

From: [PSC Public Comment](#)
To: [Suzanne Griffith](#)
Subject: RE: Case Number 2025-00257
Date: Monday, November 3, 2025 10:59:00 AM

Case No. 2025-00257

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.

From: Suzanne Griffith [REDACTED]
Sent: Thursday, October 30, 2025 6:10 PM
To: PSC Public Comment <PSC.Comment@ky.gov>
Subject: Case Number 2025-00257

Dear Members of the Kentucky PSC,

I noticed in the testimony in Case Number 2025-00257 that "community" listening sessions were held. Please note the larger community was not invited to the listening sessions. The listening sessions were by invitation only, so only the voices of those attending were heard.

To better understand community needs and concerns, it appears to me having open meetings with the larger community would be more impactful than having invitation only events. I am specifically asking the Kentucky PSC to direct Kentucky Power to conduct their "community" meetings to be open to all ratepayers in the communities they serve.

With that said, I do believe some positive suggestions came from the meetings. Time will tell if Kentucky Power acts on these suggestions.

1. Increase Awareness of Assistance Programs: Promote LIHEAP and THAW programs through local agencies to help customers access available assistance.
2. Community Engagement at Local Events
3. Increase THAW Funding: Advocate for more THAW funds to assist those in need, particularly for individuals who fall through the cracks of existing programs
4. Housing Stock Improvement: Address barriers to accessing weatherization funding by providing incentives and financing options for repairs
5. Transparency in Utility Operations (this is currently NOT HAPPENING with the failing cooling tower situation at Mitchell, and the new generation rider in case number 2025-00257)
6. Develop messaging to highlight the utility's role in economic development and its benefits to the community

Other statements/questions of concern are noted here.

1. "Increased 'boots on the ground' engagement with customers". While this was suggested in order to implement the suggestions, the truth is there were a plethora of events across the service area from August through October where Kentucky Power could have put "boots on the ground" to engage with customers about energy efficiency, rate hikes, energy assistance including HEART/THAW programs, economic development, and billing cycles, etc., but Kentucky Power did not use the multitude of opportunities to meet with customers personally. I hope in the future Kentucky Power employees, including and especially members of the executive staff and the COO herself, will make it a point to be part of community events where discussions and education can take place. I talked with hundreds of people at community events this fall about the upcoming rate hike. What I know is that many people are concerned, scared, outraged, and are tired of the constant drumbeat of rate hikes and riders and surcharges being added to their bill. Folks are at their financial limit.
2. On page nine of the following statement/question was made by Kentucky Power, "We hear a lot about high bills, especially during the high usage months in the winter and summer. Despite that, Kentucky Power has very comparable rates to surrounding electric providers but on average our customers have higher usage. How do you suggest we better educate our customers on managing usage to lower their bills?" It needs to be noted Kentucky Power residential customers have significantly lowered the average amount of monthly KWH's they use. According to PSC records, the average amount used was 1,523 KWHs in 2010 and the that number has been lowered to 1,183 KWHs in 2024 for a 22% decrease. Yes, Kentucky Power customers are slightly above average but with the housing stock in EKY including a high percentage of mobile homes and older homes, it is plain to see residential customers have made significant strides in lowering the KWH used even as Kentucky Power has raised residential rates by 74% since 2010 while the normal rate of inflation for 2010-2024 was 48%. As far as residential rates go, according to PSC records Kentucky Power's residential rate was number three in 2024 and if the 14.9% is added, Kentucky Power will have the highest residential rate in the state.
3. On page 7 the following statement/question and summary was made. Under Bill and Cindy's leadership, Kentucky Power is renewing our commitment to being a responsible corporate citizen and positive community partner through strengthening our community outreach, increasing volunteerism and foundation giving, and working across sectors to improve life in our communities. How can we best serve your community? Summary of feedback: Suggestions for better service included improving community engagement through local partnerships and volunteerism, prioritizing community needs in outreach efforts, and encouraging direct communication with community members to ensure alignment with local interests. In my opinion, the best thing Kentucky Power can do is to work for fair rates closer to the state average, doubling rates at twice the rate of inflation is unacceptable and a trajectory that is NOT SUSTAINABLE. (In 2010 the residential rate per KWH was 0.0864, the 2024 rate is 0.1507 for a 74.42% increase, the new rate of 0.1752 would make a 100.46% increase from 2010-2026) No matter how Kentucky Power tries to dance around it, its rates and bill add-ons are not inline with the incomes and life circumstances of their ratepayers, many of which live in poverty.

