

**TERMS AND CONDITIONS OF SERVICE**

**1. APPLICATION**

Applications may be made in writing, on-line, or via telephone for customers who wish to have the Company provide electric service. Requests for service are to be made in the Customer’s legal name by telephone or on line at: [www.kentuckypower.com](http://www.kentuckypower.com). The Company has the right to reject any request for service based on 807 KAR 5:006 Section 15 and associated tariffs.

The Company may require verification of ownership of property, lease, applicant’s identity or other requested information.

A copy of the tariffs and standard terms and conditions under which service is to be rendered to the Customer will be furnished upon request and the Customer shall elect upon which tariff applicable to his service his application shall be based. A copy of the tariff is also available on-line at [www.kentuckypower.com](http://www.kentuckypower.com).

If the Company requires a written agreement from a Customer before service will be commenced, a copy of the agreement will be furnished to the Customer upon request.

When the Customer desires delivery of energy at more than one point, a separate agreement may be required for each separate point of delivery. Service delivered at each point of delivery will be billed separately under the applicable tariff.

**2. INSPECTION**

The Customer is responsible for the proper installation and maintenance of the customer’s wiring and electrical equipment and the customer shall at all times be responsible for the character and condition thereof. The Company has no obligation to undertake inspection thereof and in no event shall be responsible therefore. However, the Company may disconnect or refuse to connect service if the customer’s wiring is deemed unsafe by the Company.

Company may also require a new state electrical inspection should tampering, illegal use or theft of service be the basis for disconnection service.

Where a Customer’s premises are located in a municipality or other governmental subdivision where inspection laws or ordinances are in effect, the Company may withhold furnishing service to new installations until the Company has received evidence that the inspection laws or ordinances have been complied with.

Where a Customer’s premises are located outside of an area where inspection service is in effect, the Company may require the delivery by the Customer to the Company of an agreement duly signed by the owner and/or tenant of the premises authorizing the connection to the wiring system of the Customer and assuming responsibility therefore. No responsibility shall attach to the Company because of any waiver of this requirement.

**CANCELLED**  
  
January 16, 2024  
  
**KENTUCKY PUBLIC  
SERVICE COMMISSION**

(Cont’d on Sheet No. 2-2)

DATE OF ISSUE: April 9, 2021  
DATE EFFECTIVE: Service Rendered On And After January 14, 2021  
ISSUED BY: /s/ Brian K. West  
TITLE: Vice President, Regulatory & Finance  
By Authority of Orders of the Public Service Commission  
In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021

**KENTUCKY  
PUBLIC SERVICE COMMISSION**  
  
**Linda C. Bridwell**  
Executive Director  
  
*Linda C. Bridwell*  
  
EFFECTIVE  
**1/14/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**3. SERVICE CONNECTIONS.**

Service connections will be provided in accordance with 807 KAR-5:041, Section 10.

The Customer should in all cases consult the Company before the Customer's premises are wired to determine the location of Company's point of service connection.

The Company will, when requested to furnish service, designate the location of its service connection. The Customer's wiring must, except for those cases listed below, be brought outside the building wall nearest the Company's service wires so as to be readily accessible thereto. When service is from an overhead system, the Customer's wiring must extend at least 18 inches beyond the building. Where Customers install service entrance facilities which have capacity and layout specified by the Company and/or install and use certain equipment specified by the Company, the Company may supply or offer to own certain facilities on the Customer's side of the point where the service wires attach to the building.

All inside wiring must be grounded in accordance with the requirements of the National Electrical Code or the requirements of any local inspection service authorized by a state or local authority.

When a Customer desires that energy be delivered at a point or in a manner other than that designated by the Company, the Customer shall pay the additional cost of same.

**4. DEPOSITS.**

Prior to providing service or at any time thereafter, the Company may require a cash deposit or other guaranty acceptable to the Company to secure payment of bills except for customers qualifying for service reconnection pursuant to 807 KAR 5:006, Section 16, Winter Hardship Reconnection. Service may be refused or discontinued for failure to pay the requested deposit. Upon request from a residential customer the deposit will be returned after 18 months if the customer has established a satisfactory payment record; but commercial deposits will be retained by the Company during the entire time that the account remains active.

**A. Interest**

Interest will be paid on all sums held on deposit at the rate indicated in KRS 278.460. The interest will be applied by the Company as a credit to the Customer's bill or will be paid to the Customer on an annual basis. If the deposit is refunded or credited to the Customer's bill prior to the deposit anniversary date, interest will be paid or credited to the Customer's bill on a pro-rated basis.

The Company will not pay interest on deposits after discontinuance of service to the Customer. Retention of any deposit or guaranty by the Company prior to final settlement is not a payment or partial payment of any bill for service. The Company shall have a reasonable time in which to obtain a final reading and to ascertain that the obligations of the Customer have been fully performed before being required to return any deposits.

