DATA REQUEST

JI 1_1 Please refer to the Direct Testimony of Cynthia G. Wiseman on Behalf of Kentucky Power Company ("Wiseman Direct") at page 2 lines 22-23 ("2:22-23") and explain how the Company's previous organizational structure worked to the detriment of ratepayers.

RESPONSE

The Company objects to this request on the basis that it is argumentative and misstates the testimony of Company Witness Wiseman. Subject to and without waiving this objection, the Company states that the purpose of the referenced testimony was to describe structural changes at the AEP and Kentucky Power and to preview that those structural changes benefitted customers. The Company's prior organization structure did not work to the "detriment" of customers; instead, the changes to the organizational structure are a result of Kentucky Power's and AEP's ongoing search for ways to better and more efficiently serve customers. The benefits of the structural changes are described in more detail on pages 4-6 of the Direct Testimony of Company Witness Wiseman.

Witness: Cynthia G. Wiseman

DATA REQUEST

JI 1_2 Please refer to Wiseman Direct at 6:3-6 and respond to the following requests:

a. Provide a copy of any agreement for procurement of the referenced combustion turbine.

b. What was the amount of the reservation fee?

c. How much, if any, of the reservation fee is refundable?

RESPONSE

a. and c. Please see the Company's response to KPSC 2_29. The document speaks for itself.

b. Please see the Direct Testimony of Company Witness Wolffram, page 38, line 14.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_3 Please refer to Wiseman Direct at 7:6-14 and

a. A detailed description of how "affordability" was articulated amongst "customers' concerns" in the summer 2025 "community listening sessions;"

b. Provide copies of any presentations provided at the "community listening sessions";

c. Sign-in sheets or other lists of participants in the "community listening sessions" disaggregated by Hazard, Pikeville, and Ashland;

d. A complete list of all stakeholders invited to participate in the "community listening sessions" disaggregated by Hazard, Pikeville, and Ashland;

e. A complete list of all "ideas" presented to the Company regarding "affordability" in the "community listening sessions" disaggregated by Hazard, Pikeville, and Ashland

f. A complete list of all "ideas" presented to the Company regarding "affordability" in the "community listening sessions," which ideas the Company has or intends to follow-up on:

i. To implement
ii. To study further.

g. A complete list of questions and any summaries of answers provided;

RESPONSE

The Company objects that this request to the extent it mischaracterizes the testimony of Company Witness Wiseman. The company further objects to the extent it calls for information or documents that are not kept in the ordinary course of business. Subject to and without waiving these objections, Kentucky Power states as follows:

a. During community listening sessions occurring during the summer of 2025, affordability emerged as a theme within the broader context of customer concerns. This concern was articulated to the Company through various discussions regarding personal connections, assistance programs, economic development awareness, and specific feedback from session participants. Participants expressed concern with utility rates, and many admitted to not fully understanding the factors behind the costs or the level of investment the Company makes to improve service reliability. Additional community engagement was emphasized by listening session participants including suggestions to increase presence through local events and partnerships with trusted organizations. The need for education on energy efficiency was also highlighted, as many homes, particularly mobile homes, were deemed inefficient. In terms of educating the public on energy efficiency methods and resources available for assistance, the discussions oftentimes circled back to the need to meet customers where they are, increase community involvement, and use trusted community partners, like community action agencies, as catalysts for education.

b. There were no formal presentations given at the June 2025 community listening sessions.

c. List of participants:

Ashland Community Listening Session – June 2nd at 12pm
Scott Martin – President, Northeast Chamber of Commerce (Boyd County)
Josh Blanton – Account Manager, Portable Solutions Group (Boyd County)
Dustin Burchett – Administrative Officer, City of Raceland (Greenup County)
Brandy Clark – Executive Director, Visit Ashland (Boyd County)
Paul Seasor – Director of Maintenance/Operation, Ashland Community and Technical College (Boyd County)
Lance Hanshaw – Executive Director, FIVCO (Carter County)
Mike Maynard – Executive Director, Bruce-Hillcrest Mission (Boyd County)
Scott Murphy – Director of Community Impact, Ramey Estep (Carter County)
Ann Perkins – Executive Director, Safe Harbor (Boyd County)
Justin Pruitt – County Administrator, Boyd County Fiscal Court (Boyd County)

Pikeville Community Listening Session – June 17th at 10am
Michael Brown – Executive Director, Habitat for Humanity (Pike County)
Jaryd Crum – Partner, Kirk & Crum Law Office (Johnson/Martin Counties)
Judy Daniel – Economic Development Director, Johnson County Fiscal Court (Johnson County)
Jordan Gibson – President, Southeast Kentucky Chamber of Commerce (Pike County)

Mark Gooch – President/CEO, Community Trust Bank; Member, EPIC Commission (Pike County)
Karen Roberts Prater – Director of Project Management, Eastern Telephone; President of Pikeville Rotary Club (Pike County)
Jasmine Sauceda-Izbrand – Director of the Center of Infinite Worth, University of Pikeville (Pike County)
Jennifer Wells – City Commissioner, City of Inez (Martin County)
Ryan Wilson – General Manager, Booth Energy Corporation; Manager, AppleAtcha (Martin County)

Hazard Community Listening Session – June 17th at 2pm
Bridget Williams – Regional Director, Appalachian Service Project (Perry County)
Rebecka Fugate – Foodways Program Director, Hindman Settlement School (Knott County)
Robin Gabbard – President, Mountain Association
Scott McReynolds – Executive Director, Housing Development Alliance (Perry County)
Seth Long – Executive Director, HOMES Inc. (Letcher County)
Stacie Fugate – Director, Invision Hazard (Perry County)
Tawny Acker – Executive Director, LKLP Community Action (Knott County)
Zach Lawrence – Director, Hazard/Perry County Economic Development Alliance (Perry County)
Janet Smith – Agent, Kentucky Farm Bureau; President, Hazard/Perry County Chamber of Commerce (Perry County)

d. List of invitees:

Ashland Community Listening Session – June 2nd at 12pm
Scott Martin – President, Northeast Chamber of Commerce (Boyd County)
Josh Blanton – Account Manager, Portable Solutions Group (Boyd County)
Scott Murphy – Director of Community Impact, Ramey Estep (Carter County)
Mike Maynard – Executive Director, Bruce-Hillcrest Mission (Boyd County)
Dustin Burchett – Administrative Officer, City of Raceland (Greenup County)
Lance Hanshaw – Executive Director, FIVCO (Carter County)
Ann Perkins – Executive Director, Safe Harbor (Boyd County)
Sam Howard – CEO, Trace Creek Construction (Lewis County)
Brandy Clark – Executive Director, Visit Ashland (Boyd County)
Sara Marks – CEO, King's Daughters Medical Center (Boyd County)
Vince Doty – Deputy County Judge/Executive, Lawrence County Fiscal Court (Lawrence County)
Justin Pruitt – County Administrator, Boyd County Fiscal Court (Boyd County)

Eden McKenzie – Economic Development Director, City of Ashland (Boyd County)
Larry Ferguson – President, Ashland Community and Technical College (Boyd County)

Pikeville Community Listening Session – June 17th at 10am
Karen Roberts Prater – Director of Project Management, Eastern Telephone; President of Pikeville Rotary Club (Pike County)
Jordan Gibson – President, Southeast Kentucky Chamber of Commerce (Pike County)
Jennifer Wells – City Commissioner, City of Inez (Martin County)
Nita Collier – City Commissioner, City of Inez (Martin County)
Danielle Harmon – Director of Community Development, Appalachian Regional Healthcare (Johnson County)
Jeania Perry – Director of Human Resources, Appalachian Wireless; Secretary, Floyd County Homeless Shelter Board of Directors (Floyd County)
Angie Reynolds – Founder/CEO, TEK Center (Magoffin County)
Kandi Justice – COO, Pikeville Medical Center (Pike County)
Jaryd Crum – Partner, Kirk & Crum Law Office (Johnson/Martin Counties)
Mark Gooch – President/CEO, Community Trust Bank; Member, EPIC Commission (Pike County)
Judy Daniel – Economic Development Director, Johnson County Fiscal Court (Johnson County)
Ryan Wilson – General Manager, Booth Energy Corporation; Manager, AppleAtcha (Martin County)
Jasmine Sauceda-Izbrand – Director of the Center of Infinite Worth, University of Pikeville (Pike County)
Michael Brown – Executive Director, Habitat for Humanity (Pike County)
Todd DePriest – Mayor, City of Jenkins (Letcher County)
Adam Rice – Field Representative, Congressman Hal Rogers (Johnson County)
Regena McClure – Community Development Director, Johnson County Fiscal Court (Johnson County)
Jeffrey Justice – Executive Director, Pine Mountain Partnership (Letcher County)
Casey LeQuire – Senior Vice President, People's Bank (Floyd County)
Charly Grace – Executive Director, Floyd County Chamber of Commerce (Floyd County)
Derek Catron – Pastor, Turkey Creek Church of the Nazarene (Martin County)
Rob Musick – Assistant Dean of Health and Wellness, University of Pikeville (Pike County)

Hazard Community Listening Session – June 17th at 2pm
Betsy Clemons – Executive Director, Hazard/Perry County Chamber of Commerce (Perry County)
Janet Smith – Agent, Kentucky Farm Bureau; President, Hazard/Perry County Chamber of Commerce (Perry County)
Zach Lawrence – Director, Hazard/Perry County Economic Development Alliance (Perry County)
Kristen Collins – CEO, Foundation for Appalachian Kentucky (Perry County)
Stacie Fugate – Director, Invision Hazard (Perry County)
Robin Gabbard – President, Mountain Association
Scott McReynolds – Executive Director, Housing Development Alliance (Perry County)
Tawny Acker – Executive Director, LKLP Community Action (Knott County)
Bill Bettinazzi – Board Chair, Perry County Community Foundation (Perry County)
Josh Mullins – Senior Director of Operations, Hindman Settlement School (Knott County)
Seth Long – Executive Director, HOMES Inc. (Letcher County)
Joel Brashear – Community Outreach and Business Development Officer, Hyden Citizens Bank (Leslie County)
Bridget Williams – Regional Director, Appalachian Service Project (Perry County)
Andrea Begley – Deputy District Director, Congressman Hal Rogers (Leslie County)

e. Hazard Listening Session

1. Increase Awareness of Assistance Programs:
- Promote LIHEAP and THAW programs through local agencies to help customers access available assistance.
2. Feedback Mechanism for Assistance Programs:
- Establish a way to gather feedback from repeat users of assistance programs to understand their experiences and needs.
3. Shift Focus to Weatherization:
- Consider shifting from traditional assistance programs to more proactive weatherization efforts to help customers reduce energy costs.
4. Community Engagement at Local Events:
- Engage with the community at free events like farmers markets or offering complimentary coffee to foster relationships and trust.
5. Enhance Understanding of Bill Payments:
- Use infographics to clarify where bill payments go and how they relate to the services provided.
6. Increase THAW Funding:
- Advocate for more THAW funds to assist those in need, particularly for individuals who fall through the cracks of existing programs.

7. Housing Stock Improvement:
- Address barriers to accessing weatherization funding by providing incentives and financing options for repairs.
8. Grocery Reimbursement During Outages:
- Consider offering grocery reimbursement for customers who experience outages and do not have insurance.

Pikeville Listening Session

1. Educate Customers on Energy Efficiency:
- Provide education regarding factors contributing to energy costs, particularly for older and mobile homes.
2. Incentives for Energy-Efficient Upgrades:
- Suggest incentives for customers to upgrade to energy-efficient appliances and HVAC systems.
3. Increase Community Involvement:
- Encourage more "boots on the ground" efforts to enhance community involvement and personal connections with customers.
4. Focus on Youth Programs:
- Invest in youth education programs to promote awareness of energy efficiency and utility services from an early age.
5. Transparency in Utility Operations:
- Improve transparency regarding how the utility operates, including clearer communication about rates and service expectations.
6. Community Messaging around Economic Development:
- Develop messaging to highlight the utility's role in economic development and its benefits to the community.

Ashland Listening Session

1. Understanding Rate Structures:
- Many community members do not know how rates are determined or how investments are managed. Educating the public on these issues can improve transparency and trust.
2. Collaboration with Community Organizations:
- Use community organizations to communicate the importance of energy efficiency and weatherization initiatives and opportunities for assistance for customers.
3. Payment Assistance Programs
- Approximately $2 million per year is allocated for payment assistance, with significant funding coming from shareholders. Many customers are unaware that these are Kentucky Power programs.
4. Personal Connections with Local Representatives
- Emphasizing personal relationships between Kentucky Power representatives and local officials can facilitate better communication and enhance community trust.

5. Communication Strategies

- Continuous outreach about assistance programs is necessary, as many individuals may still be unaware. Engaging through various channels is essential for effective communication.

f. i. To implement

Increased "boots on the ground" engagement with customers; public education strategies with trusted community organizations, i.e. community actions agencies; easy to understand infographics; continued foundation support of housing organizations; youth outreach and energy efficiency education; restructuring of winter billing cycles to assist in alleviating winter usage bills; Enhanced communications strategies regarding the Company's role in economic development; and increased awareness of assistance programs.

ii. To study further.

Increased education and messaging regarding rate structure; collaboration with community organizations to improve housing stock; additional energy efficiency education; expanded weatherization programs; universal service fund; and energy assistance allocation between HEART/THAW programs.

g. **Question**: Kentucky Power has consistently worked to put customers first, be a strong community partner, and support our communities. Our intentions, however, have not always translated to the communities and customers we serve. Why do you think that is?
Summary of feedback: Responses indicated a perceived disconnect between the company and community members. Opportunities exist for increased communication to correct misconceptions about the company's efforts and intentions.
Question: Under Bill and Cindy's leadership, Kentucky Power is renewing our commitment to being a responsible corporate citizen and positive community partner through strengthening our community outreach, increasing volunteerism and foundation giving, and working across sectors to improve life in our communities. How can we best serve your community?
Summary of feedback: Suggestions for better service included improving community engagement through local partnerships and volunteerism, prioritizing community needs in outreach efforts,and encouraging direct communication with community members to ensure alignment with local interests.
Question: Kentucky Power has been a longtime driver of economic development in eastern Kentucky. In fact, our Kentucky Power Economic Growth Grant (KPEGG) program has funded a variety of economic development efforts, and our economic development team is constantly working to recruit large industrial customers. Do you think community members are aware of the work we are doing in the economic development space? If not, how do you think we could better convey those efforts?

Summary of feedback: There is a general lack of awareness regarding Kentucky Power's economic development initiatives. Attendees suggested more targeted communication, visibility through local media and events, and effective storytelling to highlight the impact of these efforts on the community.

Question: The Kentucky Power external affairs team is working diligently to ensure positive working relationships with government officials, community organizations, and partners. How can we improve those efforts? Are there any specific areas we should focus on?

Summary of feedback: Building personal relationships with local leaders and organizations was emphasized as crucial. Regular updates, increased transparency, and collaboration on community projects were recommended to strengthen partnerships.

Question: During the previous legislative session, we consistently heard that we have a need to repair our reputation and credibility in the service area. What primary challenges do you see Kentucky Power having when it comes to image? Are there any particular examples that stick out to you?

Summary of feedback: Concerns included perceptions of disconnection from the community and a historical lack of responsiveness to local issues. Participants noted the need for Kentucky Power to rebuild trust and improve its overall reputation through consistent, positive engagement.

Question: Kentucky Power and our customer service team are dedicated to working with customers in any way possible to help them meet their needs. This includes average monthly payment plans, HEART and THAW programs, and flexibility on customer bills during winter months. Despite all that, we still face challenges when it comes to rhetoric. Do you think we could do a better job conveying the options customers have? If so, how do you suggest we go about that?

Summary of feedback: There is a need for clearer communication about available programs and options. Participants suggested simplifying information, using multiple channels for outreach, and engaging community organizations to disseminate information effectively.

Question: How would you say that Kentucky Power is viewed when it comes to service, reliability, and efficiency? Do you believe customers are satisfied with the services they're receiving?

Summary of feedback: Responses reflected mixed feelings about service reliability. While some customers expressed satisfaction, there were concerns about responsiveness, particularly during outages. The company was commended by multiple attendees for effective communication during outages and severe weather events.

Question: We hear a lot about high bills, especially during the high usage months in the winter and summer. Despite that, Kentucky Power has very comparable rates to surrounding electric providers but on average our customers have higher usage. How do you suggest we better educate our customers on managing usage to lower their bills?
Summary of feedback: Suggestions included providing practical tips on energy efficiency through workshops and educational campaigns, using social media for information dissemination, and engaging customers in discussions about energy usage and management tools.

Witness: Cynthia G. Wiseman

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_4 Please refer to Wiseman Direct at 8:15-18:

a. Explain if the referenced contribution has already been made in full, or in part?

b. Is there any limitation or condition on when or how the funds may be spent?

RESPONSE

a. The $1 million contribution will be paid out to the Community Action Kentucky agencies receiving the grants over a period of five years beginning in 2025.

b. The funds must be used in the manner defined within the grant application that the agencies submitted.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_5 Please refer to Wiseman Direct at 9:9-20 and confirm or deny, with a detailed explanation of the basis for the response provided:

a. Ensuring citizens in the communities served by Kentucky Power are meaningfully employed is a utility function on which the expenditure of ratepayer money is appropriate.

b. Creating and expanding businesses and industries is a utility function on which the expenditure of ratepayer money is appropriate.

c. Increasing the tax base in local communities is a utility function on which the expenditure of ratepayer money is appropriate.

RESPONSE

The Company objects that this request to the extent it mischaracterizes the testimony of Company Witness Wiseman. The Company further objects that the request is argumentative, vague, and undefined. Subject to and without waiving these objections, Kentucky Power states as follows:

a.-c. It is an appropriate utility function to support economic development throughout its service territory. Kentucky Power takes great pride in being a leader of economic development in eastern Kentucky. By pursuing economic development, the Company can make positive impacts on rates to the benefit of all customers. This is of particular importance in the Kentucky Power service territory that suffers from continued decline in load, which has a negative impact on the utility and customer rates alike. As such, the Company's proposal to maintain its K-PEGG program is appropriate, which has been consistently supported and approved by the Commission in every base rate case since Case No. 2014-00396.

Witness: Cynthia G. Wiseman

DATA REQUEST

JI 1_6 Please refer to Wiseman Direct at 11:6-21 and by year for the fiscal years 2020 to the present (year-to-date), and provide the budget for income-qualified:

a. Weatherization;

b. Energy efficiency other than weatherization;

c. Health and safety associated with energy efficiency and/or weatherization investments; and

d. Distributed Energy Resources.

RESPONSE

a.-d. The Company offers the Targeted Energy Efficiency ("TEE") program for income-qualified customers. The Company files its proposed budget for the TEE program with the Commission annually. These filings are publicly available on the Commission's website (psc.ky.gov) in the dockets for Case Nos. 2019-00410, 2020-00362, 2021-00420, 2022-00392, 2023-00362 and 2024-00115.

The Company's annual filing occurs by November 15 each year and includes the proposed budget for the upcoming calendar year based. Traditionally these prospective budgets are limited to the upcoming calendar year; however, as a part of the Company's application in Case No. 2024-00115 the Company provided a budget for the TEE program through 2027. Case No. 2024-00115 is also publicly available on the Commission's website (psc.ky.gov).

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_7 Please refer to Wiseman Direct at 11:6-21 and by year for the fiscal years 2020 to the present (year-to-date), and provide the actual expenditures on income-qualified:

a. Weatherization;

b. Energy efficiency other than weatherization;

c. Health and safety associated with energy efficiency and/or weatherization investments; and

d. Distributed Energy Resources.

RESPONSE

a.-d. The Company offers the Targeted Energy Efficiency ("TEE") program for income-qualified customers. The Company files the actual expenditures for the TEE program with the Commission annually. These filings are publicly available on the Commission's website (psc.ky.gov) in the dockets for Case Nos. 2019-00410, 2020-00362, 2021-00420, 2022-00392, 2023-00362 and 2024-00115.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_8 Please refer to Wiseman Direct at 11:6-21 and by year for the fiscal years 2020 to the present (year-to-date), and provide by year for the next five fiscal years, or for such other number of years for which data has been developed, the budget for income-qualified:

a. Weatherization;

b. Energy efficiency other than weatherization;

c. Health and safety associated with energy efficiency and/or weatherization investments;

d. Distributed Energy Resources.

RESPONSE

a-d. Please see the Company's response to JI 1_6.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_9 Please refer to Wiseman Direct at 12:4-5, and explain how the Companies intend to evaluate new, expanded, and/or enhanced DSM and energy efficiency programs.

RESPONSE

The Company received approval of its expanded DSM programs in February 2025 in Case No. 2024-00115. The Commission's Final Order approved the two new DSM programs (Home Energy Improvement Program and Commercial Energy Solutions Program) as three-year pilot programs that will end in February 2028. The Company will focus on the success of those programs in the near term. The Company will continue to evaluate additional programs consistent with the Commission's guidance in their Final Order approving AMI deployment, Case No. 2024-00344. However, the Company has not yet made a determination on when, how, and if it will propose additional DSM programs at this time given the recent approval of its DSM programs in Case No. 2024-00115.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_10 Please refer to Wiseman Direct at 15:12-14 and explain how the Company is proposing "a band of reasonable outcomes around how different classes of customers are allocated their fair share of the revenue increase." Are multiple possible allocations being proposed in the alternate?

RESPONSE

No. The Company's proposal resulted in a band of reasonable class increases ranging from 11-15%. Please see the Company's response to KPSC 2_14 for additional information.

Witness: Michael M. Spaeth

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_11 Please refer to the Direct Testimony of Jeffrey D. Newcomb on Behalf of Kentucky Power Company ("Newcomb Direct") at 5:6-18 and explain how the revenue requirement increase of $95,558,248 or 14.62% would lead to an increase from test year revenues of $653,489,895 to $672,038,794.

RESPONSE

The Company objects that this request to the extent it mischaracterizes the testimony of Company Witness Newcomb. Subject to and without waiving these objections, Kentucky Power states as follows:

$672,038,794 is the total annual *base* revenue requirement at proposed *base* rates. The ongoing level of total annual *base* revenues at present *base* rates, per Section V, Exhibit 1, Page 2 of 56, line 1, column 3, is $596,769,105. The difference between the total annual *base* revenue requirement at proposed *base* rates and the ongoing level of total annual *base* revenues at present *base* rates represents a proposed increase to the total annual *base* revenue requirement of $75,269,689. Kentucky Power has also proposed a new Generation Rider which has an initial annual *rider* revenue requirement of $20,288,559. The sum of the proposed increase to the total annual *base* revenue requirement of $75,269,689 and the initial annual *rider* revenue requirement of $20,288,559 represents a proposed total revenue requirement increase of $95,558,248. The proposed total annual revenue requirement of $95,558,248 represents a 14.62% increase over the Test Year ended May 31, 2025 *adjusted total retail revenues* of $653,489,895.

Witness: Jeffrey D. Newcomb

DATA REQUEST

JI 1_12 Please refer to Newcomb Direct at 12:1-4 and explain how the impact of the decline in usage "has been magnified by the fact that the Company does not collect 100% of its fixed costs of 4 providing electric service through fixed charges."

RESPONSE

The Company objects that this request to the extent it mischaracterizes the testimony of Company Witness Newcomb. Subject to and without waiving these objections, Kentucky Power states as follows:

Fixed costs are costs that do not change based on changes in production and customer usage. The Company does not collect 100% of its fixed costs of providing electric service through fixed charges, which means a portion of fixed costs are collected through usage-based charges. When there is a decline in usage below the level used to design the usage-based rates, as Kentucky Power has experienced, the usage-based rates are deficient and do not fully recover the fixed costs that are being collected through usage-based charges.

Witness: Jeffrey D. Newcomb

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_13 Please refer to Newcomb Direct at 16:4-13
a.: Explain how the decision to repay $300 million in term loans, $85.2 million in short term debt, and reduce equity by $83.1 million was made; and
b.: Explain how the overall reduction of debt by $385.2 million and equity by $83.1 million will not result in a higher ratio of common equity in the Company's capital structure.

RESPONSE

The Company objects that this request to the extent it mischaracterizes the testimony of Company Witness Newcomb. Subject to and without waiving these objections, Kentucky Power states as follows:

a. and b. Please see the Company's response to KPSC 2_13. The overall reduction of debt by $385.2 million and equity by $83.1 million will result in a higher ratio of common equity in the Company's capital structure compared to the current capital structure.

Witness: Jeffrey D. Newcomb

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_14 Please refer to the Direct Testimony of Tanner S. Wolfram on behalf of Kentucky Power Company ("Wolffram Direct") at 5:9-10 and explain what is meant by "going-level adjustment."

RESPONSE

The use of the term "going-level adjustment" is consistent with 807 KAR 5:001, Section 16(5) which allows for pro forma adjustments for known and measurable changes to test-year costs.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_15 Please refer to Wolffram Direct at 5:5 to 6:5 and explain how "maintaining the existing subsidy" from other classes to the residential class would result in a greater percent increase to residential bills than other classes.

RESPONSE

Please see KPCO_R_KPSC_1_54_Attachment1, tab "Prop Equal" which demonstrates that maintaining the current subsidy for the residential class would have resulted in an average 19.43% increase for the residential class, which is greater than the Company's requested 15% average increase for the residential class.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_16 Please refer to Wolffram Direct at 8:1-7 and 9:3-16, and answer the following questions:

a. Provide example bills under proposed rates at
- i. 600 kWh;
- ii. 2000 kWh;
- iii. 2001 kWh;
- iv. Average monthly usage in January;
- v. Average monthly usage in July; and
- vi. Annual average monthly usage.

b. With regard two-tiered structure for fixed charges attempting to "address high winter and summer bills," how does the Company believe ratepayers will be able to plan for a significant difference in bill between, for example, 2,000 kWh usage and 2,001 kWh?

c. How has the Company contemplated the impact of declining energy rates on ratepayer energy use, and avoided costs of demand-side management and energy efficiency implementation.

RESPONSE

a. Please see KPCO_R_JI_1_16 Attachment1 for the requested information.

b. Please see the Company's response to AG-KIUC 1_95.

c. The components of the proposed residential rate structure, a two-tiered basic service charge and a declining blocked energy charge, function in tandem. In isolation, a declining block energy charge could disincentivize customer behavior to reduce energy usage. However, the energy-conserving incentive of the Tier 2 basic service charge functions as an easily identifiable and actionable counterbalance to the potential consumption-promoting incentive of the declining energy rate. The Company did not forecast the impacts of rate changes on customer behavior, and as such is not considering any potential impacts of the proposed residential rate design on avoided costs of demand-side management or energy efficiency implementations.

Witness: Michael M. Spaeth

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_17 Please refer to Wolffram Direct at 10:17 to 11:3, and explain how this case addresses "the issue of low-income and residential customers [sic] energy usage during the winter months" or "find[s] cost-effective measures to reduce demand."

RESPONSE

As explained in the Direct Testimony of Company Witness Wolffram, the Company has recently received approval of new and expanded DSM programs in Case No. 2024-00115. Those expanded DSM programs were identified as cost-effective measures to reduce demand. Furthermore, the Company's proposed tiered rate and customer charge structure provides prices signals for customers to reduce usage where they can, while still addressing bill impacts to the Company's highest energy users as shown in the Company response to KPSC 2_21.

As part of the Company's expanded DSM programs, the Company also proposed to expand its Targeted Energy Efficiency program that is specific to low-income customers. These programs, in connection with the Company's proposed residential rate structure, help address energy usage during winter months.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_18 Please refer to Wolffram Direct at 12:9-10 and define "disconnection," "field trip," and "termination," and explain how each differs (or does not).

RESPONSE

Termination and disconnection are used synonymously in this instance. Field trips, in this instance, refer to instances where Company personnel go to a customer's premises for purposes other than to physically disconnect the meter or perform work associated with the Company other special charges (i.e. for a meter read check or meter test).

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_19 Please refer to Wolffram Direct at 12:13-14 and provide the current cost justification for the Company's residential "delayed payment charge." Provide all workpapers supporting that cost justification in their native format with all formula intact.