This rate hike request is neither just or reasonable, or in the economic best interests of the families having to come up with the money to pay the highest average electrical residential monthly bill in the state. I am asking the PSC to deny this rate hike and send KY POWER back to the drawing board to come up with another plan besides sticking it to their ratepayers.

Sincerely,
Suzanne Barker Griffith
[REDACTED]
Ashland, KY 41102

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a. During community listening sessions occurring during the summer of 2025, affordability emerged as a theme within the broader context of customer concerns. This concern was articulated to the Company through various discussions regarding personal connections, assistance programs, economic development awareness, and specific feedback from session participants. Participants expressed concern with utility rates, and many admitted to not fully understanding the factors behind the costs or the level of investment the Company makes to improve service reliability. Additional community engagement was emphasized by listening session participants including suggestions to increase presence through local events and partnerships with trusted organizations. The need for education on energy efficiency was also highlighted, as many homes, particularly mobile homes, were deemed inefficient. In terms of educating the public on energy efficiency methods and resources available for assistance, the discussions oftentimes circled back to the need to meet customers where they are, increase community involvement, and use trusted community partners, like community action agencies, as catalysts for education.

b. There were no formal presentations given at the June 2025 community listening sessions.

c. List of participants:

Ashland Community Listening Session – June 2nd at 12pm

Scott Martin – President, Northeast Chamber of Commerce (Boyd County)
Josh Blanton – Account Manager, Portable Solutions Group (Boyd County)
Dustin Burchett – Administrative Officer, City of Raceland (Greenup County)
Brandy Clark – Executive Director, Visit Ashland (Boyd County)
Paul Seator – Director of Maintenance/Operation, Ashland Community and Technical College (Boyd County)
Lance Hanshaw – Executive Director, FIVCO (Carter County)
Mike Maynard – Executive Director, Bruce-Hillcrest Mission (Boyd County)
Scott Murphy – Director of Community Impact, Ramey Estep (Carter County)
Ann Perkins – Executive Director, Safe Harbor (Boyd County)
Justin Pruitt – County Administrator, Boyd County Fiscal Court (Boyd County)

Pikeville Community Listening Session – June 17th at 10am

Michael Brown – Executive Director, Habitat for Humanity (Pike County)
Jaryd Crum – Partner, Kirk & Crum Law Office (Johnson/Martin Counties)
Judy Daniel – Economic Development Director, Johnson County Fiscal Court (Johnson County)
Jordan Gibson – President, Southeast Kentucky Chamber of Commerce (Pike County)

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Mark Gooch – President/CEO, Community Trust Bank; Member, EPIC Commission (Pike County)
Karen Roberts Prater – Director of Project Management, Eastern Telephone; President of Pikeville Rotary Club (Pike County)
Jasmine Saucedo-Izbrand – Director of the Center of Infinite Worth, University of Pikeville (Pike County)
Jennifer Wells – City Commissioner, City of Inez (Martin County)
Ryan Wilson – General Manager, Booth Energy Corporation; Manager, AppleAtcha (Martin County)

Hazard Community Listening Session – June 17th at 2pm

Bridget Williams – Regional Director, Appalachian Service Project (Perry County)
Rebecca Fugate – Foodways Program Director, Hindman Settlement School (Knott County)
Robin Gabbard – President, Mountain Association
Scott McReynolds – Executive Director, Housing Development Alliance (Perry County)
Seth Long – Executive Director, HOMES Inc. (Letcher County)
Stacie Fugate – Director, Invision Hazard (Perry County)
Tawny Acker – Executive Director, LKLP Community Action (Knott County)
Zach Lawrence – Director, Hazard/Perry County Economic Development Alliance (Perry County)
Janet Smith – Agent, Kentucky Farm Bureau; President, Hazard/Perry County Chamber of Commerce (Perry County)

d. List of invitees:

Ashland Community Listening Session – June 2nd at 12pm

Scott Martin – President, Northeast Chamber of Commerce (Boyd County)
Josh Blanton – Account Manager, Portable Solutions Group (Boyd County)
Scott Murphy – Director of Community Impact, Ramey Estep (Carter County)
Mike Maynard – Executive Director, Bruce-Hillcrest Mission (Boyd County)
Dustin Burchett – Administrative Officer, City of Raceland (Greenup County)
Lance Hanshaw – Executive Director, FIVCO (Carter County)
Ann Perkins – Executive Director, Safe Harbor (Boyd County)
Sam Howard – CEO, Trace Creek Construction (Lewis County)
Brandy Clark – Executive Director, Visit Ashland (Boyd County)
Sara Marks – CEO, King's Daughters Medical Center (Boyd County)
Vince Doty – Deputy County Judge/Executive, Lawrence County Fiscal Court (Lawrence County)
Justin Pruitt – County Administrator, Boyd County Fiscal Court (Boyd County)

