

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

APPLICATION OF KENTUCKY POWER)	
COMPANY FOR (1) APPROVAL OF A)	
DEVIATION FROM THE REQUIREMENTS OF)	
807 KAR 5:006, SECTION 8(1)(D)(3)(D), AND)	
807 KAR 5:006, SECTION 11(5), TO PERMIT)	CASE NO.
THE COMPANY TO ESTABLISH ADDITIONAL)	2015-00364
MEANS OF MAKING REFUNDS; (2) FOR)	
AUTHORITY TO AMEND ITS TARIFFS TO)	
ESTABLISH ADDITIONAL MEANS OF MAKING)	
REFUNDS; AND (3) FOR ALL OTHER)	
REQUIRED APPROVALS AND RELIEF)	

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION
TO KENTUCKY POWER COMPANY

Kentucky Power Company ("Kentucky Power"), pursuant to 807 KAR 5:001, is to file with the Commission an original in paper medium and an electronic version of the following information. The information requested herein is due on or before February 12, 2016. Responses to requests for information in paper medium shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witness responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information, and belief formed after a reasonable inquiry.

Kentucky Power shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which Kentucky Power fails or refuses to furnish all or part of the requested information, it shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention should be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When filing a paper containing personal information, Kentucky Power shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. Refer to Kentucky Power's response to Commission Staff's First Request for Information ("Staff's First Request"), Item 3. Kentucky Power states that the current agreement with Citibank has a two-year term.

a. At the conclusion of the two-year term, explain whether Kentucky Power will allow other financial institutions to bid for the prepaid card service.

b. Does the agreement expire at the conclusion of the two-year term or does it automatically extend for another two-year period?

2. Refer to Kentucky Power's response to Staff's First Request, Item 10. Explain the large increase of refunds in March 2015.

3. Refer to the application, Direct Testimony of John A. Rogness ("Rogness Testimony"), pages 4–5, regarding the customer information to be provided to Citibank.

Confirm that the only customer information that Kentucky Power will provide to Citibank will be the name of the party to receive a refund, the last known mailing address, and the refund amount, and that no other information will be provided to Citibank.

4. Refer to the Rogness Testimony, page 7, lines 19–21, which state that the funds loaded on to a prepaid card will not expire. Reconcile this statement with the expiration period stated in the Confidential Response to Staff's First Request, Item 5, under the heading "Program Description."

5. Refer to the Confidential Response to Staff's First Request, Item 5. Explain what "payment reversals" are, and what scenarios give rise to the need for a payment reversal. Explain whether other American Electric Power subsidiaries have incurred substantial fees due to payment reversals.

6. Refer to Kentucky Power's response to the Attorney General's Initial Request for Information, Item 4.a., concerning a monthly maintenance fee. The response states that the \$3.00 monthly maintenance fee "will be charged **prospectively** if the full card balance is not used within 6 months." (Emphasis added). Reconcile this statement with the fee schedule in the application, shown at the bottom of Exhibit 2, page 2 of 2, footnote 1, which states that "a monthly fee will be **applied** to all accounts, provided that the fee for months 1-6 will not be collected until the sixth month anniversary date." (Emphasis added).

DATED **JAN 28 2016**

cc: Parties of Record



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