RESPONSE

The Company does not charge, nor does it propose to charge, a residential delayed payment charge in accordance with the Commission's January 13, 2021, Order in Case No. 2020-00174.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_20 Please refer to Wolffram Direct at 13, Figure TSW-2 and provide a restatement of Table 2 using marginal costs to establish the level of the "proposed rate."

RESPONSE

The Company has not performed the requested analysis. As explained in the Direct Testimony of Company Witness Wolffram, the marginal cost analysis does not reflect the actual costs to perform the work to the customer requesting that service, which does not align with the principles of cost causation. By setting the special charges at the proposed level, the Company is reducing subsidies currently being paid by the rest of the customer base, as the costs to perform these services will be directly assigned to the customer requesting that service.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_21 Please refer to Wolffram Direct at 13 Figure TSW-2 and provide by month for the months October 2022 through the present (year to date), the number of the following actions taken:

a. Reconnect during regular hours for non-AMI meters

b. Reconnect at the end of the day (no "call out" required) for non-AMI meters

c. Reconnect prior to 8pm ("call out" required) for non-AMI meters

d. Reconnect when double time is required

e. Termination or field trip

f.: Meter Read Check

g. Meter Test

RESPONSE

Please see KPCO_R_JI_1_21_Attachment1 for the requested information.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_22 Please refer to Wolffram Direct at 13 Figure TSW-2, and provide, by year for the most recently completed three fiscal years, for the current fiscal year, and for the next two fiscal years, the annual budget for the staff which is responsible for engaging in each of the following activities:

a. Reconnect during regular hours for non-AMI meters

b. Reconnect at the end of the day (no "call out" required) for non-AMI meters

c. Reconnect prior to 8pm ("call out" required) for non-AMI meters

d. Reconnect when double time is required

e. Termination or field trip

f. Meter Read Check

g. Meter Test

RESPONSE

Please see KPCO_R_JI_1_22_Attachment1 for the requested information.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_23 Please refer to Wolffram Direct at 13 Figure TSW-2 and provide a detailed description of the work undertaken during seasonal shutoff moratorium periods by employees responsible for performing each of the following activities:

a. Reconnect during regular hours for non-AMI meters

b. Reconnect at the end of the day (no "call out" required) for non-AMI meters

c. Reconnect prior to 8pm ("call out" required) for non-AMI meters

d. Reconnect when double time is required

e. Termination or field trip

RESPONSE

The Company objects to this request as the term "seasonal shutoff moratorium periods" is vague and undefined, Subject to and without waiving this objection, the Company does not have seasonal shutoff moratorium periods. Moratoriums take effect based on certain temperature thresholds in accordance with the Company's Tariff Sheet P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-10 and the Commission's regulations.

During those disconnect moratoriums, employees who otherwise would be responsible for the activities identified in the request will still perform other work, including but not limited to opening and closing workorders, service work, investigation orders, storm assistance, and required sample testing.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_24 Please refer to Wolffram Direct at 13 Figure TSW-2 and explain whether the increased fees for non-AMI meter customers are to be applied to customers who have opted out of AMI installation, or also to customers who have not yet been offered AMI.

RESPONSE

There is no opt-out option for AMI meters. Customers who have not received an AMI meter would, as indicated in the Company's proposed Tariff Sheet P.S.C. KY NO. 14 ORIGINAL SHEET NO. 2-12, receive a charge. Company Witness Wolffram provides the support for the assessment of this and other special charges in Section VII of his Direct Testimony.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_25 Please refer to Wolffram Direct at 13:10-12 and the statement that reads in relevant part: "the Company's current charges do not collect the actual costs of the work performed because they are currently based on marginal costs, not on the actual cost, to perform those services." As used in that statement define the terms:

a. "Marginal cost"

b. "Actual cost"

RESPONSE

The Company objects that this request to the extent it mischaracterizes the testimony of Company Witness Wolffram. Subject to and without waiving this objection, Kentucky Power states as follows. The term "marginal cost" as used in Company Wolffram's Direct Testimony at 13:10-12 means the costs associated with work performed outside of normal business hours, consistent with the Commission's January 13, 2021 Order in Case No. 2020-00174.

The term "actual cost" means the total cost incurred for performing these services. A breakdown of these costs is provided in KPCO_R_KPSC_1_55_Attachment5_WolfframWP1.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_26 Please refer to Wolffram Direct at 15:8-10 and explain where in the Company's proposed tariffs the Company proposes to set Disconnection fees for AMI customers to $0.

RESPONSE

Please see Section II to the Company's Application, Exhibits D and E, page 15.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_27 Please refer to the Direct Testimony of Stevi N. Cobern on Behalf of Kentucky Power Company ("Cobern Direct") at 4:14-20 and provide a complete list of all existing restrictions on the number of payments a customer is allowed to make each month. For each such restriction, indicate whether the restriction is imposed by statute, by PSC regulation, by Company tariff, or by some other means.

RESPONSE

The Company's third-party payment vendor, responsible for processing phone and select online payments, has restrictions that include: a residential customer may make a maximum of four payments in a single day and 25 payments within a 30-day period. These measures are implemented as a fraud prevention strategy to protect both the customer and the Company.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_28 Please refer to Cobern Direct at 4:14-20 and provide all empirical studies done by or on behalf of the Company since January 2021

a. Identifying the monthly cash flows for the Company's customers; and

b. Identifying the monthly cash flows for the Company's customers disaggregated by source of income.

RESPONSE

a-b. The Company does not have access to information regarding its customers' monthly cash flows or its customers' source of income and, therefore, there are no studies responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_29 Please refer to Cobern Direct at 4:14-20 and provide by month for each month October 2021 to present, the residential bill given:

a. Median residential consumption;

b. 50% of median residential consumption;

c. 75% of median residential consumption;

d. 125% of median residential consumption;

e. 150% of median residential consumption.

RESPONSE

The testimony referenced in the question describes the general benefits of the Company's proposed FlexPay program and is unrelated to the remainder of the question.

The Company objects to this request on the basis that it seeks information that is outside the test year for this case and is, therefore, neither relevant to this proceeding nor reasonably calculated to lead to the discovery of admissible evidence.

Secondly, the Company also objects on the basis that the request to recalculate bills at the five different median usage levels is overly burdensome.

Subject to and without waiving these objections, please see KPCO_R_JI_1_29_Attachment1 for the prior two years of billing and usage statistics: Note that the historic data provided is actual billing unit data, not adjusted as presented in the Company's test year.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_30 Please refer to Cobern Direct at 4:14-20 and provide by month, for the months October 2021 to present, the number of residential customers who made:

a. 1 payment in the month;

b. 2 payments in the month;

c. 3 payments in the month;

d. 4 or more payments in the month.

RESPONSE

The testimony referenced in the question describes the general benefits of the Company's proposed FlexPay program and is unrelated to the remainder of the question. Regardless, please see KPCO_R_JI_1_30_Attachment1 for the requested information.

Witness: Stevi N. Cobern

Subpart>>>		(a)	(b)	(c)	(d)
Year	Month	1 Payment	2 Payments	3 Payments	4 or more Payments
2021	October	69,353	4,957	322	94
2021	November	69,720	6,750	348	80
2021	December	69,413	4,796	363	100
2022	January	78,369	6,649	565	146
2022	February	76,804	6,127	576	140
2022	March	70,773	9,835	655	182
2022	April	71,179	5,387	435	111
2022	May	71,202	6,652	491	148
2022	June	72,411	6,173	470	117
2022	July	71,776	5,392	478	146
2022	August	77,810	10,316	729	234
2022	September	110,528	9,134	752	227
2022	October	111,772	10,188	707	195
2022	November	111,277	9,963	536	155
2022	December	109,245	8,251	663	175
2023	January	108,456	9,938	880	234
2023	February	110,303	8,345	828	230
2023	March	109,329	15,180	957	266
2023	April	107,573	5,414	424	96
2023	May	109,781	13,258	593	172
2023	June	111,695	9,149	584	151
2023	July	109,992	8,817	448	106
2023	August	109,266	11,379	530	130
2023	September	108,545	7,108	563	133
2023	October	110,105	11,705	589	148
2023	November	110,368	8,341	444	118
2023	December	105,016	6,767	434	97
2024	January	102,596	7,944	558	144
2024	February	107,969	9,542	668	181
2024	March	108,138	7,241	569	148
2024	April	108,354	13,451	812	220
2024	May	107,281	13,206	642	173
2024	June	106,244	5,930	423	108
2024	July	109,549	12,397	622	145
2024	August	104,983	10,363	668	163
2024	September	105,531	11,675	631	216
2024	October	108,683	13,702	745	203
2024	November	106,250	5,669	428	110
2024	December	105,209	12,518	694	174
2025	January	105,917	10,746	884	251
2025	February	104,792	8,305	867	266
2025	March	107,660	12,924	965	288
2025	April	107,008	10,649	666	194
2025	May	108,557	9,143	768	211
2025	June	108,057	8,873	698	215
2025	July	109,445	10,988	784	248
2025	August	108,557	9,138	846	261
2025	September	109,460	10,250	896	284

DATA REQUEST

JI 1_31 Please refer to Cobern Direct at 5:5-9 and provide by month for the months October 21 to the present:

a. The number of new residential accounts served by the Company;

b. The number of new residential accounts required to post cash security deposits;

c. The average deposit required to be posted by new residential accounts posting deposits;

d. The number of new residential accounts not required to post a cash security deposit;

e. The number of existing residential accounts required to post a new cash security deposit;

f. The average deposit required of existing residential accounts required to post a new cash security deposit;

g. The number of residential accounts required to post an expanded cash security deposit.

h. The number of residential accounts from whom the Company holds a cash security deposit;

i. The average residential cash security deposit held from accounts having posted a cash security deposit;

j. The number of LIHEAP recipients who have been required to post a cash security deposit;

k. The average deposit held from LIHEAP recipients having posted a deposit.

RESPONSE

a. - k. Please see KPCO_R_JI_1_31_Attachment1 for the requested information.

Witness: Stevi N. Cobern

Subpart>>>		(a)	(b)	(c)	(d)
Year	**Month**	**New Res Accounts**	**New Res Accounts w/ Reqd Deposit**	**Avg Deposit Required for New Res Accounts**	**New Res Accounts - No Deposit Reqd**
2021	October	1,904	518	$ 164.19	1,386
2021	November	2,053	540	$ 172.22	1,513
2021	December	1,708	491	$ 165.37	1,217
2022	January	1,568	417	$ 165.39	1,151
2022	February	1,527	452	$ 184.36	1,075
2022	March	1,792	582	$ 196.38	1,210
2022	April	1,796	528	$ 185.91	1,268
2022	May	1,897	546	$ 198.66	1,351
2022	June	2,036	561	$ 177.84	1,475
2022	July	1,944	584	$ 188.68	1,360
2022	August	2,335	645	$ 187.65	1,690
2022	September	2,033	542	$ 184.20	1,491
2022	October	2,023	614	$ 186.80	1,409
2022	November	2,046	551	$ 189.59	1,495
2022	December	2,208	691	$ 191.57	1,517
2023	January	1,772	543	$ 190.71	1,229
2023	February	1,584	503	$ 196.52	1,081
2023	March	1,866	590	$ 211.02	1,276
2023	April	1,534	541	$ 191.04	993
2023	May	1,939	582	$ 203.89	1,357
2023	June	1,984	599	$ 184.55	1,385
2023	July	2,010	630	$ 198.13	1,380
2023	August	1,984	620	$ 179.57	1,364
2023	September	1,735	559	$ 157.71	1,176
2023	October	1,778	558	$ 167.19	1,220
2023	November	1,697	522	$ 160.18	1,175
2023	December	1,445	427	$ 158.54	1,018
2024	January	1,472	427	$ 151.75	1,045
2024	February	1,522	502	$ 167.56	1,020
2024	March	1,595	593	$ 169.44	1,002
2024	April	1,678	543	$ 163.14	1,135
2024	May	1,793	569	$ 174.41	1,224
2024	June	1,664	507	$ 161.02	1,157
2024	July	2,060	626	$ 163.06	1,434
2024	August	1,806	578	$ 168.39	1,228

	Subpart>>>	(a)	(b)	(c)	(d)
Year	**Month**	**New Res Accounts**	**New Res Accounts w/ Reqd Deposit**	**Avg Deposit Required for New Res Accounts**	**New Res Accounts - No Deposit Reqd**
2024	September	1,552	453	$ 166.46	1,099
2024	October	1,725	551	$ 163.43	1,174
2024	November	1,555	467	$ 169.10	1,088
2024	December	1,391	391	$ 167.74	1,000
2025	January	1,274	384	$ 176.33	890
2025	February	1,366	458	$ 177.67	908
2025	March	1,557	529	$ 185.74	1,028
2025	April	1,471	474	$ 186.37	997
2025	May	1,696	527	$ 179.31	1,169
2025	June	1,832	548	$ 188.18	1,284
2025	July	1,876	583	$ 186.12	1,293
2025	August	1,784	532	$ 180.23	1,252
2025	September	1,543	414	$ 188.83	1,129

	Subpart>>>	(e)		(f)	(g)	(h)
Year	Month	Existing Res Accounts w/ Deposit Reqd		Avg Deposit Reqd for Existing Accounts	No. of Res Accounts Requiring Expanded Cash Deposit	No. of Res Accounts w/ Cash Deposit
2021	October	242	$	124.18	1,087	69,224
2021	November	234	$	113.13	923	69,358
2021	December	173	$	120.83	990	69,457
2022	January	192	$	134.45	1,287	69,596
2022	February	193	$	140.81	1,758	69,721
2022	March	169	$	149.83	1,865	69,756
2022	April	148	$	133.09	1,097	69,777
2022	May	131	$	131.18	1,038	69,762
2022	June	139	$	149.71	1,071	69,659
2022	July	101	$	141.40	946	69,616
2022	August	156	$	140.19	1,618	69,290
2022	September	123	$	149.84	1,791	69,160
2022	October	131	$	161.64	1,573	69,292
2022	November	109	$	146.12	1,104	69,368
2022	December	103	$	145.65	1,267	69,487
2023	January	129	$	151.22	1,759	69,601
2023	February	148	$	164.45	1,746	69,728
2023	March	137	$	165.47	1,703	69,838
2023	April	71	$	139.41	642	69,919
2023	May	84	$	145.48	674	69,856
2023	June	72	$	115.85	435	69,897
2023	July	49	$	129.20	275	69,979
2023	August	56	$	120.25	291	70,077
2023	September	51	$	116.98	251	70,147
2023	October	55	$	121.53	287	70,149
2023	November	44	$	100.57	235	70,259
2023	December	44	$	125.41	192	70,366
2024	January	44	$	114.02	243	70,467
2024	February	74	$	125.34	276	70,533
2024	March	91	$	131.20	322	70,648
2024	April	72	$	126.92	448	70,744
2024	May	72	$	142.85	498	70,749
2024	June	48	$	117.69	324	70,838
2024	July	68	$	110.69	399	70,910
2024	August	78	$	108.71	488	70,971

	Subpart>>>	(e)	(f)		(g)	(h)
Year	**Month**	**Existing Res Accounts w/ Deposit Reqd**	**Avg Deposit Reqd for Existing Accounts**		**No. of Res Accounts Requiring Expanded Cash Deposit**	**No. of Res Accounts w/ Cash Deposit**
2024	September	60	$	123.00	532	71,027
2024	October	66	$	138.32	623	71,154
2024	November	55	$	134.56	456	71,233
2024	December	41	$	119.39	373	71,304
2025	January	78	$	119.77	457	71,422
2025	February	89	$	145.52	920	71,476
2025	March	113	$	155.20	1,448	71,511
2025	April	105	$	168.29	1,223	71,625
2025	May	76	$	153.67	1,186	71,572
2025	June	72	$	155.58	664	71,451
2025	July	55	$	160.87	618	71,446
2025	August	57	$	159.63	638	71,406
2025	September	35	$	153.60	259	71,388

	Subpart>>>	**(i)**	**(j)**	**(k)**
Year	**Month**	**Avg Res Cash Security Deposit**	**LIHEAP Recipients Reqd to Post a Cash Security Deposit**	**Avg Depsoit Held for LIHEAP Recipients**
2021	October	$ (314.06)	5,297	$ (357.76)
2021	November	$ (315.11)	5,311	$ (360.72)
2021	December	$ (316.43)	5,288	$ (365.84)
2022	January	$ (317.67)	9,821	$ (362.47)
2022	February	$ (319.05)	9,915	$ (364.86)
2022	March	$ (321.01)	9,995	$ (369.58)
2022	April	$ (323.03)	10,004	$ (374.57)
2022	May	$ (325.30)	9,961	$ (379.65)
2022	June	$ (327.11)	9,910	$ (384.11)
2022	July	$ (328.61)	9,808	$ (388.65)
2022	August	$ (330.08)	9,688	$ (390.96)
2022	September	$ (331.57)	9,616	$ (393.03)
2022	October	$ (333.35)	9,536	$ (395.90)
2022	November	$ (335.44)	9,428	$ (399.76)
2022	December	$ (337.32)	9,306	$ (404.21)
2023	January	$ (339.34)	8,494	$ (389.83)
2023	February	$ (341.57)	8,574	$ (393.61)
2023	March	$ (344.60)	8,668	$ (400.04)
2023	April	$ (346.99)	8,633	$ (405.16)
2023	May	$ (349.25)	8,519	$ (410.13)
2023	June	$ (351.02)	8,454	$ (414.21)
2023	July	$ (351.80)	8,385	$ (415.96)
2023	August	$ (352.13)	8,343	$ (416.49)
2023	September	$ (352.18)	8,318	$ (417.06)
2023	October	$ (352.36)	8,256	$ (417.58)
2023	November	$ (352.34)	8,205	$ (417.80)
2023	December	$ (352.53)	8,143	$ (419.09)
2024	January	$ (352.44)	8,270	$ (401.97)
2024	February	$ (352.17)	8,359	$ (401.90)
2024	March	$ (351.49)	8,435	$ (401.37)
2024	April	$ (351.06)	8,430	$ (401.52)
2024	May	$ (350.89)	8,378	$ (402.61)
2024	June	$ (351.08)	8,361	$ (403.77)
2024	July	$ (351.16)	8,293	$ (405.46)
2024	August	$ (351.10)	8,245	$ (406.02)

	Subpart>>>	(i)	(j)	(k)
Year	**Month**	**Avg Res Cash Security Deposit**	**LIHEAP Recipients Reqd to Post a Cash Security Deposit**	**Avg Depsoit Held for LIHEAP Recipients**
2024	September	$ (351.44)	8,208	$ (407.08)
2024	October	$ (351.53)	8,171	$ (407.10)
2024	November	$ (351.92)	8,127	$ (407.74)
2024	December	$ (352.58)	8,067	$ (409.35)
2025	January	$ (353.12)	6,993	$ (407.91)
2025	February	$ (353.40)	7,050	$ (408.55)
2025	March	$ (353.78)	7,101	$ (410.59)
2025	April	$ (355.04)	7,119	$ (414.03)
2025	May	$ (356.45)	7,009	$ (419.59)
2025	June	$ (358.09)	6,868	$ (425.46)
2025	July	$ (359.75)	6,742	$ (429.60)
2025	August	$ (360.73)	6,605	$ (432.51)
2025	September	$ (361.46)	6,476	$ (433.65)

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_32 Please refer to Cobern Direct at 5:21 to 6:2 and define the following terms:

a. Partial payment plan;

b. Average payment plan;

c. Equal payment plan (budget).

RESPONSE

a. Please see the Company's Commission approved tariff book which is publicly available on the Commission's website (psc.ky.gov). Specifically tariff sheet P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-5.

b. Please see the Company's Commission approved tariff book which is publicly available on the Commission's website (psc.ky.gov). Specifically tariff sheet P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-4.

c. Please see the Company's Commission approved tariff book which is publicly available on the Commission's website (psc.ky.gov). Specifically tariff sheet P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-3.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_33 Please refer to Cobern Direct at 5:21 to 6:2 and provide the relevant tariff pages setting forth the structure and operation of:

a. Partial payment plans;

b. Average payment plans;

c. Equal payment plans (budget).

RESPONSE

Please see the Company's response to JI 1_32.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_34 Please refer to Cobern Direct at 6:7-17 and provide by month for the months October 2021 to present, the "daily rate" that would need to be paid by an average residential customer to cover one week of service in each month, corresponding to the "daily rate of $7.00 for an average residential customer" covering one week of service as referenced by witness Cobern in his discussion of a prepayment of $40.

RESPONSE

The Company objects to this request as unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and not waiving these objections, please see the Company's response to KPSC 2_35 which explains the calculation for the $7.00 average.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_35 Please refer to Cobern Direct at 12:10-14 and provide by month since October 2021, the number of residential payments received by or through:

a. Telephone;

b. Kentucky Power website;

c. Kentucky Power app;

d. An authorized in-person payment location;

e. Electronic check;

f. Other (specifying what "other" is).

RESPONSE

Please see KPCO_R_JI_1_35_Attachment1 for the requested information.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_36 Please refer to Cobern Direct at 12:3-14 and confirm or deny a reconnection within 15 minutes for prepayment meter users applies whether the payment is received by or through:

a. Telephone;

b. Kentucky Power website;

c. Kentucky Power app;

d. An authorized in-person payment location;

e. Electronic check;

f. Other (specifying what "other" is). If anything other than an unqualified "confirmed," please provide the expected time lapse between a payment and a reconnection and explain why that time lapse is different from the 15 minutes cited in witness Cobern's testimony.

RESPONSE

a.-f. Confirmed, to the extent that the 15 minute period begins at the time payment is posted.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_37 Given Kentucky Power's imposition of a 5% fee on bills paid late, does Kentucky Power intend to pay a 5% interest on bill balances that are prepaid under the proposed prepayment program? If not, why not?

RESPONSE

The FlexPay program is available only to residential customers and Kentucky Power does not charge a residential delayed payment charge. Please see the Company's response to JI 1_19.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_38 Please refer to Cobern Direct at 17:3 to 18:19 and provide the following with respect to Kentucky Power's HEART and THAW programs:

a. The final Commission Order approving the programs;

b. All Company testimony provided in support of the programs;

c. The date(s) on which the programs first delivered benefits.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a.-b. The Company's HEART program (previously the Home Energy Assistance program) was initially approved in Case No. 2006-00373. The THAW program was initially approved in Case No. 2018-00311. These proceedings are publicly available on the Commission's website (psc.ky.gov).

c. The Company does not retain its records sufficient to identify the specific dates upon which these programs first delivered the approved benefits.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_39 Please refer to Cobern Direct at 17:3 to 18:19 and provide the following with respect to all changes in Kentucky Power's HEART and THAW programs made since their initial implementation:

a. The final Commission Order approving the program changes;

b. All Company testimony provided in support of or in opposition to the program changes;

c. The date(s) on which the program modifications first became effective.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a-b. Since the Company's HEART program's initial implementation, operational changes or modifications were proposed and approved in Case Nos. 2018-00311 and 2019-00366. Since the Company's THAW program's initial implementation, Case No. 2019-00366 made operational changes or modifications to the program.

Additionally, increases to the surcharge and accompany Shareholder match was proposed, and approved, in Case Nos. 2017-00179 and 2023-00159.

All of documents filed in each of the cases referenced are publicly available on the Commission's website (psc.ky.gov).

c. Approved changes related to the HEART and THAW programs in Case No. 2017-00179 went effective for services rendered on and after January 19, 2018.

Approved changes to the HEART and THAW programs in Case No. 2018-00311 went effective November 1, 2018.

Approved changes to the HEART and THAW programs in Case No. 2019-00366 went effective November 1, 2020.

Approved changes related to the HEART and THAW programs in Case No. 2023-00159 went effect for services rendered on and after January 16, 2024.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_40 Please refer to Cobern Direct at 17:3 to 18:19 and by month since October 2021 to the present, please provide:

a. The number of accounts receiving HEART credits;

b. The dollars of HEART credits distributed;

c. The mean and median bills of accounts receiving HEART credits;

d. The number of accounts denied HEART credits due to the fact that HEART lacked sufficient funds;

e. The means by which HEART participants entered the program;

f. The month-end balance of HEART funding.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a. b., and f. Please see the Company's annual Home Energy Assistance updates provided in the Post-Case Case Files for Case No. 2019-00366 which are publicly available on the Commission's website (psc.ky.gov).

c. The information available to the Company back to October 2021 does not distinguish between HEART and THAW. Please see KPCO_R_JI_1_40_Attachment1 for the mean and median bills for accounts receiving HEART or THAW credits.

d. Please see the Company's annual Home Energy Assistance updates provided in the Post-Case Case Files for Case No. 2019-00366 which are publicly available on the Commission's website (psc.ky.gov). Note that the response to KPSC A_3 provides total denied applicants; however, the reason that each applicant was denied could vary for each denied application. The Company does not track denials specific to funds being exhausted.

e. Customers apply through their local community action agency.

Witness: Stevi N. Cobern

Year	Month	Mean/Avg	Median
2021	October	$ 150.55	$ 139.96
2021	November	$ 174.01	$ 158.70
2021	December	$ 249.93	$ 228.95
2022	January	$ 297.24	$ 270.62
2022	February	$ 245.45	$ 227.32
2022	March	$ 188.78	$ 174.77
2022	April	$ 195.92	$ 182.40
2022	May	$ 167.36	$ 157.17
2022	June	$ 188.52	$ 171.52
2022	July	$ 209.31	$ 204.41
2022	August	$ 187.25	$ 198.94
2022	September	$ 170.33	$ 164.54
2022	October	$ 148.26	$ 163.88
2022	November	$ 178.68	$ 202.37
2022	December	$ 210.82	$ 258.52
2023	January	$ 231.61	$ 286.80
2023	February	$ 215.23	$ 244.76
2023	March	$ 101.32	$ 111.18
2023	April	$ 154.24	$ 169.77
2023	May	$ 118.33	$ 123.75
2023	June	$ 122.97	$ 120.54
2023	July	$ 154.57	$ 141.39
2023	August	$ 173.21	$ 158.34
2023	September	$ 166.93	$ 153.68
2023	October	$ 141.02	$ 130.43
2023	November	$ 168.94	$ 154.72
2023	December	$ 202.94	$ 189.21
2024	January	$ 258.15	$ 237.46
2024	February	$ 273.24	$ 253.20
2024	March	$ 214.53	$ 198.82
2024	April	$ 178.91	$ 167.84
2024	May	$ 150.61	$ 140.53
2024	June	$ 156.46	$ 143.47
2024	July	$ 176.52	$ 160.73
2024	August	$ 181.03	$ 165.18
2024	September	$ 161.91	$ 147.88
2024	October	$ 139.27	$ 127.39
2024	November	$ 148.45	$ 138.30
2024	December	$ 241.48	$ 214.98
2025	January	$ 310.34	$ 280.25

Year	Month	Mean/Avg	Median
2025	February	$ 298.50	$ 272.38
2025	March	$ 248.10	$ 221.17
2025	April	$ 168.46	$ 155.54
2025	May	$ 150.34	$ 138.75
2025	June	$ 152.04	$ 138.39

DATA REQUEST

JI 1_41 Please refer to Cobern Direct at 17:3 to 18:19 and by month since October 2021 to the present, please provide:

a. The number of accounts receiving THAW credits;

b. The dollars of THAW credits distributed;

c. The mean and median bills of accounts receiving THAW credits;

d. The number of accounts denied THAW credits due to the fact that THAW lacked sufficient funds;

e. The means by which THAW participants entered the program;

f. The month-end balance of THAW funding.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a. b., and f. Please see the Company's annual Home Energy Assistance updates provided in the Post-Case Case Files for Case No. 2019-00366 which are publicly available on the Commission's website (psc.ky.gov).

c. The information available to the Company back to October 2021 does not distinguish between HEART and THAW. Please see KPCO_R_JI_1_40_Attachment1 for the mean and median bills for accounts receiving HEART or THAW credits.

d. Please see the Company's annual Home Energy Assistance updates provided in the Post-Case Case Files for Case No. 2019-00366 which is publicly available on the Commission's website (psc.ky.gov). Note that the rationale provided in response to KPSC A_3 to the Company's annual reports provides total denied applicants; however, the rationale for this denial could vary. The Company does not track denials specific to funds being exhausted.

e. Customers apply through their local community action agency.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_42 Please refer to Cobern Direct at 17:3 to 18:19 and and for each program year for which Kentucky Power collected funds through the Tariff R.E.A., please provide:

a. The dollars of funds collected;

b. The dollars of matching funds provided by Kentucky Power.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a. and b. The Company does not keep its records sufficient to provide the information responsive to this request for periods prior to the Company's providing annual reports in Case No. 2019-00366. These annual reports are publicly available in Case No. 2019-00366 on the Commission's website (psc.ky.gov).