(Cont'd on Sheet 2-3)



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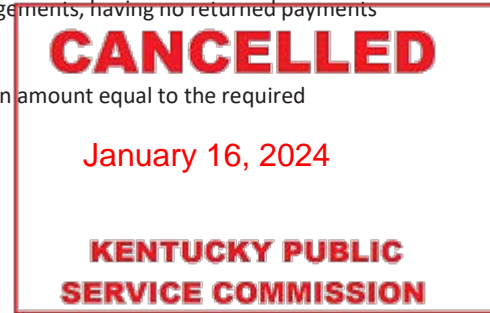
**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**4. DEPOSITS. (Cont'd)**

**B. Criteria for Waiver of Deposit Requirement**

The company may waive any deposit requirement based upon the following criteria, which may be considered by the Company cumulatively:

1. Satisfactory payment history with the Company, which may be established by paying all bills by due date, having no disconnections for nonpayment, having no late notices, having no defaulted credit arrangements, having no returned payments and having no energy diversion or theft of service;
2. Satisfactory payment history with another utility acceptable to the Company;
3. Another customer with satisfactory payment history is willing to sign as a guarantor for an amount equal to the required deposit; or
4. Providing evidence of other collateral acceptable to Company.



**C. Method of Determination**

**1. Calculated Deposits**

- a. Deposit amounts paid by residential customers shall not exceed a calculated amount based upon actual usage data of the Customer at the same or similar premises for the most recent 12-month period, if such information is available. If the actual usage data is not available, the deposit amount shall be based on the average bills of similar customers and premises in the customer class. The deposit shall not exceed 2/12 of the Customer's actual or estimated annual bill.
- b. Deposit amounts paid by commercial and industrial customers shall not exceed a calculated amount based upon actual usage data of the customer at the same or similar premises for the most recent 12-month period, if such information is available. If the actual usage data is not available, the deposit amount shall be based on the typical bills of similar customers and premises in the customer class. The deposit shall not exceed 2/12 of the customer's actual or estimated annual bill.

**D. Additional or Supplemental Deposit Requirement**

An additional or supplemental deposit may be required if the Customer does not maintain a satisfactory credit criteria or payment history. If a change in usage or classification of service has occurred, the customer may be required to pay an additional deposit up to 2/12 of the annual usage. The Customer will receive a message on the bill informing the Customer that if the account is not current by the specified date listed an additional or supplement deposit will be charged to the account the next time the account is billed.

1. Satisfactory payment history is defined as paying all bills by due date, having no disconnections for nonpayment, having no defaulted credit arrangements, having no returned payments and having no meter diversion or theft of service.
2. A nonresidential customer does not maintain satisfactory credit criteria when its credit score at any national independent credit rating service falls to a level that is deemed to present a risk of nonpayment, including but not limited to: below a "BB+" level at Standard and Poor's or below "Ba1" at Moody's. If a nonresidential customer is not rated by a national independent credit rating service, its credit may be evaluated by using credit scoring services, public record financial information, or financial scoring and modeling services, and if it is deemed that the customer presents a risk of nonpayment, a deposit may be required.

(Cont'd on Sheet No. 2-4)

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**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**4. DEPOSITS. (Cont'd)**

**E. Recalculation of Customer Deposit**

When a deposit is held longer than 18 months, the Customer may request that the deposit be recalculated based on the Customer's actual usage. If the amount of deposit on the account differs from the recalculated amount by more than \$10.00 for a residential Customer or 10 percent for a non-residential Customer, the Company may collect any underpayment and shall refund any overpayment. No refund will be made if the Customer's bill is delinquent at the time of the recalculation.

**5. PAYMENTS.**

Bills will be rendered by the Company to the Customer monthly or in accordance with the tariff selected applicable to the Customer's service.

**A. Equal Payment Plan (Budget)**

Nonresidential customers with accounts that are current and that maintain satisfactory credit criteria per paragraph 4(D) above and all residential customers have the option of paying a fixed amount each month under the Company's Equal Payment Plan. The monthly payment amount will be based on one-twelfth of the Customer's estimated annual usage. The payment amount is subject to periodic review and adjustment during the budget year to more accurately reflect actual usage. The normal plan period is 12 months, which may commence April through December.

In the last month of the plan (the "settle-up month") if the actual usage during the plan period exceeds the amount billed, the Customer will be billed for the balance due. If an overpayment exists, the amount of overpayment will either be refunded to the Customer or credited to the last bill of the period. If a Customer discontinues service with the Company under the Equal Payment Plan, any amounts not yet paid shall become payable immediately.

If a Customer fails to pay bills as rendered under the Equal Payment Plan, the Company reserves the right to revoke the plan, restore the Customer to regular billing, require immediate payment of any deficiency, and require a cash deposit or other guaranty to secure payment of bills.

Customers currently enrolled in the Equal Payment Plan whose settle-up month falls within the period December through February may elect to change their settle-up month to November or March if their Equal Payment Plan account is current.

If a customer who is currently enrolled in the Equal Payment Plan elects to take service under Tariff N.M.S. II, such customer will be removed from the Equal Payment Plan and restored to regular billing.

**B. Average Monthly Payment Plan (AMP)**

The Average Monthly Payment Plan (AMP Plan) is available to all residential customers and nonresidential customers with accounts that are current and that maintain satisfactory credit criteria per paragraph 4(D) above.

The AMP Plan is designed to allow the Customer to pay an average amount each month based upon the actual billed amounts during the past twelve (12) months. The average payment amount is based upon the current month's total bill plus the eleven (11) preceding months. That result is divided by the total billing days associated with the billings to determine a per day average. The daily average amount is multiplied by thirty (30) to determine the current month's payment under the AMP Plan. At the next billing period, the oldest month's billing history is removed, the current month's billing is added and the total is again divided by the total billing days associated with the billings to determine a per day average. Again the daily average amount is multiplied by thirty (30) to find the new average payment amount. The average monthly payment amount is calculated each and every month in this manner.

