customer below, with no success.

\*HOC Regulatory Inquiry-I called the phone# on the inquiry and was told it is wrong number. I called the primary phone on the account and it just rang and voicemail never picked up at 1150 am and 350 pm 1/13/2022.

We reached out to phone number [REDACTED] first and was advised this is the [REDACTED] house hold. I called [REDACTED] and his wife advised he was out at a ballgame and wouldn't be back until later, but he could be reached in the morning. 1/13/22 at 5:39pm.

The next attempt was at 9:57am on 1/14/22, at this time his wife requested we call back at 11am at [REDACTED]

We attempted the customer again at 11:54am at [REDACTED] and the phone states it has been disconnected. We attempted the primary number on the account and it just rang, we did not have an option to leave a voicemail.

10/17/22, 2:50 PM

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Attached is the three months bills as requested. If I can be of any other assistance please let me know.

Thank you

Note By (Stevi Cobern) (01/12/2022 07:59 AM)

Please contact customer to discuss line items on bill. December 2021 and January 2022 bills reflect a higher fuel adjustment clause due to higher fuel cost.

Thank you,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">December 2021 Bill.pdf</a>	360.70k	application/pdf
• [REDACTED] <a href="#">January 2022 Bill.pdf</a>	328.64k	application/pdf
• [REDACTED] <a href="#">November 2021 Bill.pdf</a>	357.26k	application/pdf
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.80k	application/pdf

10/17/22, 2:51 PM

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**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov)  
 First Name: Rosemary  
 Last Name: Tutt

**Question Reference # 220113-000004**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00069
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00069
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Customer is questioning why a fuel adjustment is on his bill for \$80.00, "never been on there before"? Tried to explain that charge has been on bills for years, this month is is high due to inflation, the deman is higher than the supply... see attachment
StationName:	WHITESBURG
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	COWAN
Station#:	3091
Was AEP Contacted First?	No

10/17/22, 2:51 PM

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Circuit#	03
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	Telephone
Date Created:	01/13/2022 03:01 PM
Initial Contact Date To Customer:	01/13/2022
Initial Response Due:	01/18/2022
Response Date To Commission:	01/14/2022
Due Date TO Commission:	01/18/2022

10/17/22, 2:51 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (01/14/2022 10:45 AM)

**From:** Stevi N Cobern  
**Sent:** Friday, January 14, 2022 10:44 AM  
**To:** 'Tutt, Rosemary (PSC)' <[Rosemary.Tutt@ky.gov](mailto:Rosemary.Tutt@ky.gov)>  
**Subject:** RE: 2022\_69.pdf [REDACTED]

Customer Operations Lead Ashley (representative) spoke with Mr. [REDACTED] on 1/13/2022 at 5:25 p.m. to discuss customer's concerns. Representative explained increase in Fuel Adjustment Clause on current bill is due to higher fuel cost. Customer was satisfied with the explanation.

Note By (Stevi Cobern) (01/14/2022 10:45 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Thursday, January 13, 2022 5:36 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Good evening,

We called [REDACTED] and went over the fuel cost increase from the attached KY Winter Bill information sheet. The customer was grateful for the call back and the information.

Please let me know if I can be of any further assistance.

Note By (Stevi Cobern) (01/13/2022 03:14 PM)

Please contact Mr. [REDACTED] to discuss increased fuel cost in December 2021 and January 2022.

An article providing details and talking points was added to Knowledge under "New Winter Bill Talking Points for Kentucky."

Thank you,

Stevi

#### File Attachments

Name	Size	Content Type
[REDACTED]_PSC Inquiry Email.pdf	6.87k	application/pdf

10/17/22, 2:53 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220114-000004**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00078
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00078
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Customer says Ky Power is ripping everyone off. He was charged \$97 for the fuel adjustment. With over 100,000 customers, Ky Power is ripping people off. His bill was \$294.64 before Ky Power added \$120 in charges for a total of \$417.22...see attachment
StationName:	TOPMOST
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	DEMA
Station#:	4071
Was AEP Contacted First?	No
Circuit#	01

10/17/22, 2:53 PM

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Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	Telephone
Date Created:	01/14/2022 02:21 PM
Initial Contact Date To Customer:	01/14/2022
Initial Response Due:	01/19/2022
Response Date To Commission:	01/14/2022
Due Date TO Commission:	01/19/2022
Billing Account Number:	<span style="background-color: black; color: black;">XXXXXXXXXX</span>

10/17/22, 2:53 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Response By Email (Stevi Cobern) (01/14/2022 05:15 PM)

**From:** Stevi N Cobern  
**Sent:** Friday, January 14, 2022 5:14 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_78.pdf -- [REDACTED]

Customer Operations Lead Ashley (representative) spoke with Mr. [REDACTED] on 1/14/2022 at 4:20 p.m. Representative explained the fuel adjustment cost is reviewed and adjusted monthly. She further explained this charge is cost only recovery and does not generate any profit for the Company.

Note By (Stevi Cobern) (01/14/2022 05:15 PM)

**From:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Sent:** Friday, January 14, 2022 4:26 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** RE: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Good evening,

We called [REDACTED] and reviewed the increased fuel costs on his most recent electric bill. We did assure the customer, by reviewing with him past fuel rates from his bills, that this is a monthly adjusted rate based on cost alone and is not used for profit for KY Power.

Please let me know if I can be of any further assistance.

Thank you.

Note By (Stevi Cobern) (01/14/2022 02:32 PM)

Please attempt to contact Mr. [REDACTED] at [REDACTED] to discuss fuel adjustment charge on bill.

Thank you,

Stevi

**File Attachments**

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.96k | application/pdf |



10/17/22, 2:57 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220118-000010**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00084
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00084
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Based upon a review of my December 2021 bill, it was concluded there was \$60.00 added to the cost of actual power usage. I would like an explanation for each adjustment, Ryder, etc. which caused the increase in the bill... see attachment
StationName:	FORDS BRANCH
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	ROBINSON CREEK
Station#:	4119
Was AEP Contacted First?	No
Circuit#	02

10/17/22, 2:57 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/18/2022 01:38 PM
Initial Contact Date To Customer:	01/18/2022
Initial Response Due:	01/21/2022
Response Date To Commission:	01/18/2022
Due Date TO Commission:	01/21/2022
Billing Account Number:	<span style="background-color: black; color: black;">XXXXXXXXXX</span>

10/17/22, 2:57 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Response By Email (Stevi Cobern) (01/19/2022 08:42 AM)

**From:** Stevi N Cobern  
**Sent:** Wednesday, January 19, 2022 7:59 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_84.pdf -- [REDACTED]

A copy of our "What's on My Bill" document is attached.

Note By (Stevi Cobern) (01/19/2022 08:42 AM)

**From:** Cummins, Carol J (PSC) <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Sent:** Tuesday, January 18, 2022 5:48 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** [EXTERNAL] RE: 2022\_84.pdf -- [REDACTED]

Thanks. Can you provide a copy of "What's on My Bill"?

Response By Email (Stevi Cobern) (01/18/2022 05:05 PM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 18, 2022 5:05 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_84.pdf -- [REDACTED]

Customer Services Representative Linda (representative) spoke with Ms. [REDACTED] on 1/18/2022. Ms. [REDACTED] wanted to know why the fuel charge was different each month. Representative explained that it depends on our fuel costs and the amount we are allowed to recover for those costs. Representative explained what the fuel adjustment clause is for. Representative also discussed other riders and the dates some of these will no longer be applied to the bill. Representative advised she will mail a copy of "What's on My Bill" and a list of the dates the riders were scheduled to come off the bills. Representative advised she also would enclose her business card with her contact information in the letter, if she has further questions. Ms. [REDACTED] has a security deposit on her account for \$288, representative agreed to apply the deposit to her bill as the account is eligible for a deposit refund. Ms. [REDACTED] appeared happy when the call ended.

Note By (Linda Bevins) (01/18/2022 04:10 PM)

Stevi, I spoke with Ms. [REDACTED] -she wanted to know why the fuel charge was different each month. I explained that it depended upon our cost that we were allowed to recoup. for fuel. I explained to her exactly what the fuel adjustment was for. We also discussed the dated some of the other riders would be coming off the bills. I agreed to mail her a copy of "What's on My Bill" and a list of the dates the riders were scheduled to come off the bills. I also explained we were in the process of selling to Liberty and we didnt have any idea what riders/or if there may be any changes after the sale. I agreed to apply her deposit to her bill she had paid years ago and now has excellent credit. I told her I would enclose my business card with my contact info if she has further questions. She was extremely happy when we hung up.

Note By (Stevi Cobern) (01/18/2022 01:44 PM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 18, 2022 1:43 PM

10/17/22, 2:57 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

**To:** Linda J Bevins <[ljbevins@aep.com](mailto:ljbevins@aep.com)>

**Subject:** [REDACTED] PSC Inquiry

Linda,

I've been assigning inquiries about the FAC to the call center. Since this customer may have questions about other riders and future adjustments, can you try to contact her?

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.97k	application/pdf
• <a href="#">WhatsOnMyBill.pdf</a>	380.43k	application/pdf

10/17/22, 3:04 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220119-000004**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00097
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00097
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Customer's bill from January to August is 10 to 15% more. His bill from January 2021 to January 2022 is up 50%. Explained the fuel adjustment, which is market driven, may be the reason for the increase... see attachment
StationName:	HENRY CLAY
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	REGINA
Station#:	4017
Was AEP Contacted First?	Yes

10/17/22, 3:04 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	Telephone
Date Created:	01/19/2022 09:26 AM
Initial Contact Date To Customer:	01/19/2022
Initial Response Due:	01/24/2022
Response Date To Commission:	01/19/2022
Due Date TO Commission:	01/24/2022

10/17/22, 3:04 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (01/19/2022 02:48 PM)

**From:** Stevi N Cobern  
**Sent:** Wednesday, January 19, 2022 2:47 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_97.pdf -- [REDACTED]

Customer Service Representative Linda (CSR) spoke with Mr. [REDACTED] on 1/19/2022 at 12:00 p.m. and discussed his bill. Mr. [REDACTED] had questions about the fuel adjustment clause. CSR explained what this charges is for and the reason it fluctuates. He was comparing his current bill to a bill in August when he used the exact same amount of kWh. CSR explained there was a difference in number of days in the bills and the cost of several riders, including the fuel adjustment clause are different costs in these months. He understood the reason. CSR will mail him a copy of the riders and a "What's on My Bill" document. He was satisfied with the explanation.

Note By (Linda Bevins) (01/19/2022 12:32 PM)

Mr. [REDACTED] returned my call at aprox 12:00 noon. We discussed billing. He asked questions about the fuel clause adjustment. I explained to him the reason it goes up and down. He was comparing his bill to a bill in August when he used the exact number of KWH. I explained there was a difference in number of days in the bills and the riders are not the same. He understood the reason. I will mail him a copy of the riders :What's on My Bill. He was satisfied with the explanation

Note By (Stevi Cobern) (01/19/2022 11:19 AM)

**From:** Linda J Bevins <[ljbbevins@aep.com](mailto:ljbbevins@aep.com)>  
**Sent:** Wednesday, January 19, 2022 10:57 AM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** RE: [REDACTED] PSC Inquiry

Stevi, I have tried to call Mr. [REDACTED]-no answer-I left a message asking him to return my call.

Note By (Stevi Cobern) (01/19/2022 09:36 AM)

**From:** Stevi N Cobern  
**Sent:** Wednesday, January 19, 2022 9:36 AM  
**To:** Linda J Bevins <[ljbbevins@aep.com](mailto:ljbbevins@aep.com)>  
**Subject:** [REDACTED] PSC Inquiry

Sorry but I have another PSC inquiry for you. Please try to contact Mr. [REDACTED] He already spoke to someone in the call center yesterday.

Thanks,

Stevi

**File Attachments**

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 7.14k | application/pdf |

10/17/22, 3:04 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>



10/17/22, 3:10 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220120-000002**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00122
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00122
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	AEP is robbing the people of Pike County, blind. My home, which isnt huge, has only 2 people (no pets) living in it, and has a few rooms completely shut off from use, to try to save heat. Our thermostat is set at 65F in the winter.. see attachment
StationName:	FORDS BRANCH
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	ROBINSON CREEK
Station#:	4119
Was AEP Contacted First?	No

10/17/22, 3:10 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/20/2022 09:23 AM
Initial Contact Date To Customer:	01/20/2022
Initial Response Due:	01/25/2022
Response Date To Commission:	01/25/2022
Due Date TO Commission:	01/25/2022

10/17/22, 3:10 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (01/25/2022 02:15 PM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 25, 2022 2:14 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_122.pdf -- [REDACTED]

Customer Service Representative Linda (CSR) attempted to contact Ms. [REDACTED] on 1/20/2022 and left a message with her father requesting a call back. CSR attempted to call a second time but there was no answer, left another message on machine. Customer has not returned call to the Company.

Ms. [REDACTED] usage is slightly higher than the previous year. January 2022 usage was 3,826 kWh compared to 3,448 kWh in January 2021. Similarly, December 2021 usage was 3,321 kWh compared to 2,846 kWh in December 2020. The December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (01/25/2022 02:15 PM)

**From:** Linda J Bevins <[ljbbevins@aep.com](mailto:ljbbevins@aep.com)>  
**Sent:** Tuesday, January 25, 2022 1:00 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** FW: [EXTERNAL] WARNING: Initial Response Due Date Reminder

Stevi I have made two attempts to contact this customer. Left two messages asking for a return call-no return call from her.

Note By (Stevi Cobern) (01/21/2022 12:05 PM)

**From:** Linda J Bevins <[ljbbevins@aep.com](mailto:ljbbevins@aep.com)>  
**Sent:** Thursday, January 20, 2022 11:10 AM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** RE: [REDACTED] PSC Inquiry

I got ahold of her father. He will have her call me back.

Note By (Stevi Cobern) (01/20/2022 09:30 AM)

**From:** Stevi N Cobern  
**Sent:** Thursday, January 20, 2022 9:30 AM  
**To:** Linda J Bevins <[ljbbevins@aep.com](mailto:ljbbevins@aep.com)>  
**Subject:** [REDACTED] PSC Inquiry

Linda,

Attached is a PSC inquiry for account [REDACTED]. Please attempt to contact Ms. [REDACTED] to discuss her bill.

Thanks,

Stevi

10/17/22, 3:10 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

**File Attachments**

Name	Size	Content Type
•  <a href="#">PSC Inquiry Email.pdf</a>	7.15k	application/pdf



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220120-000006**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00123
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00123
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	They are grossly overcharging their customers. Fuel adjustments are ridiculous and they are not even reading most meters. Instead they estimate according to the company. We have no other providers available so AEP has quite the monopoly going in this area
StationName:	MAYKING
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	ERMINE
Station#:	3144
Was AEP Contacted First?	No Value

10/17/22, 3:11 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Inciden...>

Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/20/2022 12:55 PM
Initial Contact Date To Customer:	01/20/2022
Initial Response Due:	01/25/2022
Response Date To Commission:	01/21/2022
Due Date TO Commission:	01/25/2022

10/17/22, 3:11 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Inciden...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (01/21/2022 04:27 PM)

**From:** Stevi N Cobern  
**Sent:** Friday, January 21, 2022 1:17 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_123.pdf -- [REDACTED]

Customer Operations Leads (Denna, Ashley and Laura) attempted to contact Ms. [REDACTED] on 1/20/2022 at 2:05 p.m. and 6:30 p.m. and again on 1/21/2022 12:00 p.m.

Usage is similar to previous winter usage. This account opened in September 2020. All monthly meter readings since that time have been based on actual readings obtained through radio frequency (RF) meter.

Customer has not returned a call to the Company.

Note By (Stevi Cobern) (01/21/2022 04:27 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Friday, January 21, 2022 12:28 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,  
We have attempted to contact this customer on three separate occasions, with a voicemail left each time. The first was 1/20/22 at 2:05pm, the second was on 1/20/22 at 6:32pm and the third was 1/21/22 at 11:58am.

If we can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (01/20/2022 12:58 PM)

Please attempt to contact Ms. [REDACTED] to discuss fuel adjustment cost. Customer states meter not being read but reading show as actual (RF) readings.

Thank you,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.87k	application/pdf

10/17/22, 3:15 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220124-000002**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00150
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00150
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	They charge excessive amounts for the use of electricity. There is no excuse for this. There needs to be an investigation. The prices need to be lower.
StationName:	ELWOOD
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	DORTON
Station#:	4010
Was AEP Contacted First?	No Value
Circuit#	01
Improvement Opportunity:	No Value



10/17/22, 3:15 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/24/2022 11:16 AM
Initial Contact Date To Customer:	01/24/2022
Initial Response Due:	01/27/2022
Response Date To Commission:	01/25/2022
Due Date TO Commission:	01/27/2022
Billing Account Number:	[REDACTED]

Response By Email (Stevi Cobern) (01/25/2022 10:51 AM)

10/17/22, 3:15 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 25, 2022 10:50 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_150.pdf -- [REDACTED]

Ms. [REDACTED] fuel adjustment cost for current bill is \$86.30 compared to \$49.93 in December 2021 and \$9.48 in November 2021. All reading for the last year were based on actual readings except February 2021 which was estimated during ice storm.

