

Dear Ms. Cornett:

Thank you for your comments regarding the rate increase proposed by Kentucky Power Co. (American Electric Power Co.) Your comments will be placed into the case file for the Commission's review as it considers this matter. For your future reference, the case number in this matter is 2009-00459. Please cite it in any future correspondence regarding this case so that your comments may be readily directed to the case file.

Thank you again for your interest.

*Andrew Melnykovych*  
Director of Communications  
Kentucky Public Service Commission  
502-564-3940 x208

RECEIVED

JAN 27 2010

PUBLIC SERVICE  
COMMISSION

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**From:** PSC - Public Information Officer  
**Sent:** Wednesday, January 27, 2010 4:45 PM  
**To:** Melnykovych, Andrew (PSC)  
**Subject:** FW: Kentucky Power Proposed Rate Increase

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**From:** Jeanna Cornett(SMTP:REDACTED) Wednesday, January 27, 2010 4:45:03 PM  
**To:** PSC - Public Information Officer  
**Subject:** Kentucky Power Proposed Rate Increase  
**Auto forwarded by a Rule**

To Whom it May Concern,

I am writing in regards to Kentucky Power's proposed rate increase. I would like to protest this proposed rate increase.

I am a resident of Leslie County, and I can say without reservation that a 35% rate increase would be a hardship not only on myself but on many others in my county. Many people in my county and in the surrounding counties live on fixed incomes, and a rate increase for something as necessary as electricity would certainly mean that many of these people would have to choose between heating their homes and buying food and/or medications.

Furthermore, it is almost a slap in the face for Kentucky Power to ask for a rate hike at this time. In the past year, my electricity has been off over 10 times, usually for several hours at a time. On three of these occasions - May 2009, July 2009 and of course December 2009 - my electricity (and henceforth city water) - the electricity was out for four-five days, meaning that I lost everything in both my refrigerator and freezer. While this is a nuisance for me, it is often disastrous for those on limited or fixed incomes, or those who need electricity to power or preserve medical equipment and medications. I do not live in a rural area, incidentally - I live within city limits in Hyden.

I feel that these power outages are due directly to the fact that Kentucky Power is neglecting to maintain lines in Leslie County. I offer this scenario as proof: on January 22, 2010, I called Kentucky Power to report a hazardous condition, in this case a tree sliding down a hillside on my street, with limbs already on the power lines. I was told by the Kentucky Power representative I spoke with that "a report would be filed with the tree cutters (her words, not mine), but I doubt that they will come out for that." When I asked her why not, she in essence replied that they would wait for the tree to bring the line out, then see to the problem.

It is not uncommon for many residents in different areas of Leslie County to go days without electricity any time there is a weather event such as snow, heavy rain, or wind, which indicates to me that the lines on my street are being neglected along with lines throughout the county. Now that I think about it, it would probably behoove the Kentucky Public Service Commission to investigate the incidence of power outages in Leslie County and in the surrounding counties, but I suppose that's another letter for another time...

I'm sure it is obvious from the tone of this letter that I am disgusted with Kentucky Power. Personally, I believe that giving them a 35% rate increase would be tantamount to rewarding them for poor, bordering on criminal, customer service.

Thank you for your time.

Sincerely,  
Jeanna Cornett