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Eden McKenzie – Economic Development Director, City of Ashland (Boyd County)
Larry Ferguson – President, Ashland Community and Technical College (Boyd County)

Pikeville Community Listening Session – June 17th at 10am

Karen Roberts Prater – Director of Project Management, Eastern Telephone; President of Pikeville Rotary Club (Pike County)
Jordan Gibson – President, Southeast Kentucky Chamber of Commerce (Pike County)
Jennifer Wells – City Commissioner, City of Inez (Martin County)
Nita Collier – City Commissioner, City of Inez (Martin County)
Danielle Harmon – Director of Community Development, Appalachian Regional Healthcare (Johnson County)
Jania Perry – Director of Human Resources, Appalachian Wireless; Secretary, Floyd County Homeless Shelter Board of Directors (Floyd County)
Angie Reynolds – Founder/CEO, TEK Center (Magoffin County)
Kandi Justice – COO, Pikeville Medical Center (Pike County)
Jaryd Crum – Partner, Kirk & Crum Law Office (Johnson/Martin Counties)
Mark Gooch – President/CEO, Community Trust Bank; Member, EPIC Commission (Pike County)
Judy Daniel – Economic Development Director, Johnson County Fiscal Court (Johnson County)
Ryan Wilson – General Manager, Booth Energy Corporation; Manager, AppleAtcha (Martin County)
Jasmine Saucedo-Izbrand – Director of the Center of Infinite Worth, University of Pikeville (Pike County)
Michael Brown – Executive Director, Habitat for Humanity (Pike County)
Todd DePriest – Mayor, City of Jenkins (Letcher County)
Adam Rice – Field Representative, Congressman Hal Rogers (Johnson County)
Regena McClure – Community Development Director, Johnson County Fiscal Court (Johnson County)
Jeffrey Justice – Executive Director, Pine Mountain Partnership (Letcher County)
Casey LeQuire – Senior Vice President, People's Bank (Floyd County)
Charly Grace – Executive Director, Floyd County Chamber of Commerce (Floyd County)
Derek Catron – Pastor, Turkey Creek Church of the Nazarene (Martin County)
Rob Musick – Assistant Dean of Health and Wellness, University of Pikeville (Pike County)

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Hazard Community Listening Session – June 17th at 2pm

Betsy Clemons – Executive Director, Hazard/Perry County Chamber of Commerce (Perry County)
Janet Smith – Agent, Kentucky Farm Bureau; President, Hazard/Perry County Chamber of Commerce (Perry County)
Zach Lawrence – Director, Hazard/Perry County Economic Development Alliance (Perry County)
Kristen Collins – CEO, Foundation for Appalachian Kentucky (Perry County)
Stacie Fugate – Director, Invision Hazard (Perry County)
Robin Gabbard – President, Mountain Association
Scott McReynolds – Executive Director, Housing Development Alliance (Perry County)
Tawny Acker – Executive Director, LKLP Community Action (Knott County)
Bill Bettinazzi – Board Chair, Perry County Community Foundation (Perry County)
Josh Mullins – Senior Director of Operations, Hindman Settlement School (Knott County)
Seth Long – Executive Director, HOMES Inc. (Letcher County)
Joel Brashear – Community Outreach and Business Development Officer, Hyden Citizens Bank (Leslie County)
Bridget Williams – Regional Director, Appalachian Service Project (Perry County)
Andrea Begley – Deputy District Director, Congressman Hal Rogers (Leslie County)

e. Hazard Listening Session

1. Increase Awareness of Assistance Programs:
 - Promote LIHEAP and THAW programs through local agencies to help customers access available assistance.
2. Feedback Mechanism for Assistance Programs:
 - Establish a way to gather feedback from repeat users of assistance programs to understand their experiences and needs.
3. Shift Focus to Weatherization:
 - Consider shifting from traditional assistance programs to more proactive weatherization efforts to help customers reduce energy costs.
4. Community Engagement at Local Events:
 - Engage with the community at free events like farmers markets or offering complimentary coffee to foster relationships and trust.
5. Enhance Understanding of Bill Payments:
 - Use infographics to clarify where bill payments go and how they relate to the services provided.
6. Increase THAW Funding:
 - Advocate for more THAW funds to assist those in need, particularly for individuals who fall through the cracks of existing programs.