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_43 Please refer to Cobern Direct at 17:3 to 18:19 and for both HEART and THAW, please provide:

a. All eligibility criteria, including but not limited to, the definition of "low-income;" and

b. The means by which a customer establishes their "low-income" status.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a. Please see Case No. 2019-00366, which is publicly available on the Commission's website (psc.ky.gov), where the Commission reviewed and established the current eligibility requirements for the Company's HEART and THAW programs.

b. The Company contracts with Community Action of Kentucky ("CAK") in accordance with the Commission's May 4, 2020 Order in Case No. 2019-00366. Specifically, the Commission directed in that order that all utility HEA programs must be administered by a single agency:

Based upon the substantial evidence in the case record, the Commission finds that the current organizational structure with multiple agencies conducting similar work at different costs (some of which cannot be validated) and with different results is unnecessarily duplicative and an inefficient use of ratepayer funds. The Commission concludes that a single administering agency that acts as a hub for subcontractors performing front line services would result in economies of scale, lower operating costs, and reliable oversight that best serves ratepayers interests, as well as the interests of those eligible for HEA program assistance….

…The Commission concludes that CAK's unique role makes it the logical choice to become the single administering agency. CAK is the statewide association that represents and supports all CAAs in Kentucky, and thus has 'affiliate' offices in all 120 Kentucky counties. As the administering agency for Kentucky Power's HEA, CAK worked closely with Kentucky Power to refine the parameters of Kentucky Power's HEA to better serve Kentucky Power's service territory. In addition to HEA programs, CAK has a history of administering programs that are subcontracted to CAAs providing front line services…

…The Commission does not have the statutory authority to require CAK to accept a role as the single administering agency for HEA programs. The Commission nevertheless has authority over HEA programs, and thus states that moving forward, HEA programs must be administered by a single agency. The parties to this matter are on notice that it is not reasonable to continue to operate HEA programs with multiple administering agencies due to the inconsistencies and inefficiencies documented in the record.

On July 2, 2020, CAK provided notice in Case No. 2019-00366 that its Board of Directors agreed to CAK acting as the single administering agency for the HEA programs. On September 30, 2020 CAK filed their executed contracts. Exhibit B to the CAK September 20, 2020 filing provides "HEA Program Operations and HEA Program Terminology." These operations and terminologies are consistent with the Commission's May 4, 2020 Order in Case No. 2019-00366 for income eligibility which states:

The Commission agrees with the parties that establishing the income threshold at 200 percent of FPG [Federal Poverty Guidelines] is reasonable.

It is the Company's understanding through conversations with CAK and their community action agencies that the means by which a customer establishes they meet this threshold is by providing their prior month's gross household income.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_44 Please refer to Cobern Direct at 19:3-10 and provide a complete list of all metrics being used by Kentucky Power to:

a. Assess customer participation and overall demand for HEART;

b. Assess customer participation and overall demand for THAW;

c. Assess any other aspect of the performance of HEART (specifying what that other aspect is);

d. Assess any other aspect of the performance of THAW (specifying what the other aspect is).

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

a. and b. Please see the Company's annual Home Energy Assistance updates provided in the Post-Case Case Files for Case No. 2019-00366 which are publicly available on the Commission's website (psc.ky.gov). These updates include the number of slots (HEART) or funds (THAW) available each year along with the number of actual participants. These numbers demonstrate that both programs are in demand.

c. and d. The Company periodically meets with the Community Action Agencies which administer its HEART and THAW programs. As a part of these meetings the Company discusses lessons learned from the prior program year, suggestions for improvement, and the funding split between programs and benefits amounts, specifically if there is a need to change the funding splits or benefit amounts. Meeting dates, agendas, and topics discussed are provided in the Post-Case Case Files for Case No. 2019-00366 which are publicly available on the Commission's website (psc.ky.gov).

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_45 Please refer to Cobern Direct at 19:3-10 and provide a complete set of the data used to evaluate the metrics identified in the immediately preceding question for:

a. HEART;

b. THAW.

RESPONSE

The Company is not proposing any changes to its Commission-approved Tariff R.E.A. or its approved HEART and THAW programs in this proceeding.

Please see the Company's response to JI 1_44.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_46 Please refer to the Direct Testimony of Adrien M. McKenzie, CFA on Behalf of Kentucky Power Company ("McKenzie Direct") and provide all exhibits in Excel format, where available.

RESPONSE

Please see KPCO_R_KPSC_1_55_Attachment30_McKenzieWP1.

Witness: Adrien McKenzie

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_47 Please refer to McKenzie Direct at Exhibit AMM-5, p. 3 and Exhibit AMM-12: What is the time period for the Value Line, IBES and Zacks growth rates?

RESPONSE

The earnings per share ("EPS") growth rates from Value Line used in Mr. McKenzie's analyses are calculated as the annual compound growth rate from a three-year average historical base period using data for 2022, 2023, and 2024 to an average three-year forecast horizon based on Value Line's projections for the period 2028-2030. IBES and Zacks EPS growth rates are based on a consensus of analysts' projections that are generally considered to reflect a forecast horizon of approximately five years.

Witness: Adrien McKenzie

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_48 In excel format, please provide each zip code served in whole or part by the Company.

RESPONSE

The Company does not retain a comprehensive list of each zip code in which it provides service. Nonetheless, please see KPCO_R_JI_1_48_Attachment1 for a list of zip codes included in the Company's service territory.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_49 In Excel format, by zip code, as well as for the Company as a whole, for the year ending December 31, 2024 (or for the most recent month available if this month is not available), please provide:

a. The number of electric-only residential heating customers;

b. The number of electric-only residential non-heating customers.

c. The total number of residential customers.

RESPONSE

Please see KPCO_R_JI_1_29_Attachment1.

Witness: Michael M. Spaeth

DATA REQUEST

JI 1_50 In Excel format, by zip code, as well as for the Company as a whole, for the year ending December 31, 2024 (or for the most recent month available if this month is not available), please provide:

a. The number of electric-only residential heating customers identified as "low-income";

b. The number of electric only residential non-heating customers identified as "low-income";

c. The total number of residential customers identified as "low-income."

RESPONSE

a-c. The Company does not maintain customer income information. The Company has limited insight into customer incomes based on customers who participate in either LIHEAP, LIHEAP Crisis, and/or the Company's HEART program. Notably, it is probable that not all customers eligible for these programs apply and not all customers who apply for these programs may participate.

Accordingly, the Company is unable to provide the requested information.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_51 In identifying customers as "low-income" for the immediately preceding data request, please provide a detailed explanation of each indicator of "low-income" status the Company used in identifying a customer as low-income.

RESPONSE

The Company does not maintain customer income information. Please see the Company's response to JI 1_50.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_52 In Excel format, by zip code, as well as for the company as a whole, for the most recent month available, please provide:

a. The number of electric-only customers having received a LIHEAP cash grant;

b. The number of electric-only customers having received an energy assistance grant other than or in addition to LIHEAP.

RESPONSE

Please see KPCO_R_JI_1_52 Attachment1. Customers receiving LIHEAP assistance do not receive a cash grant. Instead, the Company is notified that a customer will receive LIHEAP assistance and the assistance amount. The Company applies a credit based on the amount of LIHEAP assistance received to the customer's bill and then invoices the community action agency for reimbursement.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_53 In Excel format, by zip code, as well as for the company as a whole, for the most recent month available, please provide the estimated number of electric-only customers with annual income at or below 150% of the Federal Poverty Level.

RESPONSE

The Company does not maintain customer income information. Please see the Company's response to JI 1_50.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_54 In Excel format, in sufficient detail to allow replication, by month for the most recent 24 months, for electric-heating customers, and electric non-heating customers, as well as for residential customers as a whole, please provide residential bills at median use given:

a. Existing rates;

b. Rates as proposed in this proceeding.

RESPONSE

Please see KPCO_R_JI_1_54_Attachment1.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_55 In Excel format, in sufficient detail to allow replication, for the most recent 24 months, for electric-heating customers, and electric non-heating customers, as well as for residential customers as a whole, please provide residential bills at mean use given:

a. Existing rates;

b. Rates as proposed in this proceeding.

RESPONSE

Please see KPCO_R_JI_1_54_Attachment1.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_56 In Excel format, please provide the percentage of total annual residential bills disaggregated by fixed charges and volumetric charges given:

a. Existing rates;

b. Rates as proposed in this proceeding.

RESPONSE

Please see KPCO_R_JI_1_56_Attachment1. Note that equation code CU01 relates to the basic service charge and is the only fixed charge for the residential class.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_57 In Excel format, for residential customers, in increments of 100 kWh, provide the percentage of total bill comprised of fixed charges and the percentage of total bill comprised of volumetric charges given:

a. Existing rates;

b. Rates as proposed in this proceeding.

RESPONSE

Please see KPCO_R_JI_1_57_Attachment1.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_58 In Excel format, by month for the most recent 24 months, please provide the median monthly residential usage:

a. For electric-heating customers;

b. For electric non-heating customers.

c. For residential customers as a whole.

RESPONSE

Please see KPCO_R_JI_1_29_Attachment1.

Witness: Michael M. Spaeth

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_59 In Excel format, by month for the most recent 24 months, please provide the median monthly residential bills:

a. For electric-heating customers;

b. For electric non-heating customers;

c. For residential customers as a whole.

RESPONSE

Please see KPCO_R_JI_1_29_Attachment1.

Witness: Michael M. Spaeth

DATA REQUEST

JI 1_60 In Excel format, by month for the most recent 24 months, please provide the median monthly residential arrearage:

a. For electric-heating customers;

b. For electric non-heating customers.

c. For residential customers as a whole.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company states that it does not maintain monthly rolling arrearage amounts. The Company only maintains point-in-time arrearages, and does not maintain a history of account balances. Please see KPCO_R_JI_1_60_Attachment1 for the daily arrearage amounts at October 1, 2024 and October 1, 2025.

Note that this is the monthly median of *customers with arrearages*. This does not include the vast majority of customers *without* arrearages.

Witness: Michael M. Spaeth

DATA REQUEST

JI 1_61 In Excel format, please provide by month for each month from October 2023 to the present:

a. Dollars of total residential billings attributable to volumetric charges;

b. Dollars of total residential billings attributable to fixed monthly service charges;

c. Dollars of total residential billings attributable to late payment charges;

d. Dollars of total residential billings attributable to miscellaneous customer service fees (other than late charges).

RESPONSE

Please see KPCO_R_JI_1_56_Attachment1.

Witness: Michael M. Spaeth

DATA REQUEST

JI 1_62 In Excel format, disaggregated by electric-heating, and electric non-heating customers, as well as for residential customers as a whole, by month for the months October 2023 to the present inclusive, please provide for residential customers:

a. The number of residential customers;

b. The number of bills issued to residential customers;

c. The dollars billed for current service to residential customers;

d. The number of payments received from or on behalf of residential customers;

e. The dollars of payments received from or on behalf of residential customers;

f. The number of residential accounts with an unpaid balance on their monthly bill;

g. The number of residential accounts with a $0 balance on their monthly bill;

h. The number of residential accounts with a credit balance on their monthly bill.

RESPONSE

For subparts a through e, see KPCO_R_JI_1_62_Attachment1. For subparts f through h, see KPCO_R_JI_1_60_Attachment1.

Witness: Michael M. Spaeth

DATA REQUEST

JI 1_63 Please provide complete residential tariff sheets, if any, for each and every one of the following:

a. Late fees;

b. Deposits;

c. Bad check fees;

d. Disconnect/reconnect fees (for nonpayment);

e. New service connection fees;

f. Field collection fees.

RESPONSE

Kentucky Power's tariff book is publicly available at the Commission's website (psc.ky.gov).

a. The currently approved residential tariff sheets for late fees are:

P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-4
P.S.C. KY. NO. 13 2nd REVISED SHEET NO. 5-1
P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 5-5
P.S.C. KY. NO. 13 2nd REVISED SHEET NO. 5-6
P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 5-8
P.S.C. KY. NO. 13 2nd REVISED SHEET NO. 5-9
P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 10-5

b. The currently approved tariff sheets related to deposits are P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-2 through P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-3.

c. The currently approved tariff sheet related to returned check charges (bad check fees) is P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-10.

d. The currently approved tariff sheets related to disconnect and reconnection fees are P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-9 through P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-10.

e. Not applicable. The Company does not charge new service connection fees for new residential customers.

f. The Company understands "Field collection" to be "Field trip"; accordingly, the currently approved tariff sheet related to field trip fees is P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-10.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_64 For each fee for which a tariff page was provided, please provide for the three most recent Fiscal Years and for the current Fiscal Year to date:

a. The total residential revenue by year generated by that fee;

b. The ratemaking treatment of that revenue; and

c. The proposed ratemaking treatment of that revenue in this proceeding.

RESPONSE

The Company objects to this request on the basis that it seeks information that is outside the test year for this case and is, therefore, neither relevant to this proceeding nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving this objection, the Company states as follows:

a. Please see the Company's response to KPSC 2_1.

b. & c. Please see the Direct Testimony of Company Witness Wolffram, pages 17-18. The Company is not proposing to change how these revenues are treated from a ratemaking perspective, only to increase other Operating Revenues to reflect the expected revenues from the modified Special Charges.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_65 For each fee for which a tariff page was provided, please provide a line-item explanation of how each expense recovered through the fee is allocated between customer classes. In this explanation, provide a specific identification of the specific allocator that is used to allocate the expenses. Separately indicate whether the expense is reduced or offset by the revenue generated by the customer service fee prior to being allocated between classes.

RESPONSE

The expenses associated with the fees identified are not isolated in the class cost-of-service, as they are recorded across various FERC accounts. Accordingly, no such explanation can be provided.

Witness: Nicole M. Coon

DATA REQUEST

JI 1_66 For each fee for which a tariff page was provided immediately above, provide a detailed explanation of how the expenses collected through that fee are removed from the expenses otherwise allocated to the residential kWh charge in the Company's allocated cost of service study. In providing this description, provide a specific reference, by line number and page number, to the Company's allocated cost of service study at which place the expenses have been removed from those expenses otherwise allocated to the residential class.

RESPONSE

By adjusting the revenues received with the expense to perform each non-recurring charge, the cost-of-service effectively nets to zero so there is no dollar amount associated with these fees in retail customer base rates.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_67 Assume for purposes of this Data Request that a residential bill is rendered on Day 1. Assume further the bill remains unpaid. Provide a timeline identifying each collection step until the bill is final-billed for nonpayment. Identify the Day on which each step of the collection process can be expected to occur.

RESPONSE

Please see KPCO_R_JI_67_Attachment1 for the requested timeline.

Witness: Stevi N. Cobern

Day	Milestone	Timeline	Example
Day 1	Bill Rendered	N/A	10/1/2025
Day 22	Bill Due	21 days from bill being rendered	10/22/2025
Day 30	New Bill Rendered	Days between billing date may vary	10/30/2025
Day 31	Disconnect Notice Issued	1 day from new bill being issued, if insufficient payment received from first	10/31/2025
Day 47	Service Disconnected For Nonpayment	~15 days from issuance of disconnect notice (not scheduled on weekend)	11/17/2025
Day 54	Account Final Billed	7 days from service disconnection for nonpayment if payment not received	11/24/2025

DATA REQUEST

JI 1_68 Assume for purposes of this Data Request, that 100 residential bills are rendered on Day 1. Please provide:

a. What percent of those bills are paid by the due date of the bill. Please identify what Day the due date falls on.

b. What percent of those bills are paid by the time the next month's bill is rendered.

c. What percent of those bills are paid by the time the second subsequent bill is rendered.

d. What percent of those bills are paid by the time the third subsequent bill is rendered.

RESPONSE

The Company objects to this request as unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company's billing system does not maintain this level of detail, and therefore it is not possible to provide a response.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_69 By year for the most recent five years available, please provide:

a. The total dollars of FERC electric refunds received by the Company disaggregated by refund;

b. The total dollars of FERC fines, sanctions or other penalties received by the Company disaggregated by each instance of fines, sanctions or other penalties.

RESPONSE

The Company objects to this request on the basis that it seeks information that is outside the test year for this case and is, therefore, neither relevant to this proceeding nor reasonably calculated to lead to the discovery of admissible evidence. Subject to and without waiving this objection, the Company states as follows:

a. The Company does not track the requested items in the manner requested. The Company did not directly receive refunds as the result of FERC actions in the most recent five years. However, the amount it was billed for transmission service in 2025 was reduced due to FERC's January 2024 Order on a Formal Challenge related to AEP's treatment of Net Operating Loss Carryforwards. Note that FERC reversed its decision in June 2025 and AEP will recollect the amounts refunded through future transmission rates.

b. The Company has not received any FERC fines, sanctions or other penalties in the most recent five years.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_70 For each of the dollar amounts identified above, please provide:

a. The refund to customers disaggregated by customer class;

b. The dollars not refunded to customers due to a failure to meet the tariff thresholds for providing refunds;

c. The dollars currently held, and the length of time those dollars have been held, due to a failure to refund those dollars because the size of the refund has not met the tariffed thresholds for providing refunds.

RESPONSE

Please see the Company's response to JI 1_69.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_71 Please provide the application for service for residential electricity service.

RESPONSE

The Company does not have an application for service form for residential electricity service. Instead, residential customers apply for service in one of two ways: a) over the phone or b) online at https://www.kentuckypower.com/account/service/start.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_72 Separately identify all information that an applicant for service must provide to the Company above and beyond the information solicited in the application for service for electricity service.

RESPONSE

The Company does not have an application for service form for residential electricity service. Please see the Company's response to JI 1_71. Occasionally, however, it may be necessary for a customer to furnish supplementary information, including verification of property ownership, lease agreements, applicant identification, or other utility billing statements.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_73 Please identify all circumstances, if any, under which the company may decline to provide service to an applicant for service for electricity service.

RESPONSE

Please see 807 KAR 5:006, Section 15 which dictates the circumstances under which the Company can refuse or terminate service.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_74 Please provide a complete copy of any and all internal Company policies regarding the percentage of bill, or dollar amount, that will be reserved for write-offs or uncollectibles based on:

a. The size of arrears in dollars;

b. The age of arrears in months.

RESPONSE

The Company objects that this request as vague and undefined. Subject to and without waiving this objection, please see KPCO_R_JI_1_74_ConfidentialAttachment1.

Witness: Jeffrey D. Newcomb

KPCO_R_JI_1_74_ConfidentialAttachment1 is redacted in its entirety.

DATA REQUEST

JI 1_75 In Excel format, please provide by month for each month since October 2023, the dollars of arrears by aging bucket for residential customers using the following aging bands: total; 1-30 days; 31-60 days; 61-90 days; 91-180 days; and more than 180 days. If aging bands other than those identified are used by the Company, provide those bands that the Company uses. Indicate whether the data provided in each band is additive.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company's billing system does not maintain this level of detail, and therefore it is not possible to provide a response.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_76 In Excel format, please provide by month for each month since October 2023, the number of accounts by arrearage aging bucket for residential customers using the following aging bands: total; 1-30 days; 31-60 days; 61-90 days; 91-180 days; and more than 180 days. If aging bands other than those identified are used by the Company, provide those bands that the Company uses. Indicate whether the data provided in each band is additive.

RESPONSE

The Company objects to this request as unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company's billing system does not maintain this level of detail, and therefore it is not possible to provide a response.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_77 Please identify all ways, if any, in which identified low-income customers are treated differently from residential customers who are not identified as low-income, with respect to:

a. The imposition, calculation, refund or other treatment of cash security deposits;

b. Shutoffs for nonpayment (other than seasonal protections);

c. Shutoff notices (e.g., number of, timing of, content of, etc.);

d. Seasonal nonpayment shutoff protections;

e. Late payment charges;

f. Deferred payment arrangements ("DPAs"), including downpayments, monthly installments, terms (in months) or other DPA components or procedures;

g. Reconnection fees;

h. Collection fees (if any) (distinguish by type of fee if distinctions arise for more than one fee);

i. Levelized budget billing (including not only the monthly budget billing but also any annual true-up or other budget billing process or component).

RESPONSE

The Company does not maintain customer income information.

a.-f and h.-i. Please see the Company's response to JI 1_50.

g. Please see the Company's response to JI 1_50; however, there are certain protections provided in 807 KAR 5:006, Section 16 relating to reconnection for certain residential customers.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_78 For each item identified in the immediately preceding discovery request for which the Company treats identified low-income customers differently from residential customers not identified as low-income, please indicate whether the authorization or mandate or other source for the differential treatment lies in:

a. Statute;

b. Commission regulation;

c. Company tariff;

d. Company process not included in a tariff;

e. Other (please identify).

RESPONSE

Please see the Company's response to JI 1_77.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_79 Please provide a copy of all written documents, including tariffs, staff training manuals and staff "procedures" manuals, that describe and explain the policies and procedures for when it is appropriate and/or inappropriate to negotiate deferred payment plans.

RESPONSE

The Company objects to this request to the extent it seeks information already publicly available and therefore equally accessible to the Joint Intervenors. The Company further objects to this request as overly broad and unduly burdensome. Subject to and without waiving these objections, please see the Company's Commission approved tariff book, which is publicly available on the Commission's website (psc.ky.gov), specifically tariff sheet P.S.C. KY. NO. 13 ORIGINAL SHEET NO. 2-5. Please also see KPCO_R_JI_1_79_ConfidentialAttachment1 for documents related to the Company's internal credit policies.

Witness: Stevi N. Cobern

KPCO_R_JI_1_79_ConfidentialAttachment1 is redacted in its entirety.

DATA REQUEST

JI 1_80 Please provide a list of all internal policy constraints placed on the entry into a deferred payment agreement. Such constraints might include, but not be limited to, for example, a prior defaulted payment arrangement, or other similar policies.

RESPONSE

An account is ineligible for a new extended payment arrangement if the account-holder previously defaulted on an extended payment arrangement, until such time as the balance related to that arrangement, along with any associated monthly bills, has been paid in full.

An account may qualify for an extended payment arrangement regardless of a prior default in specific circumstances as outlined in 807 KAR 5.006, Sections 15 and 16, such as a certificate of need.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_81 Please provide a copy of all written documents, including tariffs, staff training manuals and staff "procedures" manuals, that describe and explain the policies and procedures for negotiating the terms of deferred payment plans, including but not limited to downpayments, maximum length of the plan, maximum payment per month toward arrears, minimum payment per month toward arrears.

RESPONSE

Please see the Company's response to JI 1_79.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_82 Please provide a copy of all written documents, including tariffs, staff training manuals and staff "procedures" manuals, that describe and explain the basic administrative process a customer must "walk-through" in order to obtain a deferred payment arrangement. A response to this Data Request should contain a description of the process from the point of initial contact with the Company to the point where the Company and the customer document the agreement, including any process for supervisory review when a customer disagrees with the terms of the offered payment arrangement.

RESPONSE

A customer has several options to establish an extended (deferred) payment arrangement which include speaking with a representative by phone, interacting with a representative through social media, utilizing the Company's website, and through the interactive voice response ("IVR") system. While establishing a payment arrangement, the customer will be asked what amount can be paid for an initial payment and the date to pay.

Additionally, the customer will be given the option of the length of months to divide the monthly installments. Once an agreement is reached, a letter is sent to the customer outlining the terms of the arrangement.

Please also see the Company's response to JI 1_79.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_83 In Excel format, disaggregated by electric-only, natural gas-only and combination electric/natural gas customers, by month for each month October 2023 to the present inclusive, please provide:

a. The total number of active deferred payment arrangements in existence;

b. The number of new deferred payment arrangements entered into;

c. The number of deferred payment arrangements successfully completed each month;

d. The number of defaulted deferred payment arrangements;

e. The average term (in months) of deferred payment arrangements newly entered into;

f. The average remaining dollars of arrears at the time of default for defaulted payment arrangements.

g. The dollars of arrears subject to the payment agreement collected prior to the default.

h. The number of renegotiated DPAs newly entered into;

RESPONSE

Kentucky Power is an electric-only utility and does not provide natural gas service to any customers. Accordingly, the Company's response to this request relates only to its provision of electric service.

a.-f. and h. Please see KPCO_R_JI_1_83_Attachment1 for the requested data.
g. The Company understands this questions to ask for the total dollars paid toward a payment arrangement before it defaults. The Company is unable to pull data in this manner based on limitations of its billing system and therefore cannot answer this question.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_84 Please provide a detailed description of how payments by customers on deferred payment plans area applied to a customer's account when those payments exceed the bill for current service plus the payment plan installment. For example, is the amount of the excess payment applied to the next monthly bill or are those payment applied to the last due payment plan installment?

RESPONSE

For accounts enrolled in a payment arrangement, any payment received that exceeds the sum of the current monthly bill and the corresponding payment arrangement installment will be retained as a credit balance until the subsequent billing cycle. Once the new bill is generated, this credit balance will be applied to the new balance due. However, customers may reach out to the Company if they wish to apply the excess credit towards the deferred balance of their payment arrangement.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_85 Please provide a copy of all forms, instructions, notices or other written materials of any nature provided to a customer setting forth the terms of their payment agreement.

RESPONSE

Please see KPCO_R_JI_1_85_Attachment1 for an example of the letter that is issued to a customer when a payment arrangement is established.

Witness: Stevi N. Cobern

KENTUCKY POWER
An AEP Company
1 AEP Way
Hurricane, WV 25526-1231

[redacted]

September 26, 2025

Account Number: [redacted]

Dear [redacted]:

This letter confirms the arrangements you made for the balance of $338.99. We have listed a summary of the payment agreement below:

Agreement Amount Due	Due Date
$84.74	October 5, 2025
$21.19	November 13, 2025
$21.19	December 12, 2025
$21.19	January 14, 2026
$21.19	February 17, 2026
$21.19	March 18, 2026
$21.19	April 16, 2026
$21.19	May 18, 2026
$21.19	June 17, 2026
$21.19	July 16, 2026
$21.19	August 17, 2026
$21.19	September 15, 2026
$21.16	October 15, 2026

These amounts will appear on your monthly electric service bill in addition to your current bill amount. Please remember that when you receive your regular monthly service bills in the future, you still must pay your past due amounts as stated in this letter.

If you do not comply with any of these terms, AEP may disconnect your electric service. If we disconnect service, the entire remaining past due balance plus a reconnection charge must be paid to have service restored. You also may be required to pay a security deposit before service is reconnected.

If you have any questions, contact AEP at 1-800-572-1113.

KENTUCKY POWER IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_86 Please provide a copy of all forms, instructions, notices or other written materials of any nature provided to a customer informing that customer that if he/she believes he/she cannot afford the payment agreement that has been offered, he/she has the right to appeal the payment agreement and/or to request a hearing to obtain an agreement to which they may be entitled.

RESPONSE

There is no specific provision in the regulations governing partial payment plans, 807 KAR 5:006, Section 14 and 15, that grants a right to appeal a payment arrangement and/or to request a hearing. Consistent with 807 KAR 5:006, Section 14(2), the Company works with customers to establish payment arrangements that are reasonable and mutually agreeable.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_87 Please provide a list of all policies establishing whether or not residential customers may or may not enter into a levelized monthly Budget Billing plan (e.g., customer must have been a customer for at least 12-months; customer may not be in arrears; etc.).