Note By (Stevi Cobern) (01/25/2022 10:51 AM)

**From:** Cummins, Carol J (PSC) <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Sent:** Tuesday, January 25, 2022 9:36 AM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** [EXTERNAL] RE: 2022\_150.pdf -- [REDACTED]

Thanks. Was customer's bill higher due to the fuel adjustment? Is the bill based on actual meter readings?

Response By Email (Stevi Cobern) (01/25/2022 08:08 AM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 25, 2022 8:07 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_150.pdf -- [REDACTED]

Customer Operations Lead Laura (representative) spoke with Ms. [REDACTED] on 1/24/2022. Representative discussed the recent rate case with Ms. [REDACTED] and reviewed different charges on the bill. Representative also discussed what could be using the most power in her home. Representative mailed a customer fact sheet on heating and cooling her home to customer. Ms. [REDACTED] is not happy with the rates, but appreciated the Company reaching out to her.

Note By (Stevi Cobern) (01/25/2022 08:08 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Monday, January 24, 2022 1:46 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi,

We spoke with Mrs. [REDACTED], we discussed her use, the recent rate case, went over the different parts of the bill and what is using power in her home. Mailed customer fact sheet on heating and cooling her home. Mrs. [REDACTED] is not happy with the rates, but appreciated us reaching out to her

Note By (Stevi Cobern) (01/24/2022 11:20 AM)

Please attempt to contact Ms. [REDACTED] to discuss her concerns with bill amount/charges.

10/17/22, 3:15 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Thank you,  
Stevi

**File Attachments**

<b>Name</b>	<b>Size</b>	<b>Content Type</b>
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.78k	application/pdf



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220124-000003**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00151
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00151
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	The amount of taxes and fees added to our electric bill is unreal. In the previous 12 months the amount of fuel adjustment cost has went from never being over \$10 to \$161.00 a month. We freeze in our house, we changed to LED bulbs... see attachment
StationName:	FORDS BRANCH
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	ROBINSON CREEK
Station#:	4119
Was AEP Contacted First?	No

10/17/22, 3:16 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/24/2022 11:23 AM
Initial Contact Date To Customer:	01/24/2022
Initial Response Due:	01/27/2022
Response Date To Commission:	01/26/2022
Due Date TO Commission:	01/27/2022

10/17/22, 3:16 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (01/26/2022 09:19 AM)

**From:** Stevi N Cobern

**Sent:** Wednesday, January 26, 2022 9:19 AM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Subject:** RE: 2022\_151.pdf -- [REDACTED]

Customer Service Representative Linda (CSR) attempted to contact Mr. [REDACTED] on 1/24/2022 at 12:00 p.m. but there was no answer and his voicemail would not accept a message. CSR attempted to call a second time on 1/25/2022 at 1:00 p.m. but again there was no answer and no option to leave a message.

Mr. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (01/26/2022 09:19 AM)

**From:** Linda J Bevins <[ljbevins@aep.com](mailto:ljbevins@aep.com)>

**Sent:** Tuesday, January 25, 2022 1:01 PM

**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

I have attempted to call this customer again today. No answer and no machine to leave a message.

Note By (Stevi Cobern) (01/25/2022 07:31 AM)

**From:** Linda J Bevins <[ljbevins@aep.com](mailto:ljbevins@aep.com)>

**Sent:** Monday, January 24, 2022 12:00 PM

**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

I tried to call Mr. [REDACTED]. No answer-His machine would not accept a message. Do you want me to update the inquiry?

Note By (Stevi Cobern) (01/24/2022 11:26 AM)

Please attempt to contact Mr. [REDACTED] to discuss bill charges.

Thanks,

Stevi

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.98k | application/pdf |

10/18/22, 7:28 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220124-000013**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00173
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00173
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Outrageous powerbill fuel Cost 80.00 it's crazy people can't afford this.
StationName:	HENRY CLAY
CAC Group:	Kentucky_Power_C_&_DS_-_Ashland
Circuit Name:	ASHCAMP
Station#:	4017
Was AEP Contacted First?	No
Circuit#	03
Improvement Opportunity:	No Value
Improvement:	No Value

10/18/22, 7:28 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

### Additional Contact

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

### Recommendations

Customer Perception:	No Value
Customer Satisfied:	No Value

### Incident

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/24/2022 12:32 PM
Initial Contact Date To Customer:	01/24/2022
Initial Response Due:	01/27/2022
Response Date To Commission:	01/25/2022
Due Date TO Commission:	01/27/2022
Billing Account Number:	██████████

Response By Email (Stevi Cobern) (01/25/2022 11:57 AM)  
**From:** Stevi N Cobern  
**Sent:** Tuesday, January 25, 2022 11:56 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_173.pdf -- ██████████



10/18/22, 7:28 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Customer Service Representative Debbie (CSR) spoke with [REDACTED] on 1/24/2022 at 1:05 p.m. CSR contacted the phone number provided by PSC. Female answered, CSR explained why she was calling and asked if she should speak with her or Mr. [REDACTED]. Ms. [REDACTED] said we could speak to her. CSR explained she was a bit confused because the inquiry comments said their fuel cost for this month were \$80.00 and our records indicate it was \$20.90. Ms. [REDACTED] advised she was talking about two bills and had added them together. The other address is 1857 Sycamore Rd. CSR accessed that account and the account is in the name of [REDACTED]. CSR asked about the difference in names, she said she was [REDACTED] and [REDACTED] is her father.

CSR explained both accounts did not have historical information to determine if their usage was up in comparison to previous usage. Her account opened December 2020 and her father's account opened in February 2021. CSR advised our last rate increase was in January 2021 and she was correct, there was an increase in fuel costs for December 2021 and January 2022. CSR advised the charges fluctuate month to month and as an example advised on her account last January that her fuel costs were a credit of -\$9.10 in comparison to a debit this year in the amount of \$63.60 on her December bill. CSR was in the process of further explaining the fuel charges when the customer either hung up or the call dropped. CSR tried to call her back two times but there was no answer or option to leave voicemail. Both accounts referenced have had actual meter readings every months since opened.

Note By (Debra Kahn) (01/24/2022 01:35 PM)

[REDACTED]  
1/24/22 1:05 PM

Customer references fuel cost of \$80.00. Fuel cost on his December bill was 20.90. CSR Debbie Kahn contacted phone # on complaint. I told her why I was calling and asked if I should speak with her or Mr. [REDACTED]. She said I could speak to her. I told her I was a bit confused because the comments said their fuel costs for this month were \$80.00 and our records indicate it was \$20.90. She then advised she was talking about 2 bills and had added them together. The other address is 1857 Sycamore Rd. I pulled that account up and the account is in [REDACTED]. When I asked about the difference in names, she said she was [REDACTED] and [REDACTED] is her father. She indicated at that time that she had lodged two inquiries with the Commission. I advised our conversation would apply to both accounts and she appeared to be in agreement.

I explained both accounts did not have historical information to determine if their usage was up in comparison to previous use. (Her account opened December, 2020 & Dad's account opened February 2021.) I advised our last rate increase was in January 2021 and she was correct, there was a spike in fuel costs in December, 2021 and also in January, 2022. I advised the charges fluctuate month to month and as an example advised on her account last January that her fuel costs were a credit of 9.10 in comparison to a debit this year in the amount of 63.60 on her 12/21/21 billing. I was in the process of further explaining the fuel charges and

10/18/22, 7:28 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

she either hung up on me or the call dropped. I tried to call her back two times & no answer or option to leave voicemail.

Note By (Stevi Cobern) (01/24/2022 12:33 PM)

Please attempt to contact Mr. [REDACTED] to discuss bill charges and fuel cost.

Thank you,

Stevi

**File Attachments**

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.75k	application/pdf

10/18/22, 7:42 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220124-000022**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00179
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00179
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My concern is that my December power bill was \$243 and my January power bill is \$341. We did absolutely nothing different. Never changed the thermostat. Yet our bill raised that much. Also what is the fuel adjustment charge on the bill????
StationName:	SOUTH PIKEVILLE
CAC Group:	Kentucky_Power_C_&_DS_-_Ashland
Circuit Name:	PIKEVILLE
Station#:	4105
Was AEP Contacted First?	No
Circuit#	01

10/18/22, 7:42 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/24/2022 01:11 PM
Initial Contact Date To Customer:	01/24/2022
Initial Response Due:	01/27/2022
Response Date To Commission:	01/25/2022
Due Date TO Commission:	01/27/2022
Billing Account Number:	[REDACTED]

10/18/22, 7:42 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Response By Email (Stevi Cobern) (01/25/2022 11:37 AM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 25, 2022 11:36 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_179.pdf -- Justice

Customer Service Representative Debbie (CSR) spoke with Mrs. [REDACTED] on 1/24/2022 at 3:40 p.m. Mrs. [REDACTED] was not aware her husband had contacted the PSC but said it was okay to discuss with her. CSR advised Mrs. [REDACTED] her husband was correct, their usage for the same respective bill period is less than what they used last year for January. Their January 2021 usage was 2160 kWh in comparison to January, 2022 usage was 1993 kWh but the fuel adjustment charge this year was \$70.97 in comparison to a credit last year of -\$8.08. CSR explained the fuel adjustment clause, that the cost changes monthly, and can be either a debit or credit. Mrs. [REDACTED] appeared to understand. She appreciated the call and the explanation. All meter readings for the last year have been based on actual readings.

Note By (Debra Kahn) (01/24/2022 03:55 PM)

[REDACTED]  
1/24/22 3:40 PM

CSR Debbie Kahn spoke to Mrs. [REDACTED]. She was not aware her husband had contacted the PSC but said it's ok to discuss with her.

Customer was advised her husband was correct, their use for the same respective bill period is less than what they used last year for January ( January 2021 – 2160 kwh in comparison to January, 2022 - 1993 kwh) but that the fuel charge this year was \$70.97 in comparison to a credit last year of \$8.08. CSR explained the fuel adjustment clause, that the charges change monthly and are sometimes a debit and sometimes a credit.

Customer appears to understand and seemed to appreciate the call and the explanation.

Note By (Stevi Cobern) (01/24/2022 01:21 PM)

Please attempt to contact Mr. [REDACTED] to discuss billing concerns.

Thank you,

Stevi

**File Attachments**

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.85k	application/pdf

10/18/22, 7:57 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220124-000026**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	KPCO 2022-00184
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00184
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	All of the extra charges, like fuel adjustment being 60 dollars. Extra surcharges....there will be an aditiinal 100 dollars past your Electric bill...please help
StationName:	ELWOOD
CAC Group:	Kentucky_Power_C_&_DS_-_Ashland
Circuit Name:	VIRGIE
Station#:	4010
Was AEP Contacted First?	No
Circuit#	02
Improvement	No Value

10/18/22, 7:57 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Opportunity:	
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/24/2022 01:46 PM
Initial Contact Date To Customer:	01/25/2022
Initial Response Due:	01/27/2022
Response Date To Commission:	01/25/2022
Due Date TO Commission:	01/27/2022
Billing Account Number:	

Note By (Stevi Cobern) (01/25/2022 04:26 PM)

10/18/22, 7:57 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

**From:** Stevi N Cobern  
**Sent:** Tuesday, January 25, 2022 4:26 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_184.pdf -- [REDACTED]

Customer Service Representative Debbie (CSR) spoke with Ms. [REDACTED] on 1/25/2022. CSR explained fuel adjustment charge was higher on December and January bills resulting in a \$99.39 debit in January in comparison to last January's credit of -\$6.81. CSR explained fuel charges change monthly and are filed with the Public Service Commission. CSR advised it's her understanding February fuel costs are expected to be reduced in comparison to the last two months.

CSR advised their most recent bill was a 35 day bill period and she noticed usage goes up some each winter season. CSR asked what her heat source is and Ms. [REDACTED] said they used to have a heat pump but it broke several years ago and they now use propane. CSR asked if she has any electric heaters and customer said yes. CSR advised the heater is likely the cause for the increase during winter months as customer said she has used it every year in their bathroom. CSR advised space heaters can run usage up dependent on wattage and asked if it had a thermostat. Customer said yes it does have a thermostat so it isn't running all day.

Ms. [REDACTED] referenced other line items on the bill in the PSC inquiry. CSR offered to send her "What's On My Bill" information sheet which explains each line item. Customer indicated she would like to receive the information. CSR mailed information and provided her contact information if customer has any questions or would like to discuss further after she has a chance to review the information. Ms. [REDACTED] appeared to appreciate the call.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Debra Kahn) (01/25/2022 11:27 AM)

1/25/22 10:56 AM

Ms. [REDACTED] returned call. CSR explained fuel adjustment charge took a spike in December and January this year resulting in a 99.39 debit in January in comparison to last January's credit of 6.81. CSR explained fuel charges change monthly and are filed with the Public Service Commission. CSR advised it's her understanding February fuel costs are expected to be reduced in comparison to the last two months.

CSR advised most recent bill was a 35 day bill period & noticed use goes up some each winter season. CSR asked what her heat source is & customer said they used to have a heat pump here but it broke several years ago and they now use propane. CSR asked if she has any electric heaters and customer said yes. Advised this likely allows for the increase during winter months as customer said she has used it every year in their bathroom. CSR advised space heaters can run usage up dependent on wattage and asked if it had a thermostat. Customer said yes it does have a thermostat so it isn't running all day.



10/18/22, 7:57 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Customer had referenced other line items on the inquiry. CSR offered to send her "What's On My Bill" information sheet which explains each line item. Customer indicated she would like to receive the information. CSR mailed information and provided her contact information if customer has any questions or would like to discuss further after she has a chance to review the information.

Customer appeared to appreciate the contact.

Note By (Debra Kahn) (01/25/2022 10:32 AM)

1/25/22 10:28 AM

[REDACTED]

CSR Debbie Kahn made 2nd attempt to contact customer. No answer, received message to leave a message but then another immediately follows indicating mailbox can't accept more messages.

Note By (Debra Kahn) (01/24/2022 04:09 PM)

1/24/22 4:07 PM

CSR Debbie Kahn attempted to contact customer. No answer and no option to leave voicemail. Will try again later.

Note By (Stevi Cobern) (01/24/2022 01:53 PM)

Please attempt to contact customer to discuss bill charges. PSC form lists name as [REDACTED] with contact [REDACTED]. This phone number is associated with address at [REDACTED] however PSC form lists address as [REDACTED]. Complaint entered on account associated with [REDACTED].

Thank you,

Stevi

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.78k | application/pdf |

10/18/22, 8:24 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission - [REDACTED] PSC Inquiry**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220128-000018**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00262
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00262
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Kentucky Power is continuously increasing our electric bill. It's getting to the point of choosing electric or food on my table. My family lives on a fixed income and there is no way we can continue to keep paying these outrageous electric bills
StationName:	HENRY CLAY
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	REGINA
Station#:	4017
Was AEP Contacted First?	No
Circuit#	02

10/18/22, 8:24 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/28/2022 01:02 PM
Initial Contact Date To Customer:	01/28/2022
Initial Response Due:	02/02/2022
Response Date To Commission:	01/31/2022
Due Date TO Commission:	02/02/2022
Billing Account Number:	<span style="background-color: black; color: black;">[REDACTED]</span>

10/18/22, 8:24 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Response By Email (Stevi Cobern) (01/31/2022 10:22 AM)

**From:** Stevi N Cobern  
**Sent:** Monday, January 31, 2022 10:22 AM  
**To:** Cummins, Carol J (PSC) <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_262.pdf -- [REDACTED]

Customer Operations Lead Ashley (representative) attempted to contact Ms. [REDACTED] on 1/28/2022 at 1:44 p.m. and left a message. Ms. [REDACTED] called back later that day and spoke with representative (Taylor). Representative reviewed the bill and explained the charges. Representative also discussed payment arrangements options. No arrangement was set up at this time.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (01/31/2022 10:22 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Friday, January 28, 2022 6:00 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi,  
We attempted to contact [REDACTED] today at 1:44pm and left a voicemail. The customer called back and we went over the bill, explained the charges and discussed different payment arrangements we offer. No arrangement was set up at this time.

If we can be of any other assistance please let me know.

Note By (Stevi Cobern) (01/28/2022 01:05 PM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Thank you,

Stevi

**File Attachments**

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	7.01k	application/pdf

10/18/22, 9:12 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220131-000011**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	2022-00286
Initiated By:	Scott Bishop
Inquiry#	2022-00286
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My bill is actual \$188 and after taxes is \$272. I feel that the fuel adjustment is price gouging. I live on \$885 a month. I keep my house at 65° now I will drop to living in 2 rooms of my home and dropping the temp to 62° I dont think any disabled and fix
StationName:	47TH STREET
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	CATLETTSBURG
Station#:	0080
Was AEP Contacted First?	No

10/18/22, 9:12 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	03
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Scott Bishop
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/31/2022 12:14 PM
Initial Contact Date To Customer:	01/31/2022
Initial Response Due:	02/03/2022
Response Date To Commission:	02/01/2022
Due Date TO Commission:	02/03/2022

10/18/22, 9:12 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/01/2022 12:16 PM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, February 1, 2022 12:15 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_286.pdf -- [REDACTED]

Customer Operations Specialist Babette (representative) attempted to contact Ms. [REDACTED] multiple times on 1/31/2022. First attempt to contact was made at 12:32 p.m., second attempt to contact was at 2:37 p.m., and third attempt to contact was at 3:10 p.m. On each call there was no answer and a message was left requesting a return call. Ms. [REDACTED] called the Company at 1:37 p.m. but only wanted to confirm her balance due is \$0 and did not request to discuss billing concerns. No additional call back to the Company has been received.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/01/2022 12:16 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Monday, January 31, 2022 5:49 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,  
On 1/31/22 made first attempt to reach customer, left message for call back at 12:32 pm. Second attempt made at 2:37 Pm, system shows customer called in at around 1:37 pm, notes only show customer was quoted balance. Third attempt made at 3:10 pm, left message for call back about complaint.

