

Public Comments Received for Case Number: 2025-00257  
Response Monday, September 29, 2025

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, 2025-00257 in any further correspondence.

The documents in this case are available at: [View Case Filings for: 2025-00257 \(ky.gov\)](#).

Thank you for your interest in this matter.

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Received through Consumer Services Friday, September 26, 2025

From: Heather N Whisman  
City: West Liberty  
State: KY  
Zip: 41472

Comments:  
James Burchett on behalf of Heather Nichole Whisman

██████████ Heather N. Whisman, 35 View Dr, West Liberty, KY 41472-7346. Kentucky Power Company (KPCO, subsidiary of AEP) disconnected my service on or around September 22, 2025, despite ongoing disputes over excessive fees and improper billing. Current balance: \$815.46 (\$683.55 past due), but bills exceed rent costs in Morgan County due to aggressive accumulation of surcharges (fuel adj., env. adj. up to 6.05%, etc.), violating fair practices under KRS 367 and 807 KAR 5:006.

KPCO demands a reconnection fee I refuse to pay, citing their 2023 abuse: After full payment (covered by my late grandfather), they disconnected anyway and charged \$900—far exceeding reasonable tariff limits (typically \$30-68). This pattern of premature disconnects (three in 2025 alone) without proper 10-day notice is predatory, tied to AEPs \$100M overcharge scandals (FERC complaints) and pending 14.9% rate hike (PSC Case 2025-00257).

Severe hardship: Fiancée works from home; without power, she's displaced to her mother's, losing income. Demand IMMEDIATE reconnection TODAY (September 26, 2025) without fee, full investigation into fees/deposits (incl. \$174 total deposit), refund of \$900 from 2023 plus interest (4.19%), and intervention in Case 2025-00257. Provide case number for follow-up. This is urgent—enforce protections now.

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