

Linda L Woods
16932 St Rt 207
Argillite, Ky. 41121
(606) 473-2368

RECEIVED

APR 24 2009

PUBLIC SERVICE
COMMISSION

April 22, 2009

Public Service Commoision
211 Sower Blvd.
P.O.B 615
Frankfort, Ky. 40602-0615

To Whom it may concern:

I filed a complaint on AEP and would like to submit other papers from AEP that I personally do not understand nor do I see how they can do this to any customer.

I just paid \$505.71 to get my electric turned back on after disconnect. The Shelter for domestic violence put up the very first deposit for me in July of 2008 of \$150.00 after my husband and I filed bankruptcy this was put toward the balance owed on the account and I had to put up another deposit of \$178.00. For a new account. This was disconnected said it was not to be filed on bankruptcy however AEP did not dispute it in court when an admendment was filed. After paying the \$505.71. So I would not be charged another \$178.00 (7 days later) if not paid.

However NOW! I find out AEP is chargeing me yet ANOTHER deposit of \$222.00. What in the name of God are they doing? And how many times am I going to be charged? The already have had 3 deposit amounts paid at this residence sence I moved in. July 2008. Now I get another Disconnect notice to be paid on or before April 28, 2009 or disconnect AGAIN!!!!!!!!!!

I seem to have no releaf in sight sence we have to have electric and AEP is the ONLY supplier in this area. PLEASE do something to resolve this matter.

Linda L. Woods

COMMONWEALTH

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Account Number
[REDACTED]

3033-1

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Apr 08		Jun 08		Aug 08		Oct 08	1,605	Feb 09	2,154
May 08		Jul 08		Sep 08		Nov 08		Jan 09	2,606
Average Monthly Usage: 2016 KWH						Total Usage (Past 12 Months): 8067 KWH			

KPCo MESSAGES

****No Checks? No Stamps? No Time? Sign up to have your payment automatically withdrawn each month from your bank account. To enroll, visit our website at www.KentuckyPower.com or contact us by phone at 1-800-572-1113.****

***More Customer Service for You* Go to www.AepCustomer.com enter your zip code, log in or register your account, select "Update Your Account Info"; change your mailing address, phone number and more. Check us out on the web]**

Visit us at www.KentuckyPower.com.

Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet

Linda L. Woods
16932 State Route 207
Argillite, KY 41121



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L.

Jarr
Vic
J
Co

April 21, 2009

RE: Case No. 2009-00165
American Electric Power
(Complaints - Service)

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 20, 2009 and has been assigned Case No. 2009-00165. For all future correspondence or filings in connection with this case, please reference the case number.

If you need further assistance, please contact my staff at (502) 564-3940.

Sincerely,

David L. Jarr



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
D-K-533582514
135-1

Total Amount Due \$ 136.93
On or Before 04/28/09

9936 Amount Enclosed \$

031000135 01 AT 0.346



LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Make Check Payable and Send To:
KENTUCKY POWER COMPANY
PO BOX 24410
CANTON OH 44701-4410



000013693000023629010000000000357403169013041304009900007

035-740-316-9-0 CYC

Please tear on dotted line and return top portion with your payment

SERVICE AT:

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Questions ?

Call:
1-888-932-4237

Account Number
[REDACTED]

Pay by Phone
1-800-611-0964

Tariff 015
RESIDENTIAL

Disconnect After Date 04/28/09

DISCONNECT NOTICE

Your electric service account is currently past due. We have scheduled your electric service for disconnection after 04/28/09.

PAST DUE AMOUNT \$ 136.93

In order to avoid disconnection, KENTUCKY POWER COMPANY requests that you pay at least \$136.93. In the event that service is disconnected, a reconnection charge will be required and a deposit may also be required.

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

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

See back of this notice for important customer rights and other information.

Receipt of a new bill will not change the requirements stated on this notice.