If we can be of any other assistance, please let me know.

Thank you

Note By (Scott Bishop) (01/31/2022 12:16 PM)

Please contact customer to explain high bill.

#### File Attachments

Name	Size	Content Type
• <a href="#">2022_286 - [REDACTED].pdf</a>	6.72k	application/pdf

10/18/22, 10:09 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220131-000027**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Bill
Commission Complaint#	KPCO 2022-00297
Initiated By:	Scott Bishop
Inquiry#	KPCO 2022-00297
Contact Customer:	Yes
Cause:	No Value
Phone#	No Value
Customer Requested Action:	It is very concerning that our power bill has increased by hundreds of dollars over the past couple of months. While I realize it is winter, we are heating our home with propane in order to keep our heat pump from running, we didn't put up Christmas light
StationName:	JOHNS CREEK
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	RACCOON
Station#:	4118
Was AEP Contacted First?	No



10/18/22, 10:09 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Scott Bishop
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/31/2022 01:52 PM
Initial Contact Date To Customer:	01/31/2022
Initial Response Due:	02/03/2022
Response Date To Commission:	02/01/2022
Due Date TO Commission:	02/03/2022

10/18/22, 10:09 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/01/2022 02:05 PM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, February 1, 2022 2:05 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_297.pdf -- Griffith

Customer Operations Lead Sarah (representative) attempted to contact Ms. [REDACTED] multiple times on 1/31/2022. First attempt to contact was made at 5:21 p.m., second attempt to contact was at 6:51 p.m., and third attempt to contact was at 8:21 p.m. On each call there was no answer and a message was left requesting a return call twice. Ms. [REDACTED] has not returned a call to the Company.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/01/2022 02:05 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Tuesday, February 1, 2022 5:57 AM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,  
We reached out to Mr. [REDACTED] at 5:21pm, 6:51pm, and 8:21pm, and each time we received his voicemail. we left a message with the first and third call attempt.

If we can be of any other assistance, please let me know.  
Thank you,

Note By (Scott Bishop) (01/31/2022 01:54 PM)

Please contact the customer regarding the high bill.

#### File Attachments

Name	Size	Content Type
• <a href="#">2022_297 - [REDACTED].pdf</a>	6.77k	application/pdf

10/18/22, 10:03 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220131-000031**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Bill
Commission Complaint#	KPCO 2022-00304
Initiated By:	Scott Bishop
Inquiry#	KPCO 2022-00304
Contact Customer:	Yes
Cause:	No Value
Phone#	No Value
Customer Requested Action:	My bill is actual \$188 and after taxes is \$272. I feel that the fuel adjustment is price gouging. I live on \$885 a month. I keep my house at 65° now I will drop to living in 2 rooms of my home and dropping the temp to 62° I dont think any disabled and fix
StationName:	FORDS BRANCH
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	ROBINSON CREEK
Station#:	4119
Was AEP Contacted First?	Yes

10/18/22, 10:03 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Scott Bishop
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/31/2022 02:08 PM
Initial Contact Date To Customer:	01/31/2022
Initial Response Due:	02/03/2022
Response Date To Commission:	02/01/2022
Due Date TO Commission:	02/03/2022

10/18/22, 10:03 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/01/2022 01:22 PM)

**From:** Stevi N Cobern

**Sent:** Tuesday, February 1, 2022 1:21 PM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Subject:** RE: 2022\_304.pdf -- [REDACTED]

Customer Operations Lead Sierra (representative) spoke to Mr. [REDACTED] on 1/31/2022. Representative and Mr. [REDACTED] discussed the fluctuation in the fuel adjustment cost and effect on current bill. While Mr. [REDACTED] is frustrated with the rising costs for him and his community, he was understanding after the changes in billing were explained to him. Representative also advised him of the Average Monthly Payment (AMP) plan and payment arrangement options available if needed.

Mr. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/01/2022 01:22 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>

**Sent:** Monday, January 31, 2022 7:39 PM

**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>

**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,

We spoke with [REDACTED] and discussed the fluctuation in fuel rate as well as rate change active with the current bill. While the customer is frustrated with the rising costs for him and his community, he was understanding after the changes in billing were explained to him. We also advised him of the AMP and payment arrangement options available if needed.

If we can be of any other assistance, please let me know.

Thank you!

Note By (Scott Bishop) (01/31/2022 02:11 PM)

Please contact the customer regarding the high bill.

#### File Attachments

- | Name  | Size  | Content Type    |
|---|-------|-----------------|
| • <a href="#">2022_304 - [REDACTED].pdf</a> | 6.74k | application/pdf |

10/18/22, 10:24 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220131-000016**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00323
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00323
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	AEP is charging individuals more in a month than other companies charge in a year. I live in a 16/80 single wide mobile home, which is an energy efficient model, and each month my electric bill continues to climb.. see attachment
StationName:	HENRY CLAY
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	REGINA
Station#:	4017
Was AEP Contacted First?	No
Circuit#	02

10/18/22, 10:24 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/31/2022 12:29 PM
Initial Contact Date To Customer:	01/31/2022
Initial Response Due:	02/03/2022
Response Date To Commission:	02/03/2022
Due Date TO Commission:	02/03/2022
Billing Account Number:	<span style="background-color: black; color: black;">[REDACTED]</span>

10/18/22, 10:24 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Note By (Linda Bevins) (02/03/2022 09:33 AM)

2/2/22 At Aprox 4:00 PM I spoke with Mr. [REDACTED]. He wanted to sign up for AMP he also wanted a pay agreement, which I established. He was satisfied when we hung up.

Note By (Lerah Scott) (02/03/2022 09:18 AM)

**From:** Lerah M Scott

**Sent:** Thursday, February 3, 2022 9:18 AM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Cc:** 'Stevi N Cobern ([sncobern@aep.com](mailto:sncobern@aep.com))' <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Subject:** RE: 2022\_323.pdf -- [REDACTED]

Company Representative Linda attempted to contact Ms. [REDACTED] on 1/31/2022. There was no answer but direct contact information was provided. At approximately 5:30 on 1/31/2022 Company Representative spoke with Ms. [REDACTED] and discussed the fuel adjustment clause. Ms. [REDACTED] was upset over the increase. Company Representative stated that the Company's average monthly payment plan (AMP) may be of interest. Ms. [REDACTED] stated she wanted to discuss with her husband further.

On 2/1/22 at approximately 4:45 the Company Representative spoke with Mr. [REDACTED] whom was interested in further discussing the option of AMP. Company Representative attempted to contact Mr. [REDACTED] again on 2/2/22 to follow up with establishing AMP but has not received a return call.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.



**LERAH M SCOTT | REGULATORY CONSULTANT**

[LMSCOTT@AEP.COM](mailto:LMSCOTT@AEP.COM) | D:606.327.2609

1645 WINCHESTER AVENUE, ASHLAND, KY 41101

**From:** Cummins, Carol J (PSC) <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Sent:** Monday, January 31, 2022 12:13 PM

**To:** Amy J Elliott <[ajelliott@aep.com](mailto:ajelliott@aep.com)>; Lerah M Scott <[lmScott@aep.com](mailto:lmScott@aep.com)>; Scott E Bishop <[sebishop@aep.com](mailto:sebishop@aep.com)>; Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Subject:** [EXTERNAL] 2022\_323.pdf -- [REDACTED]

This is an **EXTERNAL** email. **STOP. THINK** before you **CLICK** links or **OPEN** attachments. If suspicious please click the '**Report to Incidents**' button in Outlook or forward to [incidents@aep.com](mailto:incidents@aep.com) from a mobile device.

Thanks!

Note By (Linda Bevins) (02/02/2022 12:25 PM)

2/1/22 At aprox 4:45 pm I spoke with Mr. [REDACTED]-discussed AMP and a pay agreement. I have tried to call him back again this morning to verify agreement but no answer..I have left a message asking for a return call.

Note By (Linda Bevins) (01/31/2022 05:51 PM)

1/31/22 at aprox 5:30 pm Ms. [REDACTED] returned my call. We discussed the high bills and the fuels adjustment. She was very upset over this. She mentioned



10/18/22, 10:24 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

there was a group trying to get attention to the power bills with the AG and PSC. She knows she will need to pay her bill which I told her we could offer a pay agreement or she might want to think about going on AMP. She was very pleasant at the end of the call and said she would speak with her husband and call me back tomorrow. This same customer had made a complaint for her husband's grandmother Glenda [REDACTED].

Note By (Linda Bevins) (01/31/2022 01:09 PM)

1/31/22 at aprox 1:05 PM I attempted to call this customer to discuss his billing concerns. No answer but was able to leave a message asking for a return call.

Note By (Stevi Cobern) (01/31/2022 12:31 PM)

Please attempt to contact Ms. [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
• <a href="#">R [REDACTED] PSC Inquiry Email.pdf</a>	7.27k	application/pdf

10/18/22, 9:46 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220131-000045**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00332
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00332
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My bill has doubled each month since november. They never stated why but said that it was a fuel increase of their own power company.. that has nothing to do with my usage. They increase the rates so often and increase wages for their employees but cant
StationName:	COLEMAN
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	CALLOWAY
Station#:	4083
Was AEP Contacted First?	Yes

10/18/22, 9:46 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	04
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	01/31/2022 03:55 PM
Initial Contact Date To Customer:	01/31/2022
Initial Response Due:	02/03/2022
Response Date To Commission:	02/03/2022
Due Date TO Commission:	02/03/2022

10/18/22, 9:46 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Scott Bishop) (02/03/2022 12:54 PM)

**From:** Scott E Bishop

**Sent:** Thursday, February 3, 2022 12:53 PM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Cc:** Stevi N Cobern ([sncobern@aep.com](mailto:sncobern@aep.com)) <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Subject:** RE: 2022\_332.pdf -- [REDACTED]

Customer Services Account Representative Bevins (representative) attempted to contact Mr. [REDACTED] at 4:15 p.m. on January 31, 2022. There was no answer but a message was left requesting a callback. Mr. [REDACTED] had a high bill order that was working on January 13, 2022. At the end of the order, Mrs. [REDACTED] was satisfied with the explanation and an outcome and declined a meter test. Representative attempted to contact Mr. [REDACTED] at 3:15 p.m. on February 1, 2022 but there was not answer. A second message was left asking for a callback to discuss the high bill inquiry.

Mr. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Linda Bevins) (02/01/2022 03:18 PM)

2/1/22 At aprox 3:15 PM I attempted to call this customer again no answer..I left a second message asking for a call back if they would like to discuss high bill inquiry

Note By (Linda Bevins) (01/31/2022 04:22 PM)

1/31/22 Aprox 4:15 PM I attempted to call Ms. [REDACTED] discuss her issues/ no answer but left a message for a callback. She stated in the claim her bill had doubled since Nov. In Oct She used 1302 KWH, Nov 2226, Dec 2907, Jan 2376.

On Jan 13 a high bill order was worked with Ms. [REDACTED] and closed out she was satisfied with the outcome and declined a meter test.

Note By (Stevi Cobern) (01/31/2022 03:58 PM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	7.03k	application/pdf

10/18/22, 10:35 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220202-000010**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00490
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00490
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My electric bill (AEP) has 7 more taxes on their bill than Big Sandy RECC and is like to know why one company can charge that and the other doesnt. 2 people live in my home, thermostat stays on 67 degrees and we hardly cook but my electric bill is \$900!
StationName:	KENWOOD
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	AUXIER
Station#:	4093
Was AEP Contacted First?	No

10/18/22, 10:35 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/02/2022 03:34 PM
Initial Contact Date To Customer:	02/03/2022
Initial Response Due:	02/07/2022
Response Date To Commission:	02/03/2022
Due Date TO Commission:	02/07/2022

10/18/22, 10:35 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/03/2022 05:07 PM)

**From:** Stevi N Cobern

**Sent:** Thursday, February 3, 2022 5:07 PM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Subject:** RE: 2022\_490.pdf -- [REDACTED]

Customer Service Lead Sarah attempted to contact Ms. [REDACTED] on 2/3/2022 at 12:20 p.m. Customer answered and representative introduced herself. The call immediately dropped. Representative attempted to call back immediately and received a message that caller was not accepting calls from an unknown number. Ms. Blair has not contacted the Company back.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/03/2022 05:07 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>

**Sent:** Thursday, February 3, 2022 12:36 PM

**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>

**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>

**Subject:** RE: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,

We reached out to Ms. [REDACTED] about her concern on 2/3/22 at 12:20pm. The customer answered the phone, but when we introduced ourselves the call dropped. We immediately called back to ensure that it was not an accidental disconnect and received a message that the caller was not accepting calls from an unknown number.

If we can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (02/02/2022 03:38 PM)

Please attempt to contact Ms. [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.95k | application/pdf |



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220203-000016**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00553
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00553
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My electric bill for January was \$501. I have lived at my address since 2009 and it has never been so high. I worked remotely during the Covid pandemic for several months, 5 of those months being the coldest months of the year December-April.
StationName:	TOM WATKINS
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	UPPER POND CREEK
Station#:	2010
Was AEP Contacted First?	No



10/18/22, 10:38 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/03/2022 05:22 PM
Initial Contact Date To Customer:	02/03/2022
Initial Response Due:	02/08/2022
Response Date To Commission:	02/04/2022
Due Date TO Commission:	02/08/2022

10/18/22, 10:38 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/04/2022 03:27 PM)

**From:** Stevi N Cobern

**Sent:** Friday, February 4, 2022 3:26 PM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Subject:** RE: 2022\_553.pdf -- [REDACTED]

Customer Service Representative Linda (CSR) attempted to contact Ms. [REDACTED] two times. First attempt to contact was made on 2/3/2022 at 6:20 p.m. and second attempt to contact was made on 2/4/2022 at 12:50 p.m. On each call there was no answer and a message was left requesting a return call. Ms. [REDACTED] has not returned a call to the Company.

Ms. [REDACTED]'s December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Linda Bevins) (02/04/2022 12:53 PM)

2/4/22 Apox 12:50 I attempted to call this customer again/left second message for a callback if she would like to discuss billing.

Note By (Linda Bevins) (02/03/2022 06:27 PM)

2/3/22 Aprox 6:20 PM I attempted to call this customer no answer. I left message on machine asking for a call back.

Note By (Stevi Cobern) (02/03/2022 05:26 PM)

Please attempt to contact Ms. [REDACTED] at [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.80k	application/pdf



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220207-000002**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00592
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00592
Contact Customer:	Yes
Cause:	No Value
Phone#	No Value
Customer Requested Action:	Extremely high electric bill no I have not contacted power company because I did contact them last year with exactly thesame reason and got bull crap excuses about my heating source being the reason and or my home wasn't weatherized.. see attachment
StationName:	SLEMP
CAC Group:	Kentucky_Power_C_&_DS_-_Ashland
Circuit Name:	LEATHERWOOD
Station#:	3099
Was AEP Contacted First?	No

10/18/22, 10:44 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/07/2022 10:54 AM
Initial Contact Date To Customer:	02/07/2022
Initial Response Due:	02/10/2022
Response Date To Commission:	02/09/2022
Due Date TO Commission:	02/10/2022

10/18/22, 10:44 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/09/2022 01:30 PM)

**From:** Stevi N Cobern

**Sent:** Wednesday, February 9, 2022 1:30 PM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Subject:** RE: 2022\_592.pdf -- [REDACTED]

Customer Service Representative attempted to contact Ms. [REDACTED] two times. First attempt to contact was made on 2/7/2022 at 1:00 p.m. and second attempt to contact was made on 2/8/2022 at 4:27 p.m. On each call there was a message stating the call cannot be completed as dialed.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Debra Kahn) (02/08/2022 11:24 AM)

2-8-2022

CSR attempted to contact customer 2-7-2022 at 4:27 PM and again today at 11:23 AM and received same message "call cannot be completed as dialed".

Note By (Debra Kahn) (02/07/2022 01:04 PM)

2-7-2022 1:00 PM

CSR Debbie Kahn attempted to contact customer to discuss her billing. Went directly to voice message call cannot be completed as dialed. An alternate phone # is not provided on the inquiry and we only have one phone # on the account 606 253 9709. Will try to reach again later.

Note By (Stevi Cobern) (02/07/2022 10:58 AM)

Please attempt to contact Ms. [REDACTED] to discuss billing concerns.