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7. Housing Stock Improvement:
 - Address barriers to accessing weatherization funding by providing incentives and financing options for repairs.
8. Grocery Reimbursement During Outages:
 - Consider offering grocery reimbursement for customers who experience outages and do not have insurance.

Pikeville Listening Session

1. Educate Customers on Energy Efficiency:
 - Provide education regarding factors contributing to energy costs, particularly for older and mobile homes.
2. Incentives for Energy-Efficient Upgrades:
 - Suggest incentives for customers to upgrade to energy-efficient appliances and HVAC systems.
3. Increase Community Involvement:
 - Encourage more "boots on the ground" efforts to enhance community involvement and personal connections with customers.
4. Focus on Youth Programs:
 - Invest in youth education programs to promote awareness of energy efficiency and utility services from an early age.
5. Transparency in Utility Operations:
 - Improve transparency regarding how the utility operates, including clearer communication about rates and service expectations.
6. Community Messaging around Economic Development:
 - Develop messaging to highlight the utility's role in economic development and its benefits to the community.

Ashland Listening Session

1. Understanding Rate Structures:
 - Many community members do not know how rates are determined or how investments are managed. Educating the public on these issues can improve transparency and trust.
2. Collaboration with Community Organizations:
 - Use community organizations to communicate the importance of energy efficiency and weatherization initiatives and opportunities for assistance for customers.
3. Payment Assistance Programs
 - Approximately \$2 million per year is allocated for payment assistance, with significant funding coming from shareholders. Many customers are unaware that these are Kentucky Power programs.
4. Personal Connections with Local Representatives
 - Emphasizing personal relationships between Kentucky Power representatives and local officials can facilitate better communication and enhance community trust.

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5. Communication Strategies
- Continuous outreach about assistance programs is necessary, as many individuals may still be unaware. Engaging through various channels is essential for effective communication.
- f. i. To implement
- Increased “boots on the ground” engagement with customers; public education strategies with trusted community organizations, i.e. community actions agencies; easy to understand infographics; continued foundation support of housing organizations; youth outreach and energy efficiency education; restructuring of winter billing cycles to assist in alleviating winter usage bills; Enhanced communications strategies regarding the Company’s role in economic development; and increased awareness of assistance programs.
- ii. To study further.
- Increased education and messaging regarding rate structure; collaboration with community organizations to improve housing stock; additional energy efficiency education; expanded weatherization programs; universal service fund; and energy assistance allocation between HEART/THAW programs.
- g. **Question:** Kentucky Power has consistently worked to put customers first, be a strong community partner, and support our communities. Our intentions, however, have not always translated to the communities and customers we serve. Why do you think that is?
- Summary of feedback:** Responses indicated a perceived disconnect between the company and community members. Opportunities exist for increased communication to correct misconceptions about the company’s efforts and intentions.
- Question:** Under Bill and Cindy’s leadership, Kentucky Power is renewing our commitment to being a responsible corporate citizen and positive community partner through strengthening our community outreach, increasing volunteerism and foundation giving, and working across sectors to improve life in our communities. How can we best serve your community?
- Summary of feedback:** Suggestions for better service included improving community engagement through local partnerships and volunteerism, prioritizing community needs in outreach efforts, and encouraging direct communication with community members to ensure alignment with local interests.
- Question:** Kentucky Power has been a longtime driver of economic development in eastern Kentucky. In fact, our Kentucky Power Economic Growth Grant (KPEGG) program has funded a variety of economic development efforts, and our economic development team is constantly working to recruit large industrial customers. Do you think community members are aware of the work we are doing in the economic development space? If not, how do you think we could better convey those efforts?

Summary of feedback: There is a general lack of awareness regarding Kentucky Power's economic development initiatives. Attendees suggested more targeted communication, visibility through local media and events, and effective storytelling to highlight the impact of these efforts on the community.

Question: The Kentucky Power external affairs team is working diligently to ensure positive working relationships with government officials, community organizations, and partners. How can we improve those efforts? Are there any specific areas we should focus on?

Summary of feedback: Building personal relationships with local leaders and organizations was emphasized as crucial. Regular updates, increased transparency, and collaboration on community projects were recommended to strengthen partnerships.

Question: During the previous legislative session, we consistently heard that we have a need to repair our reputation and credibility in the service area. What primary challenges do you see Kentucky Power having when it comes to image? Are there any particular examples that stick out to you?