RESPONSE

To enroll in budget billing, an account must be current, with no arrears. The Company does not require that the customer have a tenure of 12 months; however, in such cases, the budget amount may be determined based on the usage patterns of a previous customer at the same premise or calculated from less than a full year of consumption. Additionally, budget is only available for enrollment during the months of April through December.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_88 In Excel format, disaggregated by electric-only, natural gas only, and combination electric/natural gas customers, by month for each month since October 2023, please provide:

a. The number of customers newly entering into Budget Billing;

b. The number of customers existing Budget Billing for any reason;

c. The number of customers removed from Budget Billing for nonpayment;

d. The number of active Budget Billing customers;

e. The number of Budget Billing customers with bill credits;

f. The average credit on a Budget Billing account with a bill credit;

g. The aggregate bill credits on accounts with a bill credit;

h. The number of Budget Billing customers with a bill balance;

i. The average balance on a Budget Billing account with a bill balance;

j. The aggregate bill balance on accounts with a bill balance;

k. The number of Budget Billing accounts who ended their annual Budget Billing period with a bill credit;

l. The average dollar amount of the year-end bill credits;

m. The number of Budget Billing accounts who ended their annual Budget Billing with a bill balance;

n. The average dollar amount of the year-end bill balances.

RESPONSE

Kentucky Power is an electric-only utility and does not provide natural gas service to any customers. Accordingly, the Company's response to this request relates only to its actual business.

a. and b. Please see KPCO_R_JI_1_88_Attachment1 for the requested information by quarter. The Company provided data for the available time period.

c. The Company's billing system does not retain this historical data.

d. Please see KPCO_R_JI_1_88_Attachment1 for the number of customers currently enrolled in budget and the Average Monthly Payment (AMP) plan. The Company is unable to provide data for prior months.

e. - j. Please see KPCO_R_JI_1_88_Attachment1 for the requested information for the current month. The Company is unable to provide data for prior months.

k. - n. Please see KPCO_R_JI_1_88_Attachment1.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_89 Please provide a copy of each internal operating procedure, if any, detailing how and under what circumstances intra-year modifications are made, if at all, to monthly budget billing amounts if a residential customer's monthly budget billing amount appears to be over- or under-collecting actual annual bills.

RESPONSE

The Company's billing system is designed to conduct periodic reviews of account usage for customers enrolled in budget billing, typically every six months, to ensure that the budget amount accurately reflects average consumption. During these assessments, the budget amount may be adjusted to mitigate the risk of customers incurring a substantial bill or accumulating a significant credit during their anniversary month.

Occasionally, an account requires the periodic review to be manually calculated. These calculations are completed by a specialty billing group.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_90 Please provide a detailed explanation of the procedures by which:

a. The amount of a year-end underpayment is charged to a budget billing customer;

b. The amount of a year-end overpayment is refunded to a budget billing customer.

RESPONSE

a.-b. The deferred balance accumulated throughout the budget year, whether an underpayment or overpayment, is applied to the balance on the 12th month. A customer will see a "Budget Anniversary Balance Applied" line item for the applicable amount to be credited or charged.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_91 In Excel format, by month since October 2023 to the present inclusive, please provide the number of budget billing customers who entered the levelized budget billing plan with a pre-existing arrearage.

RESPONSE

Please see KPCO_R_JI_1_91_Attachment1 for the number of customers enrolling into the Average Monthly Payment (AMP) plan with an arrearage balance.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_92 Please provide by month since October 2023), by zip code, as well as for the company as a whole:

a. The number of disconnection notices for nonpayment issued to residential customers;

b. The number of residential nonpayment disconnections;

c. The number of residential reconnections (after a nonpayment disconnection);

d. The number of newly entered into deferred payment arrangements;

e. The number of active deferred payment arrangements;

f. The number of defaulted deferred payment arrangements;

g. The number of successfully completed deferred payment arrangements;

h. The average term (in months) of active deferred payment arrangements;

i. The average installment payment (in dollars) of active deferred payment arrangements;

j. The number of accounts having been charged late payment charges;

k. The dollars of late payment charges levied;

l. The number of accounts in arrears (not on payment arrangements);

m. The dollars of accounts in arrears (not on payment arrangements);

n. The average arrears at the time of a nonpayment disconnection;

RESPONSE

a. - n. Please see KPCO_R_JI_1_92_Attachment1 for the requested data. The Company's billing system is only able to provide the data requested by zip code for questions a., b., c., j., and k.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_93 Is the Company capable of producing annual load curves, showing hourly use, for customers disaggregated by:

a. Residential customers;

b. LIHEAP recipients.

RESPONSE

a.- b. The Company has not yet installed the AMI meters authorized by the Commission in Case No. 2024-00344 and therefore cannot provide hourly usage.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_94 If the response to the immediately preceding question is "yes," please provide such annual load curves for the two most recent years. If two years are not available, provide such load curves as are available.

RESPONSE

Not applicable.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_95 Please provide all studies, evaluations or other written documents demonstrating that the energy use of LIHEAP recipients is reflective of the energy use of residential customers who are not receiving LIHEAP.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, , please see KPCO_R_JI_52_Attachment1 for the average test year energy usage of LIHEAP customers. The Company has made no claim in this proceeding that the energy use of LIHEAP customers is reflective of the energy use of residential customers. LIHEAP customers are a subset of the residential customer class.

Witness: Michael M. Spaeth

DATA REQUEST

JI 1_96 Please provide a copy of a typical residential notice of disconnection for nonpayment printed in each of the following months:

a. August 2025.

b. November 2024;

c. January 2025;

d. April 2025. If more than one type of residential disconnection notice is issued, provide a copy of each.

RESPONSE

a. - d. Please see KPCO_R_JI_1_96_Attachment1 for the requested disconnection notices. The Company only has one type of disconnection notice for its customers.

Witness: Stevi N. Cobern

KENTUCKY POWER

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

DISCONNECT NOTICE

Account # [redacted]

SERVICE ADDRESS: [redacted]

0 1753

CY 10

[redacted]

Past Due Charges:

30 days past due	$229.67
60 days past due	$0
90 days or more past due	$0
TOTAL PAST DUE	**$229.67**

Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

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

Notes from KPCO:

Your total account balance includes a past due amount of **$229.67**. To avoid disconnection, payment of the past due amount must be received on or before **August 28, 2025**. Your total account balance is **$436.69**.

Need help paying your bill?

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

Your account is scheduled for disconnection after August 28, 2025.

Mailing date is August 13, 2025

Reconnection:

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

Trip Charge	$4.70
Reconnect (regular hours)	$4.70
Reconnect after regular hours	$30.00
Reconnect requiring overtime	$95.00
Reconnect on Sunday/Holiday	$124.00

A cash deposit may be required prior to reconnection

Please disregard if payment has been made.

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

20702

Account # [redacted]

Pay on or before August 28, 2025 to avoid disconnect **$229.67**

Payment Amount $

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

0000229670000229670100000000000038344217151308130801090000 5

Disconnect Notes from Kentucky Power:

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

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

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

YOU HAVE SPECIFIC RIGHTS RELATED TO THIS PLANNED DISCONNECTION

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

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

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

Contact Your local Community Action office:

Boyd Co.: 2301 Greenup Ave Ashland, KY 41101 606-393-1984	Breathitt Co.: 30 Howell Lane Jackson, KY 41339 606-666-5902	Carter Co.: 1758 Midland Trail Grayson, KY 41143 606-474-8118	Clay Co.: 1535 Shamrock Rd Manchester, KY 40962 606-598-5127
Elliott Co.: 103 Gee St Sandy Hook, KY 41171 606-738-4492	Floyd Co.: 60 Court St Allen, KY 41601 606-874-3595	Greenup Co.: 1450 Diederich Blvd. Russell, KY 41169 606-834-8346	Johnson Co.: 230 Court St Room 333 Paintsville, KY 41240 606-789-6515
Knott Co.: 125 E. Main St Hindman, KY 41822 606-785-3322	Lawrence Co.: 180 Bulldog Lane Louisa, KY 41230 606-638-4067	Leslie Co.: 121 Maple St Hyden, KY 41749 606-672-2155	Letcher Co.: 726 Highway 2034 Whitesburg, KY 41858 606-633-4458
Lewis Co.: 210 Front St Vanceburg, KY 41179 606-796-3893	Magoffin Co.: 131 South Church St Salyersville, KY 41465 606-349-2217	Martin Co.: 387 E. Main St Ste 203 Inez, KY 41224 606-298-3217	Morgan Co.: 151 University Dr West Liberty, KY 41472 606-743-3133
Owsley Co.: 20 Main St Room 104 Booneville, KY 41314 606-593-5103	Perry Co.: 412 Roy Campbell Dr Hazard, KY 41701 606-439-1362	Pike Co.: 478 Town Mt. Rd Pikeville, KY 41501 606-432-2775	Rowan Co.: 136 Lee Ave Ste A Morehead, KY 40351 606-743-3133

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

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

KENTUCKY POWER

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

DISCONNECT NOTICE

Account # [redacted]

SERVICE ADDRESS: [redacted]
0 967

CY 01

[redacted]

Past Due Charges:

30 days past due	$133.39
60 days past due	$0
90 days or more past due	$0
TOTAL PAST DUE	**$133.39**

Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

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

Notes from KPCO:

Your total account balance includes a past due amount of **$133.39**. To avoid disconnection, payment of the past due amount must be received on or before **December 16, 2024**. Your total account balance is **$309.51**.

Need help paying your bill?

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

Your account is scheduled for disconnection after December 16, 2024.

Mailing date is November 27, 2024

Reconnection:

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

Trip Charge	$4.70
Reconnect (regular hours)	$4.70
Reconnect after regular hours	$30.00
Reconnect requiring overtime	$95.00
Reconnect on Sunday/Holiday	$124.00

A cash deposit may be required prior to reconnection

Please disregard if payment has been made.

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

17612

Account # [redacted]

Pay on or before December 16, 2024
to avoid disconnect **$133.39**

Payment Amount $

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

000013339000013339010000000000003696874316271127110019000004

Disconnect Notes from Kentucky Power:

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

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

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

YOU HAVE SPECIFIC RIGHTS RELATED TO THIS PLANNED DISCONNECTION

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

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

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

Contact Your local Community Action office:

Boyd Co.: 2301 Greenup Ave Ashland, KY 41101 606-393-1984	Breathitt Co.: 30 Howell Lane Jackson, KY 41339 606-666-5902	Carter Co.: 1758 Midland Trail Grayson, KY 41143 606-474-8118	Clay Co.: 1535 Shamrock Rd Manchester, KY 40962 606-598-5127
Elliott Co.: 103 Gee St Sandy Hook, KY 41171 606-738-4492	Floyd Co.: 60 Court St Allen, KY 41601 606-874-3595	Greenup Co.: 1450 Diederich Blvd. Russell, KY 41169 606-834-8346	Johnson Co.: 230 Court St Room 333 Paintsville, KY 41240 606-789-6515
Knott Co.: 125 E. Main St Hindman, KY 41822 606-785-3322	Lawrence Co.: 180 Bulldog Lane Louisa, KY 41230 606-638-4067	Leslie Co.: 121 Maple St Hyden, KY 41749 606-672-2155	Letcher Co.: 726 Highway 2034 Whitesburg, KY 41858 606-633-4458
Lewis Co.: 210 Front St Vanceburg, KY 41179 606-796-3893	Magoffin Co.: 131 South Church St Salyersville, KY 41465 606-349-2217	Martin Co.: 387 E. Main St Ste 203 Inez, KY 41224 606-298-3217	Morgan Co.: 151 University Dr West Liberty, KY 41472 606-743-3133
Owsley Co.: 20 Main St Room 104 Booneville, KY 41314 606-593-5103	Perry Co.: 412 Roy Campbell Dr Hazard, KY 41701 606-439-1362	Pike Co.: 478 Town Mt. Rd Pikeville, KY 41501 606-432-2775	Rowan Co.: 136 Lee Ave Ste A Morehead, KY 40351 606-743-3133

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

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

KENTUCKY POWER

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

DISCONNECT NOTICE

Account # [redacted]

SERVICE ADDRESS: [redacted]
0 1549

CY 10

[redacted]

Notes from KPCO:

Your total account balance includes a past due amount of **$269.09**. To avoid disconnection, payment of the past due amount must be received on or before **January 30, 2025**. Your total account balance is **$502.23**.

Need help paying your bill?

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

Past Due Charges:

30 days past due	$269.09
60 days past due	$0
90 days or more past due	$0
TOTAL PAST DUE	**$269.09**

Your account is scheduled for disconnection after January 30, 2025.

Mailing date is January 15, 2025

Methods of Payment

- kentuckypower.com
- PO Box 371496
  Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Reconnection:

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

Trip Charge	$4.70
Reconnect (regular hours)	$4.70
Reconnect after regular hours	$30.00
Reconnect requiring overtime	$95.00
Reconnect on Sunday/Holiday	$124.00

A cash deposit may be required prior to reconnection

Please disregard if payment has been made.

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

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

23314

Account # [redacted]

Pay on or before January 30, 2025 to avoid disconnect **$269.09**

Payment Amount $

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

0000269090000269090100000000000038344217151501150101090000 5

Disconnect Notes from Kentucky Power:

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

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

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

YOU HAVE SPECIFIC RIGHTS RELATED TO THIS PLANNED DISCONNECTION

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

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

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

Contact Your local Community Action office:

Boyd Co.: 2301 Greenup Ave Ashland, KY 41101 606-393-1984	Breathitt Co.: 30 Howell Lane Jackson, KY 41339 606-666-5902	Carter Co.: 1758 Midland Trail Grayson, KY 41143 606-474-8118	Clay Co.: 1535 Shamrock Rd Manchester, KY 40962 606-598-5127
Elliott Co.: 103 Gee St Sandy Hook, KY 41171 606-738-4492	Floyd Co.: 60 Court St Allen, KY 41601 606-874-3595	Greenup Co.: 1450 Diederich Blvd. Russell, KY 41169 606-834-8346	Johnson Co.: 230 Court St Room 333 Paintsville, KY 41240 606-789-6515
Knott Co.: 125 E. Main St Hindman, KY 41822 606-785-3322	Lawrence Co.: 180 Bulldog Lane Louisa, KY 41230 606-638-4067	Leslie Co.: 121 Maple St Hyden, KY 41749 606-672-2155	Letcher Co.: 726 Highway 2034 Whitesburg, KY 41858 606-633-4458
Lewis Co.: 210 Front St Vanceburg, KY 41179 606-796-3893	Magoffin Co.: 131 South Church St Salyersville, KY 41465 606-349-2217	Martin Co.: 387 E. Main St Ste 203 Inez, KY 41224 606-298-3217	Morgan Co.: 151 University Dr West Liberty, KY 41472 606-743-3133
Owsley Co.: 20 Main St Room 104 Booneville, KY 41314 606-593-5103	Perry Co.: 412 Roy Campbell Dr Hazard, KY 41701 606-439-1362	Pike Co.: 478 Town Mt. Rd Pikeville, KY 41501 606-432-2775	Rowan Co.: 136 Lee Ave Ste A Morehead, KY 40351 606-743-3133

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

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

KENTUCKY POWER

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

DISCONNECT NOTICE

Account # [redacted]

SERVICE ADDRESS: [redacted]

CY 13

0 717

[redacted]

Notes from KPCO:

Your total account balance includes a past due amount of **$267.52**. To avoid disconnection, payment of the past due amount must be received on or before **May 5, 2025**. Your total account balance is **$495.21**.

Need help paying your bill?

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

Past Due Charges:

30 days past due	$261.07
60 days past due	$6.45
90 days or more past due	$0
TOTAL PAST DUE	**$267.52**

Your account is scheduled for disconnection after May 5, 2025.

Mailing date is April 17, 2025

Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Reconnection:

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

Trip Charge	$4.70
Reconnect (regular hours)	$4.70
Reconnect after regular hours	$30.00
Reconnect requiring overtime	$95.00
Reconnect on Sunday/Holiday	$124.00

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

A cash deposit may be required prior to reconnection

Please disregard if payment has been made.

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

22769

Account # [redacted]

Pay on or before May 5, 2025 to avoid disconnect **$267.52**

Payment Amount $

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

000026752000026752010000000000341482708317041704013900002

Disconnect Notes from Kentucky Power:

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

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

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

YOU HAVE SPECIFIC RIGHTS RELATED TO THIS PLANNED DISCONNECTION

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

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

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

Contact Your local Community Action office:

Boyd Co.: 2301 Greenup Ave Ashland, KY 41101 606-393-1984	Breathitt Co.: 30 Howell Lane Jackson, KY 41339 606-666-5902	Carter Co.: 1758 Midland Trail Grayson, KY 41143 606-474-8118	Clay Co.: 1535 Shamrock Rd Manchester, KY 40962 606-598-5127
Elliott Co.: 103 Gee St Sandy Hook, KY 41171 606-738-4492	Floyd Co.: 60 Court St Allen, KY 41601 606-874-3595	Greenup Co.: 1450 Diederich Blvd. Russell, KY 41169 606-834-8346	Johnson Co.: 230 Court St Room 333 Paintsville, KY 41240 606-789-6515
Knott Co.: 125 E. Main St Hindman, KY 41822 606-785-3322	Lawrence Co.: 180 Bulldog Lane Louisa, KY 41230 606-638-4067	Leslie Co.: 121 Maple St Hyden, KY 41749 606-672-2155	Letcher Co.: 726 Highway 2034 Whitesburg, KY 41858 606-633-4458
Lewis Co.: 210 Front St Vanceburg, KY 41179 606-796-3893	Magoffin Co.: 131 South Church St Salyersville, KY 41465 606-349-2217	Martin Co.: 387 E. Main St Ste 203 Inez, KY 41224 606-298-3217	Morgan Co.: 151 University Dr West Liberty, KY 41472 606-743-3133
Owsley Co.: 20 Main St Room 104 Booneville, KY 41314 606-593-5103	Perry Co.: 412 Roy Campbell Dr Hazard, KY 41701 606-439-1362	Pike Co.: 478 Town Mt. Rd Pikeville, KY 41501 606-432-2775	Rowan Co.: 136 Lee Ave Ste A Morehead, KY 40351 606-743-3133

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

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

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_97 Please provide a copy of a typical residential bill for each of the following months:

a. August 2025 (bill with no arrears);

b. August 2025 (bill with arrears);

c. November 2024 (bill with no arrears);

d. November 2024 (bill with arrears);

e. January 2025 (bill with no arrears);

f. January 2025 (bill with arrears);

g. April 2025 (bill with no arrears;

h. April 2025 (bill with arrears).

RESPONSE

a. - h. Please see KPCO_R_JI_1_97_Attachment1 for the requested bills. The Company utilized the average residential customer usage from the test year.

Witness: Stevi N. Cobern

KENTUCKY POWER

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

Amount due on or before September 3, 2025 **$221.95**

Bill mailing date is Aug 12, 2025

Account # [redacted]

SERVICE ADDRESS: [redacted]

0 19183

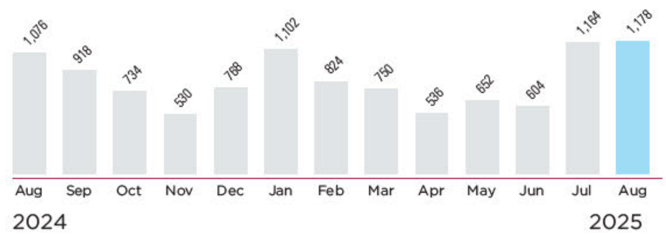
CY 10

[redacted]

Notes from KPCO:

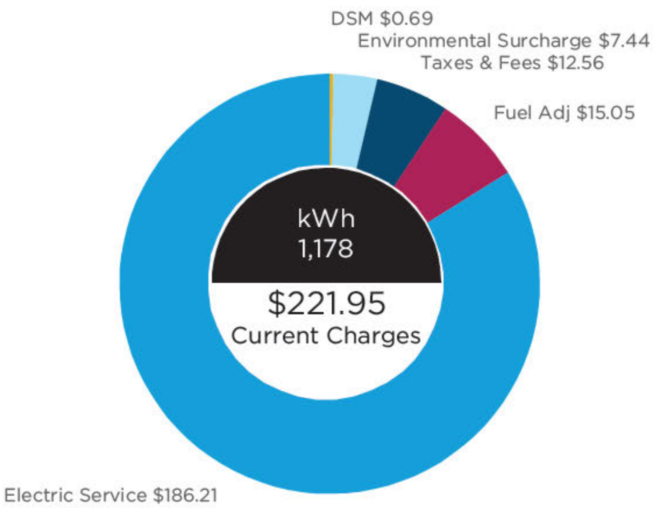
Your current amount due is $221.95. If you were on the Average Monthly Payment (AMP) plan, your bill would have been $142.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 07/12/25 - 08/11/25 (31 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113

Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

22195

Account # [redacted]

Amount due on or before September 3, 2025 **$221.95**

Payment Amount $

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $__________

0000221950000221950100000000000039820263081208030901090003

KENTUCKY POWER

Service Address:

[redacted]

Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	208.27
Payment 07/21/25 - Thank You		-208.27
Previous Balance Due	**$**	**.00**
Current KPCO Charges		
Tariff 015 - Residential Service 08/11/25		
Rate Billing	$	170.61
Fuel Adj @ 0.0127800 Per kWh		15.05
Federal Tax Credit @ 0.0006800- Per kWh		-.80
DSM Adj @ 0.0005870 Per kWh		.69
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		2.66
Securitized Surcharge Rider 7.0704000%		13.34
Environmental Adj 3.9450000%		7.44
School Tax		6.28
City's Franchise Fee		6.28
Current Balance Due	**$**	**221.95**
Total Balance Due	**$**	**221.95**

Usage Details:

↑↓Values reflect changes between current month and previous month.

Total usage for the past 12 months: 9,658 kWh

Average (Avg.) monthly usage: 805 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
27939	Actual	29117	Actual	1178	1,178 kWh
Service Period 07/11 - 08/11					Multiplier 1
Next scheduled read date should be between Sep 10 and Sep 15 .					

Notes from KPCO:

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Register for online services at www.KentuckyPower.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Make your life easier. You can write one check for multiple electric accounts!

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

Pay online for free when you sign up for paperless billing. Go to www.AEPPaperless.com to enroll today!

KENTUCKY POWER

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

Amount due on or before August 28, 2025 **$416.97**

Bill mailing date is Aug 6, 2025
Account # [redacted]

SERVICE ADDRESS: [redacted]
12665

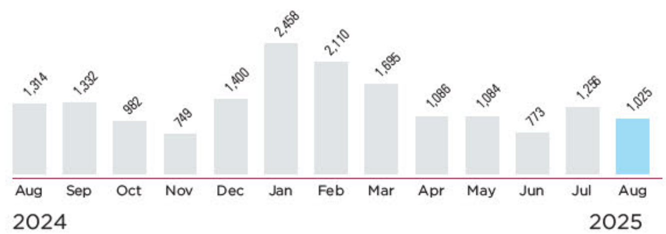
CY 06

[redacted]

Notes from KPCO:

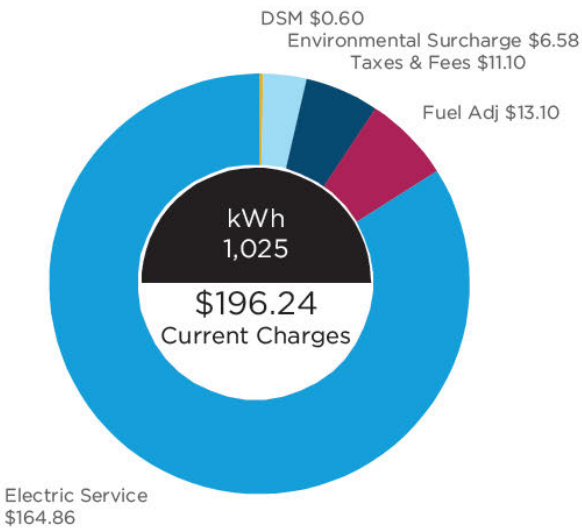
Your current amount due is $416.97. If you were on the Average Monthly Payment (AMP) plan, your bill would have been $217.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 07/08/25 - 08/05/25 (29 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

19624

Account # [redacted]

Amount due on or before August 28, 2025 **$416.97**

Payment Amount $

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $__________

0000416970000416970100000000000380479110506082808006900000

Service Address:

[redacted]

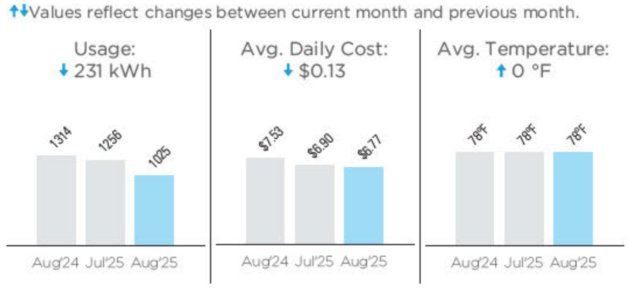
Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	323.35
Payment 07/18/25 - Thank You		-102.62
Previous Balance Due	**$**	**220.73**
Current KPCO Charges		
Tariff 015 - Residential Service 08/05/25		
Rate Billing	$	151.05
Fuel Adj @ 0.0127800 Per kWh		13.10
Federal Tax Credit @ 0.0006800- Per kWh		-.70
DSM Adj @ 0.0005870 Per kWh		.60
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		2.32
Securitized Surcharge Rider 7.0704000%		11.79
Environmental Adj 3.9450000%		6.58
School Tax		5.55
City's Franchise Fee		5.55
Current Balance Due	**$**	**196.24**
Total Balance Due	**$**	**416.97**

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 16,239 kWh

Average (Avg.) monthly usage: 1,353 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
20397	Actual	21422	Actual	1025	1,025 kWh
Service Period 07/07 - 08/05					Multiplier 1
Next scheduled read date should be between Sep 4 and Sep 9 .					

Notes from KPCO:

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Register for online services at www.KentuckyPower.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Make your life easier. You can write one check for multiple electric accounts!

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

KENTUCKY POWER

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

Amount due on or before November 26, 2024 **$204.95**

Bill mailing date is Nov 4, 2024
Account # [redacted]

SERVICE ADDRESS: [redacted]
0 11955

CY 06

[redacted]

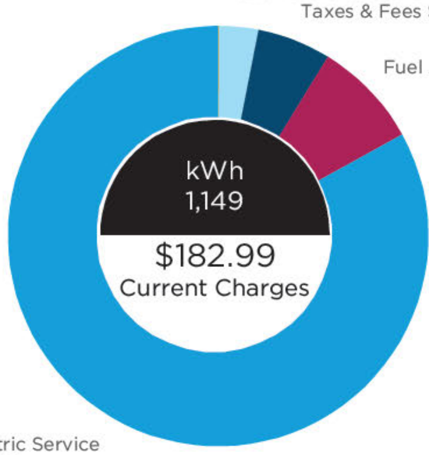
Notes from KPCO:

The amount due will be automatically deducted from your bank account on **November 26, 2024** because you are enrolled in our checkless payment plan.

Usage History (kWh):

Current bill summary:

Billing from 10/05/24 - 11/01/24 (28 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment.

[redacted]

KENTUCKY POWER

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

18299

Account # [redacted]

Amount due on or before November 26, 2024 **$204.95**

Do Not Pay This Bill

Auto-withdrawal scheduled on 11/26/2024

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $__________

000020495000020495010000000000036960144260411261100690003

KENTUCKY POWER

Service Address:

[redacted]

Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	264.49
Payment 10/28/24 - Thank You		-264.49
Previous Balance Due	**$**	**.00**
Current KPCO Charges		
Tariff 015 - Residential Service 11/01/24		
Rate Billing	$	149.65
Federal Tax Credit @ 0.0006200- Per kWh		-.71
Fuel Adj @ 0.0130800 Per kWh		15.03
DSM Adj @ 0.0001490 Per kWh		.17
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		2.60
Environmental Adj 3.2823000%		5.49
School Tax		5.18
City's Franchise Fee		5.18
Current Balance Due	**$**	**182.99**
Current Home Repair Plan Charges:		
Homeserve USA (844-877-2868)	$	21.96
Home Repair Plan Due	**$**	**21.96**
Total Balance Due The Amount Will Be Deducted From Your Bank Account On November 26, 2024.	**$**	**204.95**

Usage Details:

↑↓Values reflect changes between current month and previous month.

Total usage for the past 12 months: 25,772 kWh

Average (Avg.) monthly usage: 2,148 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
62601	Actual	63750	Actual	1149	1,149 kWh
Service Period 10/04 - 11/01					Multiplier 1
Next scheduled read date should be between Dec 4 and Dec 9 .					