Mailing Date: 04/14/09

Community Action Agency
504 Main St.
Greenup, KY 41144
Telephone: (606) 473-9873



A unit of American Electric Power

See other side for
Important information

Kentucky Power Company is authorized
to transact business in Kentucky
as American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

3033-1
SERVICE AT:
LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Questions About Bill
or Service, Call:

1-800-572-1113

Pay by Phone
1-800-611-0964

Account Number
[REDACTED]

Bill Date 04/09/09

Page 3 of 3

DEPOSIT RECEIPT

The amount indicated below is a deposit to secure payment of bills for electric service. The deposit is refundable based on the "Deposit Policy" section of this receipt. While the deposit is being held, the electric service bills are to be paid regularly as rendered in accordance with Tariffs, Terms and Conditions of Service. This receipt is not transferable.

Customer Name	Linda L Woods
Customer Address	16932 State Route 207
Account Number	[REDACTED] Area Office 01012
Deposit Number	[REDACTED]
Deposit Date	04/08/09
Deposit Amount	\$ 22.00
Cashier Number	895

THIS VOIDS AND REPLACES ANY TEMPORARY RECEIPT THAT MAY HAVE BEEN PREVIOUSLY ISSUED.

DEPOSIT POLICY

This deposit amount will be refunded at the time your electric service is discontinued or you can contact this office and request a review for refund or recalculation of your deposit after we have held it for at least 18 months.

Interest at 6% per annum will be paid on any deposit from date paid. The amount of interest will be included in the total amount refunded to you or applied to your final bill when service is discontinued.

If you have any questions, at any time, about our deposit policy, please contact us.

PLEASE RETAIN THIS DEPOSIT RECEIPT FOR YOUR RECORDS



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-K-533582514
3033-1

Total Amount Due \$ 236.29
Current Charges Due Apr 28

7636

Amount Enclosed

\$

\$136.93

030003033 01 AT 0.346

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Make Check Payable and Send To:
KENTUCKY POWER COMPANY
PO BOX 24410
CANTON OH 44701-4410

00002362900002362901000000000000357403169009042804009900008

CYC 9

Please tear on dotted line and return top portion with your payment

SERVICE AT:

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Questions About Bill
or Service, Call:
1-800-572-1113
Pay by Phone:
1-800-611-0964

Account Number

Bill Date 04/09/09
Page 1 of 3

PREVIOUS CHARGES:

	Account Balance	Amount Due
Amount Due After Payment Agreement	\$ 399.07	
Deposit Amount Due	222.00	
Payment 04/09/09 - Thank You	505.71 CR	
On Premise Collection Charge	8.63	
Reconnection Charge	12.94	
Previous Balance	\$ 136.93	\$ 136.93

CURRENT KPCo CHARGES (1-800-572-1113):

04/08/09 Tariff 015 - RESIDENTIAL SERVICE			
Rate Billing		\$ 64.91	
Fuel Adj @ 0.0103671 Per KWH		9.46	
DSM Adj @ 0.0006440 Per KWH		.59	
Residential HEAP @ \$0.10		.10	
Net Merger Cr @ 0.0007300- Per KWH		.67 CR	
Capacity Charge @ 0.0008240 Per KWH		.75	
Environmental Adj 1.6248000%		1.22	
Current Electric Due		\$ 76.36	\$ 76.36
Initial Installment Of A			
Required \$68 Deposit		\$ 23.00	\$ 23.00

Total Amount Due \$ 236.29
Due Date Apr 28

\$2.63 is your average daily cost for current electric service

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
	03/10/09	04/06/09	40208 R	41120 F	1.0000	912 KWH
	04/06/09	04/08/09	41120 F	41120 R	1.0000	0 KWH
	04/08/09	04/08/09	41120 R	41120 F	1.0000	0 KWH

CD - Read Code: F = Actual Reading 29 Billing Days Next Scheduled Read Date 05/11/
R = Rf Read



A unit of American Electric Power

Rates available on request

See other side for important information

Kentucky Power Company is authorized to transact business in Kentucky as American Electric Power