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**PUBLIC SERVICE  
COMMISSION**

Kentucky Power Company  
KPSC Case No. 2025-00058  
Commission Staff's First Set of Data Requests  
Dated February 5, 2026

**DATA REQUEST**

**KPSC 1\_1** Provide copies of all communications between Kentucky Power and the residents at 1834 Rockhouse Rd., Phelps, Kentucky 41553 (service address), including but not limited to email messages, written communications, and notes of telephonic or other oral communications concerning service, billing, payment plans and any written notice of involuntary termination of service from July 2024 to present.

**RESPONSE**

Please see KPCO\_R\_KPSC\_1\_1\_ConfidentialAttachment1 for copies of email messages, written communications, and disconnection notices, and KPCO\_R\_KPSC\_1\_1\_ConfidentialAttachment2 for summaries of telephone communications.

Witness: Tanner S. Wolffram

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**From:** Misty A Baker  
**Sent:** Thursday, February 13, 2025 1:55 PM  
**To:** [REDACTED]  
**Subject:** \$encrypt KY Power Billing and Payment Summary  
**Importance:** High

Dear Ms. Hurley,

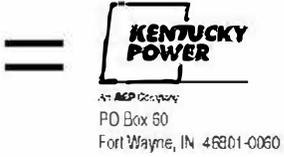
It was a pleasure talking with you. I understand your frustrations and want to send you a summary that may help show the billing more efficiently than looking at statement per statement. Please see the attached document that shows the bill and payment details. I hope this helps.

Respectfully,



**MISTY A BAKER** | KEY ACCOUNT MGR  
[MABAKER1@AEP.COM](mailto:MABAKER1@AEP.COM) | D [REDACTED]  
1400 E. MAIN STREET, HAZARD, KY 41701

**AEP CONFIDENTIAL SPECIAL HANDLING: PII**



TERRI HURLEY  
EDWIN HURLEY



**Service Address:**



February 13, 2025

Account Number:

Dear Terri Hurley:

Enclosed is the billing and payment information requested for your electric service account with American Electric Power.

Thank you for letting American Electric Power serve your electric needs. We welcome the opportunity to assist you 24 hours a day, 7 days a week, either online or by telephone at 1-800-967-4237.

***KENTUCKY POWER IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK***

Pages 3 through 9 of KPCO\_R\_KPSC\_1\_1\_ConfidentialAttachment1 are redacted in their entirety.

Interaction Date	Interaction Summary
11/11/2024	Letter mailed to Terri Hurley to advise of past due balance and disconnect notice.
11/22/2024 12:14 p.m.	Customer offered EPA via email
1/30/2025	States has arrangement and is inquiring if they can pay arrangement amount by the 4th and pay remainder by the 14th or if it all had to be paid together. Caller was advised that when on a payment arrangement, the payment arrangement installment is due along with current bill by the due date to avoid epa from canceling.
1/31/2025	Order#034139430- billing investigation order placed.
2/5/2025	Terri Hurley called for update on the billing dispute. Agent verified a call back number and updated the order asking the CSR to contact the customer with an update.
2/10/2025 10:55 a.m.	Key Account Manager (KAM) called and spoke with Ms. Hurley. KAM explained the account was already adjusted for the estimated bills she paid for and the bill now reflects the difference between the estimated and actual readings. KAM offered payment arrangement but customer declined at this time/she will call back tomorrow.
2/13/2025 2:05 p.m.	Customer submitted PSC complaint. Called KAM back and left message asking to send her the billing dispute details. On 2/13 KAM emailed customer billing history and payment for 36 months to email address.
2/13/2025	Billing and Payment history letter emailed to the Terri Hurley
3/17/2025	Terri called about disconnect notice for 3/19, she stated has a case with KY Commission and it is still open and we were not allowed to disconnect. Agent verified account and was going to transfer to a supervisor and put the customer on hold, but when she came back to the call and advised customer that we still have to send a disconnect notice even if account is not going to be disconnected due to the commission complaint and agent verified we will NOT be disconnecting.
5/17/2025 12:57 p.m.	Terri Hurley called to report power outage. Outage reported and customer provided ETR.
5/17/2025 6:25 p.m.	Customer called for new outage information-she stated her etr was for 6 and looking for a new time- we entered another trouble ticket and advised no new updates at this time and signed her up for outage alerts.
6/13/2025 7:53 p.m.	Terri Hurley calling to report a power outage and verified through the automated system. The agent confirmed hazards and reported the outage. Afterward the agent advised the customer of the ETR of 1:00 a.m. and advised a crew arrived on scene and is working on the restoral but no outage reason was notated on the ticket yet.
7/26/2025 11:38 a.m.	[REDACTED]
7/26/2025 2:00 p.m.	Edwin Hurley called in about the payment that withdrew from his account when he paid it with his sons' card. The customer then asked his son to check his account to see if the payment withdrawn. Edwin then stated his wife must have paid with the wrong account.
7/28/2025 3:08 p.m.	[REDACTED]