Notes from KPCO:

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Homeserve USA is optional. Homeserve USA is not the same as KPCO and is not regulated by the KY Public Service Commission. A customer does not have to buy the Warranty Service in order to continue to receive quality regulated services from KPCO **www.kyelectricalprotectionplan.com**

Due date does not apply to previous balance due.

Register for online services at www.KentuckyPower.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

You're already paying your bill electronically; why not receive it that way too? End the clutter of paper bills by going paperless! You'll receive an email notification when your new bill is available for viewing. Go to www.AEPPaperless.com to enroll today!

KENTUCKY POWER

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

Amount due on or before December 6, 2024 **$411.13**

Bill mailing date is Nov 14, 2024
Account # [redacted]

SERVICE ADDRESS: [redacted]
0 7877

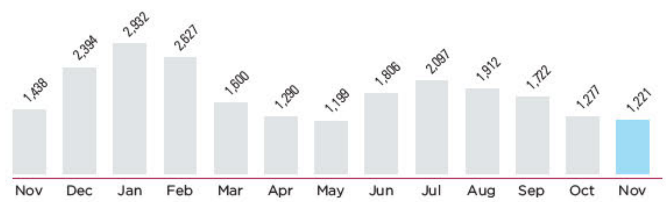
CY 14

[redacted]

Notes from KPCO:

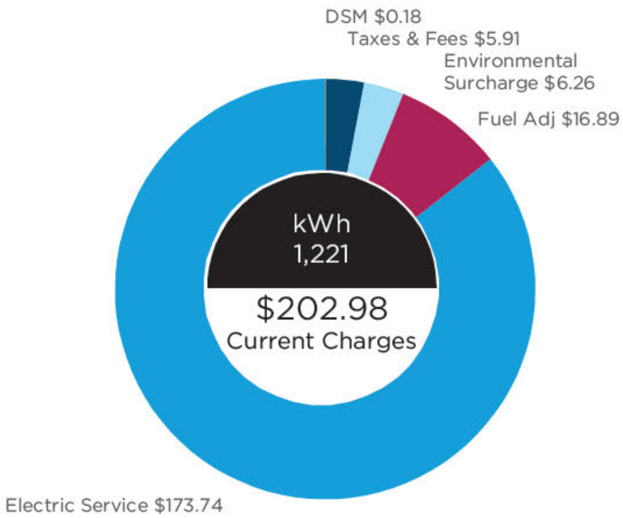
Did you forget to pay your electric bill? We haven't received any payments since you received your last bill. Please make payment arrangements to avoid a disconnect notice.

Usage History (kWh):



Current bill summary:

Billing from 10/17/24 - 11/14/24 (29 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

[redacted]

KENTUCKY POWER

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

20298

Account [redacted]

Amount due on or before December 6, 2024 **$411.13**

Payment Amount $

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $__________

000041113000041113010000000000003570000475141106120149000002

KENTUCKY POWER

Service Address:

[redacted]

Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	486.88
Payment 10/25/24 - Thank You		-278.73
Previous Balance Due	**$**	**208.15**
Current KPCO Charges		
Tariff 022 - Residential Service 11/14/24		
Rate Billing	$	157.78
Federal Tax Credit @ 0.0006200- Per kWh		-.76
Fuel Adj @ 0.0130800 Per kWh		15.97
DSM Adj @ 0.0001490 Per kWh		.18
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		2.76
Environmental Adj 3.2823000%		5.79
School Tax		5.46
Current Balance Due	**$**	**187.58**
Tariff 113 - Outdoor Light 11/14/24		
Rate Billing 70 kWh Used (Nbr.Lights:1)	$	13.52
Federal Tax Credit @ 0.0006200- Per kWh		-.04
Fuel Adj @ 0.0130800 Per kWh		.92
Purchased Power Adj $0.0011000/kWh		.08
Environmental Adj 3.2823000%		.47
School Tax		.45
Current Balance Due	**$**	**15.40**
Total Balance Due	**$**	**411.13**

Usage Details:

↑↓Values reflect changes between current month and previous month.

Total usage for the past 12 months: 22,294 kWh

Average (Avg.) monthly usage: 1,858 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
1148	Actual	2369	Actual	1221	1,221 kWh
Service Period 10/16 - 11/14				Multiplier 1	
Next scheduled read date should be between Dec 16 and Dec 19 .					

Notes from KPCO:

Your current amount due is $411.13. If you were on the Average Monthly Payment (AMP) plan, your bill would have been $272.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Register for online services at www.KentuckyPower.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

Pay online for free when you sign up for paperless billing. Go to www.AEPPaperless.com to enroll today!

KENTUCKY POWER

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

Amount due on or before February 19, 2025 **$216.49**

Bill mailing date is Jan 28, 2025

Account [redacted]

SERVICE ADDRESS: [redacted]

CY 20

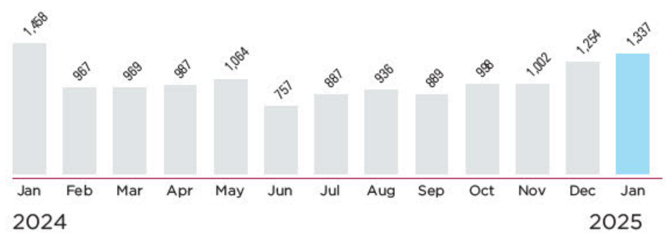
10445

[redacted]

Notes from KPCO:

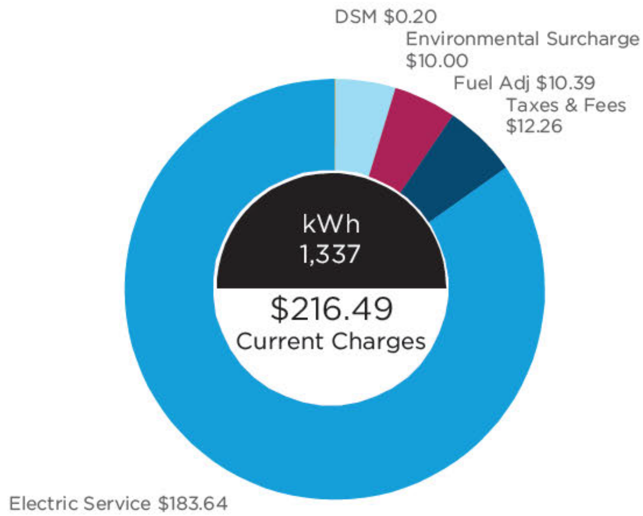
The amount due will be automatically deducted from your bank account on **February 19, 2025** because you are enrolled in our checkless payment plan.

Usage History (kWh):



Current bill summary:

Billing from 12/31/24 - 01/28/25 (29 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113

Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment.

[redacted]

KENTUCKY POWER

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

21649

Account # [redacted]

Amount due on or before February 19, 2025 **$216.49**

Do Not Pay This Bill

Auto-withdrawal scheduled on 02/19/2025

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $__________

000021649000021649010000000000037741076392801190202090000б

KENTUCKY POWER

Service Address:

[redacted]

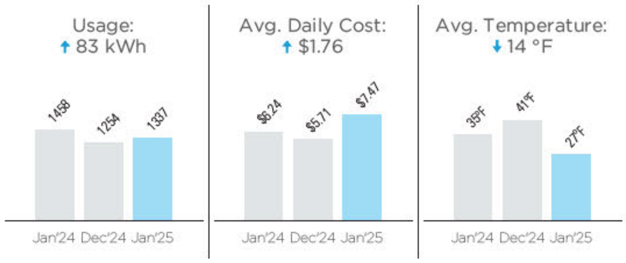
Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	199.75
Payment 01/21/25 - Thank You		-191.20
Previous Balance Due	**$**	**8.55**
Current KPCO Charges		
Tariff 015 - Residential Service 01/28/25		
Rate Billing	$	181.13
Fuel Adj @ 0.0126400 Per kWh		16.90
Fuel Adjustment Credit Residential		-6.51
Federal Tax Credit @ 0.0006800- Per kWh		-.91
DSM Adj @ 0.0001490 Per kWh		.20
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		3.02
Environmental Adj 5.1507000%		10.00
School Tax		6.13
City's Franchise Fee		6.13
Current Balance Due	**$**	**216.49**
Deposit Interest Applied	$	-8.55
Total Balance Due The Amount Will Be Deducted From Your Bank Account On February 19, 2025.	**$**	**216.49**

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 12,168 kWh

Average (Avg.) monthly usage: 1,014 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
90221	Actual	91558	Actual	1337	1,337 kWh
Service Period 12/30 - 01/28					Multiplier 1
Next scheduled read date should be between Feb 25 and Feb 28 .					

Notes from KPCO:

Your current amount due is $216.49. If you were on the Average Monthly Payment (AMP) plan, your bill would have been $162.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

We are here to help you manage high winter bills. Go to KentuckyPower.com/BillHelp to learn about our payment assistance programs.

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

KENTUCKY POWER

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

Amount due on or before February 19, 2025 **$404.51**

Bill mailing date is Jan 28, 2025

Account # [redacted]

SERVICE ADDRESS: [redacted]

257

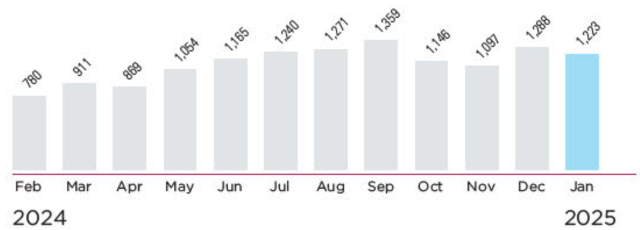
CY 20

[redacted]

Notes from KPCO:

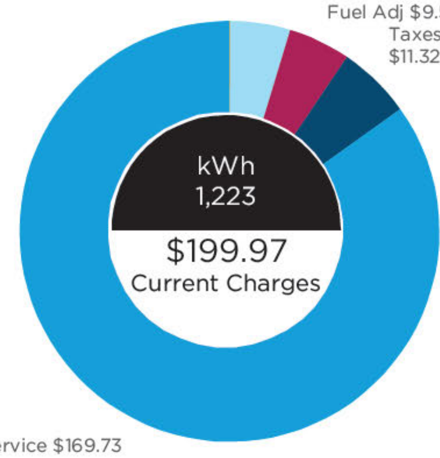
Did you forget to pay your electric bill? We haven't received any payments since you received your last bill. Please make payment arrangements to avoid a disconnect notice.

Usage History (kWh):



Current bill summary:

Billing from 12/31/24 - 01/28/25 (29 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113

Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

19997

Account # [redacted]

Amount due on or before February 19, 2025 **$404.51**

Payment Amount $

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $__________

0000404510000404510100000000000301477810828011902020900002

KENTUCKY POWER

Service Address:

[redacted]

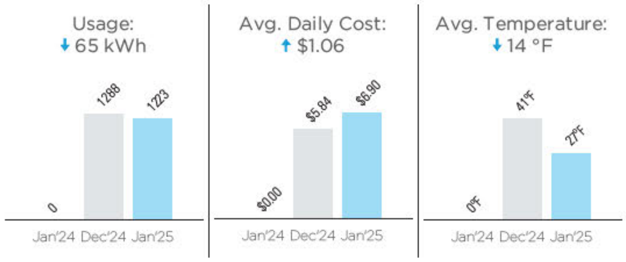
Account #[redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	359.87
Payment 01/06/25 - Thank You		-155.33
Previous Balance Due	**$**	**204.54**
Current KPCO Charges		
Tariff 015 - Residential Service 01/28/25		
Rate Billing	$	167.40
Fuel Adj @ 0.0126400 Per kWh		15.46
Fuel Adjustment Credit Residential		-5.96
Federal Tax Credit @ 0.0006800- Per kWh		-.83
DSM Adj @ 0.0001490 Per kWh		.18
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		2.76
Environmental Adj 5.1507000%		9.24
School Tax		5.66
City's Franchise Fee		5.66
Current Balance Due	**$**	**199.97**
Total Balance Due	**$**	**404.51**

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 12,180 kWh

Average (Avg.) monthly usage: 1,107 kWh

Meter Read Details:

Meter #[redacted]					
Previous	Type	Current	Type	Metered	Usage
29935	Actual	31158	Actual	1223	1,223 kWh
Service Period 12/30 - 01/28					Multiplier 1
Next scheduled read date should be between Feb 25 and Feb 28 .					

Notes from KPCO:

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

We are here to help you manage high winter bills. Go to KentuckyPower.com/BillHelp to learn about our payment assistance programs.

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

KENTUCKY POWER

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

Amount due on or before May 14, 2025 **$189.10**

Bill mailing date is Apr 22, 2025
Account # [redacted]

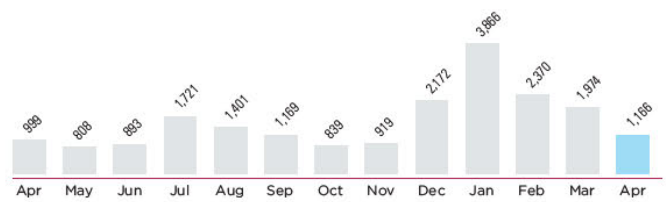
SERVICE ADDRESS: [redacted] CY 16
2833

[redacted]

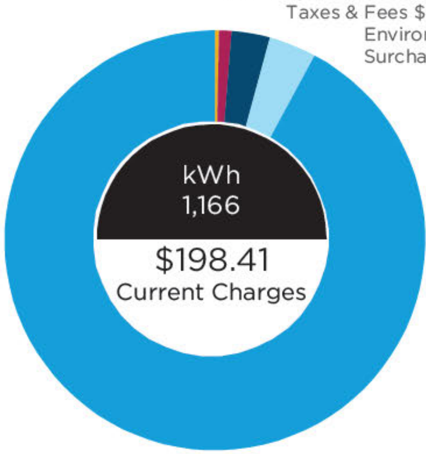
Notes from KPCO:

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

Usage History (kWh):



Current bill summary:
Billing from 03/21/25 - 04/22/25 (33 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

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

[redacted]

KENTUCKY POWER

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

19841

Account # [redacted]

Amount due on or before May 14, 2025 **$189.10**

Payment Amount $

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $________

000018910000018910010000000000003244042242220414050169000000

KENTUCKY POWER

Service Address:

[redacted]

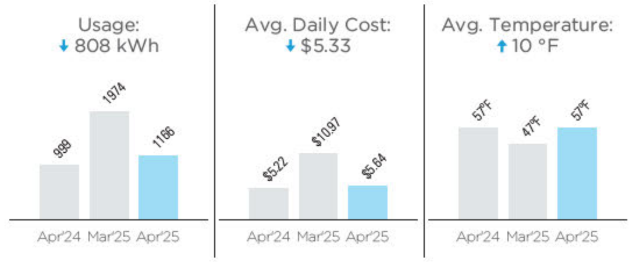
Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	330.69
Payment 04/08/25 - Thank You		-340.00
Previous Balance Due	**$**	**-9.31**
Current KPCO Charges		
Tariff 015 - Residential Service 04/22/25		
Rate Billing	$	169.07
Fuel Adj @ 0.0064500 Per kWh		7.52
Fuel Adjustment Credit Residential		-5.68
Federal Tax Credit @ 0.0006800- Per kWh		-.79
DSM Adj @ 0.0005870 Per kWh		.68
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		2.64
Environmental Adj 3.9102000%		6.80
School Tax		5.42
Current Balance Due	**$**	**186.06**
Tariff 094 - Outdoor Light 04/22/25		
Rate Billing 36 kWh Used (Nbr.Lights:1)	$	11.47
Fuel Adj @ 0.0064500 Per kWh		.23
Fuel Adjustment Credit Residential		-.18
Federal Tax Credit @ 0.0006800- Per kWh		-.02
Purchased Power Adj $0.0011000/kWh		.04
Environmental Adj 3.9102000%		.45
School Tax		.36
Current Balance Due	**$**	**12.35**
Total Balance Due	**$**	**189.10**

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 19,131 kWh

Average (Avg.) monthly usage: 1,594 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
29444	Actual	30610	Actual	1166	1,166 kWh
Service Period 03/20 - 04/22				Multiplier 1	
Next scheduled read date should be between May 20 and May 23 .					

Notes from KPCO:

Stealing copper is illegal and can have deadly consequences. **Reporting copper theft** could save a life, so if you have any information, **please call 1-866-747-5845.**

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

KENTUCKY POWER

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

Amount due on or before May 8, 2025 **$495.21**
Bill mailing date is Apr 16, 2025
Account # [redacted]

SERVICE ADDRESS: [redacted]
0 6649

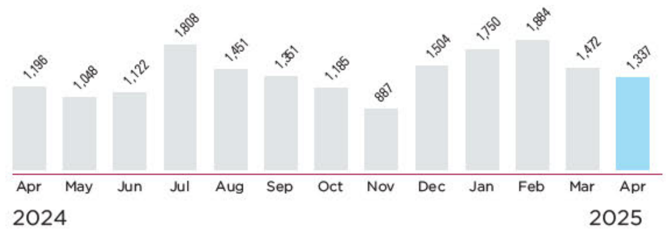
CY 13

[redacted]

Notes from KPCO:

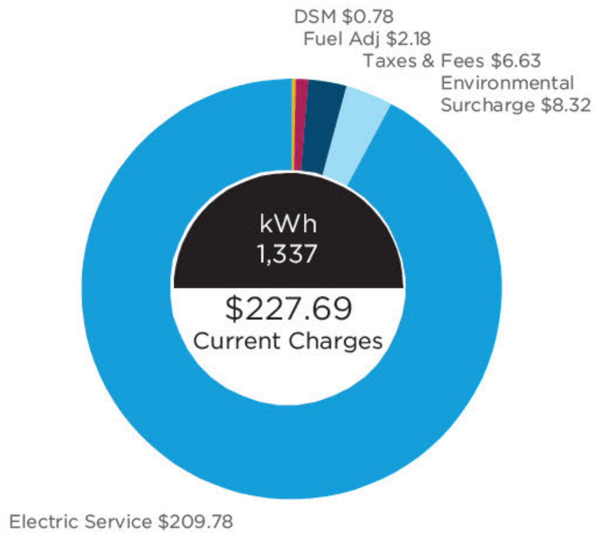
Your current amount due is $495.21. If you were on the Average Monthly Payment (AMP) plan, your bill would have been $232.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 03/18/25 - 04/15/25 (29 days)



Methods of Payment

kentuckypower.com

PO Box 371496
Pittsburgh, PA 15250-7496

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

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

[redacted]

KENTUCKY POWER

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

22769

Account # [redacted]

Amount due on or before May 8, 2025 **$495.21**

Payment Amount $

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

☐ The **HEART** program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of $______

00004952100004952101000000000000341482708316040805013900000

KENTUCKY POWER

Service Address:

[redacted]

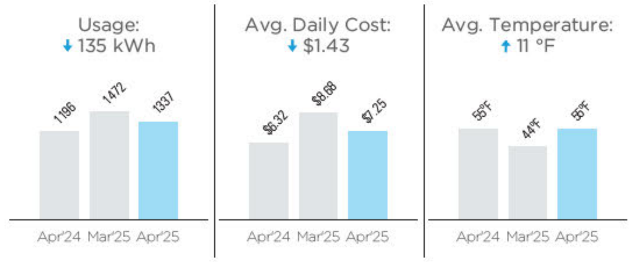
Account # [redacted]

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	$	567.52
Payment 04/14/25 - Thank You		-300.00
Previous Balance Due	**$**	**267.52**
Current KPCO Charges		
Tariff 015 - Residential Service 04/15/25		
Rate Billing	$	190.93
Fuel Adj @ 0.0064500 Per kWh		8.63
Fuel Adjustment Credit Residential		-6.51
Federal Tax Credit @ 0.0006800- Per kWh		-.91
DSM Adj @ 0.0005870 Per kWh		.78
Residential Energy Assistance @ $0.40		.40
Purchased Power Adj $0.0022600/kWh		3.02
Environmental Adj 3.9102000%		7.68
School Tax		6.12
Current Balance Due	**$**	**210.14**
Tariff 150 - Outdoor Light 04/16/25		
Rate Billing 40 kWh Used (Nbr.Lights:2)	$	16.33
Fuel Adj @ 0.0064500 Per kWh		.25
Fuel Adjustment Credit Residential		-.19
Federal Tax Credit @ 0.0006800- Per kWh		-.03
Purchased Power Adj $0.0011000/kWh		.04
Environmental Adj 3.9102000%		.64
School Tax		.51
Current Balance Due	**$**	**17.55**
Total Balance Due	**$**	**495.21**

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 16,658 kWh

Average (Avg.) monthly usage: 1,388 kWh

Meter Read Details:

Meter # [redacted]					
Previous	Type	Current	Type	Metered	Usage
19821	Actual	21158	Actual	1337	1,337 kWh
Service Period 03/17 - 04/15				Multiplier 1	
Next scheduled read date should be between May 15 and May 20 .					

Notes from KPCO:

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

Stealing copper is illegal and can have deadly consequences. **Reporting copper theft** could save a life, so if you have any information, **please call 1-866-747-5845.**

Kentucky Power provides online access to customer rate schedules at https://kentuckypower.com/account/bills/rates/. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

Pay online for free when you sign up for paperless billing. Go to www.AEPPaperless.com to enroll today!

DATA REQUEST

JI 1_98 Please provide a copy of all reports, evaluations, memos, analyses or other written documents of any nature prepared since January 1, 2020, containing the Company methodology, procedure or process designed to systematically review, study or assess the Company residential billing and/or payment records in an effort to:

a. Characterize patterns of nonpayment;

b. Identify the characteristics of nonpayers;

c. Identify predictors of nonpayment;

d. Identify strategies to reduce nonpayment;

e. Identify early indicators of nonpayment.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_99 Please provide for the period January 1, 2020 to present:

a. All written reports, evaluations, assessments, presentations, or other written document which identify metrics by which the Company measures whether natural gas (electric) bills are "affordable."

b. All reports or other written document collecting data on the metrics identified in the immediately preceding data request.

RESPONSE

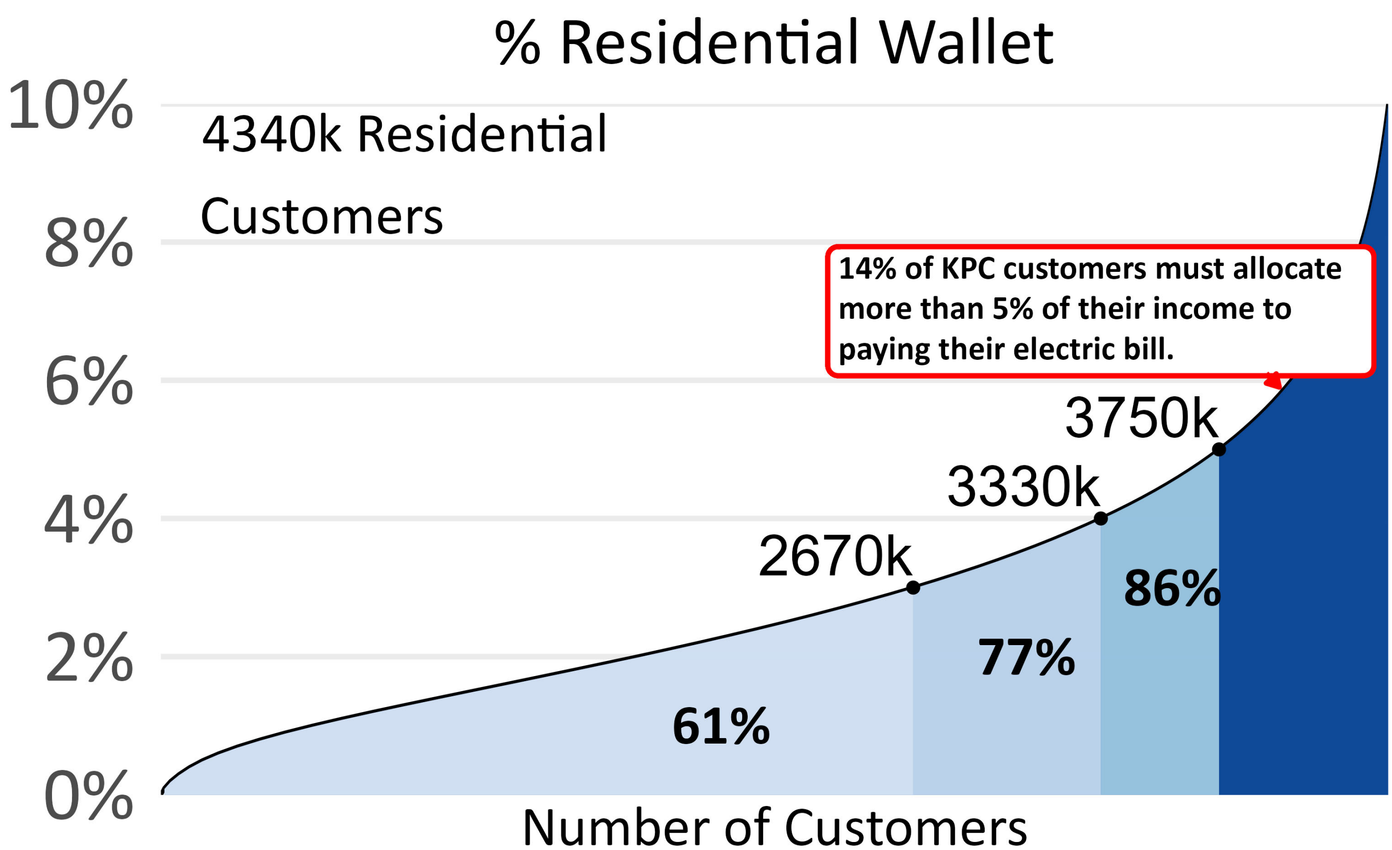
The Company objects to this request as unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. The Company further objects to this request to the extent it mischaracterizes the Company's testimony and/or Application.

Subject to and without waiving these objections, please see KPCO_R_JI_1_99_Attachment1 through KPSC_R_JI_1_99_Attachment3 for examples of the information the Company tracks related to affordability.

KPCO_R_JI_1_99_Attachment1 provides an example of the percentage of a residential customer's wallet that goes to paying their electric bill from 2023.

KPSC_R_JI_1_99_Attachment2 consists of rate comparisons to the other investor owned utilities for 2021-2023. KPCO_R_JI_1_99_Attachment3 provides examples of key economic information related to the Company's service territory from 2023.