Thank you,

Stevi

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 7.22k | application/pdf |

10/18/22, 10:45 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220207-000003**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00602
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00602
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Surcharge on Pike County's bills. Increase in taxes for everything. I have been in contact with several major network news stations to find out WHY this is going on in our county.. see attachment
StationName:	BARRENSHE
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	VULCAN
Station#:	2002
Was AEP Contacted First?	No
Circuit#	02
Improvement	No Value

10/18/22, 10:45 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Opportunity:	
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/07/2022 11:05 AM
Initial Contact Date To Customer:	02/07/2022
Initial Response Due:	02/10/2022
Response Date To Commission:	02/07/2022
Due Date TO Commission:	02/10/2022
Billing Account Number:	

Response By Email (Stevi Cobern) (02/07/2022 03:30 PM)

10/18/22, 10:45 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

**From:** Stevi N Cobern  
**Sent:** Monday, February 7, 2022 3:30 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_602.pdf -- [REDACTED]

Customer Service Representative Linda (CSR) spoke with Ms. [REDACTED] on 2/7/2022. Ms. [REDACTED] understood the fuel charge on the bill. CSR offered to send her a copy of the explanation of "What's on My Bill", but she declined. Ms. [REDACTED] stated she is upset with everyone, electric company, county taxes, board of education, etc. CSR explained our rates are not just in Pike County but the entire company's footprint. Ms. [REDACTED] account is already on budget billing. Ms. [REDACTED] stated she appreciated the call. CSR left her contact phone number if she needs anything else.

Ms. [REDACTED]s December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Linda Bevins) (02/07/2022 12:58 PM)

2/7/22 At Aprox 11:45 AM I contacted Ms. [REDACTED]-She understands the fuel charge on the bill-I offered to send her a copy of the explanation of What's on My Bill-Which she declined. She was upset with everyone-the power co, the county taxes, board of education. She is already on budget. She said she would speak with anyone that calls here about Pike County. I explained our rates are not just in Pike Co our rates are KY Power wide. I am not sure what she does and does not understand. But, she told me she appreciated the call, I left my phone number if she needs anything else.

Note By (Stevi Cobern) (02/07/2022 11:07 AM)

Please attempt to contact Ms. [REDACTED] at [REDACTED] or [REDACTED]

Thank you,

Stevi

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.94k | application/pdf |





**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220207-000013**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00713
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00713
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Fuel adjustment on my electric bill doubled this month.
StationName:	GRAYSON
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	DIXIE PARK
Station#:	1161
Was AEP Contacted First?	No
Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

10/18/22, 10:49 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

### Additional Contact

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

### Recommendations

Customer Perception:	No Value
Customer Satisfied:	No Value

### Incident

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/07/2022 02:36 PM
Initial Contact Date To Customer:	02/07/2022
Initial Response Due:	02/10/2022
Response Date To Commission:	02/09/2022
Due Date TO Commission:	02/10/2022
Billing Account Number:	[REDACTED]

Response By Email (Stevi Cobern) (02/09/2022 01:23 PM)

**From:** Stevi N Cobern  
**Sent:** Wednesday, February 9, 2022 1:23 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_713.pdf -- [REDACTED]

Customer Service Lead Thomas (representative) spoke with Ms. [REDACTED] on 2/7/2022. Representative explained the reason for increase in bill is due to higher fuel adjustment cost. Representative discussed fuel charge increase was due to inflation and the cost to purchase fuel to generate electricity. Ms. [REDACTED] was receptive to the reason for the increase. Representative

10/18/22, 10:49 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

discussed ways to save on energy and the Average Monthly Payment (AMP) plan as an alternative. Ms. [REDACTED] stated she had been on AMP previously and requested to begin AMP with the next billing cycle since this current bill has been paid.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/09/2022 01:23 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Monday, February 7, 2022 7:02 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,  
We contacted Mrs. [REDACTED] this evening at 6:45pm. We discussed reason for dramatic fuel charge increase was due to inflation and the cost to purchase fuel to generate electricity. Mrs. [REDACTED] was receptive to the reason for the increase. We then discussed ways to save on energy and discussed the AMP program as an alternative. Customer states she had been on AMP with AEP Ohio and really enjoyed it. Mrs. [REDACTED] decided to start AMP billing with next bill cycle since this bill already has payment pending. Mrs. [REDACTED] then inquired on her deposit to start service. We advised her in KY we hold deposits a minimum of 18 months and after 18 months if there are 12 consecutive on time payments she can request a refund of her deposit. Advised her 18th month of service would be December of this year.

If we can be of any other assistance, please let us know.

Thank you

Note By (Stevi Cobern) (02/07/2022 02:39 PM)

Please contact Ms. [REDACTED] to discuss fuel adjustment cost.

Thank you,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.73k	application/pdf



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220208-000012**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00810
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00810
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	The prices have just about doubled for about the same useage. The increase of taxes on the bill is crazy. Truly price gouging!!! People will not be able to afford these one bit!
StationName:	KENWOOD
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	WEST VAN LEAR
Station#:	4093
Was AEP Contacted First?	No
Circuit#	01
Improvement	No Value

10/18/22, 11:01 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Opportunity:	
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/08/2022 10:49 AM
Initial Contact Date To Customer:	02/08/2022
Initial Response Due:	02/11/2022
Response Date To Commission:	02/09/2022
Due Date TO Commission:	02/11/2022
Billing Account Number:	

Response By Email (Stevi Cobern) (02/09/2022 03:23 PM)

10/18/22, 11:01 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

**From:** Stevi N Cobern  
**Sent:** Wednesday, February 9, 2022 3:23 PM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_810.pdf -- [REDACTED]

Customer Operations Specialist Tricia attempted to contact Mr. [REDACTED] on multiple occasions. First attempt to contact was made on 2/8/2022 at 11:57 a.m., a second attempt to contact was made at 2:20 p.m., and a third attempt to contact was made at 4:10 p.m. On each attempt to contact there was no answer and the voicemail was full. There was no option to leave a message.

Mr. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/09/2022 03:23 PM)

**From:** Latricia V Bailey <[lvbailey@aep.com](mailto:lvbailey@aep.com)>  
**Sent:** Tuesday, February 8, 2022 4:12 PM  
**To:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>; Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** RE: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

I attempted three times to contact customer 11:57 am , 2:20 pm and 4:10 pm no answer and voicemail was full.

Thanks,  
Tricia Bailey

Note By (Stevi Cobern) (02/08/2022 11:01 AM)

Please attempt to contact [REDACTED] to discuss billing concerns.

Thanks,  
Stevi

**File Attachments**

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.80k	application/pdf

10/18/22, 11:16 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220208-000016**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00821
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00821
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Electricity bill average rates rising/fuel adjustment
StationName:	HENRY CLAY
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	REGINA
Station#:	4017
Was AEP Contacted First?	No
Circuit#	02
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

10/18/22, 11:16 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

### Additional Contact

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

### Recommendations

Customer Perception:	No Value
Customer Satisfied:	No Value

### Incident

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/08/2022 11:54 AM
Initial Contact Date To Customer:	02/08/2022
Initial Response Due:	02/11/2022
Response Date To Commission:	02/10/2022
Due Date TO Commission:	02/11/2022
Billing Account Number:	██████████

Response By Email (Stevi Cobern) (02/10/2022 07:42 AM)

**From:** Stevi N Cobern  
**Sent:** Thursday, February 10, 2022 7:41 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_821.pdf -- ██████████

Customer Operations Lead Sarah (representative) spoke with Ms. Henson about her concerns. Ms. ██████████ was more worried about her summer bills than her winter bills. Representative reviewed kWh usage, temperatures and fuel rate. Representative also explained the Average Monthly Payment (AMP) plan and the budget plan. She is going to see what her new bill



10/18/22, 11:16 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

amount is when she receives her next bill later in February and then decided if she would like to set up AMP.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/10/2022 07:42 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Tuesday, February 8, 2022 6:25 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello,

We were able to speak with Mrs. [REDACTED] and she was very understanding. She is more worried about her summer bills than her winter bills. We went over kilowatt hours used, temperatures, fuel rate, average monthly payment plan, and the budget. She is going to see what her new amount is when we generate the new bill on February 18th, 2022 and then decided if she would like to set up the average monthly payment plan or budge.

If we can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (02/08/2022 11:57 AM)

Please attempt to contact [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.72k | application/pdf |

10/18/22, 11:20 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220208-000023**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00835
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00835
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My electric bill has double from Dec. to Jan. From 200\$ to 400\$. With both being around 33 35 days of service on each mth. My bill should NOT be 400\$ when we keep our heat down to 64. We havent used any more electric than last mth to this mth.
StationName:	HAYWARD
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	HALDEMAN
Station#:	0008
Was AEP Contacted First?	No

10/18/22, 11:20 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/08/2022 12:28 PM
Initial Contact Date To Customer:	02/08/2022
Initial Response Due:	02/11/2022
Response Date To Commission:	02/10/2022
Due Date TO Commission:	02/11/2022

10/18/22, 11:20 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/10/2022 07:06 AM)

**From:** Stevi N Cobern  
**Sent:** Thursday, February 10, 2022 7:06 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_835.pdf -- [REDACTED]

Customer Operations Lead Ashley attempted to contact Ms. [REDACTED] on two occasions. First attempt to contact was made on 2/8/2022 at 1:49 p.m., but there was no answer and no voicemail set up. A second attempt to contact was made at 4:05 p.m., a man answered but advised we have the wrong number when requested to speak with Ms. [REDACTED].

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/10/2022 07:06 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Tuesday, February 8, 2022 4:33 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi,  
We have attempted to contact the customer, [REDACTED], with the phone number provided, [REDACTED], but we have not been able to reach the customer. The first attempt made today at 1:49pm went unanswered and the voicemail was not set up so no message could be left. The second attempt made today at 4:05pm a man answered the phone and informed us we had the wrong number when we asked to speak with [REDACTED].

Please let me know if we can be of any further assistance.

Thank you.

Note By (Stevi Cobern) (02/08/2022 12:32 PM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns and fuel cost.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	7.15k	application/pdf

10/18/22, 11:21 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220208-000024**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-00846
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-00846
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	My main concern is the cost of my electric bill for past several months especially all the extras they add on For ppl on disability sometimes you gotta make a choice between paying power bill/buying food or paying for meds this is absolutely ridiculous
StationName:	COLEMAN
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	CALLOWAY
Station#:	4083
Was AEP Contacted First?	No

10/18/22, 11:21 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	04
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/08/2022 12:35 PM
Initial Contact Date To Customer:	02/08/2022
Initial Response Due:	02/11/2022
Response Date To Commission:	02/10/2022
Due Date TO Commission:	02/11/2022

10/18/22, 11:21 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/10/2022 07:57 AM)

**From:** Stevi N Cobern  
**Sent:** Thursday, February 10, 2022 7:57 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_846.pdf -- [REDACTED]

Customer Operations Lead Lee Ann (representative) spoke with Mrs. [REDACTED] on 2/8/2022 at 7 p.m. Representative discussed historical usage at the premise and explained the usage in is line with previous winters. Representative also discussed the fuel adjustment cost and how it has increased over the last few months. Customer recently established the Average Monthly Payment (AMP) plan and set up an extended payment arrangement to help manage the winter bills.

Mrs. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/10/2022 07:57 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Wednesday, February 9, 2022 1:36 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocregrinquiries@aep.com](mailto:hocregrinquiries@aep.com)>  
**Subject:** RE: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello Stevi

We reached out to Mr. [REDACTED] at 7pm on 2/8/2022. Mrs. [REDACTED] answered and stated she is the one who contacted the PSC. We discussed historical usage at the premise and agreed the usage in is line with previous winters. We also talked about the fuel factor adjustment and how it has increased over the last several months. Customer has recently established the average monthly plan and set up an extended payment agreement to help manage the winter bills.

If we can be of any other assistance, please let me know.  
Thank you

Note By (Stevi Cobern) (02/08/2022 12:37 PM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Thanks,  
Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.88k	application/pdf



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220210-000005**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-01000
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01000
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	The electric bills have doubled and even tripled in some cases in southeastern Kentucky. This is a shame and our government officials should be making certain that this does not happen anymore. Grow a set and put a cap on the amount of fuel costs these
StationName:	STANVILLE
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	MUD CREEK
Station#:	1201
Was AEP Contacted First?	No



10/18/22, 11:47 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/10/2022 09:25 AM
Initial Contact Date To Customer:	02/10/2022
Initial Response Due:	02/15/2022
Response Date To Commission:	02/11/2022
Due Date TO Commission:	02/15/2022

10/18/22, 11:47 AM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/11/2022 06:19 AM)

**From:** Stevi N Cobern  
**Sent:** Friday, February 11, 2022 6:19 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_1000.pdf -- [REDACTED]

Customer Operations Lead Sarah (representative) spoke with Mrs. [REDACTED] on 2/10/2022 to address her concern for higher electric bill. Representative discussed reason for the fuel adjustment and ways we could help. Representative placed an extension on the account for the past due balance and explained the remaining current bill. Representative also explained the Average Monthly Payment (AMP) plan and budget. Mrs. [REDACTED] is not happy regarding the increase but she did understand the reason.

The [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/11/2022 06:19 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Thursday, February 10, 2022 9:17 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi

We were able to speak with Mrs. [REDACTED] and addressed her concern for higher electric bill. We went over the reason for the fuel adjustment and ways we could help. We placed an extension on the account for the past due balance and went over where that leaves her current bill. We also spoke about average monthly payment plan and budget. Even though she isn't happy regarding the increase she did understand the reason.

If we can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (02/10/2022 09:27 AM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
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10/18/22, 11:47 AM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incide...>

-  [PSC Inquiry Email.pdf](#) 6.89k application/pdf

10/18/22, 12:00 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220211-000004**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-01073
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01073
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Outrageous power bill! Almost \$80 with other fees, in 3 months paid \$1800 and only myself home Monday-Friday. We live in a small house.
StationName:	STANVILLE
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	HAROLD
Station#:	1201
Was AEP Contacted First?	No
Circuit#	03
Improvement Opportunity:	No Value

10/18/22, 12:00 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/11/2022 10:01 AM
Initial Contact Date To Customer:	02/11/2022
Initial Response Due:	02/16/2022
Response Date To Commission:	02/14/2022
Due Date TO Commission:	02/16/2022
Billing Account Number:	[REDACTED]

Response By Email (Stevi Cobern) (02/14/2022 08:07 AM)

10/18/22, 12:00 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

**From:** Stevi N Cobern  
**Sent:** Monday, February 14, 2022 8:07 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_1073.pdf -- [REDACTED]

Customer Operations Specialist Melody attempted to contact Ms. [REDACTED] on multiple occasions. First attempt to contact was made on 2/11/2022 at 10:32 a.m., a second attempt to contact was made at 3:00 p.m., and a third attempt to contact was made at 4:30 p.m. On each call there was no answer, a message was left requesting a return call. Ms. [REDACTED] has not returned a call to the Company.

Ms. [REDACTED]'s December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/14/2022 08:07 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Friday, February 11, 2022 5:52 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi,  
We made three attempts to contact the customer at [REDACTED] at 10:32am, 3pm and 4:30pm. We left a voicemail with our contact number so the customer can call us if needed.

If I can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (02/11/2022 10:09 AM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

#### File Attachments

- | Name   | Size  | Content Type    |
|--|-------|-----------------|
| • [REDACTED] <a href="#">PSC Inquiry Email.pdf</a> | 6.79k | application/pdf |

10/18/22, 12:01 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220211-000005**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-01076
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01076
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	I have had my thermostat set on the same setting since October my ful adjustment this month was \$155 dollars and continues every month to rise my power bill went from around \$189 and jumped to \$509 and now is almost at \$700. I feel this is ridiculous ha
StationName:	COLEMAN
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	CALLOWAY
Station#:	4083
Was AEP Contacted First?	No

10/18/22, 12:01 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	04
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/11/2022 10:14 AM
Initial Contact Date To Customer:	02/11/2022
Initial Response Due:	02/16/2022
Response Date To Commission:	02/11/2022
Due Date TO Commission:	02/16/2022



10/18/22, 12:01 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/11/2022 11:49 AM)

**From:** Stevi N Cobern  
**Sent:** Friday, February 11, 2022 11:49 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_1076.pdf -- [REDACTED]

Customer Operations Specialist Leshia (representative) spoke with Ms. [REDACTED] on 2/11/2022 at 10:40 a.m. Representative explained the reason for higher bill is due to the increase in fuel cost. Ms. [REDACTED] declined the Average Monthly Payment (AMP) plan but was very grateful for us calling to discuss her concerns.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/11/2022 11:49 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Friday, February 11, 2022 11:19 AM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi,  
We spoke with [REDACTED] at approximately 10:40am 2/22/22 in regards to her concerns about high bill. We discussed the reason for higher billing is due to the increase in fuel cost. Ms. [REDACTED] declined the average monthly plan and was very grateful for us calling and discussing her concerns.

If I can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (02/11/2022 10:17 AM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	6.87k	application/pdf

10/18/22, 12:02 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220214-000000**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-01108
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01108
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Power bills getting a lot to high people can't afford this and live too and buy food and meds I noticed too that u Jack the price up on the kilowatt hrs in the winter time more than summer should be the same price all thes taxes what makes it so high to m
StationName:	DRAFFIN
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	BELCHER
Station#:	4007
Was AEP Contacted First?	No

10/18/22, 12:02 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/14/2022 07:43 AM
Initial Contact Date To Customer:	02/14/2022
Initial Response Due:	02/17/2022
Response Date To Commission:	02/15/2022
Due Date TO Commission:	02/17/2022

10/18/22, 12:02 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/15/2022 08:19 AM)

**From:** Stevi N Cobern  
**Sent:** Tuesday, February 15, 2022 8:19 AM  
**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>  
**Subject:** RE: 2022\_1108.pdf -- [REDACTED]

Customer Operations Specialist Tricia attempted to contact Ms. [REDACTED] on multiple occasions. First attempt to contact was made on 2/14/2022 at 10:35 a.m., a second attempt to contact was made at 2:17 p.m., and a third attempt to contact was made at 4:05 p.m. On the first call someone answered but stated Ms. [REDACTED] was asleep and we should call back later. There was no answer on the second call and voicemail box was full. An alternate number was called and a message left. On the third call someone answered but stated Ms. [REDACTED] was not home and to call her cell. A call to her cell resulted in no answer and another message was left. Ms. [REDACTED] has not returned a call to the Company.