Interaction Date	Interaction Summary
11/15/2025 11:17 a.m.	[REDACTED]
1/13/2026 11:06 a.m.	Edwin Hurley said he was calling in about high bill and thinking about setting up payment arrangement but then said he thinks he needs to talk to a lawyer first then ended the call.
1/15/2026 11:17 a.m.	[REDACTED]

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**DATA REQUEST**

**KPSC 1\_2** Provide documentation and field logs of all on-site visits, made by Kentucky Power personnel to the service address from July 1, 2024 until present. Explain the purpose of each on-site visit and identify all individuals involved.

**RESPONSE**

On September 24, 2024, field revenue specialist Kasey Tackett obtained an actual meter reading from the Hurley residence.

From October through December 2024, the field revenue specialist attempted to access the property to take a meter reading but could not safely reach the meter because of cars blocking the driveway, multiple dogs, lack of a roadside pull-off area, and no cell or radio service. On January 24, 2025, field revenue specialist Kasey Tackett was able to pull into the driveway but initially could not exit the vehicle due to the dogs. After waiting and honking, Mr. Hurley came outside and restrained the animals. The specialist then obtained an actual meter reading and replaced the meter.

Please see KPCO\_R\_KPSC\_1\_2\_Attachment1 for the field log from January 24, 2025.

Witness: Tanner S. Wolfram

ORDH MCSTH2 03 04016 TRAN HIST GENERIC LIST 02/16/26 12:44:18  
SUB ORDER 037069216 TYPE IO40 METER - CHECK READ/RE-READI XREF CC  
STATUS PA ACTIVE CS L MKTG ENGN LINE MTR LNK RMK  
CUST NM HURLEY TERRI ACCT NO 032 102 666 0  
ORDER ORIG DATE 12/31/24 NO OF FIELD TRIPS 01 RM CP  
APPT: DATE TIME 00:00 CUST NOTF SGN  
DESC: NOT GETTING READ. PLESE SEE IF YOU CAN OBTAIN A READ. THANKS

2

POLE NUMBERS: SRVC 37820058B10115 XFMR 37820058B10115  
ACTION TAKEN: CODE 03 METER CHANGE OUT TRIP NO 1  
METER DISPLAY GOOD RF NOT RESPONSIVE WIL CHANGE M  
ETER

DATE 01/24/25 TIME 13:34 BY TACKETK  
PMT AGRM CR NOTF POSS BILL ADJ ADJ ISS N  
CS REVIEW FR REQD DOP BILL DISPUTE  
ADDR 1834 ROCKHOUSE RD CITY PAW PAW ST KY ZIP 41553-9537  
ORDER COMPLETE Y PHYS WORK COMPL DATE 01/24/25 COMPL BY TACKETK  
REPS: CS TACKETK MKTG ENGN LINE MTR

**NEXT** \_\_\_\_\_ **DATA** \_\_\_\_\_ **\_1 OF 1**  
06-RETURN 08-DOWN 12-CANCEL

ORDH MCSTH2 03 04016 TRAN HIST GENERIC LIST 02/16/26 12:44:18  
SUB ORDER 037069216 TYPE IO40 METER - CHECK READ/RE-READI XREF CC  
STATUS PA ACTIVE CS L MKTG ENGN LINE MTR LNK RMK  
CUST NM HURLEY TERRI ACCT NO 032 102 666 0  
ORDER ORIG DATE 12/31/24 NO OF FIELD TRIPS 01 RM CP  
APPT: DATE TIME 00:00 CUST NOTF SGN  
DESC: NOT GETTING READ. PLESE SEE IF YOU CAN OBTAIN A READ. THANKS  
2  
POLE NUMBERS: SRVC 37820058B10115 XFMR 37820058B10115  
ACTION TAKEN: CODE 39 OFFICE FOLLOW-UP TRIP NO 2  
METER CHANGE POSTED

DATE 01/28/25 TIME 12:55 BY BARNESKA  
PMT AGRM CR NOTF POSS BILL ADJ ADJ ISS N  
CS REVIEW FR REQD DOP BILL DISPUTE  
ADDR 1834 ROCKHOUSE RD CITY PAW PAW ST KY ZIP 41553-9537  
ORDER COMPLETE Y PHYS WORK COMPL DATE 01/24/25 COMPL BY TACKETK  
REPS: CS TACKETK MKTG ENGN LINE MTR