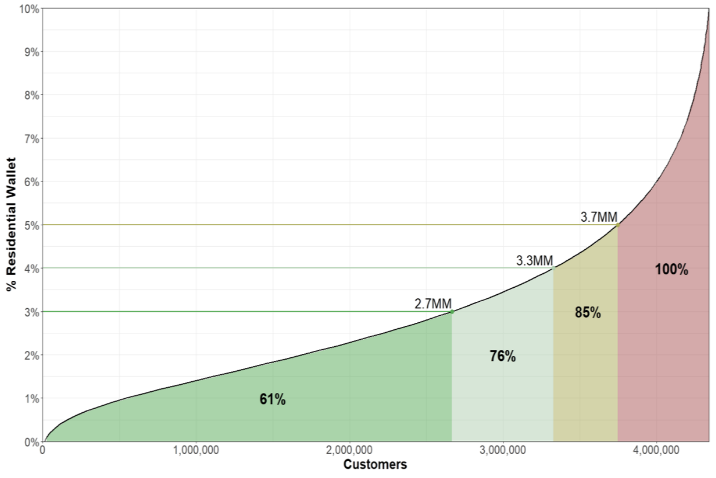
Witness: Tanner S. Wolffram


% Residential Wallet
10%
8%
6%
4%
2%
0%
4340k Residential Customers
14% of KPC customers must allocate more than 5% of their income to paying their electric bill.
3750k
3330k
2670k
86%
77%
61%
Number of Customers

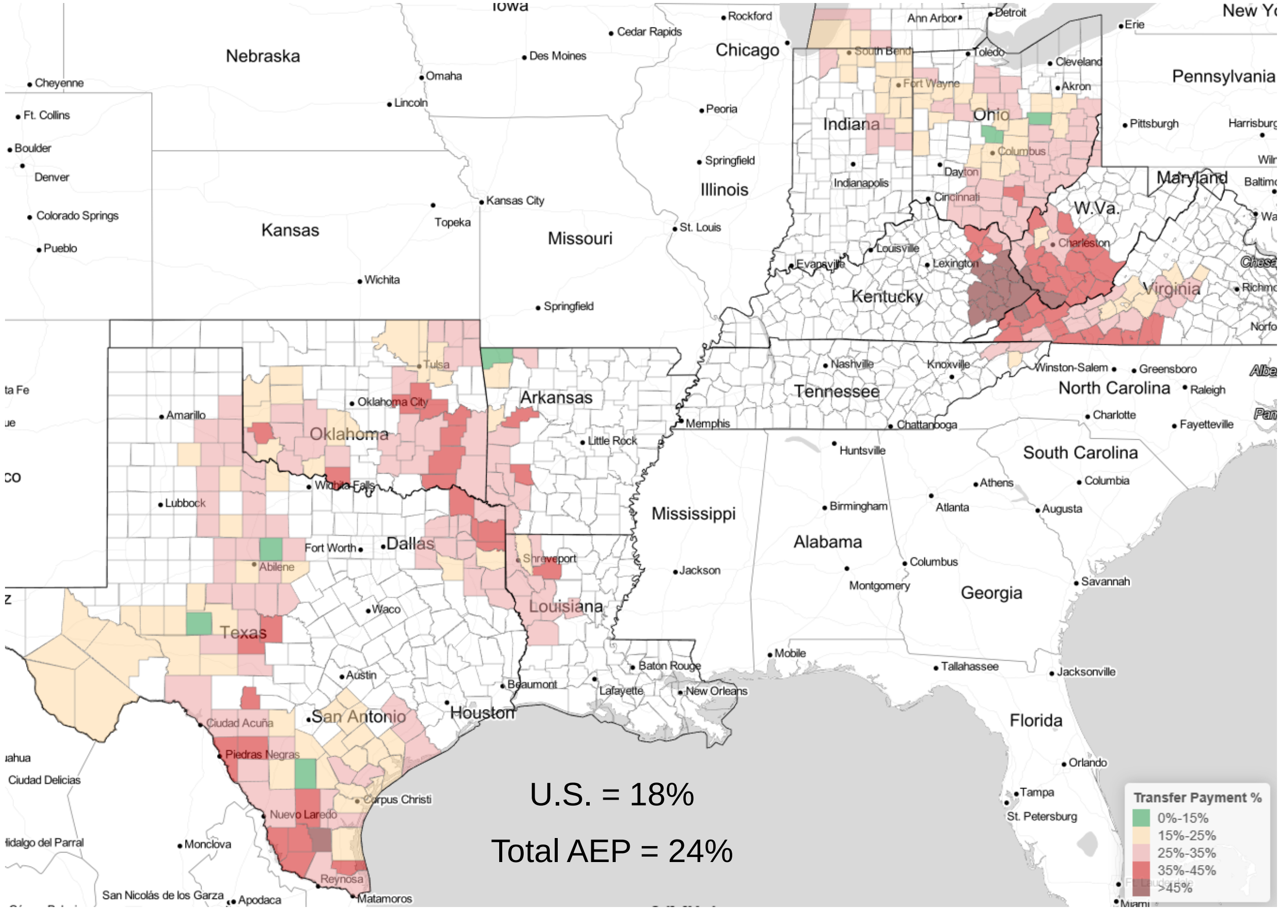
Customer Wallet

Our customers tend to have some of the lowest incomes in the states that we operate in:

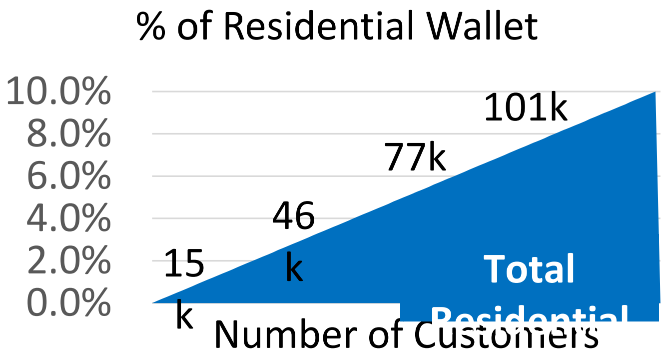
- 24% of income in our footprint is made up of government transfer payments. In some counties that figure is more than half.
- Our median residential customer's bill is roughly 2.5% of their household income.
- Almost 16% of our residential customers (more than 700,000 households) pay bills in excess of 5% of their household income and nearly 2% pay more than 10% of income.

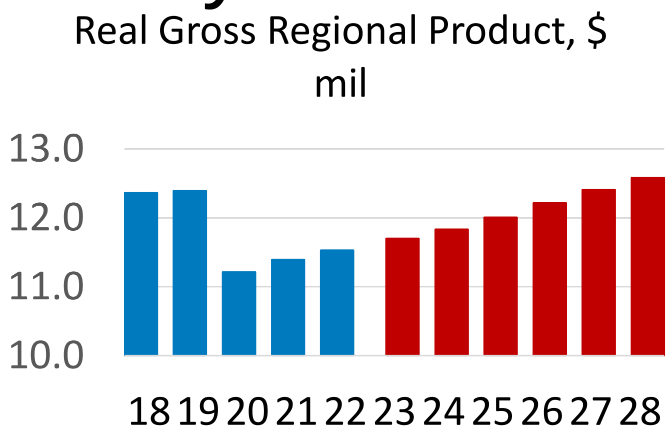


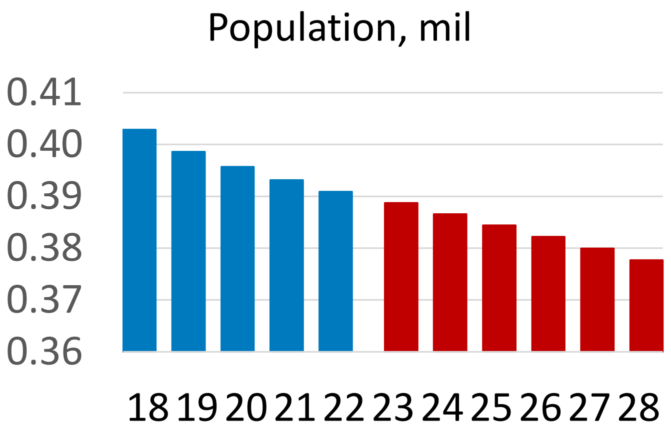
Transfer payments as a % of total income

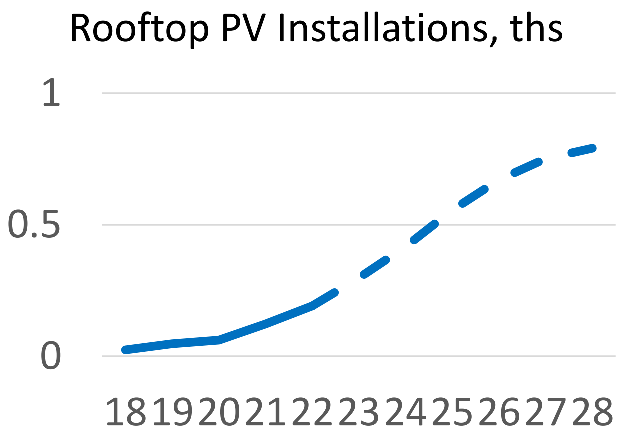


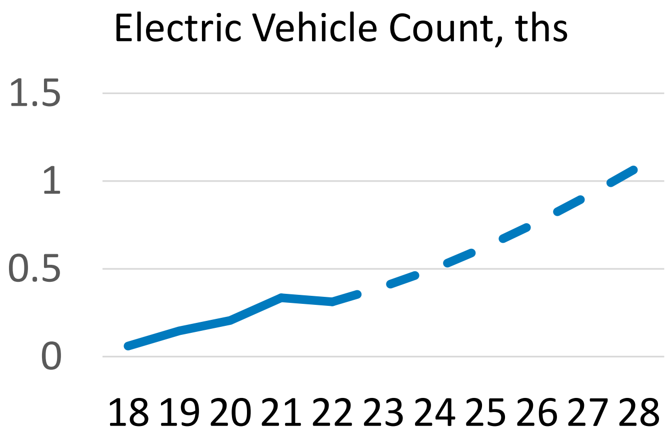
Dashboard – Kentucky Power

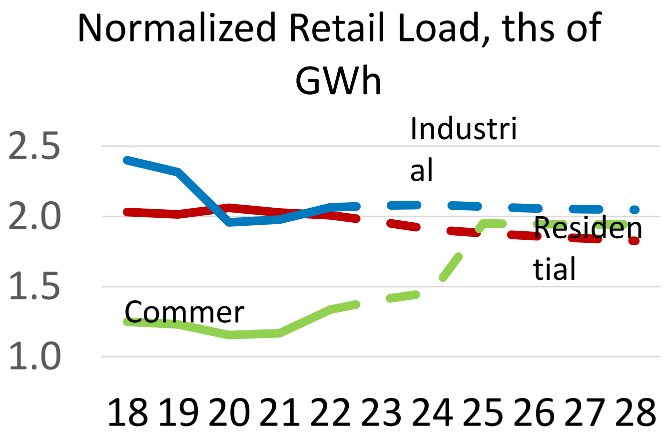












DATA REQUEST

JI 1_100 Please provide all written studies produced since January 1, 2020 currently within the custody or control of the Company, whether or not prepared by or for the Company, that explicitly assess the relationship between the number of, or rate at which, the Company issues disconnect notices and the reduction of residential bad debt.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_101 Please provide all written studies produced since January 1, 2020 currently within the custody or control of the Company, whether or not prepared by or for the Company, that explicitly assess the relationship between the number of, or rate at which, the Company issues disconnect notices and the reduction of residential arrears.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_102 Please provide all written studies produced since January 1, 2020 currently within the custody or control of the Company, whether or not prepared by or for the Company, that explicitly assess the relationship between the number of, or rate at which, the Company issues disconnect notices and any increase in residential payments.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_103 Please identify any documents, analyses or reports prepared by or for the Company since January 1, 2020, using Company-specific data, that indicates, evaluates or otherwise discusses the amount which residential arrears must reach in order for the Company to cost-effectively disconnect service due to the arrearage.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_104 Please identify any documents, analyses or reports, not already identified in response to the request immediately above, produced since January 1, 2020, which is in the custody or control of the Company, regardless of whether the documents or information contained therein was prepared by or for the Company, that indicates, evaluates, discusses, concerns or addresses in any way the amount which residential arrears must reach in order for the Company to cost-effectively disconnect service due to the arrearage.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_105 Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing why nonpaying residential customers do not make contact with the utility when, in response to bill nonpayment, those nonpaying customers receive a request or notice to contact a utility to avoid the disconnection of service.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_106 Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing the effectiveness of written shutoff notices as a mean to communicate information to residential customers in arrears.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_107 Please provide a single copy of any report, evaluation, study or other written document of any nature, within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, identifying, evaluating or otherwise discussing why residential customers do not successfully complete deferred or partial payment plans (sometimes known as payment agreements or other similar terms) in order to avoid the disconnection of service for nonpayment.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_108 Please provide any and all price elasticity studies in the possession or control of the Company, whether or not done specifically for the Company, dated within the past five years, regarding long- and/or short-term price elasticities for the following:

a. Residential customers as a whole;

b. Low-income residential customers;

c. Low-use residential customers, irrespective of income.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request, additionally, the Company does not maintain records for customer income.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_109 Please provide all written studies currently within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, that explicitly assess the extent to which the following activities reduce residential bad debt:

a. Cash security deposits;

b. Deferred payment agreements;

c. Disconnections for nonpayment;

d. Late payment charges.

RESPONSE

a.- d. The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_110 Please provide all written studies currently within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, that explicitly assess the extent to which the following activities reduce residential arrears:

a. Cash security deposits;

b. Deferred payment agreements;

c. Disconnections for nonpayment;

d. Late payment charges.

RESPONSE

a.- d. The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_111 Please provide all written studies currently within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, that explicitly assess the extent to which the following activities accelerate residential payments:

a. Cash security deposits;

b. Deferred payment agreements;

c. Disconnections for nonpayment;

d. Late payment charges.

RESPONSE

a.- d. The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_112 Please provide all written studies currently within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, that explicitly assess the relationship between the number of, or rate at which, the Company issues disconnect notices and the reduction of residential bad debt.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_113 Please provide all written studies currently within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, that explicitly assess the relationship between the number of, or rate at which, the Company issues disconnect notices and the reduction of residential arrears.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_114 Please provide all written studies currently within the custody or control of the Company, whether or not prepared by or for the Company, dated within the past five years, that explicitly assess the relationship between the number of, or rate at which, the Company issues disconnect notices and any increase in residential payments.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have any documents responsive to this request.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_115 Please provide by month since October 2023 to the present:

a. The number of monthly bills that have been returned to the Company as undeliverable as addressed;

b. The number of accounts for which bills were returned to the Company as undeliverable as addressed who were subsequently sent a notice of disconnection for nonpayment;

c. The number of mailed notices of disconnection for nonpayment that were returned to the Company as undeliverable as addressed.

RESPONSE

a.-c. The Company does not track the requested information.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_116 By month since October 2023, please provide by zip code, as well as for the company as a whole, (or other geographic identifier if zip codes are not available):

a. The number of monthly bills that have been returned to the Company as undeliverable as addressed;

b. The number of accounts for which bills were returned to the Company as undeliverable as addressed who were subsequently sent a notice of disconnection for nonpayment;

c. The number of mailed notices of disconnection for nonpayment that were returned to the Company as undeliverable as addressed.

RESPONSE

Please see the Company's response to JI_115.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_117 Please provide a detailed explanation of the process of notice disconnection for non-payment in those instances where:

a. Bills are returned as undeliverable as addressed;

b. Disconnection notices are returned as undeliverable as addressed.

RESPONSE

a. and b. Please see the Company's response to JI 1_115. The Company proactively makes a phone call to customers whose accounts are at risk of disconnection several days prior to the scheduled disconnection date to inform them of the impending action.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_118 Please provide a detailed description of the order in which LIHEAP payments are applied against residential accounts in the event that the LIHEAP benefit exceeds the bill for current service in the month the benefit is received:

a. When the account has no arrearage balance in the month in which the benefit is received; and

b. When the account has an arrearage balance in the month in which the benefit is received.

RESPONSE

a. For an account with no arrearage balance, the LIHEAP credit will apply to the current balance due, and any credit that exceeds that sum will be retained as a credit balance until the subsequent billing cycle.

b. For an account with an arrearage balance, the LIHEAP credit will apply to past due balance first, then the current charges. Any credit that exceeds that sum, if any, will be retained as a credit balance until the subsequent billing cycle.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_119 Assume that a residential account has an unpaid balance that is subject to a deferred payment agreement that is six months long. This residential account receives a LIHEAP benefit that exceeds the bill for current service plus the current payment agreement installment in the month the benefit is received. Please provide a detailed description of how the balance of the LIHEAP benefit exceeding the bill for current service plus the current payment agreement installment is applied against future bills for current service and future payment agreement installments

RESPONSE

Please see the Company's response to JI 1_84.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

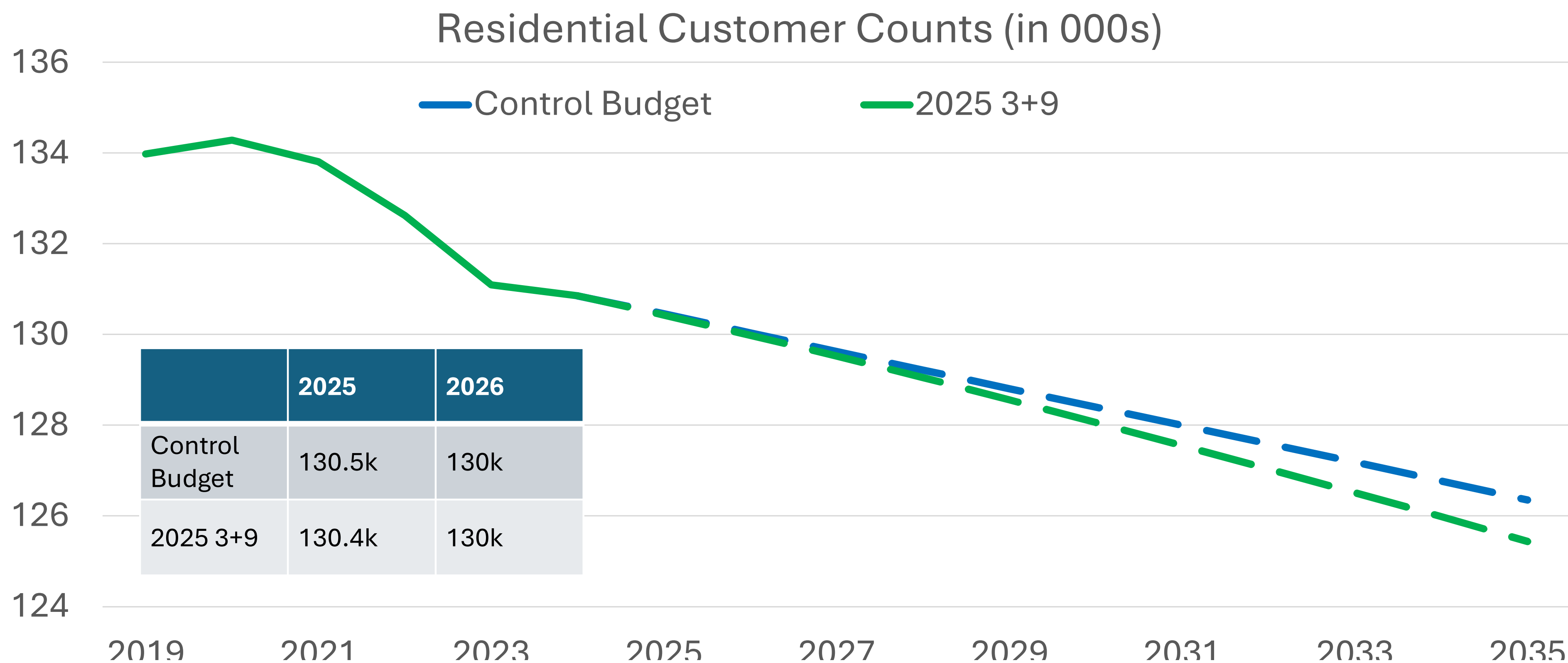
JI 1_120 Please provide all studies of the economic health of the Company service territory prepared by or for the Company within the past five years.

RESPONSE

The Company objects to this request is as unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, please see KPCO_R_JI_1_120_Attachment1 through KPCO_R_JI_1_120_Attachment5 that shows key economic metrics the Company tracks for its service territory.

Witness: Tanner S. Wolffram

Residential Customers

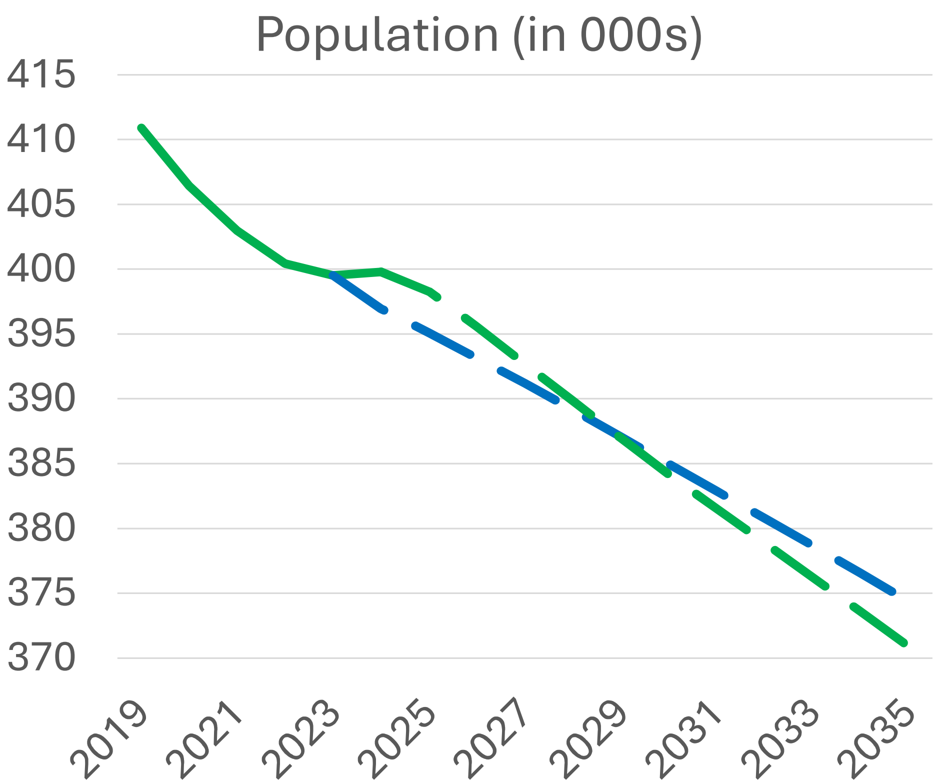


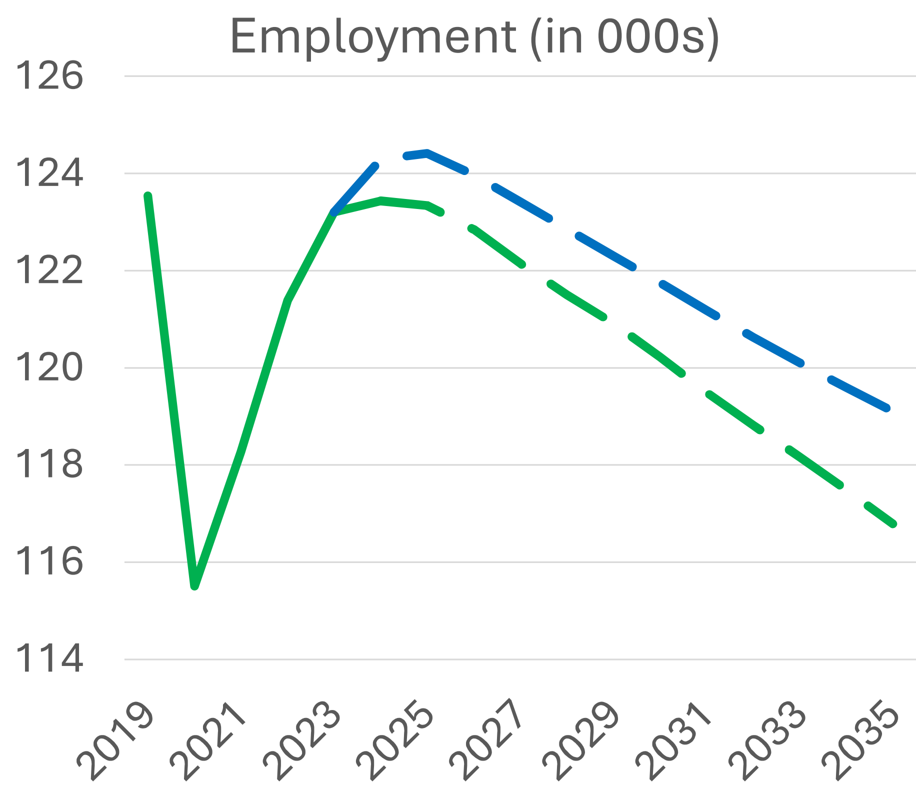
	2025	2026
Control Budget	130.5k	130k
2025 3+9	130.4k	130k

Pace of Declines Has Slowed Slightly, But Long-term Challenges Remain

AMERICAN ELECTRIC POWER

Challenging Outlook





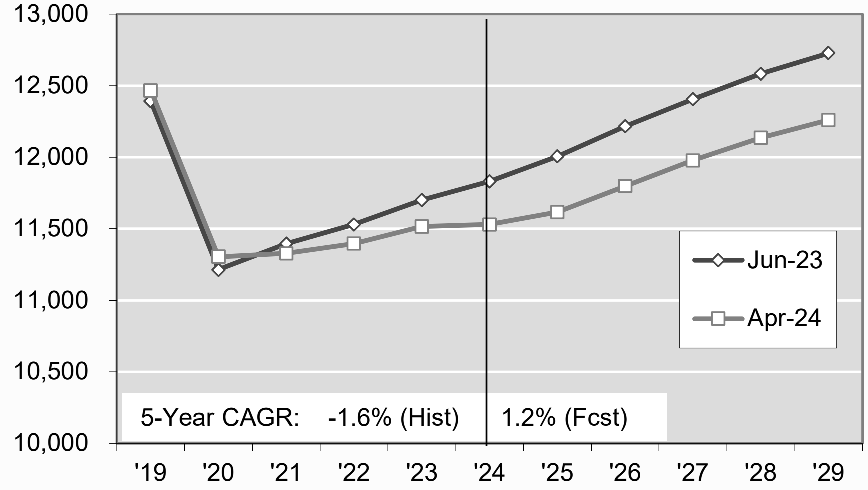
Demographic and Economic Outlooks Remain Challenging

AMERICAN ELECTRIC POWER

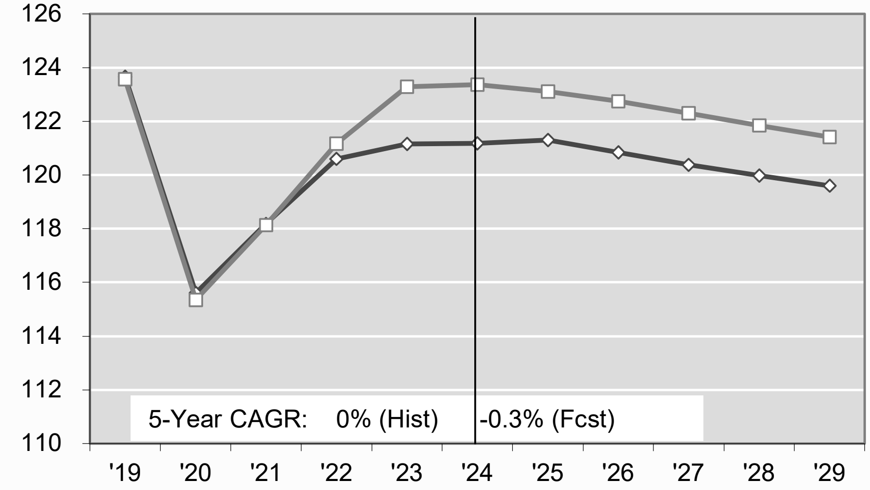
April 2024 Forecast - AEP Utility Operations

Forecast Drivers - Kentucky Power

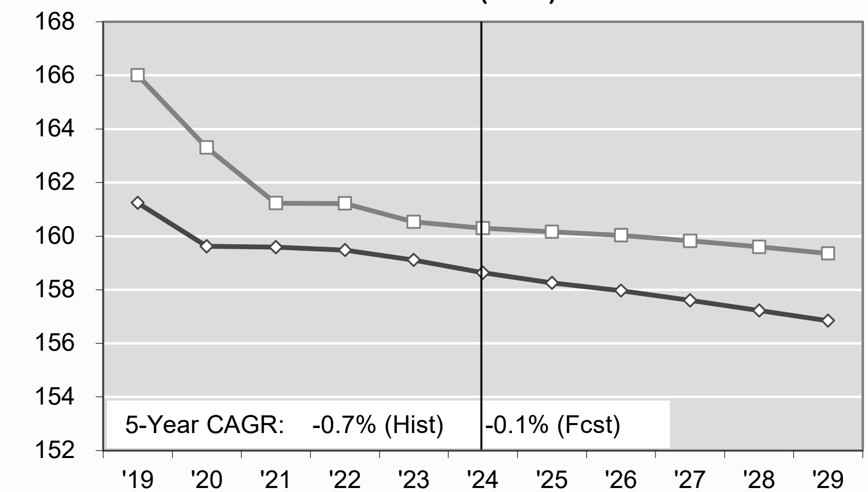
Real GDP ($Mil)



