

From: [PSC Public Comment](#)
To: [Elizabeth Thompson](#)
Subject: RE: Case 2023-00159
Date: Monday, January 27, 2025 1:06:00 PM

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 \(ky.gov\)](#)

Thank you for your interest in this matter.

From: Elizabeth Thompson [REDACTED]
Sent: Thursday, January 16, 2025 5:38 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case 2023-00159



My electric bill is \$450.51 this month, when it usually runs around \$200-\$300. Due to the recent winter weather, I have obviously had to run my electric heat pump more to keep my water running and the house at a reasonable comfortable temperature. The rate increases you have approved for AEP and Kentucky Power has created a hardship for many including, myself to keep the basic necessities for our families and our households. I know you receive many complaints about this every single day, but this bill seems to be overly charged. I typically do not struggle to pay my utility bills and I am never late on my bills, but this will inevitably will happen to me because of the carelessness of your voting approvals for such increases. Please tell me, what solutions you have to assist those that are looking at the future and seeing how they are going to struggle to keep their families warm and households running. Please someone contact me and inform me of why this was approved and what benefits it is providing to those in Eastern Kentucky, specifically, Pikeville. This is unacceptable and outrageous. It

would likely be cheaper to move outside of the area than to continue to pay such incredibly high utility costs including water, which is such a shame and terrible for our economy. Please advise who I should contact directly to inquire about the reasoning these rate increases were approved. Thanks,
Elizabeth Thompson

Begin forwarded message:

From: PSC Consumer Inquiry <PSC.Consumer.Inquiry@ky.gov>

Date: January 16, 2025 at 1:17:53 PM EST

To: [REDACTED]

Subject: RE: KY PSC Utility Inquiry

You may email psc.comment@ky.gov to give comments. In the subject line please put case number: 2023-00159.

Kentucky Public Service Commission

From: KY Public Service Commission <pscfilings@ky.gov>

Sent: Thursday, January 16, 2025 9:15 AM

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

Subject: KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by

[REDACTED] on Thursday, January 16, 2025 at 9:14 AM

Name: Elizabeth Thompson

Address: [REDACTED]

City: Pikeville

State: KY

Zip Code: 41501

Phone number where you can be reached: [REDACTED]

Home phone: [REDACTED]

Utility Name: AEP- Kentucky Power

State the nature of your concern: My electric bill is \$450.51 this month, when it usually runs around \$200-\$300. Due to the recent winter weather, I have obviously had to run my electric heat pump more to keep my water running and the house at a reasonable comfortable temperature. The rate increases you have approved for AEP and Kentucky Power has created a hardship for

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Have you contacted the utility about the problem:

*Angela M Goad
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700 Capitol Avenue
Suite 20
Frankfort, KENTUCKY 40601-8204

*Hector Garcia Santana
American Electric Power Service Corporation
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Post Office Box 16631
Columbus, OHIO 43216

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*Ashley Wilmes
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Post Office Box 1070
Frankfort, KENTUCKY 40602

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*Honorable Michael L Kurtz
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