If a customer who is currently enrolled in the AMP Plan elects to take service under Tariff N.M.S. II, such customer will be removed from the AMP Plan and restored to regular billing.

(Cont'd on Sheet 2-5)

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By Authority Of an Order of the Public Service Commission  
In Case No. XXXX-XXXX Dated XXXX XX, XXXX

**CANCELLED**

January 16, 2024

**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**

Linda C. Bridwell  
Executive Director

*Linda C. Bridwell*

EFFECTIVE  
**3/18/2022**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**5. PAYMENTS (Cont'd)**

The difference between the actual billings and the AMP Plan billings will be carried in a deferred balance. Both the debit and credit differences will accumulate in the deferred balance for the duration of the AMP Plan year, which is twelve (12) consecutive billing months. At the end of the AMP Plan year (anniversary month), the current month's billing plus the eleven (11) preceding month's billing is summed and divided by the total billing days associated with the billings to determine a per day average. That result is multiplied by thirty (30) to calculate the AMP Plan's monthly payment amount. In addition, the net accumulated deferred balance is divided by 12. This result is added or subtracted to the calculated average payment amount starting with the next billing of the new AMP plan year and will be used in the average payment amount calculation for the remaining AMP plan year. Settlement occurs only when participation in the AMP Plan is terminated. This happens if any account is final billed, if the customer requests termination, or at the Company's discretion when the customer fails to make two or more consecutive monthly payments on an account by the due date. The deferred balance (debit or credit) is then applied to the billing now due.

In such instances where sufficient billing history is not available, an AMP Plan may be established by using the actual billing history available throughout the first AMP Plan year.

**C. All Payments.**

All bills are payable within the time limits specified in the tariff. Failure to receive a bill will not entitle a Customer to any discount or to the remission of any charges for non-payment within the time specified. The word "month" as used herein and in the tariffs is hereby defined to be the elapsed time between 2 successive meter readings approximately 30 days apart.

In the event of the stoppage of or the failure of any meter to register the full amount of energy consumed, the Customer will be billed for the period based on an estimated consumption of energy in a similar period of like use.

The tariffs of the Company are met if the account of the Customer is paid within the time limit specified in the tariff applicable to the Customer's service. To discourage delinquency and encourage prompt payment within the specified time limit, certain tariffs contain a delayed payment charge, which may be added in accordance with the tariff under which service is provided. Any one delayed payment charge billed against the Customer for non-payment of bill or any one forfeited discount applied against the Customer for non-payment of bill may be remitted, provided the Customer's previous accounts are paid in full and provided no delayed payment charge or forfeited discount has been remitted under this clause during the preceding six months.

**6. Payment Arrangements**

In accordance with 807 KAR 5:006 Section 14(2), Kentucky Power shall negotiate and accept reasonable payment arrangements at the request of a residential customer who has received a termination notice for failure to pay. Payment arrangements will include the following reasonable provisions:

- 1) Partial Payment Plans are available up to the day prior to the termination date printed on a customer's termination notice.
- 2) Partial Payment Plans are available only for current balances and balances up to 30 days in arrears.
- 3) Any balance more than 30 days in arrears must be paid in full at least one business day prior to the date the Partial Payment Plan is established.
- 4) Customers with delinquent or otherwise unsatisfied Partial Payment Plans may not be eligible for Partial Payment Plans.
- 5) Unpaid deposit amounts are not eligible for inclusion in a Partial Payment Plan.
- 6) Company reserves the right to refuse unverifiable third party pledges toward a customer's obligations under a Partial Payment Plan.
- 7) Customer shall be advised, in writing or by telephone, the date and the amount of payment(s) due. Service may be terminated without additional notice if the Customer fails to meet the obligations of the agreed plan.
- 8) It is the responsibility of the customer presenting the Medical Certificate to contact the Company to negotiate a payment arrangement based upon the customer's ability to pay. The payment arrangement shall require that the account become current no later than October 15.
- 9) Customers presenting Certification from the Cabinet for Health and Family Services must do so during the initial 10 day termination notice period. As a condition of the 30 day extension, the customer shall exhibit good faith by entering into a payment arrangement.

(Cont'd on Sheet No. 2-6)

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In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021



**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**7. UNDERGROUND SERVICE**

When a real estate developer desires an underground distribution system within the property which he is developing or when a Customer desires an underground service, the real estate developer or the Customer as the case may be, shall pay the Company the difference between the anticipated cost of the underground facilities so requested and the cost of the overhead facilities which would ordinarily be installed in accordance with 807 KAR 5:041, Section 21, and the Company's underground service plan as filed with the Public Service Commission. Upon receipt of payment, the Company will install the underground facilities and will own, operate and maintain the same.

Please see Tariff Sheet No. 40-1 for the underground differential cost schedule.

**8. COMPANY'S LIABILITY**

The Company will use reasonable diligence in furnishing a regular and uninterrupted supply of energy, but does not guarantee uninterrupted service. The Company shall not be liable for damages in case such supply should be interrupted or fail by reason of an event of Force Majeure. Force Majeure consists of an event or circumstance which prevents Company from providing service, which event or circumstance was not anticipated, which is not in the reasonable control of, or the result of negligence of, the Company, and which, by the exercise of due diligence, Company is unable to overcome or avoid or cause to be avoided. Force Majeure events includes acts of God, the public enemy, accidents, labor disputes, orders or acts of civil or military authority, breakdowns or injury to the machinery, transmission lines, distribution lines or other facilities of the Company, or extraordinary repairs.

