

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

TERRI MAXINE HURLEY	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2025-00058
	)	
KENTUCKY POWER COMPANY	)	
	)	
DEFENDANT	)	

ORDER

Kentucky Power Company (Kentucky Power) is hereby notified that it has been named as a Defendant in a formal complaint filed on March 5, 2025. Complainant filed supplemental materials on May 7, 2025, and August 19, 2025, in response to the Commission's August 15, 2025 Order.<sup>1</sup> Copies of Complainant's filings are attached as an Appendix to this Order and incorporated herein.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, Kentucky Power should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. The Commission directs Kentucky Power to the Commission's July 22, 2021 Order in Case No. 2020-00085<sup>2</sup> regarding filings with the Commission.

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<sup>1</sup> Order (Ky. PSC Aug. 15, 2025).

<sup>2</sup> Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).


IT IS THEREFORE ORDERED that:

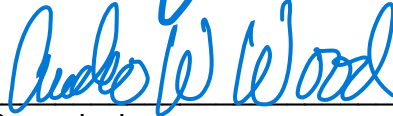
1. Kentucky Power shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

2. A copy of this Order shall be served by U.S. Postal Service First-Class Mail, on Terri Maxine Hurley at 1834 Rockhouse Road, Phelps, Kentucky 41553.

[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]

PUBLIC SERVICE COMMISSION

  
Chairman

  
Commissioner

  
Commissioner

ATTEST:

  
Executive Director



Case No. 2025-00058

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2025-00058 DATED OCT 02 2025

SIX PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

MAR 05 2025

PUBLIC SERVICE  
COMMISSION

In the matter of:

Terri Maxine Hurley  
(Your Full Name) COMPLAINANT

VS.

Kentucky Power  
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of Terri Maxine Hurley respectfully shows:  
(Your Full Name)

(a) Terri Maxine Hurley  
(Your Full Name)  
1834 Rockhouse Rd Phelps KY 41553  
(Your Address)  
[REDACTED]  
(Your Email Address)

(b) Kentucky Power  
(Name of Utility)  
3249 N Mayo Trail, Pikeville KY 41501  
(Address of Utility)

(wrote the closest  
one I could  
find)

(c) That: my bill is 2609.06 this month because they added  
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

charges back from Oct. Nov. Dec + Jan saying my meter  
or facts that are the reason and basis for the complaint.)

wasn't correct so they had to estimate my bill. Someone from  
KP came monthly because they said my meter wasn't working  
and that way they could get an accurate reading. They  
changed the meter in January. I do have dogs but I  
stepped outside me or my husband + they said they was  
use to it, and they still checked it.

(Dogs  
do not  
bite)

VS.

Wherefore, complainant asks

To remove the extra charge for prior  
(Specifically state the relief desired.)  
months that they added on.

Dated at Phelps Kentucky, this 2nd day of  
(Your City)

March, 2025.  
(Month)

Devin M. Whaley  
(Your Signature)

\_\_\_\_\_  
(Name and Address of Attorney, if any)

\_\_\_\_\_  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Kentucky

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Terri Maxine Hurley  
(Your Full Name) COMPLAINANT

VS.

Kentucky Power  
(Name of Utility) DEFENDANT

COMPLAINT

The complaint of Terri Maxine Hurley respectfully shows:  
(Your Full Name)

(a) Terri Maxine Hurley  
(Your Full Name)  
1834 Rockhouse Rd Phelps KY 41553  
(Your Address)



(b) Kentucky Power  
(Name of Utility)  
3249 N Mayo Trail Pikeville KY 41501  
(Address of Utility)

(c) That: My bill is 26.09. On this month because they added charge  
(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,  
back from Oct. Nov. Dec. Jan. saying my meter wasn't  
or facts that are the reason and basis for the complaint.)

Correct, so they had to estimate my bill. Someone from KIP  
Came monthly because they said my meter wasn't working  
and that way they could get an accurate reading. They  
changed the meter in January. I do have dogs (don't bite)  
but I stepped outside, me or my husband & they said they  
was use to it, and they still checked it,

vs.

Wherefore, complainant asks

To remove extra charge for prior months  
(Specifically state the relief desired.)  
that they added on.

