

From: [PSC Public Comment](#)
To: [REDACTED]
Subject: RE: Please communicate with transparency around power outages — current power outage in Boyd county KY
Date: Monday, February 23, 2026 9:51:00 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: SD [REDACTED]
Sent: Sunday, February 22, 2026 1:42 PM
To: Communications@kentuckypower-mail.com
Cc: customer_service@aep.com; PSC Public Comment <PSC.Comment@ky.gov>
Subject: Please communicate with transparency around power outages — current power outage in Boyd county KY

Hello,

I received a text notification today indicating that my power was out with an estimated restoration time of 8:30 PM. While I appreciate receiving a status update, no explanation was provided for why the outage occurred.

Given that this outage happened without weather, wind, or visible external cause — and in light of recent recurring outages in the area — I am requesting clarification on the reason for this outage and whether it is related to known equipment, feeder, or infrastructure issues.

I am contacting Kentucky Power directly and copying the Kentucky Public Service Commission so that this concern is documented. Clear communication about the cause of service interruptions is important for customer trust and safety.

Thank you for your attention. I look forward to your response.

Sincerely,
Stephanie Dunaway
Ashland, KY 41102

Done  **kentuckypower.com**  

  

[Home](#) / [Outages](#) / [Check Outage Status](#)

STEPHANIE L DUNAWAY 

[REDACTED] 
ASHLAND. KY 41102-8119

ACCOUNT, KY 41102-8119

Account #: [REDACTED]

CHECK OUTAGE STATUS



Your Power is Out

The estimated time of restoration is **8:30 PM on February 22, 2026.**

Your current address:

[REDACTED]
ASHLAND, KY 41102-8119

Report your outage to help keep our system updated.



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