Summary of feedback: Concerns included perceptions of disconnection from the community and a historical lack of responsiveness to local issues. Participants noted the need for Kentucky Power to rebuild trust and improve its overall reputation through consistent, positive engagement.

Question: Kentucky Power and our customer service team are dedicated to working with customers in any way possible to help them meet their needs. This includes average monthly payment plans, HEART and THAW programs, and flexibility on customer bills during winter months. Despite all that, we still face challenges when it comes to rhetoric. Do you think we could do a better job conveying the options customers have? If so, how do you suggest we go about that?

Summary of feedback: There is a need for clearer communication about available programs and options. Participants suggested simplifying information, using multiple channels for outreach, and engaging community organizations to disseminate information effectively.

Question: How would you say that Kentucky Power is viewed when it comes to service, reliability, and efficiency? Do you believe customers are satisfied with the services they're receiving?

Summary of feedback: Responses reflected mixed feelings about service reliability. While some customers expressed satisfaction, there were concerns about responsiveness, particularly during outages. The company was commended by multiple attendees for effective communication during outages and severe weather events.

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Question: We hear a lot about high bills, especially during the high usage months in the winter and summer. Despite that, Kentucky Power has very comparable rates to surrounding electric providers but on average our customers have higher usage. How do you suggest we better educate our customers on managing usage to lower their bills?

Summary of feedback: Suggestions included providing practical tips on energy efficiency through workshops and educational campaigns, using social media for information dissemination, and engaging customers in discussions about energy usage and management tools.

Witness: Cynthia G. Wiseman

*Angela M Goad
Assistant Attorney General
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

*Jody Kyler Cohn
Boehm, Kurtz & Lowry
425 Walnut Street
Suite 2400
Cincinnati, OH 45202

*Honorable Kimberly S McCann
Attorney at Law
VanAntwerp Attorneys, LLP
1544 Winchester Avenue, 5th Floor
P. O. Box 1111
Ashland, KY 41105-1111

*Ashley Wilmes
Kentucky Resources Council, Inc.
Post Office Box 1070
Frankfort, KY 40602

*Jennifer L. Parrish
Kentucky Power Company
1645 Winchester Avenue
Ashland, KY 41101

*Lawrence W Cook
Assistant Attorney General
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

*Byron Gary
Kentucky Resources Council, Inc.
Post Office Box 1070
Frankfort, KY 40602

*Jeffery D. Newcomb
Kentucky Power Company
1645 Winchester Avenue
Ashland, KY 41101

*Matt Partymiller
President
Kentucky Solar Industries Association
1038 Brentwood Court
Suite B
Lexington, KY 40511

*Honorable David Edward Spenard
Strobo Barkley PLLC
239 South 5th Street
Ste 917
Louisville, KY 40202

*John Horne
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

*Michael West
Office of the Attorney General Office of Rate
700 Capitol Avenue
Suite 20
Frankfort, KY 40601-8204

*Tom Fitzgerald
Kentucky Resources Council, Inc.
Post Office Box 1070
Frankfort, KY 40602

*Kentucky Power Company
1645 Winchester Avenue
Ashland, KY 41101

*Michael J. Schuler
American Electric Power Service Corporation
1 Riverside Plaza, 29th Floor
Post Office Box 16631
Columbus, OH 43216

*Hector Garcia
Kentucky Power Company
1645 Winchester Avenue
Ashland, KY 41101

*Kenneth J Gish, Jr.
Stites & Harbison
250 West Main Street, Suite 2300
Lexington, KY 40507

*Honorable Michael L Kurtz
Attorney at Law
Boehm, Kurtz & Lowry
425 Walnut Street
Suite 2400
Cincinnati, OH 45202

*Harlee P. Havens
Stites & Harbison
250 West Main Street, Suite 2300
Lexington, KY 40507

*Katie M Glass
Stites & Harbison
421 West Main Street
P. O. Box 634
Frankfort, KY 40602-0634

*Randal A. Strobo
Strobo Barkley PLLC
239 South 5th Street
Ste 917
Louisville, KY 40202

*Toland Lacy
Office of the Attorney General
700 Capital Avenue
Frankfort, KY 40601

*Tanner Wolfram
American Electric Power Service Corporation
1 Riverside Plaza, 29th Floor
Post Office Box 16631
Columbus, OH 43216

*W. Mitchell Hall, Jr.
VanAntwerp Attorneys, LLP
1544 Winchester Avenue, 5th Floor
P. O. Box 1111
Ashland, KY 41105-1111