Unless otherwise provided in a contract between the Company and Customer, the point at which service is delivered by Company to Customer, to be known as "delivery point," shall be the point at which the Customer's facilities are connected to the Company's facilities. The metering device is the property of the Company. The meter base, connection, grounds and all associated internal parts inside the meter base are customer owned and are the responsibility of the customer to install and maintain. The Company shall not be liable for any loss, injury, or damage resulting from the Customer's use of their equipment or occasioned by the energy furnished by the Company beyond the delivery point.

Any new installation, upgrade or other modification of an existing meter installation shall be made using only Company-supplied or Company-approved meter bases. A list of Company-approved meter bases and specifications can be found on the Company's website at: [www.kentuckypower.com](http://www.kentuckypower.com).

The Customer shall provide and maintain suitable protective devices on their equipment to prevent any loss, injury or damage that might result from single phasing conditions or any other fluctuation or irregularity in the supply of energy. The Company shall not be liable for any loss, injury or damage resulting from a single phasing condition or any other fluctuation or irregularity in the supply of energy which could have been prevented by the use of such protective devices. The Company shall not be liable for any damages, whether direct, incidental or consequential, including, without limitation, loss of profits, loss of revenue, or loss of production capacity occasioned by interruptions, fluctuations, or irregularity in the supply of energy.

The Company is not responsible for loss or damage caused by the disconnection or reconnection of its facilities. The Company is not responsible for loss or damages caused by the theft or destruction of Company facilities by a third party.

The Company will provide and maintain the necessary line or service connections, transformers (when same are required by conditions of contract between the parties thereto), meters and other apparatus, which may be required for the proper measurement of and protection to its service. All such apparatus shall be and remain the property of the Company.

(Cont'd on Sheet 2-7)

**CANCELLED**

January 16, 2024

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 ISSUED BY: Linda C. Bridwell

**KENTUCKY PUBLIC SERVICE COMMISSION**

TITLE: Vice President, Regulatory & Finance  
By Authority of Orders of the Public Service Commission  
In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021

**KENTUCKY PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



**EFFECTIVE 1/14/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

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**9. CUSTOMER'S LIABILITY.**

In the event of loss or injury to the property of the Company through misuse by, or the negligence of, the Customer or the employees of the same, the cost of the necessary repairs or replacement thereof shall be paid to the Company by the Customer.

Customers will be responsible for tampering with, interfering with, or breaking the seals of meters, or other equipment of the Company installed on the Customer's premises. The Customer hereby agrees that no one except the employees of the Company shall be allowed to make internal or external adjustments to any meter or any other piece of apparatus, which shall be the property of the Company.

The Company shall have the right at all reasonable hours to enter the premises of the Customer for the purpose of installing, reading, removing, testing, replacing or otherwise disposing of its apparatus and property, and the right of entire removal of the Company's property in the event of the termination of the contract for any cause. The Company may assess charges based on electric usage and damages to all Company equipment.

**10. EXTENSION OF SERVICE**

The electric facilities of the Company shall be extended or expanded to supply electric service to all residential Customers and small commercial Customers which require single phase line where the installed transformer capacity does not exceed 25 KVA in accordance with 807 KAR 5:041, Section 11.

The electric facilities of the Company shall be extended or expanded to supply electric service to Customers other than those named in the above paragraph when the estimated revenue is sufficient to justify the estimated cost of making such extensions or expansions as set forth below.

For services to be delivered to Commercial, Industrial, Mining and multiple housing project Customers up to and including estimated demands of 500 KW requiring new facilities, the Company will: (a) where the estimated revenue for one year exceeds the estimated installed cost of new local facilities required, provide such new facilities at no cost to the Customer; (b) where the estimated revenue for one year is less than the installed cost of new local facilities required, the Customer will be required to pay a contribution in aid of construction equal to the difference between the installed cost of the new facilities required to service the load and the estimated revenue for one year; (c) if the Company has reason to question the financial stability of the Customer and/or the life of the operation is uncertain or temporary in nature, such as construction projects, oil and gas well drilling, sawmills and mining operations, the Customer shall pay a contribution in aid of construction, consisting of the estimated labor cost to install and remove the facilities required plus the cost of unsalvageable material, before the facilities are installed.

For service to be delivered to Customers with demand levels higher than those specified above, the annual cost to serve the Customer's requirements shall be compared with the estimated revenue for one year to determine if a contribution in aid of construction, and/or a special minimum and/or other arrangement may be necessary. The annual cost to serve shall be the sum of the following components:

1. The annual fixed costs of the generation, transmission and distribution facilities related to the Customer's requirements. These fixed costs will be calculated at 21.95% of the value to be based on the year-end embedded investment depreciated in all similar facilities of the Company.
2. The annual energy cost based on the latest available production costs related to the Customer's estimated annual energy use requirements.
3. The annual fixed costs of the new local facilities necessary to provide the service requested calculated at 21.95% of the installed cost of such facilities.