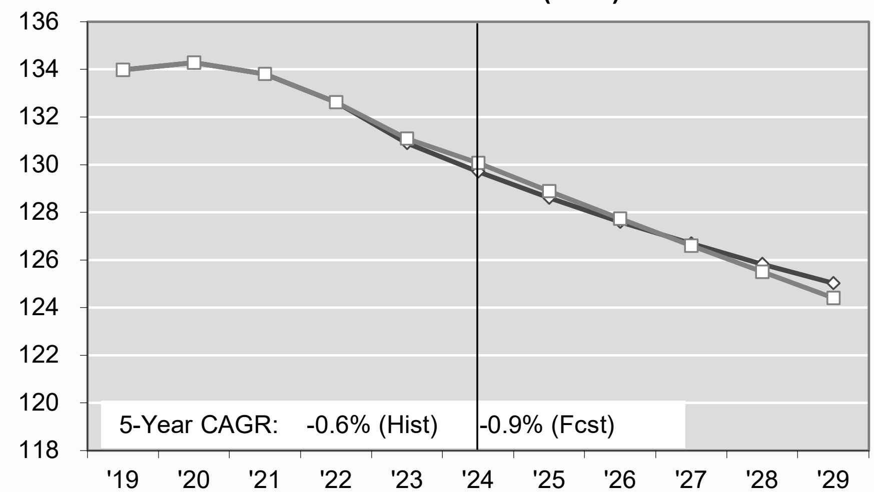
Non-Farm Employment (000s)



Households (000s)

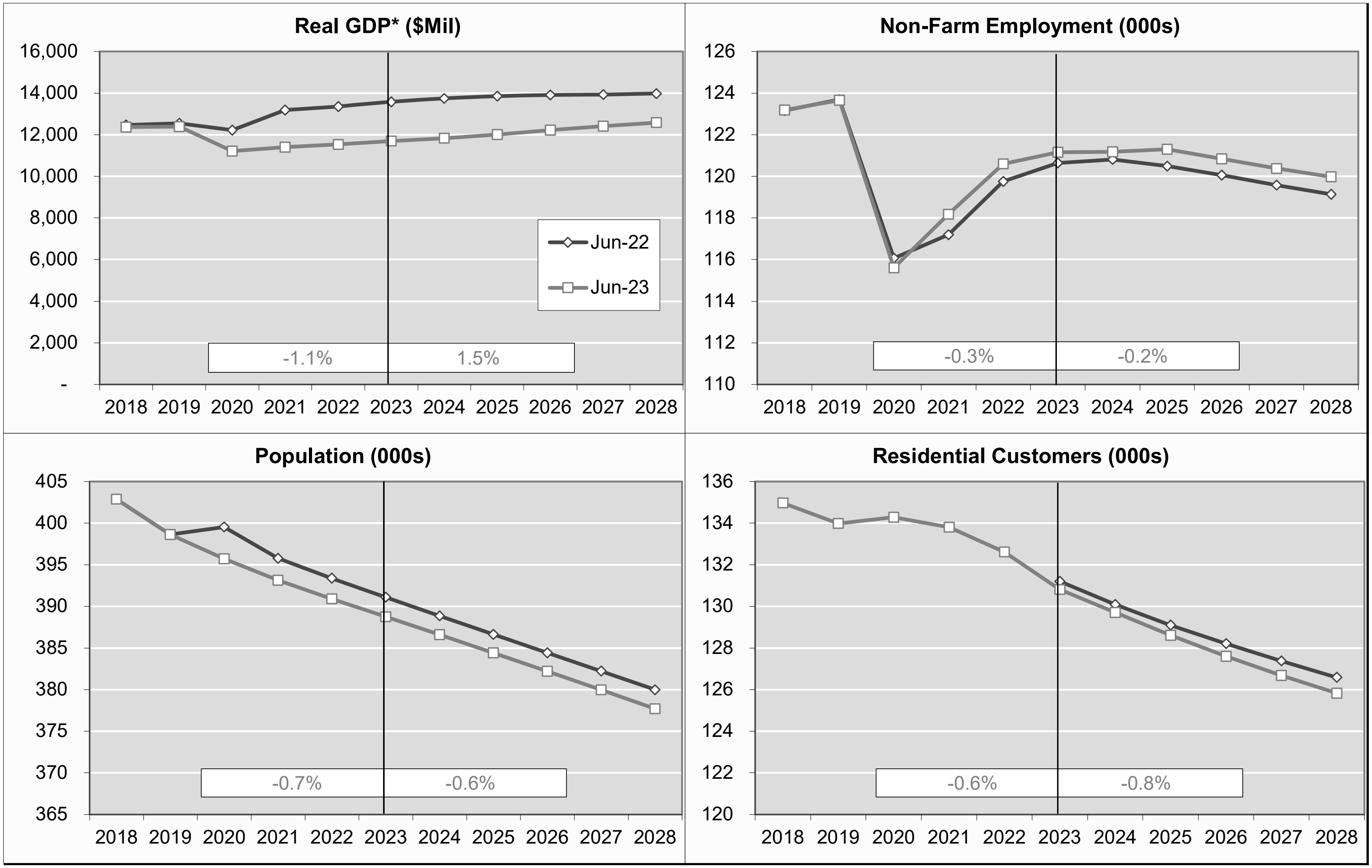


Residential Customers (000s)



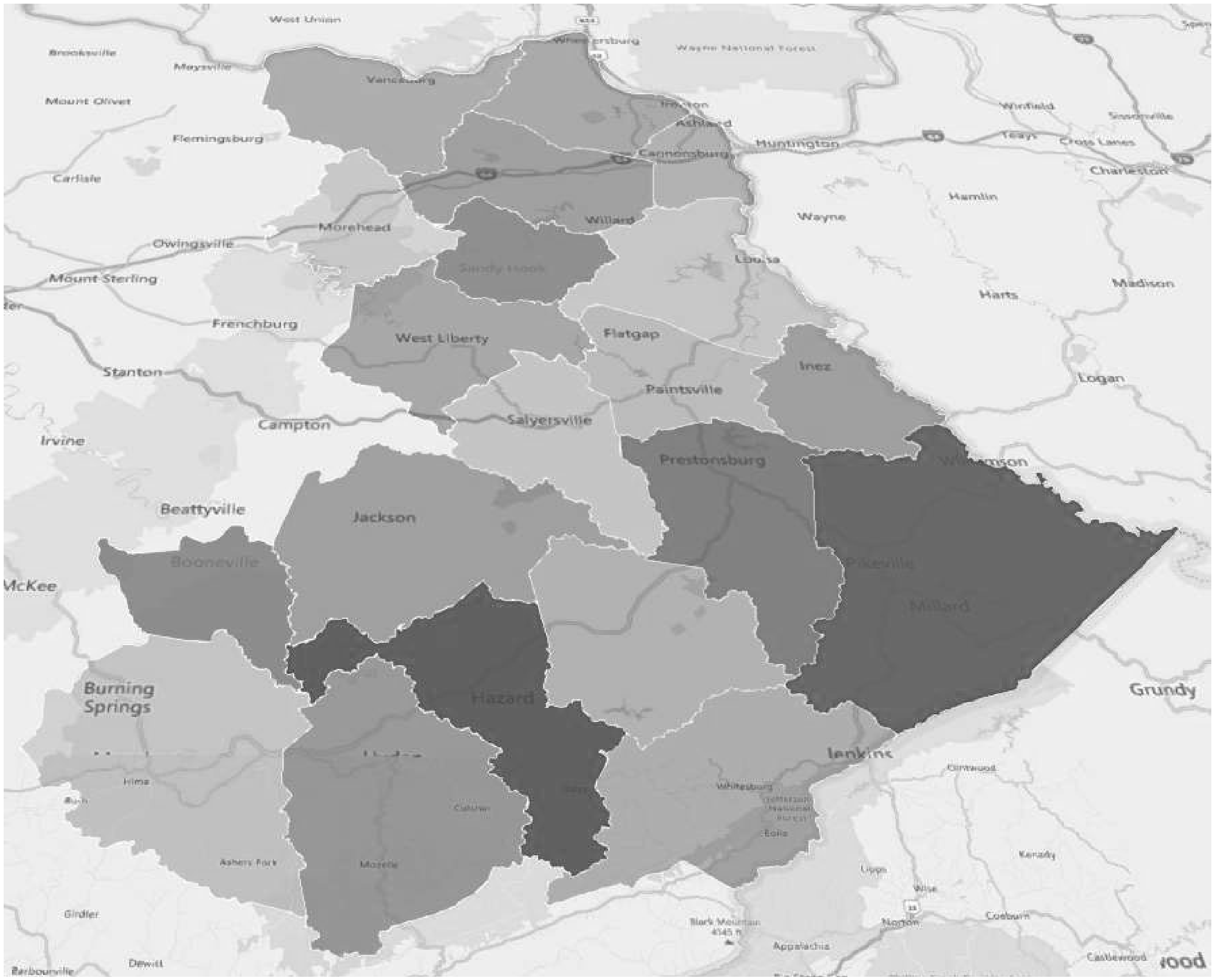
June 2023 Forecast - AEP Utility Operations

Forecast Drivers - Kentucky Power



June 2022 Forecast - AEP Utility Operations

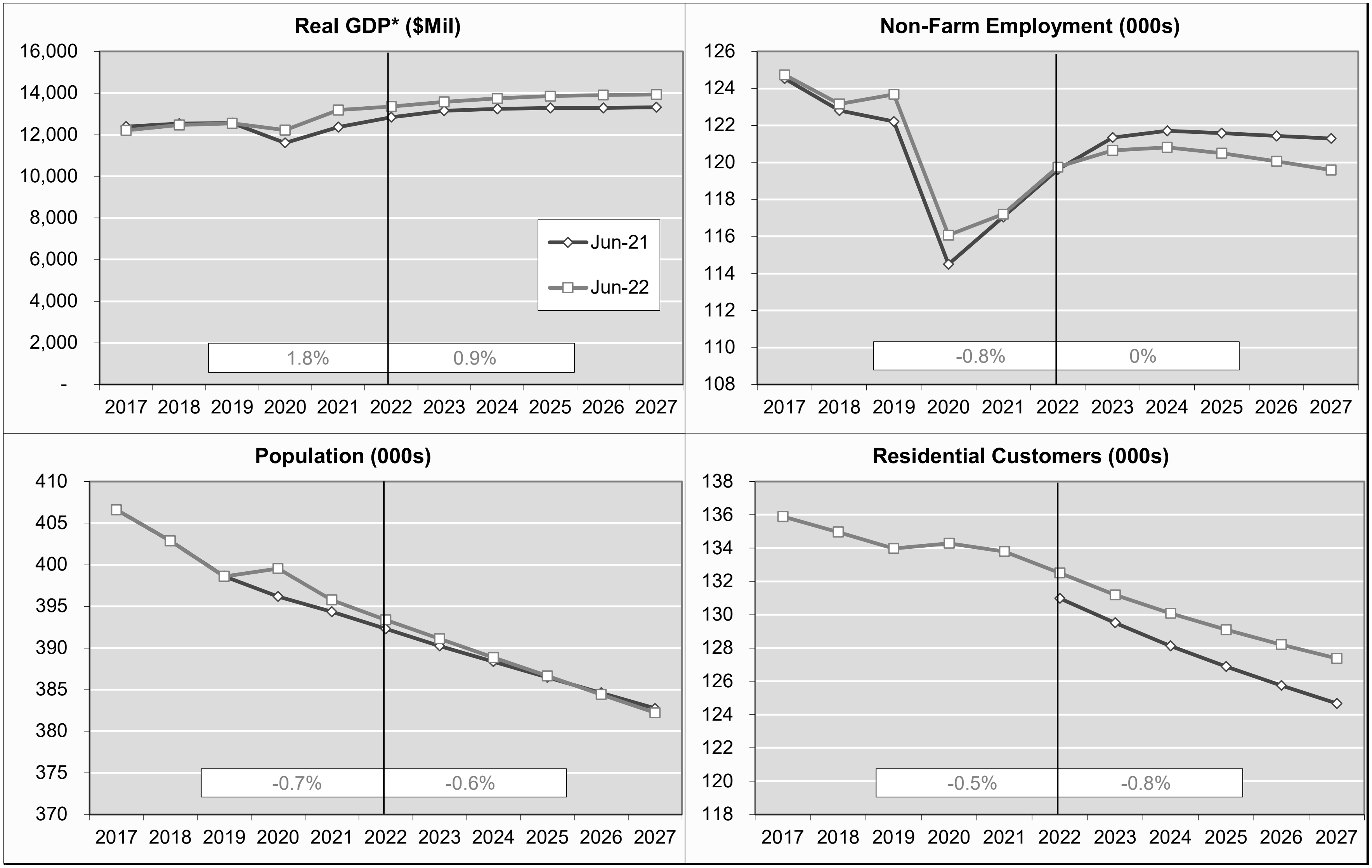
KPCo, Residential Customer Change (Feb-22 ytd)



Shades indicate magnitude. Green = Positive, Red = Negative, Gray = no growth

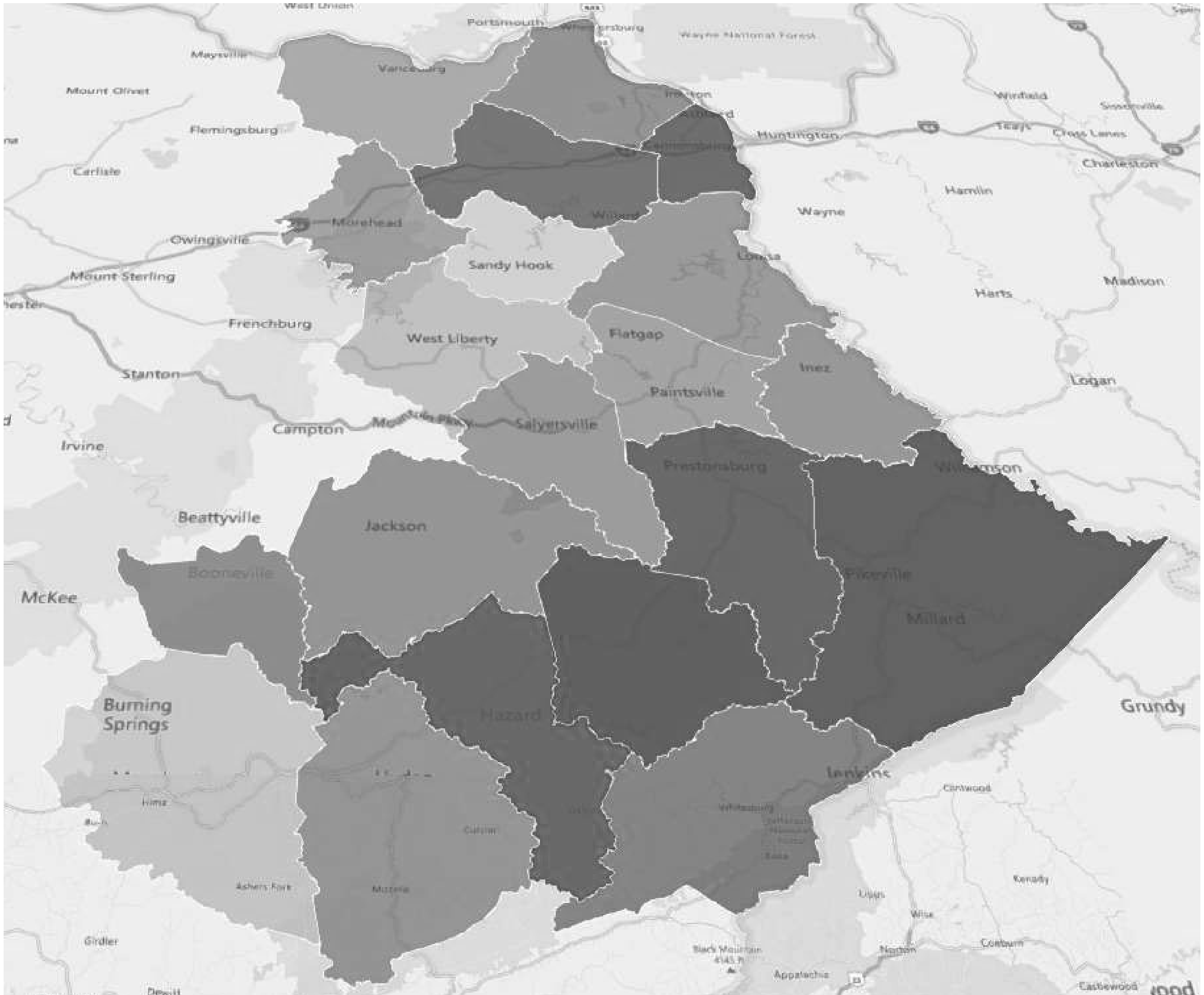
June 2022 Forecast - AEP Utility Operations

Forecast Drivers - Kentucky Power



June 2021 Forecast - AEP Utility Operations

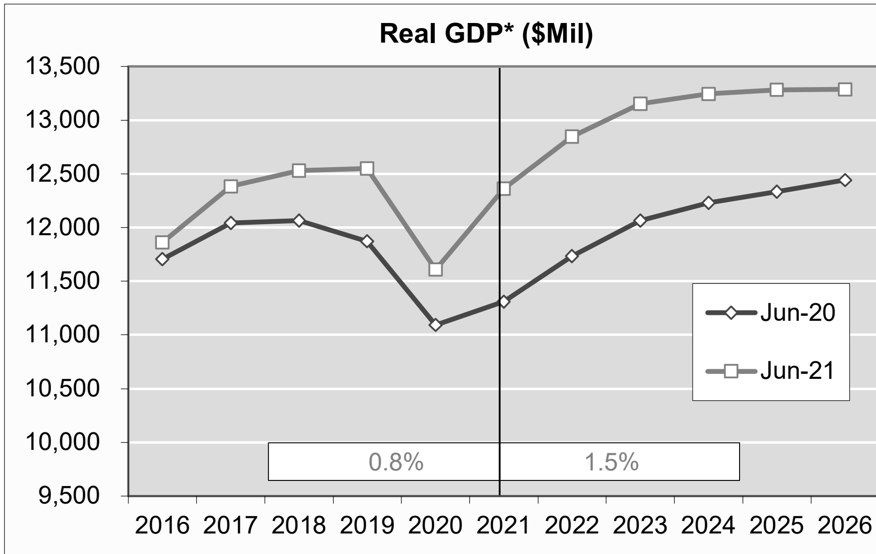
KPCo, Residential Customer Change (Feb-21 ytd)

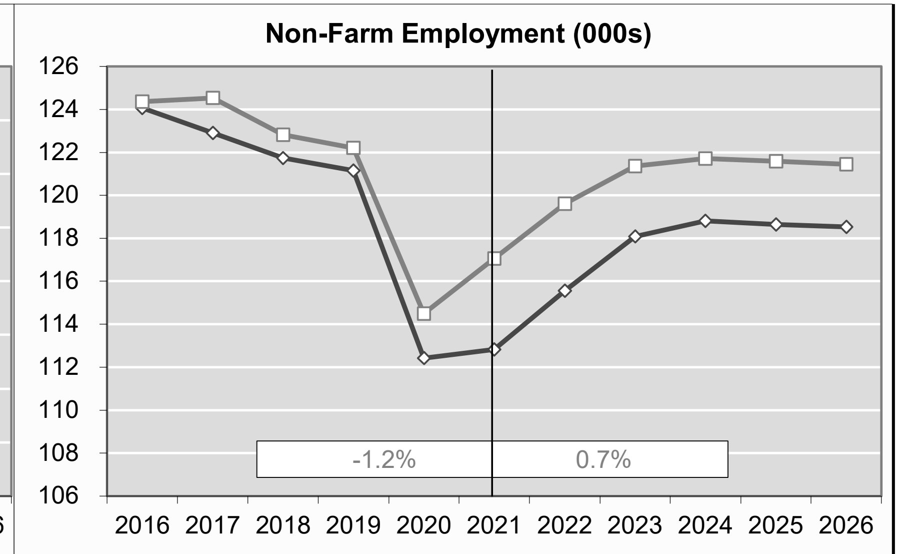


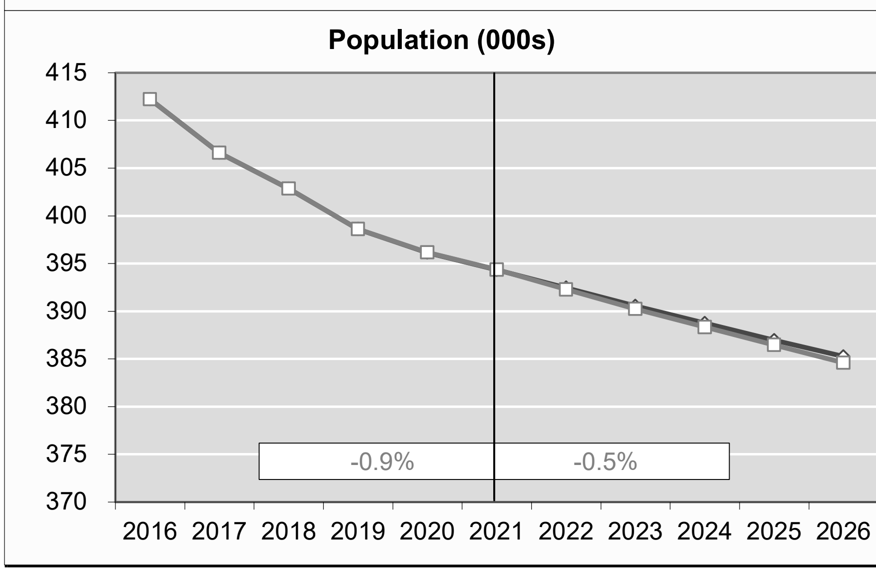
Shades indicate magnitude. Green = Positive, Red = Negative, Gray = no growth

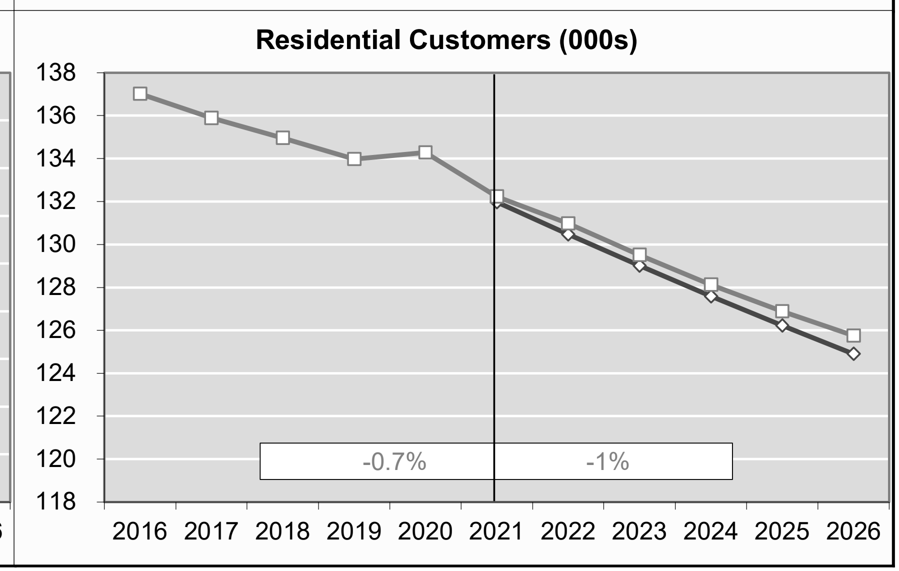
June 2021 Forecast - AEP Utility Operations

Forecast Drivers - Kentucky Power









DATA REQUEST

JI 1_121 Please identify all metrics of economic health of the Company service territory tracked by the Company or used or reported by the Company within the past five years.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, please see KPCO_R_JI_1_121_Attachment1 for some of the various metrics the Company considers with respect to the economic condition of the service territory. These metrics are used in the Company's forecast development and economic analysis and include metrics such as employment, home sales, gross domestic product, housing stock, income, labor force, population, and unemployment.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_122 Please provide a single copy of all reports (analyses, memos, evaluations, or other written document) in which the Company utilized the metrics identified immediately within the past five years.

RESPONSE

Please see the Company's response to JI 1_120.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_123 Please provide a single copy of all reports or discussions of the economic health of the Company service territory provided to Company management, Board or investors within the past five years.

RESPONSE

Please see the Company's response to JI 1_120.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_124 Please identify all reports of the economic health of the Company service territory, prepared by a person or entity external to the Company, routinely relied on by the Company.

RESPONSE

The Company does not have in its control or possession any documents responsive to this request beyond what was provided in the Company's response to JI 1_120 and JI 1_121.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_125 For all such reports identified in response to the immediately preceding question, please provide a single copy of each such report since January 2023.

RESPONSE

The Company does not have in its control or possession any documents responsive to this request.

Witness: Tanner S. Wolffram

DATA REQUEST

JI 1_126 Please provide for each year 2023 through present inclusive, copies of:

a. The Company agenda identifying low-income issues as a separately-stated agenda item.;

b. Each presentation or other set of materials to the Company Board of Directors regarding low-income energy issues;

c. Each holding Company Board of Directors agenda identifying low-income issues as a separately-stated agenda item;

d. Each set of presentation or other set of materials distributed to the holding Company Board of Directors as part of the agenda item.

e. The Company Board agenda identifying customer service and/or credit and collection issues as a separately stated agenda item;

f. Each presentation to the Company Board of Directors regarding customer service and/or credit and collection issues;

g. Each set of written materials regarding customer service and/or credit and collection issues distributed as part of the agenda item.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have in its possession or control any documents responsive to this request.

Witness: Tanner S. Wolffram

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_127 Please provide all studies, analyses, memos, workpapers, or written documents of any nature within the custody or control of the Company, prepared since January 1, 2020, that disaggregate the source of bad debt to the Company by the following by socio-economic status of the customer (for residential bad debt).

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not have access to information regarding its customers' socio-economic status and, therefore, possesses no studies regarding the same.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_128 Please provide all studies, analyses, memos, workpapers, or written documents of any nature within the custody or control of the Company, prepared since January 1, 2020, that disaggregate the source of arrears to the Company by socio-economic status of the customer (for residential arrears);

RESPONSE

Please see the Company's response to JI 1_127.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_129 Please provide all studies, analyses, evaluations or other written documents, that consider, examine or otherwise discuss racial disparities in the Company's service territory regarding:

a. Nonpayment service disconnections;

b. Dollars in arrears;

c. Accounts in arrears;

d. Accounts on payment arrangements;

e. Accounts that have defaulted on payment arrangements;

f. Participation in low-income discounts

g. Receipt of federal fuel assistance.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence. Subject to and without waiving these objections, the Company does not track the race of its customers and, therefore, there are no studies of the same.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_130 Please provide for each of the most recent three years available, the IRS Form 990s for the Company's Foundation. If no Form 990 was filed, please provide an explanation of why no Form 990 was filed.

a. Please provide, for each of the most recent three years available, the annual reports for any hardship fund operated by or on behalf of the Company.

RESPONSE

The Company objects to this request on the grounds and to the extent the request seeks information that is outside of the test year period and, therefore, not reasonably calculated to lead to the discovery of relevant or admissible evidence. Subject to and without waiving this objection, please see as follows:

The Form 990s for the Company's Foundation back to 2013 are publicly available online at https://www.aep.com/community/givingback/.

a. Please see KPCO_R_JI_1_130_Attachment1 for reports for 2024 and 2025 (Q1 through Q3). These are the reports available to the Company.

Witness: Cynthia G. Wiseman

AEP Emergency Disaster Relief Fund
2024 Annual Report
January 1 - December 31, reporting

The American Electric Power (AEP) Emergency Disaster Relief Fund is an emergency relief fund for employees and retirees of AEP who are experiencing a natural disaster or financial hardship due to personal crisis. The fund was established in 2012, in partnership with The Salvation Army in Central Ohio. The Salvation Army (TSA) reviews the application, determines eligibility, provides community resource linkage and financial assistance to aid in restoring employees affected by unexpected crisis events.

PROGRAM HIGHLIGHTS

In 2024, the AEP Emergency Disaster Relief Fund continued to assist fellow employees experiencing financial hardship due to natural disasters or personal crises. Funding is provided by employees of AEP through payroll deduction contributions. The maximum amount awarded is up to $3,000.00, and up to 2 grants within a 12-month period. AEP employees have contributed a total of **$44,243.72** to support the Employee Relief fund throughout the year 2024. On average, **$3,686.98** of employee donations were added to the fund each month. Since the inception of the AEP Emergency Disaster Relief Fund, a grand total of **$788,451.88** has been awarded to AEP employees.

