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PUBLIC SERVICE  
COMMISSION

May 13, 2013

**HAND DELIVERY**

Mark R. Overstreet  
(502) 209-1219  
(502) 223-4387 FAX  
moverstreet@stites.com

Jeff Derouen  
Executive Director  
Public Service Commission of Kentucky  
211 Sower Boulevard  
P.O. Box 615  
Frankfort, KY 40602-0615

**RE: P.S.C. Case No. 99-149**

Dear Ms. Derouen:

Please accept for filing the original and four copies of the Supplemental Responses of Kentucky Power Company to the Commission's June 14, 1999 Order in the above matter, as subsequently amended by the Commission's October 20, 2011 Order in Case No. 2011-00179. The Responses are for the year ended December 31, 2012.

By copy of this letter I am providing the parties to the case with a copy of the Supplemental Response. If you have any questions, please do not hesitate to contact me.

Sincerely yours,

STITES & HARBISON PLLC

Mark R. Overstreet

cc: William H. Jones, Jr.  
David F. Boehm  
Dennis G. Howard, II  
James W. Brew  
Richard S. Taylor

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

JOINT APPLICATION OF KENTUCKY POWER )  
COMPANY, AMERICAN ELECTRIC POWER )  
COMPANY, INC. AND CENTRAL AND SOUTH ) CASE NO. 99-149  
WEST CORPORATION REGARDING A )  
PROPOSED MERGER )

.....

RESPONSE OF KENTUCKY POWER COMPANY

Reporting Period: Year Ending December 31, 2012

May 15, 2013

## Kentucky Power Company

### REQUEST

AEP should file on a quarterly\*\* basis a report detailing Kentucky Power's proportionate share of AEP's total operating revenues, operating revenues, operating and maintenance expenses, and number of employees. [Reference: Merger Agt., Ky. PSC Order dated 6/14/99, Reporting Requirements, Pg. 11, Item 2]

\*\*Note: Pursuant to the Commission's Order dated June 14, 2004, the information pertaining to this data request shall be filed on an annual basis.

### RESPONSE

Please see table below:

WITNESS: Lila P. Munsey

**Kentucky Power Company**

**REQUEST**

Provide annual Call Center Performance Measures for those centers that handle Kentucky customer calls (Call Center Average Speed of Answer (ASA) Abandonment Rate, and Call Blockage), for calendar year 2012. [Reference: Merger Agt., Attachment C, Pg. 1, Item 2]

**RESPONSE**

The annual Call Center Performance Measures for those centers that handle Kentucky customer calls for the calendar year 2012 are:

Average Speed of Answer (ASA): 89 seconds;  
Abandonment Rate: 8.46%; and  
Call blockage: 8.20%.

**WITNESS:** Lila P. Munsey