**CANCELLED**  
**January 16, 2024**  
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In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
Executive Director  
*Linda C. Bridwell*  
**EFFECTIVE**  
**1/14/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**10. EXTENSION OF SERVICE (Cont'd)**

If the estimated revenue for one year is greater than the cost to serve as describe herein, the Company may provide any new local facilities required at no cost to the Customer. If the estimated revenue for one year is less than the cost to serve as described herein, the Company will require the Customer to pay a contribution in aid of construction equal to the difference between the annual cost to serve as calculated and the estimated revenue for one year divided by 21.95%, but in no case to exceed the installed cost of the new facilities required. If, however, the annual cost to serve excluding the cost of new facilities paid for by the Customer exceeds the estimated revenue for one year, the Company, will, in addition to a contribution in aid of construction, require a special minimum or other arrangement to compensate the Company for such deficiency in venue.

Except where service is rendered in accordance with 807 KAR 5:041, Section 11, as described herein, the Company may require the Customer to execute an Advance and Refund Agreement where the Company reasonably questions the longevity of the service or the estimated energy use and demand requirements provided by the Customer. Under the Advance and Refund Agreement, the Customer shall pay the company the estimated total installed cost of the required new facilities which advance could be refunded over a five year period under certain circumstances. Over the five year period the Customer' electric bill would be credited each month up to the amount of 1/60<sup>th</sup> of the total amount advanced.

**11. EXTENSION OF SERVICE TO MOBILE HOME.**

The electrical facilities of the Company will be extended or expanded to supply electric service to mobile homes in accordance with 807 KAR 5:041, Section 12.

**12. LOCATION AND MAINTENANCE OF COMPANY EQUIPMENT.**

The Company shall have the right to construct its poles, lines and circuits on the property, and to place its transformers and other apparatus on the property or within the building of the Customer, at a point or points convenient for such purposes, as required to serve such Customer, and the Customer shall provide suitable space for the installation of necessary measuring instruments so that the latter may be protected from injury by the elements or through the negligence or deliberate acts of the Customer or of any employee of the same.

**13. BILLING FORM.**

Pursuant to 807 KAR 5:006, Section 7, copies of the billing forms used by the Company are shown on Sheet Nos. 2-17 thru 2-24.

**14. RATE SCHEDULE SELECTION**

The Company will explain to the Customer, at the beginning of service or upon request, the Company's rates available to the Customer. Company will assist Customer in the selection of the rate schedule best adapted to Customer's service requirements, provided, however, that Company does not assume responsibility for the selection or that Customer will at all times be served under the most favorable rate schedule.

Customer may change their initial rate schedule selection to another applicable rate schedule at any time by either written notice to Company and/or by executing a new contract for the rate schedule selected, provided that the application of such subsequent selection shall continue for 12 months before any other selection may be made. In no case will the Company refund any monetary difference between the rate schedule under which service was billed in prior periods and the newly selected rate schedules.

(Cont'd on Sheet No. 2-9)

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**CANCELLED**  
**January 16, 2024**  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
Executive Director  
*Linda C. Bridwell*  
**EFFECTIVE**  
**7/1/2022**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)



**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**15. MONITORING USAGE.**

At least once quarterly the Company will monitor the usage of each customer according to the following procedure:

1. The Customer's monthly usage will be compared with the usage of the corresponding period of the previous year.
2. If the monthly usage for the two periods is substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be made.
3. If the monthly usage is not substantially the same and cannot be attributed to a readily identified common cause, the Company will compare the Customer's monthly usage records for the 12-month period with the monthly usage for the same months of the preceding year.
4. If the cause for the usage deviation cannot be determined from analysis of the Customer's meter reading and billing records, the company will contact the Customer to determine whether there have been changes that explain the increased or decreased usage.
5. Where the deviation is not otherwise explained, the Company will test the Customer's meter to determine whether it shows an average error greater than 2 percent fast or slow.
6. The Company will notify the Customer of the investigation, its findings, and any refunds or back billing in accordance with 807 KAR 5:006, Section 11(4) and (5).

In addition to the quarterly monitoring, the Company will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading, billing processes, or customer inquiry.

**16. USE OF ENERGY BY CUSTOMER**

The tariffs for electric energy given herein are classified by the character of use of such energy and are not available for service except as provided herein.

Upon the expiration of an electric service contract, if required by the terms of the tariff, the Customer may elect to renew the contract upon the same or another tariff published by the Company available to the Customer and applicable to the Customer's requirements, except that in no case shall the Company be required to maintain transmission, switching or transformation equipment different from or in addition to that generally furnished to other Customers receiving electrical supply under the terms of the tariff elected by the Customer.

The service connections, transformers, meters and appliances supplied by the Company for each Customer have a definite capacity and no additions to the equipment, or load connected thereto, will be allowed except by consent of the Company.

The Customer shall install only motors, apparatus or appliances which are suitable for operation with the character of the service supplied by the Company, and which shall not be detrimental to same, and the electric energy must not be used in such a manner as to cause unprovided-for voltage fluctuations or disturbances in the Company's transmission or distribution system. The Company shall be the sole judge as to the suitability of apparatus or appliances, and also as to whether the operation of such apparatus or appliances is or will be detrimental to its general service.