Ms. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost. All recent bills have been based on actual meter readings.

Note By (Stevi Cobern) (02/15/2022 08:19 AM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Monday, February 14, 2022 5:28 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi,  
We attempted to contact [REDACTED] at 10:35am, 2:17pm and again at 4:05pm. We called the home number two times. The first time the caller said the customer was asleep and asked us to call back. The second time we called there was no answer and voicemail was full so not opportunity to leave a message. We called the alternate number and left a voicemail. We called a third time and someone answered the home phone and said Debra was not home and to call her cell. We attempted the cell phone and left another message.

If we can be of any other assistance, please let me know.

Thank you

Note By (Stevi Cobern) (02/14/2022 07:46 AM)

Please attempt to contact [REDACTED] at [REDACTED] or [REDACTED] to discuss billing concerns.

Thank you,

Stevi

#### File Attachments

Name	Size	Content Type
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10/18/22, 12:02 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

-  [PSC Inquiry Email.pdf](#) 6.86k application/pdf

10/18/22, 12:09 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220216-000001**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-01231
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01231
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Our electric bill has gone sky high the last several months. KY Power originally said it was because the meter reading was on a different date. Then when I approached them again - I received not other answer. I contacted Attorney General regarding this
StationName:	GRAYSON
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	LANSDOWNE
Station#:	1161
Was AEP Contacted First?	Yes

10/18/22, 12:09 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	02/16/2022 10:54 AM
Initial Contact Date To Customer:	02/17/2022
Initial Response Due:	02/21/2022
Response Date To Commission:	02/18/2022
Due Date TO Commission:	02/21/2022

10/18/22, 12:09 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Billing Account Number: [REDACTED]

Response By Email (Stevi Cobern) (02/18/2022 09:00 AM)

**From:** Stevi N Cobern

**Sent:** Friday, February 18, 2022 9:00 AM

**To:** 'Cummins, Carol J (PSC)' <[carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)>

**Subject:** RE: 2022\_1231.pdf -- [REDACTED]

Customer Service Representative Debbie (CSR) spoke with Ms. [REDACTED] on 2/17/2022 to discuss her concern. Ms. [REDACTED] asked for someone to come look at her meter, CSR offered to come and they agreed to meet at 1 p.m.

CSR met with Ms. [REDACTED] at her home. CSR did not find anything obviously wrong with the meter and usage is in line with her historical usage here. Customer has electric furnace and hot water but no known issues with either.

Ms. [REDACTED]'s account was on traditional budget with annual settle up month in December. Last winter, her new budget year began in January 2021 and new rates became effect mid-January 2021. The change in rates along with slight overall increase in her usage and increased fuel costs in December 2021 affected her settle up month for her budget in December 2021. Ms. [REDACTED] settle up bill in December was \$536.71. She discontinued the budget at that time. Her January bill was also higher than normal due to the increase in fuel charges. Ms. [REDACTED] indicated she turned her heat off but could not recall the actual dates. Based on her usage, it appears she did this between December and January bills since her usage was down that month in comparison to previous years. Her usage increased this month and appears to be due to the colder weather and using her heating unit.

CSR discussed budget, the Average Monthly Payment (AMP) plan, and assistance programs. Ms. [REDACTED] received LIHEAP and LIHEAP Crisis assistance but was not aware of the Company's HEART and THAW programs. Ms. [REDACTED] requested to begin AMP and CSR added this option to her account. Customer appears to be satisfied and appreciated the information.

Mr. [REDACTED] December 2021 and January 2022 bills both reflect a higher fuel adjustment cost which is no lower on the February bill. All recent bills have been based on actual meter readings.

Note By (Debra Kahn) (02/17/2022 04:17 PM)

2-17-22 - 1:00 PM

CSR Debbie Kahn met with customer at her home. CSR did not find anything obviously wrong with the meter and use is in line with her historical use here. Customer has electric furnace and hot water. No known issues with either.

Customer was on traditional budget with annual settle up month in December and then new budget began in January, 2021. New rates were put into effect mid-January, 2021. This along with slight overall increase in customer usage and increased fuel costs in December and January affected her settle up month for her budget in December 2021. Her settle up bill in December was \$536.71. She discontinued the budget at that time but her January bill was



10/18/22, 12:09 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

higher due to the increase in fuel charges. She indicated she had turned her heat off but couldn't recall actual dates. It appears she did this between December and January bill since her use was down that month in comparison to previous years. Her usage increased this month but is due to the colder weather and not having the unit off.

CSR discussed Budget, Amp and Assistance Programs. Customer received Liep& Eliep but wasn't aware of Heart/Thaw programs. AMP was requested and CSR added this option to her account.

Customer appears to be satisfied and appreciated the information.

Note By (Debra Kahn) (02/17/2022 09:58 AM)

2-17-22 9:55 am

CSR contacted Ms. [REDACTED] to discuss her concerns. She expressed hardship getting through to 800 #, didn't answer when they tried to call her back because it was an unknown #. She called back and eventually spoke to someone who told her a representative would be out to look at her meter.

CSR asked if she was home or when it would be convenient for her to come to her home. Customer replied after 1 pm this afternoon. CSR advised she would plan on seeing her then.

Note By (Stevi Cobern) (02/17/2022 07:55 AM)

From: Stevi N Cobern

Sent: Thursday, February 17, 2022 7:54 AM

To: Debra L Kahn <[dlkahn@aep.com](mailto:dlkahn@aep.com)>

Subject: FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Debbie,

With Paula on vacation and Charlie taking several days off, can you please look at high bill I/O [REDACTED]. It came as PSC inquiry and Laura Bledsoe left a message. The customer called back and spoke with a supervisor from another center who entered the high bill I/O. Attached is the original complaint received yesterday.

Thanks,

Stevi

Note By (Stevi Cobern) (02/17/2022 07:55 AM)

From: Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>

Sent: Wednesday, February 16, 2022 8:00 PM

To: Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>

Cc: HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>

Subject: FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Stevi,

We attempted to reach the customer at 1:23pm on 2/16/22. We left a message for the customer and they called back at 2:52pm and spoke to supervisor in another center. The customer is disputing her usage, stating she has turned off the heat. We entered an investigation order to check her meter.

If we can be of any other assistance, please let me know.

Thank you

10/18/22, 12:09 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Note By (Stevi Cobern) (02/16/2022 10:57 AM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Thank you,

Stevi

**File Attachments**

<b>Name</b>	<b>Size</b>	<b>Content Type</b>
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	7.02k	application/pdf

10/18/22, 12:17 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Better Business Bureau (BBB)**

**Contact Information**

Email Address: [willbbb@lexbbb.com](mailto:willbbb@lexbbb.com)  
 First Name: Will  
 Last Name: Yost

**Question Reference # 220223-000000**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Better Business Bureau (BBB)
Category:	High/Low Usage
Commission Complaint#	90095572
Initiated By:	Stevi Cobern
Inquiry#	90095572
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	In the recent months(2).Kentucky Power has added charges to our Utility Bills in Eastern Kentucky that increases our bills a lot. This charge , we have been told when we call, it to cover their rising cost of fuel to operate their fuel powered power plan
StationName:	BECKHAM
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	HINDMAN
Station#:	3084
Was AEP Contacted First?	No
Circuit#	01

10/18/22, 12:17 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	Website Visit
Date Created:	02/23/2022 07:49 AM
Initial Contact Date To Customer:	02/23/2022
Initial Response Due:	02/28/2022
Response Date To Commission:	02/25/2022
Due Date TO Commission:	02/28/2022
Billing Account Number:	<span style="background-color: black; color: black;">[REDACTED]</span>

10/18/22, 12:17 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Note By (Debra Kahn) (02/25/2022 07:58 AM)

Response sent to Better Business Bureau

**From:** Debra L Kahn

**Sent:** Friday, February 25, 2022 7:57 AM

**To:** 'lexington.will@bbb-email.org' <lexington.will@bbb-email.org>

**Cc:** Stevi N Cobern <sncobern@aep.com>

**Subject:** FW: [EXTERNAL] BBB Complaint Case# 90095572 (Ref#112-11001445-90095572-4-300)

Customer Operations Lead (representative) spoke with complainant on 2/23/2022 to discuss her concerns. The complainant was upset and did not want to discuss her bill charges but rather voice her opinion about the Company. Representative offered a payment arrangement but she declined.

Note By (Stevi Cobern) (02/23/2022 08:10 AM)

Please attempt to contact [REDACTED] at [REDACTED] to discuss billing concerns.

Customer comments:

In the recent months(2).Kentucky Power has added charges to our Utility Bills in Eastern Kentucky that increases our bills a lot. This charge , we have been told when we call, it to cover their rising cost of fuel to operate their fuel powered power plants. The amount is determined by how high your bill is. Of course our bills are higher already this time of year. So, for example my last bill was \$473.32 before added charges and tax. With this new added charge which is \$150.52 (Fuel Adjustment) plus all the other added charges. It is \$652.53. I might add that we were already and still are being charged an addition called Decommissioning Rider which they added over a year ago to cover the cost of tearing down their coal powered plants. How can they just keep adding these things to our bill to cover their cost for operation??? Is that even legal???

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
[REDACTED] <a href="#">BBB Inquiry Email.docx</a>	21.16k	application/vnd.openxmlformats-officedocument.wordprocessingml.document

10/18/22, 12:32 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>



**Subject**

**Commission**

**Contact Information**

Email Address: No Value  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220307-000011**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Fees
Commission Complaint#	KPCO 2022-01666
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01666
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	I was charged a fuel adj fee on my AEP bill last month in the amount of \$124.49 How can i get this taken care of...My bill is over \$300 and i don't use any heat but kerosene...This is ridiculous. I know they put out a statement it will be taken off
StationName:	BARRENSHE
CAC Group:	Kentucky_Power_C_&_DS_-_Pikeville
Circuit Name:	VULCAN
Station#:	2002
Was AEP Contacted First?	No
Circuit#	02

10/18/22, 12:32 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	Yes
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value


**Incident**


Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	03/07/2022 02:02 PM
Initial Contact Date To Customer:	03/08/2022
Initial Response Due:	03/10/2022
Response Date To Commission:	03/08/2022
Due Date TO Commission:	03/10/2022
Billing Account Number:	<span style="background-color: black; color: black;">[REDACTED]</span>

10/18/22, 12:32 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...


Note By (Linda Bevins) (03/08/2022 12:28 PM)

 Linda J Bevins  
 FW: 2022\_1666.pdf - [REDACTED]  
 To: [REDACTED] - Customer, Carol J PSC  
 Cc: [REDACTED] - Stevi Cobern

 2022\_1666.pdf  
 5 KB

Good Afternoon, On 3/8/22 at approx 12:00 noon I spoke with [REDACTED]. She was concerned and confused about when she would receive credit for the overcharge of the fuel adjustment. I explained the overcharge was on her Jan bill she was charged \$122.33 but she was given credit on the fuel adjustment on her Feb bill she was charged \$2.48 fuel adjustment. Ms. [REDACTED] was not aware she had a Feb bill-after I explained this she understood and was OK with the explanation. We also discussed her application for assistance through community action-We have received notification from them that she has been approved for KHP for \$58.00. Ms. Wolford was satisfied when the call ended.

If you need more information, please let me know.

Thanks,  
 LINDA J BEVINS | CUST SVCS ACCT REP SR  
 LINDAJBEVINS@KPCORP.COM | 770.437.2100 | 0.006.791.9558  
 3200 NORTH HAVEN TOWER, PINEVILLE, KY 40151

Note By (Linda Bevins) (03/08/2022 12:17 PM)

3/8/22 at aprox 12:00 I spoke with Ms. [REDACTED]. She was confused about when she would received credit for the overcharge of the fuel adjustment. I explained the overcharge was on her Jan bill she was charged \$122.33 but she was given credit on the fuel adjustment on her Feb bill she was charged \$2.48 fuel adjustment. Ms. [REDACTED] was not aware she had a Feb bill-after I explained this she understood and was OK with the explanation. We also discussed her application for assistance through community action-We have received notification from them that she has been approved for KHP for \$58.00. Ms. Wolford was satisfied when the call ended.

Note By (Stevi Cobern) (03/07/2022 02:32 PM)

Please attempt to contact Ms. [REDACTED] to discuss lower FAC in February which includes credit for over collection from January.

Thanks,

Stevi

File Attachments

Name	Size	Content Type
• [REDACTED] <a href="#">PSC Inquiry Email.pdf</a>	7.00k	application/pdf





**Subject**

**Commission**

**Contact Information**

Email Address: No Value  
 First Name: Carol  
 Last Name: Cummins

**Question Reference # 220308-00009**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	High/Low Usage
Commission Complaint#	KPCO 2022-01678
Initiated By:	Stevi Cobern
Inquiry#	KPCO 2022-01678
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	The increase on our power bills have put a lot of people through hardship. When your power bill is more than your house payment, that speaks volume within itself. I have been told the increase is due to fuel prices on the rise. If that was the case, it wo
StationName:	BARRENSHE
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	FREEBURN
Station#:	2002
Was AEP	No

10/18/22, 12:34 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Contacted First?	
Circuit#	01
Improvement Opportunity:	No Value
Improvement:	No Value
Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Stevi Cobern
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	E-Mail
Date Created:	03/08/2022 12:57 PM
Initial Contact Date To Customer:	03/08/2022
Initial Response Due:	03/11/2022
Response Date To Commission:	03/09/2022

10/18/22, 12:34 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

Due Date TO Commission:	03/11/2022
Billing Account Number:	[REDACTED]

Response By Email (Misty Baker) (03/09/2022 12:02 PM)

**From:** Misty A Baker  
**Sent:** Wednesday, March 9, 2022 12:00 PM  
**To:** [carol.cummins@ky.gov](mailto:carol.cummins@ky.gov)  
**Cc:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** RE: 2022\_1678.pdf -- [REDACTED]

Customer Operations Lead Sarah (representative) spoke to Ms. [REDACTED] on 3/8/2022. Representative explained that her average bill for the winter months is the same as previous years. Each year between January and March her bills are in the \$400 range, but increased this year due to a deferred deposit being billed. The Company provided a deposit warning message on the November 2021 bill and began billing deposit installments in January 2022. Representative explained we wouldn't be able to remove the deposit, but we could divide it into four installments rather than three. Representative changed deposit installment from \$173 to \$86 for remaining installments and started the installments with next month's bill so she can be more prepared and budget for that extra cost.

Note By (Misty Baker) (03/09/2022 12:02 PM)

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Tuesday, March 8, 2022 8:15 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocreginquiries@aep.com](mailto:hocreginquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello,

We spoke to [REDACTED] and explained that her average bill for the winter months are the same. Each year between January-March are in the 400\$ range, but the reason for the increase this year is a deferred deposit was added. We provided a warning located under KY Power Messages, stating that if the above amount were not paid by the date listed and any future late payments could result in a deferred deposit being added to the average of two months of service for this address. The 12 month average is \$316. I did explain that we wouldn't be able to remove the deposit in full, but we could break it up. Instead of three installments for 173\$ plus current billing, I did 4 four

10/18/22, 12:34 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

installments of 86\$ plus current billing. I also started the installments with next month's billing that way she can be more prepared and budget for that extra cost.

If we can be of any other assistance, please let me know.

Note By (Stevi Cobern) (03/08/2022 01:03 PM)

Please attempt to contact Ms. [REDACTED] to discuss billing concerns.

Customer comments:

The increase on our power bills have put a lot of people through hardship. When your power bill is more than your house payment, that speaks volume within itself. I have been told the increase is due to fuel prices on the rise. If that was the case, it would affect people from other states as well. People are mind blown of how Kentucky takes advantage of their people and it will affect our population. This is unheard of elsewhere. To beat it all, we live right in coal nation. How can AEP in Ohio have \$80 power bills for a 2 story home and and ours are ridiculously high? Ive NEVER had an \$80 power bill and I live in a small house. Something doesnt make sense and we are troubled with how we are being taken advantage of.

Thanks,

Stevi

#### File Attachments

Name	Size	Content Type
[REDACTED]_PSC Inquiry Email.pdf	7.11k	application/pdf

10/18/22, 12:36 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...