**NEXT** \_\_\_\_\_ **DATA** \_\_\_\_\_ **2 OF 2**  
06-RETURN 07-UP 08-DOWN 12-CANCEL

ORDH MCSTH2 03 04016 TRAN HIST GENERIC LIST 02/16/26 12:44:18  
 SUB ORDER 037069216 TYPE IO40 METER - CHECK READ/RE-READI XREF CC  
 STATUS PA ACTIVE CS L MKTG ENGN LINE MTR LNK RMK  
 CUST NM HURLEY TERRI REFRESH N  
 SERV ADDR 1834 ROCKHOUSE RD  
 CITY PAW PAW ST KY ZIP RR:TY NO BOX 1

SERVICE POINT 1 TYPE OF SERVICE 240S3 LOAD RSCH

AC ID	KIND	MFR	DEVC	SERIAL NO	STAT	LOC	TI	FS	READING	RC	BILL	K
DIAL	K	DIALS	TOD	SEAL	SBTR	TARF	BILL	INT	KE	CNST	USE	E
1	KWH	01	EH006	300013002	C	SP	9		78051	A	1.	
1.		5		N	022							N E
												0 0
												0 0
												0 0
												0 0

**NEXT** \_\_\_\_\_ **DATA** \_\_\_\_\_ **4 OF 4**  
 06-RETURN 07-UP 12-CANCEL

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**DATA REQUEST**

**KPSC 1\_3** Refer to Kentucky Power's response to the Commission's October 2, 2025 Order and Motion to Dismiss, page 2 regarding the testing and replacement of the meter at the service location. Provide all inspection reports and records of testing performed on the meter.

**RESPONSE**

Please see KPCO\_R\_KPSC\_1\_3\_Attachment1 for the results of the meter tests covering 2017 through 2025. Tests include the factory test, a pre-installation test performed on April 17, 2019 (prior to installation at Ms. Hurley's residence), and post-removal test conducted on February 20, 2025. All meter tests scored in the 99<sup>th</sup> or 100<sup>th</sup> percentile, with the final test results as:

- full load: 99.65
- power factor: 99.49
- light load: 99.92

Witness: Tanner S. Wolfram

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TSTD          03 04016          METER TEST RECORD          02/17/26 12:53:35
EQUIPMENT DESC METER - SINGLE PHASE KWH
MFR 01 DEVICE CODE EH006 DEVICE TYPE X18 SERIAL NBR 300013002
TEST DATE 11/22/2017 TEST OCCUR 1 ACTIVITY TYPE 18 T-CO 03
TESTER FACTORY TEST INTERVAL 9 MONTHS PROGRAM ID
DEFECT DAMAGE PULSE CODE KH 7.2
      AS FOUND AS LEFT
KWH READING KWH STOPPED METER N
KW READING KW STOPPED METER N
KVARH READING KVARH STOPPED METER N
READING STOPPED METER N
SERIES ACCR FL 99.97 99.97 TIMING INTERVAL
SERIES ACCR LAG 99.93 99.93 FULL SCALE DEMAND
SERIES ACCR LL 100.04 100.04 STANDARD ID FACTORY
KW TIMING REPAIR INDICATOR N
KW ACCR KE VALUE
KVARH ACCR FL KE KIND
KVARH ACCR LL NUMBER OF RESETS
ACCR FL AS FOUND AS LEFT
ACCR LL SEAL FAC FAC
REMARKS 1800292504 RETIRE REASON
  
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NEXT \_\_\_\_\_ DATA \_\_\_\_\_

