

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Comments for Case: 2023-00159 - Kentucky Power Company  
**Date:** Thursday, July 13, 2023 1:56:00 PM

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Case No. 2023-00159

Thank you for your comments on the application of Kentucky Power Company. Your comments in the above-referenced matter have been received and will be placed into the case file for the Commission's consideration. Please cite the case number in this matter, 2023-00159, in any further correspondence. The documents in this case are available at [View Case Filings for: 2023-00159 \(ky.gov\)](#).

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Thank you for your interest in this matter.

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**From:** KY Public Service Commission Public Comments <psc.comment@ky.gov>  
**Sent:** Thursday, July 13, 2023 1:10 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comments for Case: 2023-00159 - Kentucky Power Company

Public Comments for Case 2023-00159 submitted by [REDACTED] on Thursday, July 13, 2023 at 1:09 PM

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Name: Randy Ray  
Address: 1693 Ced Gap Rd  
City: Lousia  
State: KY  
Zip Code: 41230  
Phone number where you can be reached: [REDACTED]  
Home phone:

Comments: Here in eastern KY we are being bled dry with continued rate increases while service and line maintenance lacks, as a disabled senior my income is fixed and only comes on select dates which doesn't always coincide with ky powers due dates which means I get late charges and disconnect notifications for being 2 to 5 days late on payments. When will enough money be enough for corporate America what happens when people choose to eat or try to keep up with the electric bill, why are there no competing energy companies, why is (AEP) so messed up it couldn't even be sold !

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**From:** [PSC Public Comment](#)  
**To:**  
**Subject:** RE: KPC rate increase, case number 2023-00159  
**Date:** Thursday, July 13, 2023 1:56:00 PM

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Thank you for your interest in this matter.

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**From:** Brenda Hall [REDACTED]  
**Sent:** Wednesday, July 12, 2023 4:35 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** KPC rate increase, case number 2023-00159

[REDACTED]

I am filing complaint against KPC requested increase. I think it should've stopped a long time ago. I am asking you to stop the increases.

Sent from my iPhone

**From:** [PSC Public Comment](#)  
**To:**  
**Subject:** RE: Kentucky Power Company rate case # 2023-00159  
**Date:** Thursday, July 13, 2023 1:57:00 PM

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Thank you for your interest in this matter.

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**From:** Lester Gibson [REDACTED]  
**Sent:** Wednesday, July 12, 2023 4:31 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Kentucky Power Company rate case # 2023-00159

[REDACTED]

I am protesting this rate increase, I am a retired widow with income of \$2300 a month, I'm struggling to pay my living expenses, food, and medicine now. Food is increasing weekly and I've already cut back as many expenses as I can without returning to oil lamps and wood heat. Please help us.

**From:** [PSC Public Comment](#)  
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Thank you for your interest in this matter.

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**From:** Gerald Robinson [REDACTED]  
**Sent:** Monday, July 10, 2023 10:39 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** case 2023-00159

[REDACTED]

Dear PSC, and Angie Hatton,  
I am totally against the rate increase that KY Power is asking for because they are already rich, this is just Prue Greed, to keep the poor man poor, and the rich CEO a Large Bank account and we are sick and tired of KY Power always ask for a little higher than want they really want because they know the PSC thinks the Eastern Ky folks don't know what they are doing, but we do and we are NOT happy, and the PSC is doing favorites for KY POWER not the working consumer base, that is doing well to just keep their lights on, and will keep padding their pockets and keep emptying our pockets. It is my understanding that Ky Power already has the highest rate in Eastern Ky in our state. **Please help the hard-working people of Eastern Ky and STOP PADDING THE WEATHLY POCKETS OF KY POWER CEO.** Thank you for your time. Please Help stop this madness, once and for all. Thanks,

*Gerald A. Robinson  
154 Adkins Lane  
Pikeville KY 41501*

*Phone:* [REDACTED]  
*Email:* [REDACTED]

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: KEP's 18.3 percent increase  
**Date:** Thursday, July 13, 2023 1:58:00 PM

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Case No. 2023-00159

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Thank you for your interest in this matter.