**CANCELLED**  
(Cont'd on Sheet No. 2-10)

January 16, 2024

**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director

*Linda C. Bridwell*

EFFECTIVE  
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PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

DATE OF ISSUE: April 9, 2021  
 DATE EFFECTIVE: Service Rendered On And After January 14, 2021  
 ISSUED BY: /s/ Brian K. West  
 TITLE: Vice President, Regulatory & Finance  
By Authority of Orders of the Public Service Commission  
In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**16. USE OF ENERGY BY CUSTOMER. (Cont'd)**

No attachment of any kind whatsoever may be made to the Company's lines, poles, cross arms, structures or other facilities without the express written consent of the Company.

All apparatus used by the Customer shall be of such type as to secure the highest practicable commercial efficiency, power factor and the proper balancing of phases. Motors which are frequently started or motors arranged for automatic control must be of a type to give maximum starting torque with minimum current flow, and must be of a type, and equipped with controlling devices, approved by the Company. The Customer agrees to notify the Company of any increase or decrease in his connected load.

The Company will not supply service to Customers who have other sources of electrical energy supply except under tariffs that specifically provide for same.

The Customer shall not be permitted to operate generating equipment in parallel with the Company's service except with express written consent of the Company.

Resale of energy will be permitted only with express written consent by the Company.



**17. RESIDENTIAL SERVICE**

Except as otherwise provided in these tariffs, individual residences shall be served individually with single-phase secondary service under the applicable residential service tariff. Customer may not take service for 2 or more separate residences through a single point of delivery under any tariff. Exclusions may be allowed pursuant to 807 KAR 5:046 (Prohibition of master metering).

The residential service tariff shall cease to apply to that portion of a residence which becomes regularly used for business, professional, institutional or gainful purposes, which requires three phase service or primary service or which requires service to motors in excess of 10 HP each. Under these circumstances, Customer shall have the choice of: (1) separating the wiring so that the residential portion of the premises is served through a separate meter under the residential service tariff, and the other uses as enumerated above are served through a separate meter or meters under the applicable general service tariff; or (2) taking the entire service under the applicable general service tariff.

Detached building or buildings, actually appurtenant to the residence, such as a garage, stable or barn, may be served by an extension of the Customer's residence wiring through the residence meter and under the applicable residential service tariff.

**18. DENIAL OR DISCONTINUANCE OF SERVICE.**

The Company reserves the right to refuse or discontinue service to any customer if the customer is indebted to the Company for any service theretofore rendered at any location. Service will not be supplied or continued to any premises if at the time of application for service the Applicant is merely acting as an agent or person or former customer who is indebted to the Company for service previously supplied at the same, or other premises, until payment of such indebtedness shall have been made.

Unpaid balances of previously rendered Final Bills may be transferred to any account for which Customer has responsibility and may be included on initial or subsequent bills for the account to which the transfer was made. Such transferred Final Bills, if unpaid, will be a part of the past due balance of the account to which they are transferred. When there is no lapse in service, such transferred Final Bills will be subject to Company's collections and disconnect procedures in accordance with 807 KAR 5:006, Section 15(1)(f). Final Bills transferred following a lapse in service will not be subject to disconnection unless: (1) such service was provided pursuant to a fraudulent application submitted by Customer; (2) Customer and Company have entered into a contractual agreement which allows for such a disconnection;

(Cont'd on Sheet 2-11)

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**EFFECTIVE**  
**1/14/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**18. DENIAL OR DISCONTINUANCE OF SERVICE. (Cont'd)**

or (3) the current account is subsequently disconnected for service supplied at that point of delivery, at which time, all unpaid and past due balances must be paid prior to reconnect.

**19. SPECIAL CHARGES.**

**A. Reconnection and Disconnect Charges**

In cases where the Company has discontinued service as herein provided for, the Company reserves the right to assess a reconnection charge pursuant to 807 KAR 5:006, Section 9 (3)(b), payable in advance, in accordance with the following schedule. However, those Customers qualifying for Winter Hardship Reconnection under 807 KAR 5:006 Section 16 shall be exempt from the reconnect charges.

1. Reconnect for nonpayment during regular hours.....	\$ 4.70	R
2. Reconnect at the end of the day (No "Call Out" required).....	\$ 30.00	
3. Reconnect for nonpayment when a "Call Out" is required prior to 8:00 PM (A "Call Out" is when an employee must be called in to work on overtime basis to make the reconnect trip. Reconnection for nonpayment will not be made when a "Call Out" after 8:00 p.m. is required).....	\$ 95.00	T
4. Reconnect for nonpayment when double time is required (Sunday and Holiday).....	\$ 124.00	T
5. Termination or field trip.....	\$ 4.70	R

The reconnection charge for all Customers where service has been disconnected for fraudulent use of electricity will be the actual cost of the reconnection.

**B. Meter Reading Check**

Pursuant to 807 KAR 5:006, Section 9(3)(d) in cases where a customer requests a meter be reread, and the second reading shows the original reading was correct, the Customer will be charged a fee of \$21.00 to cover the handling cost.

**C. Returned Check Charge**

In cases where a customer pays by check, which is later returned as unpaid by the bank for any reason, the Customer will be charged a fee of \$14.65 to cover the handling costs. R

**D. Meter Test Charge**

Where test of a meter is made upon written request by the Customer pursuant to 807 KAR 5:006, Section 19, the Customer will be charged \$48.00 if such test shows that the meter was not more than two percent (2%) fast.

