

Case No. 2026-00102

COMMONWEALTH OF KENTUCKY BEFORE THE PUBLIC SERVICE COMMISSION

Jeannie Newsome, COMPLAINANT v. KENTUCKY POWER COMPANY, DEFENDANT

FORMAL COMPLAINT

The Complainant, Jeannie Newsome, an educator residing at **154 Tollie Lane**, Pikeville, KY, respectfully shows:

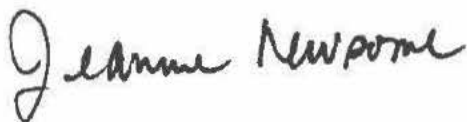
- (a) That the Complainant has been a customer of Kentucky Power Company since at least June 2017.
- (b) That the Defendant, Kentucky Power Company, has charged the Complainant approximately \$16.00 to \$21.00 monthly for an "Outside Light" service (identified on billing statements) from June 28, 2017, to the present.
- (c) That the specific act complained of is a **billing for non-existent service/equipment**. No physical light fixture exists on the Complainant's property, and no such service has ever been provided. Despite this, the Complainant has been billed for nearly 10 years for this service.
- (d) That the Complainant attempted to resolve this informally, but on March 13, 2026, was met with unprofessional and dismissive conduct by a Kentucky Power representative who stated the Complainant "should have seen the charge" sooner. Complainant contends that the burden of accurate billing lies with the utility under KRS 278.225.

WHEREFORE, Complainant asks that the Commission order Kentucky Power to:

1. Cease all future charges for the non-existent light service immediately.
2. Provide a full refund or bill credit for all charges collected for this service from June 2017 to the present (approximately \$2,000), plus **statutory interest** as allowed by law .

Dated at Pikeville, Kentucky, this 13th day of March, 2026.

Jeannie Newsome [REDACTED]



RECEIVED

APR 16 2026

PUBLIC SERVICE
COMMISSION



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$504.48**
February 23, 2026

Bill mailing date is Jan 26, 2026
Account [REDACTED]

SERVICE ADDRESS: JEANNIE NEWSOME, DERRICK J NEWSOME, 154 TOLLIE LN, PIKEVILLE, KY 41501-3308
13421

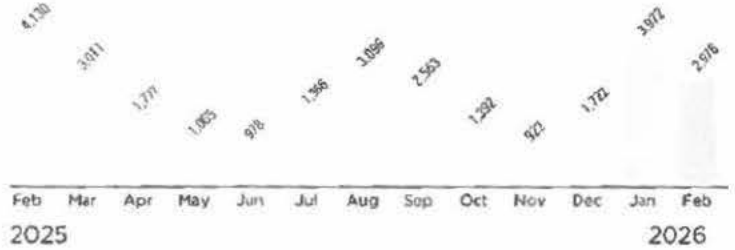
CY 01

JEANNIE NEWSOME
DERRICK J NEWSOME
154 TOLLIE LN
PIKEVILLE, KY 41501-3308

Notes from KPCO:

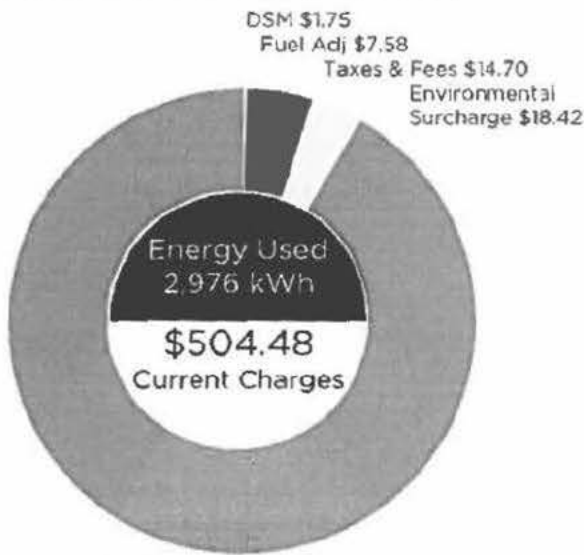
Your current amount due is \$504.48. If you were on the Average Monthly Payment (AMP) plan, your bill would have been \$370.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 12/31/25 - 01/23/26 (24 days)