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**From:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Sent:** Friday, July 7, 2023 2:36 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** FW: KEP's 18.3 percent increase

This is from a Kentucky Power customer.

**From:** Linda Messmer [REDACTED]  
**Sent:** Friday, July 7, 2023 2:31 PM  
**To:** PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Subject:** KEP's 18.3 percent increase

[REDACTED]

[REDACTED]

My name is Linda Messmer and I live in Louisa, Kentucky. In Oct. last year my husband passed away. It has been rough trying to keep all the bills paid, having to hire someone to mow and cover costs of repairs on my fixed income. Because I got more in Social Security than my husband I am not permitted to get even half of his. I am only surviving at all because both my parents passed in 2021. I cannot afford a \$35 increase to my bill and I am not alone. Please tell KEP no!! Thank you so much!

**From:** [PSC Public Comment](#)  
**To:** [REDACTED]  
**Subject:** RE: Public Comments for Case: 2023-00159 - Kentucky Power Company  
**Date:** Thursday, July 13, 2023 1:58:00 PM

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Thank you for your interest in this matter.

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**From:** KY Public Service Commission Public Comments <psc.comment@ky.gov>  
**Sent:** Friday, July 7, 2023 1:11 PM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comments for Case: 2023-00159 - Kentucky Power Company

Public Comments for Case 2023-00159 submitted by [REDACTED] on Friday, July 7, 2023 at 1:10 PM

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Name: R. Rogers  
Address: 2213 S Hwy 3  
City: Louisa  
State: Ky  
Zip Code: 41230

Phone number where you can be reached: [REDACTED]

Home phone:

Comments: Fear of a rate increase was why the PSC supposedly fought the Liberty Acquisition, why should a rate increase be allowed in an economy that Kentucky Power realizes is already facing financial hardship? Our electric bills are already significantly high, why should they be increased to support programs that assist with bills when the customers already struggle paying them from month to month? Why should the customers be forced to pay astronomical rates because the company has disproportioned funds. Internal revenue restructuring needs to be considered before a rate case is ever even mentioned.

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**From:** [PSC Public Comment](#)  
**To:**  
**Subject:** RE: Case # 2023-00159  
**Date:** Thursday, July 13, 2023 1:59:00 PM

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Case No. 2023-00159

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Thank you for your interest in this matter.

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**From:** Anitra Workman [REDACTED]  
**Sent:** Friday, July 7, 2023 11:18 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Case # 2023-00159

[REDACTED]

[REDACTED]

Dear Sir or Madam, I am writing this note to oppose the rate increase proposed by KY Power. The idea that they would even try to get a rate increase at this time is absurd and ridiculous. Inflation has raised prices of nearly everything with food/groceries seeing some of the biggest increases. Gas is fluctuating to high prices that is also deeply affecting the people of Eastern KY. At one point I worked two jobs and wasn't home very often. My bill would still be ridiculously high. I only work one job now but will soon have to seek extra employment yet again because of the rising costs of everything with no end in sight. I am personally doing everything I can to lower my electric bills but there is only so much you can turn off or not use in your home. KY Power stated on their website they had a "notable population decline" and "loss of several large commercial and industrial customers" yet they give no numbers. How many is "notable" and "several". This information should be available. All businesses have lost customers and taken financial hits. They also stated they wanted funds for "expansion of the tree clearing program" this should be part of their regular duties and not something extra we have to pay for. KY Power mentioned "increased funding for assistance", people like myself are very rarely approved for assistance therefore we are always liable for the entire bill. I respectfully request that this rate increase be denied due to people are struggling as it is and cannot take another financial burden. KY Power needs their finances investigated/viewed to see where they can cut costs instead of seemingly always wanting customers to pay more. Thank you for your assistance in this matter.

Cynthia A. Workman

**From:** [PSC Public Comment](#)  
**To:**  
**Subject:** RE: Public Comment - Case 2023-00159  
**Date:** Thursday, July 13, 2023 1:56:00 PM

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Thank you for your interest in this matter.