**Subject**

**Commission**

**Contact Information**

Email Address: [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov)  
 First Name: Rosemary  
 Last Name: Tutt

**Question Reference # 220316-000026**

Category Hierarchy	Number of Complaints
Billing and Payments	1

**Complaint Information**

Product:	Informal Complaint
Category:	Bill Charges
Commission Complaint#	2022-01741
Initiated By:	Misty Baker
Inquiry#	2022-01741
Contact Customer:	Yes
Cause:	No Value
Phone#	[REDACTED]
Customer Requested Action:	Wants to know how he is going to be given credit for the overcharge?
StationName:	SALISBURY
CAC Group:	Cust_Ops_Ctr_-_Hurricane_WV
Circuit Name:	MARTIN
Station#:	4081
Was AEP Contacted First?	No
Circuit#	03
Improvement Opportunity:	No Value
Improvement:	No Value

10/18/22, 12:36 PM

<https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...>

Company Procedures/Plicy Followed?	No Value
Original Decision:	No Value

**Additional Contact**

Name:	No Value
Email:	No Value
Contact Phone#	No Value
Address:	No Value
Relationship:	No Value

**Recommendations**

Customer Perception:	No Value
Customer Satisfied:	No Value

**Incident**

Status:	Completed
Assigned:	Misty Baker
Reason For Delete:	No Value
Severity:	Regular
Method of Contact:	Telephone
Date Created:	03/16/2022 04:28 PM
Initial Contact Date To Customer:	03/16/2022
Initial Response Due:	03/21/2022
Response Date To Commission:	03/17/2022
Due Date TO Commission:	03/21/2022
Billing Account Number:	[REDACTED]

Response By Email (Misty Baker) (03/17/2022 08:34 AM)

Response to Commission:

10/18/22, 12:36 PM

https://aepcx.custhelp.com/AgentWeb/api/contextmanager/v.32210010003/workspaceContext/workspace/processedPrint/Incid...

**From:** Misty A Baker  
**Sent:** Thursday, March 17, 2022 8:33 AM  
**To:** [rosemary.tutt@ky.gov](mailto:rosemary.tutt@ky.gov)  
**Cc:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Subject:** RE: 2022\_1741.pdf [REDACTED]

Customer Operations Lead Sarah (representative) spoke with Mr. [REDACTED] on 3/16/2022 at 5:20 p.m. Representative attempted to discuss Mr. [REDACTED] concerns about a credit however he wanted to voice his concerns regarding many issues only. Mr. [REDACTED] did at one point ask why the representative called and she explained to discuss the fuel adjustment charge, he responded stating the bills keep increasing, thanked for calling and disconnected the call.

Note By (Misty Baker) (03/17/2022 08:28 AM)

Response from call center:

**From:** Lee A Bias <[lbias@aep.com](mailto:lbias@aep.com)>  
**Sent:** Wednesday, March 16, 2022 6:18 PM  
**To:** Stevi N Cobern <[sncobern@aep.com](mailto:sncobern@aep.com)>  
**Cc:** HOC Regulatory Inquiries <[hocregrinquiries@aep.com](mailto:hocregrinquiries@aep.com)>  
**Subject:** FW: [EXTERNAL] Customer Complaint Tracking - [REDACTED]

Hello,

We spoke to Mr. [REDACTED] today, March 16 2022 at 5:19pm. We were not able to discuss the reason for Mr. [REDACTED] complaint. He stated that we were making a killing with charging what we do. He continued with it's a shame that we are doing what we are doing to people in the middle of coal country. We are overcharging and it's a shame I work for a company that would do this to customers. Mr. [REDACTED] said that he wants the names of everyone at the public utility office to get them fired. He did ask why I was calling anyways and I explained we were calling to go over his concern regarding the credit he said the bill just keeps going up and up and we shouldn't do that. He then said thanks for calling and disconnected the call.

Note By (Misty Baker) (03/16/2022 04:37 PM)

Please attempt to contact Mr. [REDACTED] to discuss fuel adjustment credit which applied in February as a lower fuel adjustment cost.

#### File Attachments

Name	Size	Content Type
<a href="#">[REDACTED]-HENRYS-BR-LANGLEY-PSC-2022_1741.pdf</a>	4.44k	application/pdf

## **Ex. 1 News Release**

### **MEDIA CONTACT:**

Cindy Wiseman  
External Affairs and Customer Service  
Cell: 606-585-6847  
[cgwiseman@aep.com](mailto:cgwiseman@aep.com); [kentuckypower.com](http://kentuckypower.com)

### **FOR IMMEDIATE RELEASE**

#### **Kentucky Power offers heating tips and ways to manage winter bills**

**ASHLAND, Ky.** October 18, 2021 – While this has been a warm fall, winter and colder temperatures will be here before we know it. In fact, this winter is predicted to be colder across the country compared to last year, which could mean higher heating bills. Now is the time for customers to prepare their home or business for the colder weather.

There are many simple energy efficiency measures customers can put into place to save money without jeopardizing comfort, including:

- Have your furnace and ductwork inspected annually. Loose or broken ductwork accounts for up to 35 percent of home's energy loss.
- Change furnace filters every month.
- Caulk, seal, and weather strip openings from your home to the outside.
- Increase attic insulation. Recommended level: R-38 or 10-16 inches blown.
- Unless it is equipped specifically for home heating, use your fireplace sparingly. Warm air escapes through the chimney. Close the damper when the fireplace is not being used.
- Maintain consistent temperatures. A programmable thermostat can help heat pump customers gradually change settings to limit use of the costly emergency heating mode.
- Open drapes and shades on south-facing windows to let in sun and heat during the day. Close them at night to conserve heat.

Other energy savings ideas are available at [www.kentuckypower.com/savings/](http://www.kentuckypower.com/savings/).

Customers also are encouraged to consider signing up for the average monthly payment plan (AMP). AMP is designed to level out bills over a 12-month cycle so that customers do not experience summer and winter spikes, when usage is typically at its highest. The AMP plan calculates your monthly bill based on a rolling twelve-month average. Every month, the oldest of the 11 previous bills is removed from the calculation, and your new current bill is included. The amount can fluctuate slightly each month but will be less than seasonal change from increased usage.

Community action agencies offer assistance through several programs including Kentucky Power's HEART and THAW winter assistance programs. Customers can find their local community action agency office at [www.capky.org](http://www.capky.org).

The Home Energy Assistance in Reduced Temperatures (HEART) program is available for income qualified customers and provides participating residential customers who have electric heat with \$115 of assistance each month January to April. Qualifying customers with non-electric heat can



receive \$58 a month for those same four months. HEART applications will be accepted beginning in November.

Temporary Heating Assistance in Winter (THAW) can assist customers facing a hardship and in need of more limited assistance. Qualified customers can receive up to \$175 towards their electric bill. The program is available January through April or until designated funds are depleted on a first come, first served basis. THAW applications will be accepted beginning on January 10, 2022.

Customers who do not qualify for either HEART or THAW, yet are struggling to pay their electric bill, can still get help by calling the company's 24-hour Customer Operations Center at 1-800-572-1113 to discuss payment options or visit [kentuckypower.com/account/bills/pay/assistance](https://kentuckypower.com/account/bills/pay/assistance)

Kentucky Power, with headquarters in Ashland, provides service to about 165,000 customers in 20 eastern Kentucky counties. It is an operating company in the AEP system.

**Ex. 2 Palm Cards**

**KENTUCKY POWER  
CUSTOMER INFORMATION**

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

Colder weather can cause your electric usage to creep up quickly. Heating and cooling systems account for nearly 50 percent of your electric use. When temperatures drop below freezing, heating systems run longer, work harder and use more energy to keep your home warm. Learn how you can save by visiting [KentuckyPower.com/savings](http://KentuckyPower.com/savings) or call the Customer Operations Center at 1-800-572-1113.

**HEAT PUMP OPERATING COSTS**

**One week at 35 degrees**  
*(Normal Mode)*

---

3 kW  
x 12 hours/day  
x 7 days  
=  
**252 kWh x 12¢ / KWH\***

**= \$30**

**One week at 10 degrees**  
*(Auxiliary Mode)*

3 kW x 24 hours/day x 7 days = 504 kWh x 12¢ / KWH <b>\$60</b>	+	15 kW x 12 hours/day x 7 days = 1,260 kWh x 12¢ / KWH <b>\$151</b>
---	---	---

**= \$211**

\* The national average per kilowatt hour rate is 13.99 cents

**KENTUCKY POWER  
CUSTOMER INFORMATION**

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

Colder weather can cause your electric usage to creep up quickly. Heating and cooling systems account for nearly 50 percent of your electric use. When temperatures drop below freezing, heating systems run longer, work harder and use more energy to keep your home warm. Learn how you can save by visiting [KentuckyPower.com/savings](http://KentuckyPower.com/savings) or call the Customer Operations Center at 1-800-572-1113.

**HEAT PUMP OPERATING COSTS**

**One week at 35 degrees**  
*(Normal Mode)*

---

3 kW  
x 12 hours/day  
x 7 days  
=  
**252 kWh x 12¢ / KWH\***

**= \$30**

**One week at 10 degrees**  
*(Auxiliary Mode)*

3 kW x 24 hours/day x 7 days = 504 kWh x 12¢ / KWH <b>\$60</b>	+	15 kW x 12 hours/day x 7 days = 1,260 kWh x 12¢ / KWH <b>\$151</b>
---	---	---

**= \$211**

\* The national average per kilowatt hour rate is 13.99 cents

### RECEIVED A DISCONNECT NOTICE?

**Call us right away.** Kentucky Power can work with you to set up a payment extension or extended payment agreement.

**Learn about our Payment Assistance programs, including programs to provide assistance to income-qualified customers.**

Visit <https://www.capky.org/> or call 1-800-456-3452 to find your local community action agency office.

Enroll in the Average Monthly Payment (AMP) plan, which allows for a rolling 12-month average bill to even out winter heating and summer cooling bill spikes. Sign up by logging into your account on our website, or by calling us.

### LOST POWER?

**Report an outage** by calling us or visiting [kentuckypower.com/](http://kentuckypower.com/) outages. Outages also can be reported using the free Kentucky Power mobile app, available in the Apple App Store and Google Play Store.

**View your outage status** and an outage map of your community at [kentuckypower.com/outages](http://kentuckypower.com/outages).

**Sign up for outage alerts** to be notified of outages and when the power is expected to be restored at [kentuckypower.com/alerts](http://kentuckypower.com/alerts).

### SIGN UP FOR BILLING ALERTS.

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

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



### RECEIVED A DISCONNECT NOTICE?

**Call us right away.** Kentucky Power can work with you to set up a payment extension or extended payment agreement.

**Learn about our Payment Assistance programs, including programs to provide assistance to income-qualified customers.**

Visit <https://www.capky.org/> or call 1-800-456-3452 to find your local community action agency office.

Enroll in the Average Monthly Payment (AMP) plan, which allows for a rolling 12-month average bill to even out winter heating and summer cooling bill spikes. Sign up by logging into your account on our website, or by calling us.

### LOST POWER?

**Report an outage** by calling us or visiting [kentuckypower.com/](http://kentuckypower.com/) outages. Outages also can be reported using the free Kentucky Power mobile app, available in the Apple App Store and Google Play Store.

**View your outage status** and an outage map of your community at [kentuckypower.com/outages](http://kentuckypower.com/outages).

**Sign up for outage alerts** to be notified of outages and when the power is expected to be restored at [kentuckypower.com/alerts](http://kentuckypower.com/alerts).

### SIGN UP FOR BILLING ALERTS.

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

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



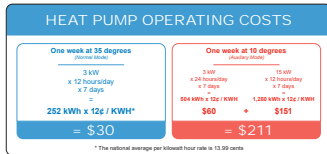
KPSC Case No. 2022-00263  
AG-KIUC First Set of Data Requests  
Dated October 13, 2022  
Item No. 1  
Attachment 2  
Page 5 of 13

Ex. 3 Bill Insert



KPSC Case No. 2022-00263  
AG-KIUC First Set of Data Requests  
Dated October 13, 2022

Item No. 1  
Attachment 2  
Page 6 of 13



**Ex. 4 email**



## **2022 Winter Bill Information for Kentucky Power Customers**

When winter hits, we typically see an increase in electric bills caused by using more electricity to heat homes and businesses. In addition to the colder temperatures and accompanying increased usage, the escalated cost of fuel used to operate power plants is causing customers to see a spike in power bills.

We understand that any spike in a household budget can cause hardship, and we want to provide ways to help our customers.

The information below should help define what you see on your Kentucky Power bill and provide tips for how you can manage your electric costs.

### ***Fuel costs contributing to higher winter bills***

On your Kentucky Power electric bill, there is a line item called the "Fuel Adj" or Fuel Adjustment. This is a charge or credit for the actual cost of coal or natural gas used to generate or purchase electricity. Kentucky Power does not make a profit on fuel costs. The Company simply recovers dollar-for-dollar the costs of purchasing fuel to power its plants, which is passed through to customers. The charge or credit can vary significantly from month to month, depending on usage and the market pricing for fuel.

Fuel costs were significantly lower last year, and customers often received a credit through the Fuel Adjustment on their bill.

Also, everyone is seeing the increase in costs for other necessities such as food and other household goods, fuel costs are also affected by rising inflation. Fuel costs have steadily increased for several months. Fortunately, they are now on the decline, and February bills should reflect a lower fuel adjustment.

### ***Rates***

Kentucky Power's rates are based on the company's actual costs and are approved by the Kentucky Public Service Commission (PSC). The last rate adjustment went into effect January 14, 2021 in accordance with an Order issued by the Kentucky Public Service Commission. Rates are not set by the will and pleasure of Kentucky Power. Any rate adjustment is a legal and regulated process that takes months.

There are measures taken during these proceedings to lessen any rate impact. For example, in the last rate adjustment, we were able to accelerate the return of tax benefits associated with the federal 2017 Tax Cuts and Jobs Act. The credit will appear over three years and will benefit customers.

This tax credit is actually larger from December to March for residential customers to help offset higher winter bills. Residential customers using an average of 1,300 kWh per month will receive a credit of \$28.43 from December-March and a \$0.13 credit for the rest of the year.

### ***Bill Accuracy and Meter Reading***

Bills include important details; look for these items on yours:

- Kentucky Power obtains a reading on your meter every month to track your electricity usage and calculate your bill amount. If we're unable to read the meter, we estimate that month's usage based on seasonal data and your usage history. We then readjust your bill amount at the next actual reading.
- Check whether the bill is estimated or based on an actual reading under "meter read details" at the top of page 2 of the bill. **About 98 percent of customer bills are based on actual usage.**
- Check the number of days being billed by looking at the "current bill summary" on the first page. Billing periods can vary between 28 and 35 days, which can affect the overall bill amount.
- If you believe the meter is not functioning properly, you can request a meter test. You will not be charged for the test if the meter is malfunctioning. It is rare that meters do not read accurately.

### ***Heating your home or business***

Colder weather can cause your electric usage to jump quickly. **Heating and cooling systems account for nearly 50 percent of your total electric use.** When temperatures drop below freezing, heating systems run longer, work harder, and use more energy to keep your home warm.

**Electric Heat/Heat Pumps:** Even if you have lowered your thermostat, extremely cold weather can require your heat pump to change how it operates. When outdoor temperatures fall below 30 degrees, heat pumps need help from less efficient supplemental electric resistance heat to maintain indoor warmth. In extreme cold periods, when heating needs are highest, most of the heat provided comes from the less efficient supplemental electric resistance heat. This is how your bill can increase, even if it seems you haven't done anything differently.

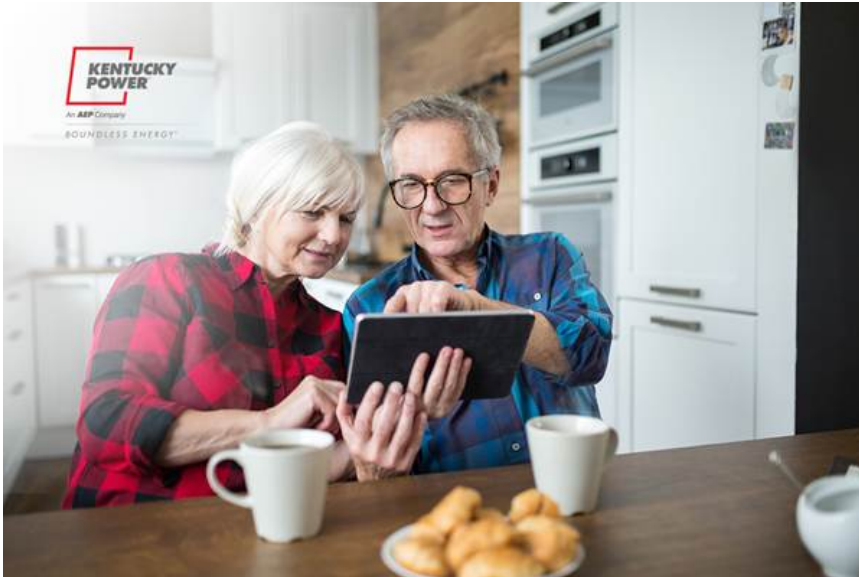
Learn about other heating solutions here: <https://www.kentuckypower.com/savings/home/energy/Heating-Cooling>

### ***Ways for customers to manage their costs***

There are low-cost, no-cost measures customers can take to manage electric usage and can be found here: <https://www.kentuckypower.com/account/bills/pay/assistance/winter-bill-help>

### ***Ways we can help***

- Kentucky Power can work with you to set up a payment extension or extended payment agreement.
- **Enroll in the Average Monthly Payment (AMP) plan**, which allows for a rolling 12-month average bill to even out winter heating and summer cooling bill spikes. Sign up by logging into your account on our website, or by calling us.
- **There are payment assistance programs, including programs to provide assistance to income-qualified customers.** Visit [www.capky.org](http://www.capky.org) or call 1-800-456-3452 to find your local community action agency office.
- More information on energy savings tips are available at [KentuckyPower.com/savings](http://KentuckyPower.com/savings) or call the Customer Operations Center at **1-800-572-4442**



**Ex. 5 Email**

### **2022 Winter Bill Information**

When winter hits, we typically see an increase in electric bills caused by using more electricity to heat homes and businesses. In addition to the colder temperatures and accompanying increased usage, the escalated cost of fuel used to operate power plants is causing customers to see a spike in power bills.

