

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SAM GOLLIHUE)	
)	
COMPLAINANT)	
)	CASE NO.
V.)	2025-00411
)	
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 December 24, 2025, a copy of which is 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. 2020-00085¹ regarding filings with the Commission.

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.

¹ 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).

2. A copy of this Order shall be served by U.S. Postal Service, First-Class mail on Sam Gollihue at 109 Baldrige Ct., Ashland, KY 41101.


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Entered on this 8th day of April, 2026.

PUBLIC SERVICE COMMISSION



Angie Hatton
Chairman



Mary Pat Regan
Commissioner



Andrew W. Wood
Commissioner

ATTEST:



Linda C. Bridwell, PE
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00411 DATED APR 08 2026

TWO PAGES TO FOLLOW

RECEIVED

DEC 24 2025

PUBLIC SERVICE COMMISSION

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Samuel Gollihue
(Your Full Name)

COMPLAINANT

vs.

Kentucky Power
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Samuel Gollihue respectfully shows:
(Your Full Name)

(a) _____
(Your Full Name)

109 Baldrige Ct. Ashland Ky 41101
(Your Address)

(b) Kentucky Power
(Name of Utility)

P.O. Box 21401 Canton OH 44701
(Address of Utility)

(c) That: Last January we were told we had
(Describe here, attaching additional sheets if necessary,

a commercial rate. We told them we
the specific act, fully and clearly, or facts that are the reason

were residential. They did an investigation
and basis for the complaint.)

and still told us we were commercial. When
we got the KY AHy. Gen involved, they
Continued on Next Page

Formal Complaint

Samuel Gollihue vs. KY Power

Page 2 of 2 changed us to residential. We spoke with heather

napier at the city gen office who called rosemary with public complaints. NOT ONE PERSON CAN GET A STRAIGHT ANSWER FROM KY POWER. WE HAVE OVERPAID WHILE WE WERE ON THE COMMERCIAL ACCOUNT AND HAVE NOT YET BEEN TOLD ANYTHING TRUTHFUL OR BEEN REIMBURSED. WE RECEIVED 5 DIFFERENT BILLS FOR THE MONTH OF OCTOBER ALONE. WE HAVE RECEIVED AT LEAST 20 PHONE CALLS ALL SAYING DIFFERENT THINGS FROM PEOPLE AT KY POWER.

Wherefore, complainant asks a correct bill with
(Specifically state the relief desired.)

nothing added. I want to be reimbursed for all overpayment. I want an itemized correct bill for the last 2 years. I want my deposits (plural) back. I want to know why I have 5 account numbers, when I only had one for the first 2 years of service.

Dated at Cishland, Kentucky, this 15 day
(Your City)

of December, 2025
(Month)


(Your Signature*)

(Name and address of attorney, if any)

12-15-25
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.

Service List for 2025-00411

Samuel Gollihue
109 Baldrige Court
Ashland, KY 41101

* Kentucky Power Company
1645 Winchester Avenue
Ashland, KY 41101