**CANCELLED**

January 16, 2024

**KENTUCKY PUBLIC  
SERVICE COMMISSION**

(Cont'd on Sheet No. 2-12)

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**KENTUCKY  
PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



EFFECTIVE  
**1/14/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**19. SPECIAL CHARGES. (Cont'd)**

E. Work performed on Company's Facilities at Customer's Request

Whenever, at the request and for the benefit of the Customer, work is performed on the Company's facilities, including the relocation, or replacement of the Company's facilities, the Customer shall pay to the Company in advance of the Company undertaking the work the estimated total cost of such work. This cost shall be itemized by major categories and shall include the Company's overheads and shall be credited with the net value of any salvageable material. The actual cost for the work performed shall be calculated at the completion of the work and the appropriate charge or refund will be made to the Customer. T

Reasonable notice of not less than three working days shall be given to the Company for all requested work except for the covering of the Company's lines. Notice of any request for the Company to cover its lines shall be given at least two days in advance. The Company will endeavor to comply with all timely requests, but work may be delayed because of demands on the Company's personnel and equipment.

If the cost, as calculated above, is \$500 or less for covering the Company's distribution facilities no charge will be imposed. All costs in excess of \$500 for covering the Company's distribution facilities shall be paid by the Customer, in advance of the Company undertaking the work. The actual cost for the work performed shall be calculated at the completion of the work and the appropriate charge or refund will be made to the customer.

**20. REFUNDS TO RESIDENTIAL CUSTOMERS.**

The Company may make a refund to residential customers by one of the following means: a credit to the Customer's bill, a prepaid card, or a check or electronic funds transfer (EFT). T

The Company acting through its customer service representative shall fully address and resolve any customer complaints or disputes related to: (a) the accuracy of the names and last known addresses of the customer to receive prepaid cards; (b) the effective delivery and receipt of the prepaid cards; and (c) the amount of any refunds.



(Cont'd on Sheet No. 2-13)

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TERMS AND CONDITIONS OF SERVICE (Cont'd)

21. ALERTS AND SUBSCRIPTIONS.

Kentucky Power offers an optional Mobile Alert Service for customers through which participating customers can elect to receive notifications from the Company via e-mail or text message. The Company provides billing and payment alerts and alerts relating to outages. These alerts are supplemental to standard communications from the Company and to the extent any discrepancies exist between the information contained in the mobile alerts and the information contained in standard communications from the Company, the information in the standard communications from the Company shall prevail.

Customers interested in receiving mobile alerts from Kentucky Power may sign up for the service through the Company's website at [www.kentuckypower.com](http://www.kentuckypower.com). The full terms and conditions of participating in the Kentucky Power Mobile Alert Service are included on the Company's website. Customers wishing to participate in Kentucky Power's Mobile Alert Service and to receive alerts via e-mail should add [communications@kentuckypower-mail.com](mailto:communications@kentuckypower-mail.com) to the customer's email address book or spam filter to avoid alert communications from Kentucky Power being directed to spam. Customers are advised to contact their e-mail service provider for instructions on how to add addresses to an address book or spam filter if needed.

E-mail addresses from which alerts are sent through the Mobile Alert Service are used for sending e-mails only. Any e-mails sent to those addresses will not be received by the Company and the Company will not respond. Any electronic communication to the Company should be sent to [Communications@kentuckypower-mail.com](mailto:Communications@kentuckypower-mail.com).

There is no charge from the Company for the Mobile Alert Service; however, message and data rates may apply. Customers are advised to verify message and data rates with their cellular and internet service providers.

Information regarding the types of alerts and the Mobile Alert Service in general are provided below.

Billing and Payment Alerts

Billing and payment alerts provided through Kentucky Power's Mobile Alert Service are in addition to regular billing statements, payment notifications, disconnect notices, or other standard communications sent by Kentucky Power or its third party partners as required by law, regulation, or tariff filed by Kentucky Power or its subsidiaries. These alerts are not a replacement for any regular billing statement, payment notifications, disconnect notices, or other standard communications. In the event of a discrepancy between the information provided in a billing or payment alert provided through the Mobile Alert Service and the information provided in the Company's standard communication, the information in the standard communication shall prevail.

Kentucky Power shall not have any liability for any delay or failure to deliver a billing or payment alert or for any mistakes or errors in any billing or payment alert provided through the Mobile Alerts Service.

Outage Alerts

Kentucky Power provides alerts relating to system outages through its Mobile Alert Service. Outage alerts will be sent when the Company has evidence of an outage at a subscribed address. Due to variations in equipment from one area to another, it is possible that the accuracy of outage alerts will vary from one area to another. Recipients shall consider any outage related information as guidance and not as an absolute guarantee. Kentucky Power will send outage related notifications based upon available information and does not guarantee that the notifications will be without error.

Planned outages and short-duration outages will normally not generate an outage-related notification. During large-scale outage events, the frequency and timeliness of outage updates may be impacted.

Kentucky Power shall not have any liability for any delay or failure to deliver an outage-related notification.

(Cont'd on Sheet No. 2-14)

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**CANCELLED**  
**January 16, 2024**  
**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
Executive Director  
*Linda C. Bridwell*  
EFFECTIVE  
**1/14/2021**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**21. ALERTS AND SUBSCRIPTIONS (Cont'd).**

General

Kentucky Power does not warrant or guarantee that alerts will be sent or received, and Kentucky Power shall not be responsible for any lost or misdirected messages.