Dated at Phelos Kentucky, this 2nd day of  
(Your City)  
March, 2025.  
(Month)

[Signature]  
(Your Signature\*)

(Name and Address of Attorney, if any)

Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

Kentucky



From: terri hurley  
Sent: Wednesday, May 7, 2025 12:03 PM  
To: PSC Executive Director  
Subject: 2025-00058

RECEIVED  
MAY 7 2025  
PUBLIC SERVICE  
COMMISSION

Every month they have sent out disconnection notices this is the only ones I have to show.

TERRI HURLEY  
EDWIN HURLEY  
PO BOX 55  
HURLEY, VA 24620-0055

Past Due Charges:

30 days past due	\$1,923.30
60 days past due	\$0
90 days or more past due	\$0

TOTAL PAST DUE\$1,923.30

Methods of Payment

kentuckypower.com

PO Box 371496  
Pittsburgh, PA 15250-7496

1-800-611-0964 (fee may apply)

Receipt of a new bill will NOT change the requirements of this notice.

Please tear on dotted line.

Your total account balance includes a past due amount of \$1,923.30. To avoid disconnection, payment of the past due amount must be received on or before March 17, 2025. Your total account balance is \$2,949.20.

Need help paying your bill?  
Call us at 1-888-932-4237 to learn about payment arrangements and other assistance programs.

Your account is scheduled for disconnection after March 17, 2025.

Reconnection:  
Should you get disconnected, here's a breakdown of potential charges for reconnection:  

Trip Charge	\$4.70
Reconnect (regular hours)	\$4.70
Reconnect after regular hours	\$30.00
Reconnect requiring overtime	\$95.00
Reconnect on Sunday/Holiday	\$124.00

  
A cash deposit may be required prior to reconnection. Please disregard if payment has been made.

Account  
TERRI HURLEY  
Pay on or before March 17, 2025 to avoid disconnect  
\$1,923.30  
Payment Amount \$

Non-Payment/Return Mail:  
PO BOX 34401  
CANTON, OH 44701-4401

Make check payable and send to:  
KENTUCKY POWER COMPANY  
PO BOX 371496  
PITTSBURGH, PA 15250-7496

Avoid Disconnection

Pay at least \$1,751.11 before 5/14/2025 to keep your power on.  
Need help? See [payment assistance](#) options.

Avoid Disconnection

Pay at least \$1,923.30 before 3/18/2025 to keep your power on.  
Need help? See [payment assistance](#) options.

BILLING DETAILS

Amount due:

\$2,277.12

Due on:

May. 19, 2025

Next meter reading: May 27, 2025

Pay my bill

View bill

Need help? Ask Aepril!

BILLING DETAILS

Amount due:

\$2,949.20

RECEIVED

AUG 19 2025

PUBLIC SERVICE  
COMMISSION

From: [REDACTED]  
To: [PSC Executive Director](#)  
Subject: Case 2025-00058  
Date: Tuesday, August 19, 2025 2:33:08 PM

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**This Message Originated from Outside the Organization**

You have not previously corresponded with this sender.

[Report Suspicious](#)

I received a ky power bill that had added payment to my prior month bills saying my meter had been damaged and wasn't working properly. They threatened my power would be turned off if we didn't pay the extra amount that was added to each month that they estimated was due. But a ky power employee came to our house and stated that he had to come check our meter during those months to get an accurate reading because the meter wasn't working properly. He stated that the meter wasn't working the prior month also and he had checked it then, and he'd replace it if it continued. Another month passed with him checking it again then in January they replaced it. Once I received the bill with the extra amount added to the bills we had already paid I called ky power. They first women told me it was a tax that hadn't been added to my bill. I told her it was a high amount for the tax and that the specific tax did already show on my bill. She said she saw that and put me on hold to find out the problem. Then she came back saying it was because my meter wasn't working so they estimated my bill and it was incorrect so they had to add the correct amount. I asked her about where the man came and checked it himself and wouldn't that be a accurate reading instead of estimated and she said yes. I also spoke with another woman stating the same that worked with ky power but then they'd go back to say it was a estimate. I would like for ky commission to stop ky power from trying to go back and charge extra on the prior bills I paid and to quit overcharging me the amount extra they started adding to the months after as well.

Sincerely,  
Terri Hurley

\*Terri M. Hurley  
1834 Rockhouse Road  
Phelps, KY 41553

\*Kentucky Power Company  
1645 Winchester Avenue  
Ashland, KY 41101