Methods of Payment

kentuckypower.com
PO Box 371496
Pittsburgh, PA 15250-7496
1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

JEANNIE NEWSOME, DERRICK J NEWSOME, 154 TOLLIE LN, PIKEVILLE, KY 41501-3308



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account [REDACTED] 50448
JEANNIE NEWSOME

Amount due on or before **\$504.48**
February 23, 2026

Payment Amount \$

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



The HEART program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of \$ _____





Service Address:

JEANNIE NEWSOME
 DERRICK J NEWSOME
 154 TOLLIE LN
 PIKEVILLE, KY 41501-3308

Account [REDACTED]

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 643.86
Payment 01/09/26 - Thank You	-643.86
Previous Balance Due	\$.00
Current KPCO Charges	
Tariff 022 - Residential Service 01/23/26	
Rate Billing	\$ 415.18
Fuel Adj @ 0.0073400 Per kWh	21.85
Fuel Adjustment Credit Residential	-14.49
Federal Tax Credit @ 0.0008300- Per kWh	-2.47
DSM Adj @ 0.0005870 Per kWh	1.75
Residential Energy Assistance @ \$0.40	.40
Purchased Power Adj \$0.0002200/kWh	.65
Decommissioning Rider 0.0082000%	.03
Securitized Surcharge Rider 7.0704000%	29.90
Environmental Adj 4.1856000%	17.70
School Tax	14.12
Current Balance Due	\$ 484.62
Tariff 097 - Outdoor Light 01/26/26	
Rate Billing 89 kWh Used (Nbr,Lights:1)	\$ 17.18
Fuel Adj @ 0.0073400 Per kWh	.65
Fuel Adjustment Credit Residential	-.43
Federal Tax Credit @ 0.0008300- Per kWh	-.07
Purchased Power Adj \$0.0001000/kWh	.01
Securitized Surcharge Rider 7.0704000%	1.22
Environmental Adj 4.1856000%	.72
School Tax	.58
Current Balance Due	\$ 19.86
Total Balance Due	\$ 504.48

Usage Details:

↑↑Values reflect changes between current month and previous month.



Total usage for the past 12 months: 26,594 kWh
 Average (Avg.) monthly usage: 2,216 kWh

Meter Read Details:

Meter [REDACTED]					
Previous	Type	Current	Type	Metered	Usage
77166	Actual	80142	Actual	2976	2,976 kWh
Service Period 12/30 - 01/23				Multiplier 1	
Next scheduled read date should be between Feb 23 and Feb 26.					

Notes from KPCO:

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

Kentucky Power provides online access to customer rate schedules at <https://kentuckypower.com/account/bills/rates/>. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$918.02**
March 24, 2026

Bill mailing date is Feb 24, 2026
Account [REDACTED]

SERVICE ADDRESS: JEANNIE NEWSOME, DERRICK J NEWSOME, 154 TOLLIE LN, PIKEVILLE, KY 41501-3308
13529

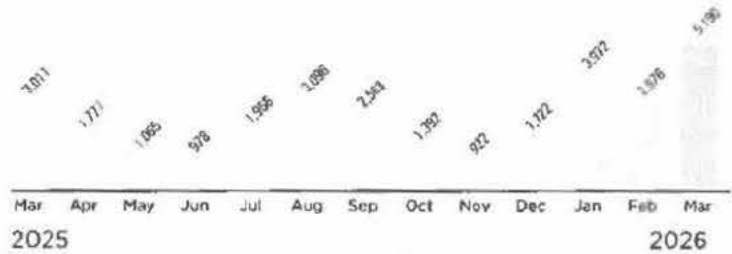
CY 01

JEANNIE NEWSOME
DERRICK J NEWSOME
154 TOLLIE LN
PIKEVILLE, KY 41501-3308

Notes from KPCO:

