

## Tutt, Rosemary (PSC)

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**From:** Burlie Adams [REDACTED]  
**Sent:** Friday, June 30, 2017 7:35 PM  
**To:** PSC - Consumer Web Inquiry  
**Subject:** Re: AEP rate increase

9695 Hwy 30 east  
Noctor, Ky 41339

Sent from my iPhone

> On Jun 30, 2017, at 2:02 PM, PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov> wrote:

>

> Thank you for contacting the Commission regarding Kentucky Power's proposed rate increase. Please provide your service address so that your comments can be recorded.

>

> -----Original Message-----

> From: Burlie Adams [REDACTED]

> Sent: Friday, June 30, 2017 11:06 AM

> To: PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>

> Subject: AEP rate increase

>

> Deny the request for a rate increase for AEP. We can not afford their already ridiculously high rates. To raise rates to compensate for loss of revenue is bad business. Rates are raised when demand exceeds supply, not the other way around. AEP needs to manage their costs and look for more efficiency within their own company, rather than demand that we pay for those failures. The are that I live in is already taxed heavily, increasing utility rates will only encourage more people to leave, or worse, substitute basic needs in order to pay higher utilities.

>

> Thank you.

>

> Sent from my iPhone

**Tutt, Rosemary (PSC)**

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**From:** KY Public Service Commission <pscfilings@ky.gov>  
**Sent:** Friday, June 30, 2017 3:23 AM  
**To:** PSC - Consumer Web Inquiry  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Friday, June 30, 2017 at 3:22 AM

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Name: Jerry short  
Address: 942 great oak road  
City: Mayking  
State: Ky  
Zip Code: 41837  
Phone number where you can be reached: [REDACTED]  
Home phone: [REDACTED]

Utility Name: Kentucky power/AEP  
State the nature of your concern: The proposed rate increase for power. Our bills almost doubled last year. Mine was up from low 300's. To low 500's Increase of ove one third. It is impossible to fathom how the poor people of Eastern Kentucky (Letcher County) can Endure higher bills this UPCOMING Winter. In fact, we were hoping a praying for a decrease! Please don't let the power company push this increase.  
Have you contacted the utility about the problem: Yes

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**Tutt, Rosemary (PSC)**

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**From:** KY Public Service Commission <pscfilings@ky.gov>  
**Sent:** Friday, June 30, 2017 12:17 PM  
**To:** PSC - Consumer Web Inquiry  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Friday, June 30, 2017 at 12:16 PM

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Name: Jimmie Pack  
Address: 72 Hode Road/ PO box 106  
City: Warfield  
State: KY  
Zip Code: 41267  
Phone number where you can be reached: [REDACTED]  
Home phone: ([REDACTED]-[REDACTED]) [REDACTED]  
Utility Name: Kentucky Power

State the nature of your concern: I am writing to complain about the quality of service and a proposed rate increase again this year. KY Power was allowed to stop using coal at the Big Sandy Plant and use natural gas at one generator and buy power from another utility company. when this was allowed we were told that rates would rise by 20%, now they want another increase of 16-18%. Power goes out on average 3 times a week now. In early march power was out for several days, I do not know exactly how long because since my security cameras were out I had a home invasion and in the struggle my back was broken and I was found almost dead by my brother lying in the hallway in a pool of blood. The KSP said I was targeted because I had a security system and power had been out so long that battery backup had died in camera system. This attack is directly related to the reliability of service from KY Power. I strongly urge you to deny the rate increase for KY Power until they can show they can provide reliable service. With the cost on Natural gas falling every month I can not see the need to increase rates. I also think that KY Power should be held responsible for my medical bills from Three Rivers Medical center as well as flight to St Marys and bills from there. they should reimburse Medicare for what they have paid. Thank You, Jimmie Pack  
Have you contacted the utility about the problem: No

**Tutt, Rosemary (PSC)**

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**From:** Tn Potter [REDACTED]  
**Sent:** Friday, June 30, 2017 10:01 PM  
**To:** PSC - Consumer Web Inquiry  
**Subject:** RE: Kentucky Power rate increase

4901 highway 805 Jenkins Kentucky 41537

On Jun 30, 2017 7:33 AM, "PSC - Consumer Web Inquiry" <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)> wrote:

Thank you for contacting the Commission regarding Kentucky Power's proposed rate increase. Please provide your service address so your comments can be registered.

**From:** Tn Potter [mailto:[REDACTED]]  
**Sent:** Thursday, June 29, 2017 5:52 PM  
**To:** PSC - Consumer Web Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** Kentucky Power rate increase

I feel that the rate increase is unjustified totally unnecessary. This company has a monopoly in our area and has price gouged the people of this area nearly to death.

When they were approved for the last increase my neighbor and I both used gas only for heat for one month in January and our bills only changed by a few dollars compared to the month before which was colder. Not 30 dollars more like 10 to 15 dollars. He was an over the road truck driver and was only home on weekends and his Bill was still higher than mine

I have upgraded wiring, Windows, insulation and still my bill is the same on average per month. There is a problem here with increases, riders fees and taxes that just keep piling up on the end user. No matter what improvements we make the bill keeps getting higher, and they keep wanting more.

Enough is enough. Please vote no on the increase. My Bill is already 300 a month on the budget.

Thank you, Tony Potter