APPLICATIONS SUMMARY

In 2024, there were 45 applications received, 39 applications were approved **(86.66%);** and 6 applications were denied **(13.33%).** Of the 39 applications approved, the total amount of grant funds disbursed was **$97,854.99**. The average amount of financial assistance provided was **$2,509.10**. The leading cause for assistance was due to Personal Financial Hardship. As of December 31, 2024, the running balance for the AEP Emergency Disaster Relief Fund was **$80,658.75**.

2024-Annual Report

TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
45	**39**	**6**	**0**	**0**	**$97,854.99**

2024-QUARTERLY SNAPSHOP

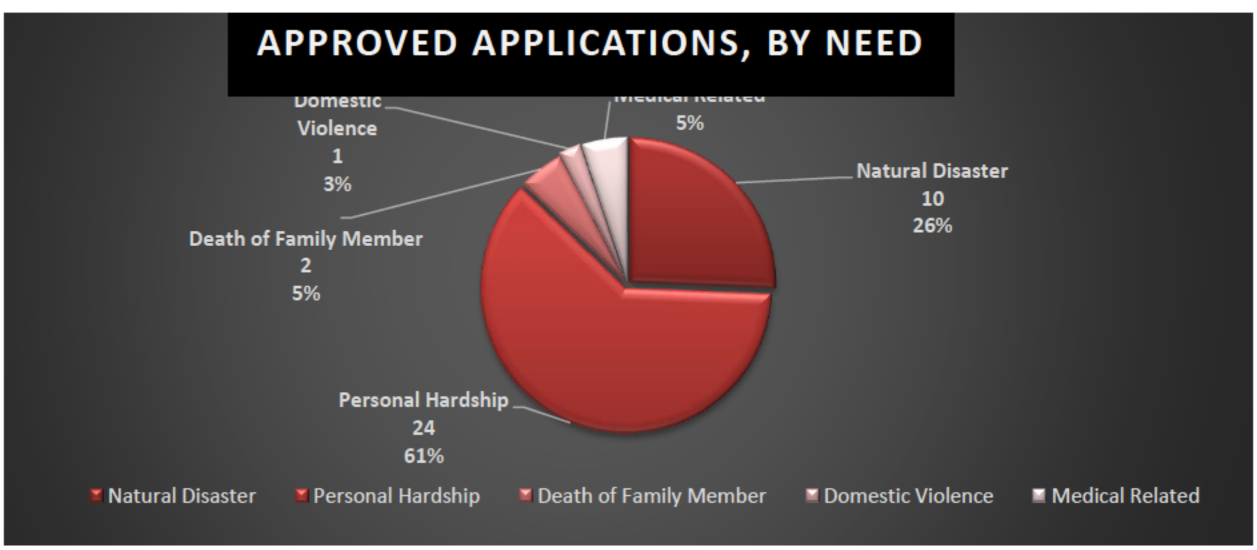
QUARTER	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
1ST	**7**	**6**	**1**	**0**	**0**	**$14,930.79**
2nd	**13**	**12**	**1**	**0**	**0**	**$32,476.91**
3rd	**13**	**12**	**1**	**0**	**0**	**$30,220.92**
4th	**12**	**9**	**3**	**0**	**0**	**$20,226.37**
Total	**45**	**39**	**6**	**0**	**0**	**$97,854.99**

***APPLICATIONS APPROVED*, by event**

Qualifying Event	Approved Q1	Approved Q2	Approved Q3	Approved Q4	Amount Awarded
Natural Disaster – Storms/Tornados	1	6	1	**2**	**$27,713.77**
Personal Hardship-Illness/Crime/Accidents	5	6	7	**6**	**$56,871.36**
Death of Family Member	0	0	1	**1**	**$4,269.86**
Domestic Violence	0	0	1	**0**	**$3,000.00**
Medical Related	0	0	2	**0**	**$6,000.00**
TOTAL	**6**	**12**	**12**	**9**	**$97,854.99**

DENIED/ WITHDRAWS APPLICATIONS, by reason.

Denial/Withdrawals by Reason	Number Denied	Percentage of received
Already received grant-12 months	1	
Non-qualifying event	2	
No communication from employee	1	
No support documentation	2	
TOTAL	**6**	**13.33% Denied**



2024-MONTHLY BREAKDOWN

MONTH	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	DOLLAR AMOUNT AWARDED	FUND INCOME	FUND BALANCE
DEC. 2023							$134,270.02
January						$4,280.92	$138,550.94
January	2	2	0	0	$5,466.55		$133,084.39
February						$4,214.90	
February	4	3	1	0	$6,719.86		$130,579.43
March						$4,133.90	
March	1	1	0	0	$2,744.38		$131,968.95
April						$4,083.90	
April	4	4	0	0	$10,407.22		$125,645.63
May						$4,016.90	
May	7	7	0	0	$20,700.00		$108,962.53
June						$3,991.20	
June	2	1	1	0	$1,369.69		$111,584.04
July						$3,616.50	
July	2	2	0	0	$4,269.86		$110,930.68
August						$3,252.50	
August	3	3	0	0	$6,980.06		$107,203.12
September						$3,222.50	
September	8	7	1	0	$18,971.00		$91,454.62
October						$4,768.25	
October	5	3	2	0	$5,602.64		$90,620.23
November						$1,565.75	
November	2	2	0	0	$6,000.00		$86,185.98
December						$3,096.50	
December	5	4	1	0	$8,623.73		$80,658.75
TOTAL	45	39	6	0	$97,854.99	$44,243.72	$80,658.75

Quarter 4 Highlights & Items to Note:

- Average amount awarded: **$2,247.37.**
- Total Fund Donation received during Q4 was **$9,430.50.**
- Of the **Six (6)** awards granted in **Quarter 4** under the Personal Hardship category, assistance was applied towards the following needs: new housing/move cost due to homelessness, mortgage assistance, rent assistance to avoid eviction, utility assistance, food, and essential transportation/repairs.

Application Demographic Summary

Of the **45 applications** received this year, **75%** of those received came from **Ohio (34).** Additional applicant/employee states include**, Indiana (1)**, **Kentucky (1), Louisiana (3) Oklahoma (1) Texas (1), and West Virginia (4)** When applicable, The Salvation Army makes referrals to local agencies in an associate's immediate area that may be more appropriate for their situation.

13 YEAR SNAPSHOT

CALENDAR YEAR	$ AMOUNT AWARDED	APPROVED APPLICATIONS	DENIED APPLICATIONS	WITHDRAWN APPLICATION	TOTAL APPLICATION RECEIVED
2012	$48,671.46	18	7	0	25
2013	$14,690.90	6	3	0	9
2014	$27,500.00	10	1	0	11
2015	$24,378.88	11	4	0	15
2016	$87,808.15	34	4	0	38
2017	$128,985.38	50	11	0	61
2018	$91,615.07	39	1	1	41
2019	$45,755.10	18	9	1	28
2020	$38,839.69	16	3	1	20
2021	$25,114.20	10	0	0	10
2022	$93,011.55	33	1	0	34
2023	$64,226.51	24	0	0	24
2024	**$97,854.99**	**39**	**6**	**0**	**45**
TOTAL	**$788,451.88**	**308**	**60**	**3**	**361**

SATISFACTION SURVEY RESULTS
(6 Total of responses)

Satisfaction surveys continue to be collected to obtain colleague feedback regarding the overall application process. A total of 6 surveys have been returned for 2024 reflecting 97% total satisfaction. Responses have been recorded below:

1. The application for this program was easy to understand and complete.

Strongly Agree	Agree
100% (6)	

2. I received assistance and/or a response to my request in a timely manner.

Strongly Agree	Agree
100% (6)	

3. I was treated with respect by the staff at The Salvation Army.

Strongly Agree	Agree
100% (6)	

4. The assistance I received helped me resolve my emergency.

Strongly Agree	Agree
100% (6)	

5. The information I received through AEP Emergency Disaster Relief Fund gave me all the information I needed in order to access the program.

Strongly Agree	Agree	Strongly Disagree
100% (6)		

I heard about the AEP Emergency Disaster Relief Fund through:

100% (6)- Co-worker and/or Supervisor

The employee survey also allows employees an opportunity to provide insight and commentary on their experience. Below are voluntary comments provided by AEP employees:

Please note based on the survey responses, some names and comments can be use in future articles that promote the fund to AEP employees:

Yes, you may use my name:

- *This is a wonderful program and true God send that helped when help was needed the most. Very Thankful-*[redacted]
- *This is an excellent program everyone needs a little help. You never know when a situation will arise.-*[redacted]

Yes, you may use my comments (only):

- *Ms. Morales is so helpful and professional. She showed compassion and empathy for my situation*
- *Very easy to apply and received funds within one week of applying!*
- *I donate to the program a tree fell on my home. I believe in the program and will continue to donate. Thank you*
- *This program is wonderful! I would like to thank everyone involved and my co-workers for making this available.*

AEP Emergency Disaster Relief Fund
2025 Quarter 1 Report
January 1 – March 31, Reporting

DOING THE MOST GOOD

QUARTER	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
1ST	**13**	**12**	**1**	**0**	**0**	**$31,848.14**

***APPLICATIONS APPROVED*, by event.**

Qualifying Event	Number Approved	Amount Awarded
Natural Disaster	9	**$26,893.74**
Personal Hardship-Illness/Leave of absence	3	**$4,954.40**
Death of Family Member	0	**$0.00**
Domestic Violence	0	**$0.00**
Medical Related	0	**$0.00**
TOTAL	**12**	**$31,848.14**

DENIED/ WITHDRAWS APPLICATIONS, by reason.

Denial/Withdrawals by Reason	Number Denied	Percentage of received
Ineligible – non-dependent request	1	8%

APPLICATIONS BY MONTH

MONTH	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
January	**1**	**1**	**0**	**0**	**0**	**$2,685.74**
February	**6**	**5**	**1**	**0**	**0**	**$13,885.74**
March	**6**	**6**	**0**	**0**	**0**	**$15,276.66**
TOTAL	**13**	**12**	**1**	**0**	**0**	**$31,848.14**

Quarter 1 Highlights & Items to Note:

- Average amount awarded: **$2,654.01**
- Total Fund Donation received during Q1 was **$9,118.50**
  - $3,073.50 was received in January 2025
  - $3,024.50 was received in February 2025
  - $3,020.50 was received in March 2025
- Of the three (3) awards granted in Quarter 1 under the Personal Hardship category, assistance was applied towards the following needs: rent, mortgage, utilities, childcare and food.
- The balance of the AEP Disaster/Emergency Fund as of March 31, 2025, is **$57,956.11.**

AEP Emergency Disaster Relief Fund
2025 Quarter 2 Report
January 1 – June 30, Reporting

DOING THE MOST GOOD

QUARTER	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
1ST	13	12	1	0	0	$31,848.14
2nd	**16**	**13**	**3**	**0**	**0**	**$31,459.22**
TOTAL	**29**	**25**	**4**	**0**	**0**	**$63,307.36**

***APPLICATIONS APPROVED*, by event.**

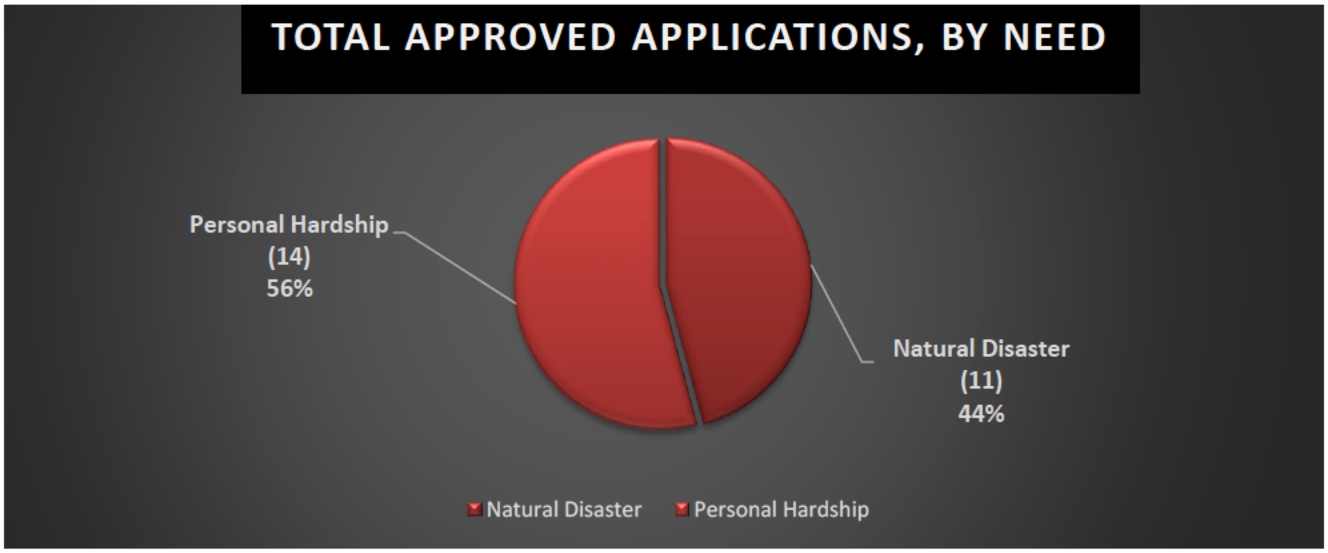
Qualifying Event	Q1 Approved	Q2 Approved	Amount Awarded
Natural Disaster	9	**2**	**$32,893.74**
Personal Hardship-Eviction/shut-offs/SLOI	3	**11**	**$30,413.62**
Death of Family Member	0	**0**	**$0.00**
Domestic Violence	0	**0**	**$0.00**
Medical Related	0	**0**	**$0.00**
TOTAL	**12**	**13**	**$63,307.36**

DENIED/ WITHDRAWS APPLICATIONS, by reason.

Denial/Withdrawals by Reason	Number Denied	Percentage of received
Ineligible-outside program guidelines	2	7%
No support documentation	2	7%
TOTAL	**4**	**14 % Denied**

<u>APPLICATIONS BY MONTH</u>

MONTH	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
January	**1**	**1**	**0**	**0**	**0**	**$2,685.74**
February	**6**	**5**	**1**	**0**	**0**	**$13,885.74**
March	**6**	**6**	**0**	**0**	**0**	**$15,276.66**
April	**7**	**5**	**2**	**0**	**0**	**$10,823.00**
May	**3**	**3**	**0**	**0**	**0**	**$5,679.97**
June	**6**	**5**	**1**	**0**	**0**	**$14,956.25**
TOTAL	**29**	**25**	**4**	**0**	**0**	**$63,307.36**



Quarter 2 Highlights & Items to Note:

- Average amount awarded: **$2,419.94**
- Total Fund Donation received during Q2 was **$8,924.50**
  - $3,015.50 was received in April 2025
  - $2,979.50 was received in May 2025
  - $2,929.50 was received in June 2025
- Of the Ten (11) awards granted in Quarter 2 under the Personal Hardship category, assistance was applied towards the following needs: rent/eviction, mortgage, utilities/shut-off, essential transportation, and food.
- The balance of the AEP Disaster/Emergency Fund as of June 30, 2025, is **$35,421.39.**

AEP Emergency Disaster Relief Fund
2025 Quarter 3 Report
January 1 – August 31, Reporting

QUARTER	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
1ST	13	12	1	0	0	$31,848.14
2nd	16	13	3	0	0	$31,459.22
3rd	**29**	**17**	**4**	**1**	**7**	**$41,663.22**
TOTAL	**58**	**42**	**8**	**1**	**7**	**$104,970.58**

***APPLICATIONS APPROVED*, by event.**

Qualifying Event	Q1 Approved	Q2 Approved	Q3 Approved	Amount Awarded
Natural Disaster	9	2	**9**	**$57,393.74**
Personal Hardship-Eviction/shut-offs/SLOI	3	11	**8**	**$47,576.84**
Death of Family Member	0	0	**0**	**$0.00**
Domestic Violence	0	0	**0**	**$0.00**
Medical Related	0	0	**0**	**$0.00**
TOTAL	**12**	**13**	**17**	**$104,970.58**

DENIED/ WITHDRAWS APPLICATIONS, by reason.

Denial/Withdrawals by Reason	Number Denied	Percentage of received
Ineligible-outside program guidelines	4	14%
No support documentation	2	7%
No communication from employee	2	7%
Withdrawn by employee-Found other means	1	**2% Withdrawn**
TOTAL		**14 % Denied**

***NOTE:* Pending Applications**

- There are currently **7 pending applications** as of August 31, 2025:
  4 applicants for TX and WV Floods.
  2 applicants due to Household/Spousal loss of income (rent and utilities requests).
  1 applicant due to illness/medical related (rent and utilities requests).

APPLICATIONS BY MONTH

MONTH	TOTAL RECEIVED	TOTAL APPROVED	TOTAL DENIED	TOTAL WITHDRAWN	TOTAL PENDING	DOLLAR AMOUNT AWARDED
January	1	1	0	0	0	$2,685.74
February	6	5	1	0	0	$13,885.74
March	6	6	0	0	0	$15,276.66
April	7	5	2	0	0	$10,823.00
May	3	3	0	0	0	$5,679.97
June	6	5	1	0	0	$14,956.25
July	**20**	**15**	**4**	**1**	**0**	**$35,737.25**
August	**9**	**2**	**0**	**0**	**7**	**$5,925.97**
TOTAL	**58**	**42**	**9**	**1**	**7**	**$104,970.58**

Quarter 3 Highlights & Items to Note:

- Average amount awarded: ***$2,450.80***
- There is an increase in employee request due to unexpected Natural Disasters: **TX Floods and WV Floods and KY Floods**
- Total Fund Donation received during Q3 was ***$7,031.75***
    - $2,915.50 was received in July 2025
    - $1,405.75 was received in August 2025
    - $2,710.50 has been received in September 2025, to-date
- Of the Eight (8) awards granted in Quarter 3 under the Personal Hardship category, assistance was applied towards the following needs: **rent/eviction, utilities shut off, and food.**
- There are 2 applications pending for September 2025
- The balance of the AEP Employee Fund as of August 31, 2025, was **(-$1,920.58).**
- The balance as of September 18, 2025, is **$789.92.**

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_131 In Excel format, please provide by year for 2023 and 2024, the following for each of the following:

(1) LIHEAP; (2) LIHEAP Crisis; (3) HEA; (4) THAW; (5) FLEX; and (6) HEART:

a. A list of the customers receiving assistance from each program (with all personally identifiable information redacted);

b. The dollars of arrears on the customer's account at the time the customer received such assistance;

c. The dollars of arrears on the customer's account four months after receiving such assistance; and

d. The dollars of arrears on the customer's account twelve months after receiving such assistance.

RESPONSE

The Company objects as this request is unduly burdensome, overly broad, and not reasonably calculated to lead to this discovery of admissible evidence.

a. Subject to and not waiving these objections, please see KPCO_R_JI_1_131_Attachment1.

b. - d. The Company is unable to provide the requested information as its billing system can only see a point in time when looking back at a previous balance due. Given the number of accounts that received assistance, the varying dates when the assistance payment is applied, and the technical limitations of the Company's billing system, the Company cannot provide the requested information.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_132 Please provide a list of the names and addresses of locations:

a. Where a residential customer can currently make a cash payment toward his or her bill.

b. Where a residential customer can currently make a payment of other than cash toward his or her bill.

RESPONSE

a. and b. Please see KPCO_R_JI_1_132_Attachment1 for a list of locations where customers can pay in person with cash or check. Additionally, customers can pay by phone or online using their bank account, debit or credit card.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_133 Please provide a list of the names and addresses of locations where a residential customer can walk in and make personal contact with a Company service representative that:

a. Is capable of immediately responding to an inquiry about a residential bill; or

b. Can negotiate a deferred payment arrangement for an outstanding bill; or

c. Can negotiate a resolution to an outstanding shutoff for nonpayment; or

d. Can negotiate a service reconnection after a shutoff for nonpayment; or

e. Can provide assistance in referring a customer to LIHEAP; or

f. Can provide assistance in referring a customer to a Company-support hardship fund.

RESPONSE

a.-f. Kentucky Power does not have offices open to the public for customer services. Nonetheless, customer service representatives are available 24/7 through the Company's call center operations. These representatives are knowledgeable and able to support customers with any inquiries. Additionally, the Company's local customer services team is also available to assist customers with inquiries that may require an in-depth review.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_134 For each office listed in response to the data request above, please provide the following:

a. The actual number of Company personnel whose job it is to handle these walk-in customer contacts for each year for the past three years; and

b. The budgeted number of Company personnel whose job it would be to handle these walk-in customer contacts for each year for the past three years.

RESPONSE

Not applicable. Please see the response to JI 1_133.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_135 For each office listed in response to the data request above, provide the:

a. The current hours of staffed operation;

b. A list of any changes in the hours of operation that have occurred Since January 1, 2022, including the date on which change was implemented.

RESPONSE

Not applicable. Please see the response to JI 1_133. The Company's call center is available 24 hours a day, 7 days a week.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_136 For each office listed in response to the data request above, provide

a. The number of in-person contacts involving a deferred payment plan;

b. The number of In-person contacts made in response to a pending notice of a nonpayment disconnection;

c. The number of in-person contacts made seeking the reconnection of service;

d. The number of in-person contacts made inquiring about LIHEAP assistance.

RESPONSE

Not applicable. Please see the response to JI 1_133. The Company does not track this information for its call center.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_137 Please provide all customer satisfaction surveys prepared since January 1, 2022, which are specific to the company's interactive voice response (IVR) or voice response unit (VRU) systems. Provide:

a. The survey instrument specific to IVR and/or VRU systems;

b. The results of all surveys specific to IVR and/or VRU systems;

c. Any evaluation or assessment of the results of all surveys specific to IVR and/or VRU systems;

d. The means of selecting the persons to be surveyed specifically about IVR and/or VRU systems.

RESPONSE

a. - d. The Company does not have surveys specific to an interactive voice response ("IVR") or voice response unit ("VRU") systems.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_138 Please provide all customer satisfaction surveys, involving point-of-contact surveys for customers who made contact with the company regarding a credit and collection issue for:

a. Phone contact with a customer service representative;

b. In-person contact at a walk-in company office;

c. A phone contact made through an IVR and/or VRU system;

d.: A web-based contact.

RESPONSE

a. Please see attachment KPCO_R_JI_1_138_Attachment1.

b. The Company does not have surveys specific to in-person contact. Please see the response to JI 1_133.

c. Please see response to JI 1_137.

d. Please see attachment KPCO_R_JI_1_138_Attachment2.

Witness: Stevi N. Cobern

DATA REQUEST

JI 1_139 Please provide all customer satisfaction surveys, involving point-of-contact surveys for customers who made contact with the company regarding the negotiation of a deferred payment arrangement for:

a. Phone contact with a customer service representative;

b. In-person contact at a walk-in company office;

c. A phone contact made through an IVR and/or VRU system;

d. A web-based contact.

RESPONSE

a. Please see attachment KPCO_R_JI_1_139_Attachment1.

b. The Company does not have surveys specific to in-person contact. Please see the response to JI 1_133.

c. Please see response to JI 1_137.

d. Please see attachment KPCO_R_JI_1_138_Attachment2.

Witness: Stevi N. Cobern

Kentucky Power Company
KPSC Case No. 2025-00257
Joint Intervenors' First Set of Data Requests
Dated September 29, 2025

DATA REQUEST

JI 1_140 Please provide a copy of each study, survey or written analysis of any sort, prepared by or on behalf of the Company since January 2020, examining the demographics of the Company's residential customer population.

RESPONSE

Please see the Company's response to JI 1_120.

Witness: Tanner S. Wolffram

VERIFICATION

The undersigned, Stevi N. Cobern, being duly sworn, deposes and says she is a Regulatory Consultant Principle for Kentucky Power, that she 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 her information, knowledge, and belief.

Stevi N. Cobern

Stevi N. Cobern

Commonwealth of Kentucky)
) Case No. 2025-00257
County of Boyd)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Stevi N. Cobern, on October 9, 2025.

Marilyn Michelle Caldwell

Notary Public

My Commission Expires May 5, 2027

Notary ID Number KYNP71841

MARILYN MICHELLE CALDWELL
Notary Public
Commonwealth of Kentucky
Commission Number KYNP71841
My Commission Expires May 5, 2027

VERIFICATION

The undersigned, Nicole M. Coon, being duly sworn, deposes and says she is a Regulatory Consultant Principal for American Electric Power Service Corporation, that she 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 her information, knowledge, and belief.

Nicole M. Coon

State of Ohio)
) Case No. 2025-00257
)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Nicole M. Coon, on October 6th 2025.

Notary Public

My Commission Expires Never

Notary ID Number No ID

NOTARIAL SEAL STATE OF OHIO

Paul D. Flory
Attorney At Law
Notary Public, State of Ohio
My commission has no expiration date
Sec. 147.03 R.C.

VERIFICATION

The undersigned, Adrien M. McKenzie, being duly sworn, deposes and says he is the President of FINCAP, Incorporated, 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.

____
Adrien M. McKenzie

STATE OF TEXAS)
) Case No. 2025-00257
COUNTY OF TRAVIS)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Adrien M. McKenzie, on October 8, 2025.

____
Notary Public

NOTARY PUBLIC STATE OF TEXAS
BRUCE HARCUM FAIRCHILD
Notary ID #131906507
My Commission Expires
February 25, 2027

My Commission Expires 2/25/2027

Notary ID Number 131906507

VERIFICATION

The undersigned, Jeffrey D. Newcomb, being duly sworn, deposes and says he is the Vice President of Regulatory and Finance 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.

Jeffrey D. Newcomb

Commonwealth of Kentucky)
) Case No. 2025-00257
County of Boyd)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Jeffrey D. Newcomb, on October 9, 2025.

Marilyn Michelle Caldwell
Notary Public

MARILYN MICHELLE CALDWELL
Notary Public
Commonwealth of Kentucky
Commission Number KYNP71841
My Commission Expires May 5, 2027

My Commission Expires May 5, 2027

Notary ID Number KYNP71841

VERIFICATION

The undersigned, Michael M. Spaeth, being duly sworn, deposes and says he is the Regulatory Pricing and Analysis Manager for American Electric Power Service Corporation, 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.

Michael M. Spaeth

State of Ohio)
) Case No. 2025-00257
)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Michael M. Spaeth, on 10/8/2025.

Notary Public

My Commission Expires Never

Notary ID Number NO ID

NOTARIAL SEAL STATE OF OHIO

Paul D. Flory
Attorney At Law
Notary Public, State of Ohio
My commission has no expiration date
Sec. 147.03 R.C.

VERIFICATION

The undersigned, Cynthia G. Wiseman, being duly sworn, deposes and says she is the President and Chief Operating Officer for Kentucky Power Company, that she 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 her information, knowledge, and belief.

Cynthia G. Wiseman

Cynthia G. Wiseman

Commonwealth of Kentucky)
) Case No. 2025-00257
County of Boyd)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Cynthia G. Wiseman, on October 9, 2025.

Marilyn Michelle Caldwell

Notary Public

MARILYN MICHELLE CALDWELL
Notary Public
Commonwealth of Kentucky
Commission Number KYNP71841
My Commission Expires May 5, 2027

My Commission Expires May 5, 2027

Notary ID Number KYNP71841

VERIFICATION

The undersigned, Tanner S. Wolffram, being duly sworn, deposes and says he is the Director of Regulatory Services for Kentucky Power, 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.

Tanner S Wolffram

Tanner S. Wolffram

Commonwealth of Kentucky)
) Case No. 2025-00257
County of Boyd)

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Tanner S. Wolffram, on 10/9/2025.

Marilyn Michelle Caldwell

Notary Public

MARILYN MICHELLE CALDWELL
Notary Public
Commonwealth of Kentucky
Commission Number KYNP71841
My Commission Expires May 5, 2027

My Commission Expires May 5, 2027

Notary ID Number KYNP71841