12-CANCEL

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TSTD          03 04016          METER TEST RECORD          02/16/26 13:10:10
EQUIPMENT DESC METER - SINGLE PHASE KWH
MFR 01 DEVICE CODE EH006 DEVICE TYPE X18 SERIAL NBR 300013002
TEST DATE 04/17/2019 TEST OCCUR 1 ACTIVITY TYPE 04 T-CO 03
TESTER S137841 TEST INTERVAL 9 MONTHS PROGRAM ID
DEFECT DAMAGE PULSE CODE KH 7.2
      AS FOUND AS LEFT
KWH READING 000000 00000 KWH STOPPED METER N
KW READING KW STOPPED METER N
KVARH READING KVARH STOPPED METER
READING STOPPED METER N
SERIES ACCR FL 99.89 99.89 TIMING INTERVAL 15
SERIES ACCR LAG 99.94 99.94 FULL SCALE DEMAND
SERIES ACCR LL 99.94 99.94 STANDARD ID 3402
KW TIMING REPAIR INDICATOR N
KW ACCR KE VALUE
KVARH ACCR FL KE KIND
KVARH ACCR LL NUMBER OF RESETS
      ACCR FL AS FOUND AS LEFT
      ACCR LL SEAL Y Y
REMARKS RETIRE REASON
  
```

NEXT \_\_\_\_\_ DATA \_\_\_\_\_

12-CANCEL

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TSTD          03 04016          METER TEST RECORD          02/17/26 12:54:24
EQUIPMENT DESC METER - SINGLE PHASE KWH
MFR 01 DEVICE CODE EH006 DEVICE TYPE X18 SERIAL NBR 300013002
TEST DATE 02/20/2025 TEST OCCUR 1 ACTIVITY TYPE 04 T-CO 03
TESTER S137841 TEST INTERVAL 9 MONTHS PROGRAM ID
DEFECT DAMAGE PULSE CODE KH 7.2
      AS FOUND AS LEFT
KWH READING 78051 00000 KWH STOPPED METER N
KW READING KW STOPPED METER N
KVARH READING KVARH STOPPED METER
READING STOPPED METER N
SERIES ACCR FL 99.65 99.65 TIMING INTERVAL 15
SERIES ACCR LAG 99.49 99.49 FULL SCALE DEMAND
SERIES ACCR LL 99.92 99.92 STANDARD ID W9206
KW TIMING REPAIR INDICATOR N
KW ACCR KE VALUE
KVARH ACCR FL KE KIND
KVARH ACCR LL NUMBER OF RESETS
      ACCR FL AS FOUND AS LEFT
      ACCR LL SEAL Y Y
REMARKS RETIRE REASON
  
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NEXT \_\_\_\_\_ DATA \_\_\_\_\_

12-CANCEL

Kentucky Power Company  
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**DATA REQUEST**

**KPSC 1\_4** Provide all customer usage and monthly billing statements from the service address beginning and from July 2023 to present.

**RESPONSE**

Please see KPCO\_R\_KPSC\_1\_4\_ConfidentialAttachment1 for monthly billing statements from January 2025 through February 2026. The Company's billing system retains bill images for only 12 months. Usage history from July 2023 through February 2026 is provided in KPCO\_R\_KPSC\_1\_4\_ConfidentialAttachment2.

Witness: Tanner S. Wolfram

KPCO\_R\_KPSC\_1\_4\_ConfidentialAttachment1 is redacted in its entirety.

KPCO\_R\_KPSC\_1\_4\_ConfidentialAttachment2 is redacted in its entirety.

Kentucky Power Company  
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**DATA REQUEST**

**KPSC 1\_5** State if the accuracy of the meter at the service address was impacted when it failed to transmit a radio frequency reading beginning in July 2024 and explain how the usage data that was not transmitted during that time was recorded.

**RESPONSE**

Recording usage and transmitting data are two separate functions of the Company's meters. Although radio-frequency transmission was interrupted, the meter continued to record usage accurately. See KPSC\_1\_3 for the post-removal test results, which show the meter test scored in the 99<sup>th</sup> percentile. The meter's register functions like an odometer: as energy is used the display advances. The Company has record of the meter reading obtained on September 24, 2024 and the reading obtained on January 24, 2025 when the meter was changed. The Company calculates the actual electric consumed by subtracting the September reading (52091) from the January reading (75081) which shows 22,990 kWh used in the period between readings.

Witness: Tanner S. Wolfram

Kentucky Power Company  
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**DATA REQUEST**

**KPSC 1\_6** Submit all other information that Kentucky Power deems relevant to matters raised in Terri Maxine Hurley's complaint.

**RESPONSE**

Ms. Hurley's complaint states extra charges were added to her bill from prior months. The Company issued bills in October, November and December 2024 based on estimated usage, when the meter did not transmit a reading via radio frequency and was not accessible as described in the Company's response to KPSC 1-2. When the actual reading was obtained in January 2025, the Company determined the actual usage between September 2024 to January 2025, by comparing the actual usage during that period to the estimated usage, and issued a corrected bill to reflect the difference. The Company initiated an order so the Customer Services team could contact Ms. Hurley to discuss the bill. The Company offered to establish a payment arrangement, but Ms. Hurley declined that offer.

In a January 23, 2026 email to the Commission, Ms. Hurley raised concerns about the cost of her monthly bills. The usage at Ms. Hurley's residence is significantly higher than the average Kentucky Power customer and is historically higher during the winter months. The Company accessed online images of the property via Google Earth and discussed the property with the field employee who visited the site. It appears the property may be experiencing energy efficiency challenges. The Company is currently working with its DSM vendor, TRC to contact customers who have usage of 4,000 kWh or more in a given month. Ms. Hurley's account is included in this list and TRC tried to contact her by phone and sent an email to offer to schedule a home energy audit that includes installation of some free energy efficiency measures and can provide valuable input into ways to make the home more efficient.

Additionally, on January 23, 2026, Ms. Hurley filed into the docket a statement that she contacted the Company to request a payment arrangement. During that discussion, Ms. Hurley told the agent that she wanted the payment arrangement to exclude amounts from October 2024 through January 2025. The Company advised Ms. Hurley that its billing system cannot establish a payment arrangement that excludes portions of the bill. Instead payment arrangements are established based on terms such as 30-day past due balance, 60-day past due balance, 90-day past due balance or the total bill.

Witness: Tanner S. Wolffram