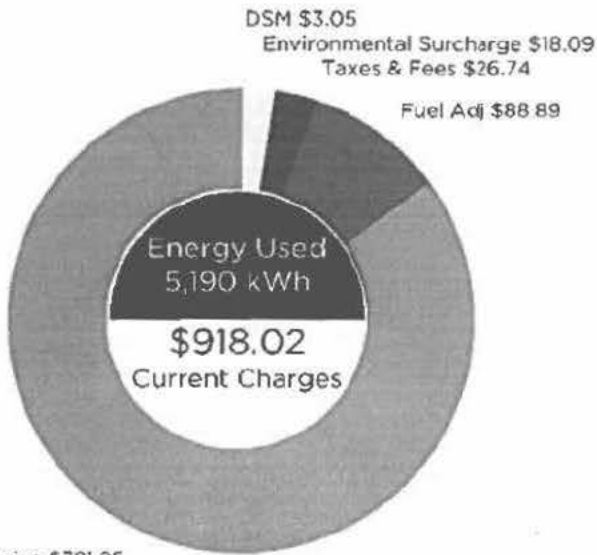
Your current amount due is \$918.02. If you were on the Average Monthly Payment (AMP) plan, your bill would have been \$403.00. Log in to www.kentuckypower.com or call us to learn more about these programs.

Usage History (kWh):



Current bill summary:

Billing from 01/24/26 - 02/24/26 (32 days)



Methods of Payment

kentuckypower.com
PO Box 371496
Pittsburgh, PA 15250-7496
1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-800-572-1113
Outages: kentuckypower.com/outages
or 1-800-572-1113

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

JEANNIE NEWSOME, DERRICK J NEWSOME, 154 TOLLIE LN, PIKEVILLE, KY 41501-3308



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account [REDACTED] 91802
JEANNIE NEWSOME

Amount due on or before **\$918.02**
March 24, 2026

Payment Amount \$

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



The HEART program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of \$ _____



Service Address:

JEANNIE NEWSOME
 DERRICK J NEWSOME
 154 TOLLIE LN
 PIKEVILLE, KY 41501-3308

Account [REDACTED]

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 504.48
Payment 02/11/26 - Thank You	-504.48
Previous Balance Due	\$.00
Current KPCO Charges	
Tariff 022 - Residential Service 02/24/26	
Rate Billing	\$ 709.18
Fuel Adj @ 0.0217100 Per kWh	112.67
Fuel Adjustment Credit Residential	-25.28
Federal Tax Credit @ 0.0008300- Per kWh	-4.31
DSM Adj @ 0.0005870 Per kWh	3.05
Residential Energy Assistance @ \$0.40	.40
Purchased Power Adj \$0.0002200/kWh	1.14
Decommissioning Rider 0.0082000%	.07
Securitized Surcharge Rider 7.0704000%	56.34
Environmental Adj 2.2183000%	17.68
School Tax	26.13
Current Balance Due	\$ 897.07
Tariff 097 - Outdoor Light 02/24/26	
Rate Billing 89 kWh Used (Nbr.Lights:1)	\$ 17.18
Fuel Adj @ 0.0217100 Per kWh	1.93
Fuel Adjustment Credit Residential	-.43
Federal Tax Credit @ 0.0008300- Per kWh	-.07
Purchased Power Adj \$0.0001000/kWh	.01
Securitized Surcharge Rider 7.0704000%	1.31
Environmental Adj 2.2183000%	.41
School Tax	.61
Current Balance Due	\$ 20.95
Total Balance Due	\$ 918.02

Usage Details:

††Values reflect changes between current month and previous month.



Total usage for the past 12 months: 25,440 kWh

Average (Avg.) monthly usage: 2,120 kWh

Meter Read Details:

Meter [REDACTED]					
Previous	Type	Current	Type	Metered	Usage
80142	Actual	85332	Actual	5190	5,190 kWh
Service Period 01/23 - 02/24				Multiplier 1	
Next scheduled read date should be between Mar 24 and Mar 27 .					

Notes from KPCO:

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Kentucky Power provides online access to customer rate schedules at <https://kentuckypower.com/account/bills/rates/>. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

Make your life easier. You can write one check for multiple electric accounts!

Register for online services at www.KentuckyPower.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.