

Public Comments Received for Case Number: 2025-00257  
Response Friday, October 24, 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 Public Comments

Thursday, October 23, 2025

From: Brant Tackett  
City: Pikeville  
State: KY  
Zip: 41501

Comments:

I've recently been made aware that Kentucky Power is charging consumers service/processing fees or surcharges when customers are paying their bills with a debit card as I do. After some research I understand they can charge a surcharge to credit cards up to but not exceeding a certain percentage. I have found the following:

Is surcharging legal in Kentucky?

No, debit card surcharging is illegal in Kentucky and all other U.S. states under federal law.

The Durbin Amendment to the Dodd-Frank Act specifically prohibits merchants from imposing surcharges on debit card transactions, regardless of how they're processed.

This federal prohibition applies to all debit card transaction types:

- PIN debit transactions - traditional debit with personal identification number
- Signature debit transactions - debit cards processed through credit card networks

Prepaid debit cards - generally prohibited from surcharging under federal rules

The reasoning behind this federal ban stems from significantly lower interchange fees on debit transactions.

Federal law caps debit interchange fees at 0.05% plus \$0.21 per transaction for large card issuers, making debit processing much less expensive than credit card processing.

Kentucky businesses must ensure their payment processing systems properly identify debit cards and exclude them from any surcharging programs to maintain compliance with federal regulations. Violations can result in federal enforcement actions and card network penalties.

This shows that Kentucky Power is directly violating federal law. I'd like to have these fees reimbursed to me in the form of paper check. Thank you

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Wednesday, October 22, 2025

From: Nickie OBrien  
City: Steele  
State: KY  
Zip: 41566

Comments:

It's utterly ridiculous and unacceptable that Kentucky Power is asking for an increase for their service.

Far too many here I'm Eastern Kentucky are struggling to just keep the lights on as it is.

Many are having to choose between either their power bills, food or prescriptions/healthcare on a daily basis.

Why make it even harder for everyone, especially now that the coal mines are laying off workers yet again.

Kentucky Power does the bare minimum to keep power going in Pike County as it is, while lining the pockets of their executives.

If the board members have any kind of soul or moral compass they will not let this rate increase go through. It's not needed or warranted, especially the way the economy is now.

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Wednesday, October 22, 2025

From: Don Justice  
City: Belfry  
State: Ky  
Zip: 41515

Comments:

This rate increase is uncalled for. They are already showing signs of massive profits. And with all the extra charges they added and keeping adding to our bills. With the cost of living that has increased to the point that most of there customers cant afford another rate increase. Truly we need a rate decrease.

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