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**From:** Chris Hutchison [REDACTED]  
**Sent:** Thursday, July 13, 2023 11:12 AM  
**To:** PSC Public Comment <PSC.Comment@ky.gov>  
**Subject:** Public Comment - Case 2023-00159

**\*\*CAUTION\*\* PDF attachments may contain links to malicious sites.** [REDACTED]  
[REDACTED]

[REDACTED]

To whom it may concern, please find attached my public comment regarding PSC Case number 2023-00159.

Name: Chris Hutchison  
Place of Residence: Ashland, KY (Boyd County)



Chris Hutchison  
Ashland, KY 41101  
July 13, 2023

Kentucky Public Service Commission  
PO Box 615  
211 Sower Blvd  
Frankfort, KY 40602

Members of the Kentucky Public Service Commission,

Regarding the Proposed Rate Increase and other requests by Kentucky Power, KY PSC Case number 2023-00159:

Well, here we are again, it's always such a pleasure. Remember when Kentucky Power asked to increase rates the last time? I do, and so do the many thousands of Kentucky Power customers across Eastern Kentucky.

And so does my wallet, every month I pay for electric rates almost twice as high others in the Western side of the State pay. I sit in by choice in dark at night only using lights as needed to keep my bills low enough to afford the food which costs which have been significantly more to put on my table and feed my family.

Kentucky Power justifies these rate increases with the same mantra every time "Benefits to Customers, reliability of services, maintenance programs, etc." Yet the trees still fall, the lines come down, the poles break in the most modes of thunderstorms, and those with fixed or poor income sit in the dark because their power was disconnected for non-payment.

As I travel the region, I rarely if ever see these "improvements in reliability" promised by Kentucky Power in return for prior rate increases, Yet I see rights-of-way still covered in heavy brush or tree coverage, poles in the ground beyond their reasonable service life, reports of blackouts after the most meager of thunderstorms, not strong enough to blow over my plastic lawn chair, yet somehow has the strength to knock out ½ of my neighborhood's power.

Reading press releases, articles, and other information through news sources, and Kentucky Power itself cite that lower revenues are one of the justifications of yet another raise include, Damages from storms earlier this year, another justification being the loss of 11,400 ratepayers since 2008. The fact of the matter is, does Kentucky Power nor its parent company American Electric Power not save for these eventualities? Does "the cost of doing business" not exist to them, so when an emergency arises or damage to facilities occurs, their only option is to come to the PSC and beg "please may I have some more?" and treat the ratepayers like their own personal piggy bank?

Referring to an opinion piece in the Ashland Daily Independent recently cites that "According to the Center for Biological Diversity, the percentage of Kentucky customers that had their power disconnected increased by 228% in 2022, in the first 10 months of 2022, more than 52,000 Kentucky Customers were shut off" 52,000 is more than the total population of some Eastern Kentucky counties, a majority of

those continue to struggle to pay those bills at current rates, another rate hike on them may put them in jeopardy of choosing to forego having heating and lights to living in the dark, today people already make these decisions, choosing food and medication over comfort and warmth, ensuring Kentucky Power's printers stay hot and ready with more disconnect notices, then when customers are finally able to make a payment, they're slapped down hard by the hand of Kentucky Power with late charges, reconnection fees, forced into making deposits to restore services, pushed into "Average Monthly Payment" or AMP plans that do little to help the ratepayer today, only to be disconnected 10-12 months later when their settle-up time comes around, and surprise a one to two thousand dollar bill shows up to someone who can barely afford the three to four hundred dollar a month bill they have today.

Kentucky power mocks the ratepayer with monthly power usage reports, "helpful" information to help lower power costs by insulating, changing to energy efficient lighting and appliances, I came to my local Courthouse to renew my car tags, to find that Kentucky Power has "helpfully" dropped off info cards to justify to the ratepayers their request for an increase, citing the usual "decreases in customers" and other costs repetitively used in prior rate increase requests.

Unfortunately Kentucky Power has to face reality, the ratepayers they are bleeding to death will continue to dwindle, Eastern Kentucky has never had the best economical environment, and a energy provider that buries it's customers in high bills with the highest rates in the State only continues to do damage to that environment.