We understand that any spike in a household budget can cause hardship, and we want to provide ways that Kentucky Power can help our customers.

The information below should help define what you see on your bill and provide tips for how to manage your electric costs.

### **Fuel Costs Contributing to Higher Winter Bills**

On your Kentucky Power electric bill, there is a line item called the "Fuel Adj" or Fuel Adjustment. This is a charge or credit for the actual cost of coal or natural gas used to generate or purchase electricity. Kentucky Power does not make a profit on fuel costs. The Company simply recovers dollar-for-dollar the costs of purchasing fuel to power its plants, which is passed through to



customers. The charge or credit can vary significantly from month to month, depending on usage and the market pricing for fuel.

Fuel costs were significantly lower last year, and customers often received a credit through the Fuel Adjustment on their bills.

As everyone is seeing the increase in costs for other necessities such as food and household goods, fuel costs are also affected by rising inflation. Fuel costs have steadily increased for several months. Fortunately, they are now on the decline, and February bills should reflect a lower fuel adjustment.

### **Rates**

Kentucky Power's rates are based on the company's actual costs and are approved by the Kentucky Public Service Commission (PSC). The last rate adjustment went into effect January 14, 2021 in accordance with an Order issued by the Kentucky Public Service Commission. Rates are not set by the will and pleasure of Kentucky Power. Any rate adjustment is a legal and regulated process that takes months.

There are measures taken during these proceedings to lessen any rate impact. For example, in the last rate adjustment, we were able to accelerate the return of tax benefits associated with the federal 2017 Tax Cuts and Jobs Act. The credit will appear over three years and benefits customers.

This tax credit is actually larger from December to March for residential customers to help offset higher winter bills. Residential customers using an average of 1,300 kWh per month will receive a credit of \$28.43 from December-March and a \$0.13 credit for the rest of the year.

### **Bill Accuracy and Meter Reading**

Bills include important details; look for these items on yours:

- Kentucky Power obtains a reading on your meter every month to track your electricity usage and calculate your bill amount. If we are unable to read the meter, we estimate that month's usage based on seasonal data and your usage history. We then readjust your bill amount at the next actual reading.

- Check whether the bill is estimated or based on an actual reading under "meter read details" at the top of page 2 of the bill. **About 98 percent of customer bills are based on actual usage.**
- Check the number of days being billed by looking at the "current bill summary" on the first page. Billing periods can vary between 28 and 35 days, which can affect the overall bill amount.
- If you believe the meter is not functioning properly, you can request a meter test. You will not be charged for the test if the meter is malfunctioning. It is rare that meters do not read accurately.

### **Heating Your Home or Business**

Colder weather can cause your electric usage to jump quickly. **In fact, heating and cooling systems account for nearly 50 percent of your total electric use.** When temperatures drop below freezing, heating systems run longer, work harder, and use more energy to keep your home warm.

Even if you have lowered your thermostat, extremely cold weather can require your heat pump to change how it operates. When outdoor temperatures fall below 30 degrees, heat pumps need help from less efficient supplemental electric resistance heat to maintain indoor warmth. In extreme cold periods, when heating needs are highest, most of the heat provided comes from the less efficient supplemental electric resistance heat. This is how your bill can increase, even if it seems you haven't done anything differently.

[Learn about other heating solutions.](#)

### **Ways for Customers to Manage Their Costs**

[Review low-cost, no-cost measures customers can take to manage electric usage.](#)



### **Ways We Can Help**

- Kentucky Power can work with you to set up a payment extension or extended payment agreement.
- Enroll in the Average Monthly Payment (AMP) plan, which allows for a rolling 12-month average bill to even out winter heating and summer

cooling bill spikes. Sign up by logging into your account on our website, or by calling us.

- There are payment assistance programs, including programs to provide assistance to income-qualified customers. Visit [www.capky.org](http://www.capky.org) or call 1-800-456-3452 to find your local community action agency office.
- More information on energy savings tips are available at [KentuckyPower.com/savings](http://KentuckyPower.com/savings) or call the Customer Operations Center at **1-800-572-1113**.
- Assistance with other household expenditures may be available at [211.org](http://211.org) or [benefits.gov](http://benefits.gov).

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[Manage Your Preferences](#) [Contact Us](#) [Privacy Policy](#)



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

## Ex. 6 Bill Message

### BILL MESSAGE REQUEST FORM

**INSTRUCTIONS:**

Complete this form and forward via e-mail to the email group "Bill Messaging" at least 10 workdays before message request date/cycle.

**Note:** Any bill message requests that require detailed programming changes must be submitted a minimum of 30 calendar days in advance of the requested begin date of the message. This is so CSS will have time to process the request.

**REQUESTOR INFORMATION:**

<b>Name:</b> Michelle Strickland	
<b>Phone Number:</b> 740-708-0747	<b>Date Submitted:</b> 2/1/22
<b>Business Unit:</b> Kentucky Power 110	
<b>PUC/SC Order:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>If Yes, Please supply Order #:</b>

**OPERATING COMPANIES/STATES REQUIRING THE MESSAGE: Please select all that applies**

<input type="checkbox"/> All	<input type="checkbox"/> 04 - IN (IMCO)	<input type="checkbox"/> 95 - OK (PSO)
<input type="checkbox"/> 01 - TN (KGSPT)	<input type="checkbox"/> 04 - MI (IMCO)	<input type="checkbox"/> 96 - AR (SWEPCO)
<input type="checkbox"/> 02 - VA (APCO)	<input type="checkbox"/> 06 - WV (WPCO)	<input type="checkbox"/> 96 - LA (SWEPCO)
<input type="checkbox"/> 02 - WV (APCO)	<input type="checkbox"/> 07 - OH (OPCO)	<input type="checkbox"/> 96 - TX (SWEPCO)
<input checked="" type="checkbox"/> 03 - KY (KPCCO)	<input type="checkbox"/> 10 - OH (CSP)	<input type="checkbox"/>

**CHOICE OR NON-CHOICE ACCOUNTS**

<input type="checkbox"/> CHOICE ONLY	<input type="checkbox"/> NON-CHOICE ONLY	<input type="checkbox"/> ALL
--------------------------------------	--	------------------------------

**ACCOUNT TYPES THAT REQUIRE THE MESSAGE: Please select all that applies**

<input type="checkbox"/> ALL	<input type="checkbox"/> INDUSTRIAL	<input type="checkbox"/> COMMERCIAL
<input checked="" type="checkbox"/> RESIDENTIAL	<input type="checkbox"/> PUBLIC AUTHORITY	<input type="checkbox"/> Other -

**ACCOUNT STATUS: Please select all that applies**

<input type="checkbox"/> ALL-Includes finaled accounts.	<input checked="" type="checkbox"/> ACTIVE	<input type="checkbox"/> FINAL
---	--	--------------------------------

**MESSAGE EFFECTIVE DATE/CYCLE: Please select all that applies.**

<b>Start DATE for message:</b> 2/10/2022	
<b>Beginning cycle:</b> 9	<b>Ending cycle:</b> 8
<b>Duration:</b> one complete billing cycle	
<b>All Cycles:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Number of Days:</b> 30

**REQUESTED BILL MESSAGE:**  New  Existing

**COMMENTS:**

For help with your winter bills and to get information on managing costs, visit [KentuckyPower.com](http://KentuckyPower.com) or call us at 1-800-572-1113.

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 1 of 2

**DATA REQUEST**

- 1\_2** See Exhibit 2 to the Application filed by the Company in Case No. 2022-00125, a February 21, 2021 Letter from Brian K. West to the Executive Director of the Commission disclosing an “over-recovery” in January 2022 related to the FAC factor.
- a. Explain how an “over-recovery” occurred in January 2022.
  - b. How much “over-recovery” was received in percentage terms relative to the amount that should have been recovered?
  - c. Specifically, explain what errors were made in setting the FAC factor, which resulted in the over-recovery.
  - d. Which employee(s) of the Company made the mistakes?
  - e. How did the Company discover that mistakes were made?
  - f. Which employee(s) of the Company discovered the mistake?
  - g. When was the mistake discovered?
  - h. What steps has the Company taken to correct the over-recovery?
  - i. What steps has the Company taken to ensure that a similar over-recovery does not occur in the future?
  - j. Have customers received a refund of the “over-recovery” and if so, through what mechanism and when did customers receive those refunds?
  - k. If refunds were given, what was the average amount refunded per residential customer and per industrial customer?

**RESPONSE**

a.-k. The Company maintains that no mistake was made in the calculation of the FAC rate in any months of the review period. For clarity, the “over-recovery” referenced in the February 21, 2022 letter to the Executive Director represented the amounts to be returned to customers as part of the true-up process that occurs as a regular part of the FAC rate calculation every month.

In accordance with long-standing practice and the provisions of 807 KAR 5:056, the FAC factor is calculated using estimated fuel costs from two months’ prior (as adjusted for actual fuel costs from three months’ prior) and actual sales from two months’ prior. So, for example, the March 2022 factor was calculated using estimated January 2022 fuel costs (as adjusted for December 2021 actual fuel costs) and actual January 2022 sales.

Estimated fuel costs are estimated based on the prior month’s actual fuel costs. For example, the estimated December 2021 fuel costs were based on, or informed by,

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 1 of 2

actual November 2021 fuel costs. Actual November 2021 fuel costs were higher than normal for the Company due to a confluence of two factors: the concurrent outages of Kentucky Power's three owned generating units during October and November 2021 (the effects of which were reflected in the December 2021 and January 2022 FAC factors), as well as the increased cost for purchased power to replace the unavailable generation. Importantly, this confluence was an anomaly.

Nonetheless, because of the way the FAC factor calculation works, when the Company calculated the FAC factor for February 2022, it used estimated December 2021 fuel costs. Those estimates were based on November 2021 actual fuel costs, which were higher than normal for the above-referenced reasons. As such, the FAC factor for February 2022 was higher than normal.

When the Company calculated the March 2022 FAC factor (as explained in the February 21, 2022 letter), December 2021 actual fuel costs were less than estimated. In addition, actual January 2022 usage was lower than normal. This resulted in a \$3.2 million true-up to be credited back to customers. That \$3.2 million (which the Company called an "over-recovery" but more appropriately is called a true-up) was credited to customers as part of the March FAC factor, which had the effect of significantly lowering the March 2022 FAC factor as compared to the February 2022 FAC factor.

Customers were properly credited, as part of the normal true-up that occurs every month with the FAC factor, the entirety of the \$3.2 million dollars in March 2022, as part of the March 2022 FAC factor.

Witness: Scott E. Bishop

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 1 of 2

**DATA REQUEST**

**1\_3**

Refer to the Direct Testimony of Jason Stegall at 3 wherein he states:  
The offering of the Company's generation resources involves submitting a large volume of data to PJM that includes unit commitment designation, offer curves that cover the range of output from economic minimum to economic maximum, and market parameters. The market parameters include, but are not limited to, a unit's startup cost, startup time in hours, how quickly a unit can ramp-up energy production, and other characteristics defined in PJM protocols.

a. Confirm that Mr. Stegall is employed by AEPSC, not Kentucky Power Company.

b. Confirm that the AEPSC PJM bidding strategy and the form and substance of the information provided to PJM is the same for all AEP operating utilities with generating units, including Kentucky Power Company, Appalachian Power Company/Wheeling Power Company, and Indiana and Michigan. If this is not correct, then provide a corrected statement, the reasons why a corrected statement is necessary, and all support for the corrections that are necessary.

c. With respect to the testimony referenced in the question, confirm that the "startup cost" provided by AEPSC to PJM for each generating unit is in dollars, not dollars per mWh, and is used by PJM only once in the unit dispatch decision algorithm, not every hour after the unit has been dispatched until it is shut down.

d. Describe how PJM uses the "startup cost" information provided by AEPSC in the unit dispatch decision algorithm.

e. Provide the "startup cost" in dollars and dollars per mWh for each of the Company's generating units. Indicate whether PJM uses the Company's or any other "startup cost" in dollars per mWh for any purpose. If so, then describe each such purpose.

**RESPONSE**

a. The Company objects to this request on the basis that it seeks information that is neither relevant to this proceeding nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving the foregoing objections, the Company confirms.

b. The Company objects to this request on the basis that it seeks information that is neither relevant to this proceeding nor reasonably calculated to lead to the discovery of

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 2 of 2

admissible evidence. Subject to and without waiving the foregoing objections, the Company states that the form and substance of information submitted to PJM is defined by PJM.

c. While the startup costs provided to PJM for each generating unit are provided as dollars-per-start, PJM is using the values provided to determine whether an offline unit should be started in order to provide energy into the energy markets. This means that PJM is using this information as an economic input to an operational decision and not solely to conduct an economic evaluation.

d. When committing units in the Day Ahead Energy Market, PJM will consider whether offline resources are needed to meet energy demands for the next operating day. In cases where the online generating units cannot provide enough generation to serve load, PJM will consider offline units by considering, among other variables, the startup costs and the incremental cost of generation.

e. Please see KPCO\_R\_AG-KIUC\_1\_3\_Attachment1 for the average monthly startup costs for each unit. These dollars are calculated and submitted on a per-start basis in accordance with PJM protocols and are not calculated on a dollar-per-MWh basis.

Witness: Jason M. Stegall



Kentucky Power Company  
 Average Startup Costs for Generating Units  
 Source: PJM Settlement System

Cold Startup Cost

	Nov 2021	Dec	Jan 2022	Feb	Mar	Apr
Big Sandy	\$10,824	\$7,575	\$9,212	\$10,478	\$10,429	\$14,139
Mitchell Unit 1	\$117,792	\$120,999	\$113,557	\$115,344	\$130,650	\$160,609
Mitchell Unit 2	\$71,068	\$73,010	\$68,616	\$69,289	\$78,512	\$96,881
Rockport Unit 1	\$199,041	\$200,130	\$186,394	\$203,713	\$231,177	\$290,725
Rockport Unit 2	\$197,293	\$198,372	\$185,634	\$205,562	\$231,177	\$297,838

Intermediate Startup Cost

	Nov 2021	Dec	Jan 2022	Feb	Mar	Apr
Big Sandy	\$5,517	\$3,899	\$4,754	\$5,384	\$5,359	\$7,236
Mitchell Unit 1	\$56,049	\$57,582	\$54,186	\$55,043	\$62,375	\$76,986
Mitchell Unit 2	\$57,468	\$59,041	\$55,531	\$56,080	\$63,560	\$78,547
Rockport Unit 1	\$138,064	\$138,796	\$129,308	\$141,314	\$160,359	\$201,689
Rockport Unit 2	\$136,853	\$137,578	\$128,781	\$142,595	\$160,359	\$206,627

Hot Startup Cost

	Nov 2021	Dec	Jan 2022	Feb	Mar	Apr
Big Sandy	\$2,117	\$1,488	\$1,811	\$2,057	\$2,047	\$2,770
Mitchell Unit 1	\$51,591	\$53,099	\$49,119	\$49,971	\$57,227	\$71,508
Mitchell Unit 2	\$52,936	\$54,484	\$50,389	\$50,951	\$58,354	\$73,008
Rockport Unit 1	\$94,952	\$95,377	\$88,156	\$96,562	\$109,964	\$138,633
Rockport Unit 2	\$94,105	\$94,526	\$87,776	\$97,436	\$109,964	\$142,032

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022

**DATA REQUEST**

- 1\_4** Refer to the Company's response to post hearing data request 2 Attachment 1 in Case No 2022-00036. Confirm that the Ceredo CT is a 100 mW generating unit owned by Appalachian Power Company. Provide all evidence that the Ceredo startup cost of \$3,000 would scale up proportionately if the unit was larger, for example, 500 mW (to \$15,000) or 1000 mW (\$30,000). Provide all evidence that the startup cost of \$3,000 would not scale up proportionately if the unit was larger, for example, 500 mW or 1000 mW. Provide all evidence as to what an appropriate scale would be if the unit was larger, such as a startup cost curve. In addition, provide all evidence in support of such a cost curve.

**RESPONSE**

The startup costs are not scalable. Ceredo is a generating facility owned by Appalachian Power Company and consists of six natural gas-fired combustion turbine units, each approximately 90 MW in capacity. The Company cannot provide evidence that startup costs would scale up or scale down proportionately if an individual unit was built to a different level of capacity because the Company has not performed that calculation. Furthermore, the Company notes that startup costs are based on each individual unit's startup process, which would be different based on the technical configuration, size of the unit, the amount of heat and steam required to synchronize the turbine with the grid, and the cost of fuel. Finally, the Company notes that startup costs as defined by PJM are primarily fuel costs and would change with the underlying cost of fuel.

Witness: Jason M. Stegall

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022

**DATA REQUEST**

**1\_5** Confirm that the Ceredo startup cost of \$3,000 is incurred only in the hour in which the unit is started and is not incurred again each subsequent hour that it operates until it is shut down. If this is not correct, then provide a corrected statement and a copy of all documentation that the startup cost is incurred each and every hour in which Ceredo operates.

**RESPONSE**

Startup costs are incurred on a per-start basis.

Witness: Jason M. Stegall

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022

**DATA REQUEST**

- 1\_6** The Company asserts in Case No 2022-00036 that the Ceredo cost of \$3,000 is equivalent to \$30 per mWh in every hour in the PUE calculations.
- a. Specifically describe how the Company converted the “startup costs” in dollars to the dollars per mWh, including all assumptions and calculations in Excel live format with all cell formulas intact.
  - b. Indicate if the dollars per mWh is used for any purpose in the Company’s actual operation or bidding of the units into PJM or for any other reporting purpose.
  - c. Confirm that the startup cost in dollars is incurred only one time when the unit is started up and is not incurred again until after the unit is shut down and then subsequently restarted.
  - d. Provide all evidence that the Company would incur \$30 per mWh in startup costs in every hour that the PUE would operate in lieu of the Company’s own generation.

**RESPONSE**

The Company disagrees with the premise of the statement that the Company made any sort of assertion in Case No. 2022-00036 with regard to startup costs. The addition of the startup cost to the PUE calculation was proposed and approved with modification by the Commission in Case No. 2017-00179. In that case, Company witness Alex Vaughan provided an exhibit and workpapers supporting his proposal and the Company updated its calculation to reflect the changes approved by the Commission following its order in that case.

- a. The calculation assumes that the unit will deliver its full 100 MW capacity for a single hour, resulting in the 100 MWh in the denominator of the equation.
- b. PJM protocols identify startup costs as occurring on a per-start basis, but the Peaking Unit Equivalent calculation is a calculation to establish a cap on purchased power costs using a methodology established by the Kentucky Public Service Commission and is not intended to simulate unit operation or PJM's dispatch algorithm.
- c. Startup costs are incurred on a per-start basis.
- d. Please see the Company's response to Part B of this question.

Witness: Jason M. Stegall



Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022

**DATA REQUEST**

- 1\_7** Identify each CT that the AEP operating utilities own. Provide the name of the utility that owns the unit, the commercial operation year, capacity in mW, heat rate, startup cost in dollars, number of startups, non-fuel variable O&M expense, non-fuel variable O&M expense per mWh, and non-fuel fixed O&M expense in each of the calendar years 2020 and 2021 and in the twelve months ending September 2022.

**RESPONSE**

The Company objects to this request on the basis that it seeks information that is neither relevant to this proceeding nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving the foregoing objections, the Peaking Unit Equivalent calculation is a calculation to establish a cap on purchased power costs using a methodology established by the Kentucky Public Service Commission and is not intended to simulate unit operation. The addition of the startup cost to the PUE calculation was proposed and approved with modification by the Commission in Case No. 2017-00179. In that case, Company witness Alex Vaughan provided an exhibit and workpapers supporting his proposal and the Company updated its calculation to reflect the changes approved by the Commission following its order in that case.

Witness: Jason M. Stegall

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022

**DATA REQUEST**

- 1\_8** Refer to Attachment 1 to the response to Staff 1-15.
- a. Refer to the Event Types (outage types) listed at the bottom of page 2. Provide the working definitions for each of these event types that are used by AEP/Kentucky Power Company and provide the source of each such definition, including a copy of and/or reference to any PJM tariff, manual, or other authoritative source.
  - b. Refer to the Direct Testimony of Stegall at 8:20-11:13. Describe which Event Type is used by the Company to categorize outages resulting from AEP's strategy of including adders to the market offer curves submitted to PJM so that the Company's units do not run in order to manage coal inventories.

**RESPONSE**

- a. Please see response to KPCO\_R\_KPSC\_2\_8 for the requested information.
- b. The question misinterprets the treatment of the Company's units by PJM. If PJM does not select a unit for dispatch in the operating day, that unit is considered available, not in an outage. Therefore, when the Company offers a generating unit into the PJM Day Ahead energy market and it is not selected for economic reasons and the Company decides to not designate that unit as 'Must Run' by definition, the Event Type is Reserve Shutdown (RS).

Witness: Paul J. Massie

Witness: Douglas J. Rosenberger

Witness: Jason M. Stegall

**DATA REQUEST**

- 1\_9** Refer to the response to Staff 1-15 at Attachment 1, which depicts scheduled, actual, and forced outages for Mitchell 1, Mitchell 2, and Big Sandy 1 for the period under review. There are many hours of outages described as “Reserve Shutdown.” Refer also to the response to Staff 1-15 in Case No. 2022-00036, which depicts similar outage data for the prior six-month period but does not describe any outages as “Reserve Shutdown.”
- a. Provide the data in the same format for Rockport 1 and Rockport 2 for the periods under review in this proceeding and in Case No. 2022-00036.
  - b. Describe how the “Reserve Shutdown” outage determination is made and who or what parties made/make those determinations.
  - c. Provide copies of all “Reserve Shutdown” notifications that occurred during the month of March 2022 as an example.
  - d. Explain why the “Reserve Shutdown” distinction was not made for any hours in the response to Staff 1-15 in Case No. 2022-00036, which depicts similar outage data for the prior six-month period.

**RESPONSE**

- a. Please see KPCO\_R\_AG-KIUC\_1\_09\_Attachment1 for the requested information.
- b. As described in the definition for a Reserve Shutdown (*see* Company’s response to KPSC 2-8), an Event Type of RS is assigned when the unit is available for load but is not synchronized due to lack of demand. Therefore, if a unit is not selected for economic reasons and the Company decides to not designate that unit as ‘Must Run’, it is designated as RS. That Event Type is based on the NERC GADS Data Reporting Instructions (*see* footnote 1 in the Company’s response to KPSC 2-8).
- c. There is no ‘notification’ of a Reserve Shutdown. As stated in KPCO\_R\_AG-KIUC\_1\_8b above, a unit’s status is Reserve Shutdown when PJM does not select a unit for dispatch in the operating day and that unit is not in an outage. Therefore, when the Company offers a generating unit into the PJM Day Ahead energy market and it is not selected for economic reasons and the Company decides to not designate that unit as ‘Must Run’, that unit’s status is Reserve Shutdown.
- d. The Reserve Shutdown Event Type is assigned when the unit is removed from service and is brought offline because it was not selected based on economics in



Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 2 of 2

the PJM Day Ahead energy market. There were no Reserve Shutdown Event Types identified in the response to Staff 1-15 in Case No. 2022-0036 because none of the outages listed met the definition for a Reserve Shutdown. In each case, the generating unit was removed from service for an Unplanned (Forced) Outage, a Maintenance Outage (MO) to remedy operational issues on that unit, or to start its Planned Outage (PO).

Witness: Timothy C. Kerns

Witness: Paul J. Massie

Witness: Douglas J. Rosenberger

**Kentucky Power Company**  
**Fuel Adjustment Case No. 2022-00263**  
**Rockport Plant Unit Outages**  
**May 1, 2021-April 30, 2022**

Unit Name	Event Type *	Event Start	Event End	Event Description
Rockport 1	MO	7/18/21 2:50 AM	7/19/21 11:34 AM	Repair Boiler Ash Hopper door
Rockport 1	MO	7/30/21 3:14 AM	8/5/21 11:21 PM	Boiler i/r
Rockport 1	RS	8/5/21 11:21 PM	8/6/21 7:26 PM	Reserve Shutdown
Rockport 1	FO	8/19/21 5:30 AM	8/20/21 2:13 PM	11C Auxiliary Transformer Overall Differential Trip
Rockport 1	RS	8/20/21 2:13 PM	8/21/21 12:00 AM	Reserve Shutdown
Rockport 1	MO	8/21/21 12:00 AM	8/25/21 11:20 AM	Repair Ash Hopper Door #223, Boiler i/r, Boiler Duct Ash removal, Clean Circ. Water Pump Screens
Rockport 1	MO	8/30/21 5:52 AM	9/11/21 12:00 AM	Boiler i/r and duct ash removal; 13.8 Kv Transformer 11C i/r; Pulverizer repairs
Rockport 1	PO	9/11/21 12:00 AM	12/15/21 2:00 PM	GBIR.
Rockport 1	RS	12/15/21 2:00 PM	1/16/22 3:48 PM	Reserve Shutdown
Rockport 1	FO	1/21/22 3:02 AM	2/6/22 9:57 PM	Broken Hanger on Economizer Inlet
Rockport 1	RS	2/17/22 1:22 AM	2/18/22 8:50 AM	Reserve Shutdown
Rockport 1	MO	3/1/22 2:58 PM	3/11/22 6:00 PM	Ash survey, Boiler i/r, Boiler hydro, Boiler-deslag, water leak repairs on turbine room Sump Discharge Header, Fire system header leak repairs, Bottom Ash Re-circ line repair, and Main Condenser i/r and Tube Sheet replacement.
Rockport 1	RS	3/11/22 6:00 PM	3/31/22 3:04 PM	Reserve Shutdown
Rockport 1	MO	4/3/22 3:40 AM	5/14/22 12:00 AM	Due to stress cracking on LP Turbine Blades of similar turbines in fleet, safety recommendation from GE.
Rockport 2	MO	4/15/21 11:00 PM	6/1/21 4:00 PM	DSI Injection System piping upgrade, BOP i/r.
Rockport 2	RS	6/1/21 4:00 PM	6/5/21 6:44 AM	Reserve Shutdown
Rockport 2	MO	6/15/21 1:51 PM	6/23/21 7:21 PM	Boiler i/r, Ash Removal, Hydro & RSH/SSH Air Test and to install SCR Heaters.
Rockport 2	RS	6/23/21 7:21 PM	6/27/21 9:35 AM	Reserve Shutdown
Rockport 2	MO	9/7/21 4:41 AM	10/9/21 12:00 AM	Boiler I/R, boiler duct ash removal, deslag boiler, generator stator tank hydrogen leak repair, #10 pulverizer tempering air and fuel output damper repair, #4 clinker grinder repair, economizer ash hopper repairs.
Rockport 2	PO	10/9/21 12:00 AM	11/30/21 2:50 PM	GBIR.
Rockport 2	SF	11/30/21 2:50 PM	12/1/21 9:06 AM	Startup Failure
Rockport 2	MO	2/10/22 8:33 AM	2/23/22 5:47 PM	Boiler i/r, Aux. Turbine Lube Oil Pump repair, Ductwork cleaning, Boiler cleaning.
Rockport 2	RS	2/23/22 5:47 PM	4/5/22 7:32 PM	Reserve Shutdown

**Event Type \***

FO Forced Outage  
 MO Maintenance Outage  
 PO Planned Outage  
 RS Reserve Shutdown  
 SF Startup Failure  
 Note: i/r = inspection and repair

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 1 of 3

**DATA REQUEST**

- 1\_10** Refer to the Excel file KPCO\_R\_KPSC\_1\_16\_Attachment5 attached to the response to Staff's First Set of Data Requests, Item No. 16. Refer further to the tab 03-22 hourly Purch Alloc and further to cells M3 through Q6, which show the calculation of \$/MWh for each of the generating units for March 2022.
- a. Confirm that the actual MWh generated for March 2022 match the amounts for each generating unit as reflected in cells M3 through Q3. If not confirmed, explain and provide the correct amounts.
  - b. Confirm that the cost of generation in March 2022 match the amounts for each generating unit as reflected in cells M5 through Q5. If not confirmed, explain and provide the correct amounts.
  - c. For each hour in March 2022, provide the generation by hour for each generating unit. If zero for any hour, reflect as zero.
  - d. Indicate how many hours of generation were experienced by Mitchell 1 during March 2022.
  - e. Indicate if there was some type of cost reallocation or reclassification for each generating unit during March 2022. If so, describe each such event.
  - f. Explain all reasons why the generation costs for Mitchell 1, \$272,174.25, were so high in order to generate only 220 MWh with a cost per MWh of \$1,239.347 during March 2022. As part of the answer, break down all generation costs reflected by category of costs.
  - g. Explain all reasons why the generation costs for Mitchell 2 were negative \$21,128.49 during March 2022 when the generation that month was zero. As part of the answer, provide a breakdown of all negative generation costs reflected by category of costs.
  - h. Explain all reasons why the generation costs for Rockport 2 were negative \$179,892.45 during March 2022 when the generation that month was zero. As part of the answer, provide a breakdown of all negative generation costs reflected by category of costs.
  - i. Explain all reasons why the generation costs for Rockport 1, \$110,323.47, were so high in order to generate only 1,373 MWh with a cost per MWh of \$80.374 during March 2022. As part of the answer, break down all generation costs reflected by category of costs.

**RESPONSE**

- a. Confirmed, those values represent the actual Net Generation amounts for each generating unit.

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 2 of 3

b. While the values reflect fuel expense and generation of these units, they do not present a complete picture of what has occurred during March 2022. The amounts identified in Part b of the question represent the total fuel expense assigned to each resource as recorded in the Company's General Ledger during the month of March 2022.

c. Please see KPCO\_R\_AG-KIUC\_1\_10\_Attachment1 for the requested information.

d. Mitchell Unit 1 had seven hours of non-zero generation during March 2022. Unit was well into startup and had paralleled with the electric grid but had not completed the startup sequence when the primary air duct to No. 16 pulverizer failed. The unit could not be operated in a safe manner with this condition and had to be removed from service.

e. The Company completes a coal inventory survey twice per year at the Mitchell and Rockport facilities. The survey results lead to one of three actions, no-change to the coal inventory, an increase to the coal inventory or a decrease to the coal inventory. A survey adjustment was recorded to the coal piles at the Rockport Plant in the March 2022 accounting cycle.

f. These costs include coal consumption of \$13,308.17 and fuel oil consumption of 258,866.08. The primary driver of the consumption of fuel oil used to start Unit 1 on March 27. Unit 1 had to use an Auxiliary Boiler to supply startup steam because unit 2 was out of service. The Auxiliary Boiler is fired using fuel oil resulting in the high charge.

g. The Company realized that it had overstated its fuel oil consumption in the February 2022 accounting cycle and recorded a correction in the March 2022 accounting cycle. Kentucky Power's share of the correction resulted in the \$21,128.49 credit to the accounting books.

h. The Company completes a coal inventory survey twice per year at the Mitchell and Rockport facilities. The survey results lead to one of three actions, no-change to the coal inventory, an increase to the coal inventory or a decrease to the coal inventory. Rockport Unit 2 recognized a fuel survey adjustment that was recorded as a credit to fuel expense. Kentucky Power's share of the credit is \$179,892.45.

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022  
Page 3 of 3

i. This amount reflects Kentucky's share of Rockport Unit 1 fuel consumption which includes coal consumption of \$44,711.88, a coal survey adjustment of (\$25,163.49), and fuel oil consumption of \$90,775.09. The Company completes a coal inventory survey twice per year at the Mitchell and Rockport facilities. The survey results lead to one of three actions, no-change to the coal inventory, an increase to the coal inventory or a decrease to the coal inventory.

Witness: Jason M. Stegall

Kentucky Power Company  
KPSC Case No. 2022-00263  
AG KIUC First Set of Data Requests  
Dated October 13, 2022

**DATA REQUEST**

**1\_11** Refer to the Company's response to Staff 1-17 that provided the Generating Unit Net Capacity Factor and the Generating Unit Equivalent Availability Factor for each month during the period under review for Big Sandy 1, Mitchell 1, and Mitchell 2. Provide the Generating Unit Net Capacity Factor and the Generating Unit Equivalent Availability in the same format for Rockport 1 and Rockport 2 for each month during the period under review.

**RESPONSE**

Please see KPCO\_R\_AG-KIUC\_1\_11\_Attachment1 for the requested information.

Witness: Timothy C. Kerns

<b>Kentucky Power Company</b> <b>Fuel Adjustment Case No. 2022-00263</b> <b>Generating Unit Net Capacity Factor [%]</b> <b>November 1, 2021-April 30, 2022</b>						
	<b>Nov-21</b>	<b>Dec-21</b>	<b>Jan-22</b>	<b>Feb-22</b>	<b>Mar-22</b>	<b>Apr-22</b>
<b>Rockport 1</b>	0.00	0.00	Jan-00	Feb-00	Jan-00	3.96
<b>Rockport 2</b>	0.00	47.61	65.05	19.37	0.00	55.45

<b>Kentucky Power Company</b> <b>Fuel Adjustment Case No. 2022-00263</b> <b>Generating Unit Equivalent Availability Factor [%]</b> <b>November 1, 2021-April 30, 2022</b>						
	<b>Nov-21</b>	<b>Dec-21</b>	<b>Jan-22</b>	<b>Feb-22</b>	<b>Mar-22</b>	<b>Apr-22</b>
<b>Rockport 1</b>	0.00	52.96	62.91	65.62	66.73	7.18
<b>Rockport 2</b>	0.00	98.17	94.32	45.22	100.00	97.82











VERIFICATION

The undersigned, Paul J. Massie, being duly sworn, deposes and says he is the Plant Manager – Big Sandy for Kentucky Power Company, that he has personal knowledge of the matters set forth in the foregoing responses and the information contained therein is true and correct to the best of his information, knowledge, and belief.

Paul J. Massie  
Paul J. Massie

Commonwealth of Kentucky )  
County of Boyd )

Case No. 2022-00263

Subscribed and sworn before me, a Notary Public, by Paul J. Massie this 27<sup>th</sup> day of October, 2022.

Scott E. Bishop  
Notary Public

My Commission Expires June 24, 2025

Notary ID Number: KYNP 32110