Local Governments for years have struggled to bring businesses and better economic conditions to their residents, however when your average household has an over two-hundred dollar a month bill, with most bills being considerably higher in the winter and summer, it's hard for these residents to support those businesses, as they cannot afford basic commodities at times in order to keep their lights on, this of course negatively affects the business' ability to pay their dues to Kentucky Power as well.

Kentucky Power can print all the nice cards, push all the positive PR, and make nice speeches at local governmental meetings, but at the end of the day, they're just looking for a bigger paycheck, their revenues will continue to dwindle at their own hands, as their own actions force ratepayers to look at other areas where electric rates are cheaper, or simply live in the dark as they may not be able to afford to pick up and move.

Kentucky power rationalizes with ratepayers, encouraging them to save energy, turn off lights when not in use, turn up your thermostat in the summer, or down in the winter to reduce heating and cooling costs, at what point is enough? I've invested in energy efficient appliances, I've had had my doors and windows re-sealed and weatherproofed, my insulation continues to meet building code for our climate, about the only thing I can do at this point is sweat, freeze, or consider reading by candlelight. Wouldn't my lower use continue Kentucky Power's push that "lower consumption is resulting in lower revenue"? It is unfortunate that the people who make these decisions to punish the ratepayer for lower revenues, don't have to worry about their electric being turned off for non-payment, they can AC set to a low temperature in the summer, or Heat set to a warmer temperature in the winter.

Kentucky Power insists ratepayers struggling out there who are low- and fixed-income ratepayers can take advantage of programs such as LIHEAP, HEART, and THAW. They do not mention that LIHEAP which is primarily taxpayer funded only has a limited amount of funds they can give out per month and is only available during the late fall and winter months when temperatures are low.

Like LIHEAP, Kentucky Power's HEART and THAW programs too are also only available in the winter months, and too, those programs come with strings attached.

The HEART or Home Energy Assistance in Reduced Temperatures program, which is administered by Community Action Kentucky, provides up to \$115.00 to qualifying ratepayers who have Electric Heat only during the months of January through April, ratepayers who use Gas or other forms of heat will only receive assistance up to \$58.00. THAW is similarly designed, provides up to \$175.00 to struggling ratepayers, and includes caveats such as the program is First-Come First-Served, while not income based as LIHEAP and HEART are, the ratepayer must still provide evidence of financial hardship to Kentucky Power, and cannot receive Assistance from HEART, those who simply make too much to qualify for these programs but yet not enough to satisfy their bills due to Kentucky Power are left, quite literally sometimes in the dark. Of course, Kentucky Power says customers can make arrangements with them to be put on a payment plan, pushed into the AMP Plan, or forced to make deposits to ensure compliance with any payment arrangements made.

Their PR Card goes on to cite that these adjustments will allow them to expand due dates from 15 to now 21 days, expanding vegetation management, and continued investments in economic development and workforce training. Unfortunately, having been through several Kentucky Power rate increases, I can say for certain, an additional 6 days to pay your power bill helps no one, and does not make money magically appear in my bank account, better vegetation management has been promised many times before with no evidence of any improvement over the last few years, and the promise of investment into economic development is too little, too late. The economy in Eastern Kentucky continues to sit in a downward trend, the money that Kentucky Power already collects from customers towards economic development has done little to nothing to improve things here.

It is time for Kentucky Power to live in the real world, face the consequences of their actions of investing in the Shareholders and not the people they rely on to, bleeding customers dry and driving them elsewhere, communities struggling to stay alive, losing residents and taxpayers to other regions where the utilities do not cost an arm, leg, and 2 weeks' worth of food to pay for. We ratepayers can only take so much before we too become a growing statistic in Kentucky Power's loss of ratepayers, sooner or later, Much of Eastern Kentucky will be in the dark. The loss of ratepayers is the fault only of Kentucky Power, those fortunate enough to leave the area in search of a better life, while we continue to pay for Kentucky Power's Mistakes and Mismanagement, its time they take responsibility.

Sincerely,

Chris Hutchison