Customers electing to participate in Kentucky Power's Mobile Alert Service authorize the Company to contact them via their elected communication method with transactional messages pertaining to the service. Participation in the Mobile Alert Service shall be considered as affirmative consent to receive the related messages should these messages ever be classified as commercial in nature.

Kentucky Power shall not have any liability under any theory of recovery, whether in contract or tort, for any loss or damages due to delay or failure to deliver an alert through the Mobile Alert Service. Without limiting the previous sentence, Kentucky Power disclaims any liability, expressed or implied, for indirect or consequential damages arising from a customer's subscription to Kentucky Power's Mobile Alert Service.

Customer agrees not to publish, copy, communicate to the public, edit, retransmit, or amend any data received as part of Kentucky Power's Mobile Alert Service. The data communicated via the Mobile Alert Service is provided for the participating customer's personal non-commercial use only and may not be used for any other purpose.

Personal information and data ("Personal Data") provided by customers when using Kentucky Power's Mobile Alert Service will only be used by Kentucky Power and its suppliers and contractors for Mobile Alert Service-related purposes. Data other than Personal Data may be aggregated and used by the Company for the purpose of undertaking market research or in facilitating reviews, developments and improvements to Kentucky Power's Mobile Alert Service.

Customers participating in the Mobile Alert Service may discontinue a portion of or all alerts at any time by modifying their alert subscription or by unsubscribing entirely. Customers wishing to modify or unsubscribe from the Mobile Alert Service may do so at the Company's website: [www.kentuckypower.com](http://www.kentuckypower.com) or by contacting Kentucky Power's Customer Operations Centers at 1-800-572-1113. Kentucky Power will process a request to unsubscribe from the Mobile Alert Service within ten days of receiving the request. Kentucky Power is authorized to send a communication to a customer requesting to unsubscribe from the Mobile Alert Service to confirm the request.

The terms and conditions the Company's Mobile Alert Service shall be governed by applicable state law.

Customers electing to participate in the Company's Mobile Alert Service agree to the terms and conditions of the service and further agree that the terms and conditions may be updated from time to time. The Company will provide customers participating in the Mobile Alert Service with updated terms and conditions as they become effective. Customers participating in the Mobile Alert Service must take affirmative action to withdraw from the service if the customer does not agree with any new or updated term or condition of service. Failure to withdraw after an updated term and condition is provided by the Company means that the customer accepts the new or updated terms and conditions.

(Cont'd on Sheet No. 2-15)



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EFFECTIVE

**1/14/2021**

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**21. ALERTS AND SUBSCRIPTIONS (Cont'd).**

Additional Terms and Conditions for E-mail Alerts

If a customer sends an email to Kentucky Power with questions or comments, Kentucky Power may use the customer's e-mail address and other personal information included in the correspondence in order to respond. If a customer provides the Company with an e-mail address in order to receive alerts, Kentucky Power may use that e-mail address to send the customer other types of information.

A customer may unsubscribe from receiving e-mail alerts by clicking the "Unsubscribe" link near the bottom of an e-mail alert.

Additional Terms and Conditions for Text Message Alerts

Customers may elect to receive text alerts through Kentucky Power's Mobile Alert Service. For text alerts, message and data rates may apply consistent with the customer's mobile phone service agreement. Kentucky Power assumes no responsibility for any service charges received from customer's mobile phone service providers for text alerts received through the Mobile Alert Service. Kentucky Power is not responsible for and will not be liable for any breach of the terms of an agreement between a customer electing to receive text alerts through the Mobile Alert System and that customer's mobile phone service provider or for any mistake that may arise in the billing process.

To receive text alerts from the Company through the Mobile Alert Service, the customer must be the owner or legitimate user of the mobile phone registered or have the express consent of the owner or legitimate user. Customers electing to receive text alerts from the Company through the Mobile Alert Service are responsible for providing and maintaining a mobile phone and ensuring connection to a mobile network capable of receiving the text alerts.

Customers electing to receive text alerts through the Mobile Alert Service acknowledge that the text alerts may, at any time, be adversely affected by problems with the mobile phone network including, without limitation, interference to the network coverage. Kentucky Power shall not be responsible or liable for any loss, damage, or expense incurred directly or indirectly by customers electing to receive text alerts through the Mobile Alert Service as a result of any difficulties experienced by any cellular phone service provider.

(Cont'd on Sheet No. 2-16)



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**TERMS AND CONDITIONS OF SERVICE (Cont'd)**

**21. ALERTS AND SUBSCRIPTIONS (Cont'd).**

In the event a customer electing to receive text alerts through the Mobile Alert Service changes mobile phone service providers or telephone number, that customer is required to subscribe again to receive text alerts. If no alerts are sent or received for eighteen months, a customer's opt-in to that offering will expire. A customer must opt-in again to the program in order to receive alerts.

Kentucky Power may discontinue text alerts at any time. Customers electing to receive text alerts through the Mobile Alert Service will receive text alerts from 23711. Customers may unsubscribe from text alerts by texting STOP to 23711 and may obtain assistance via text by texting HELP to 23711.




(Cont'd on Sheet No. 2-17)

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TERMS AND CONDITIONS OF SERVICE (Cont'd)

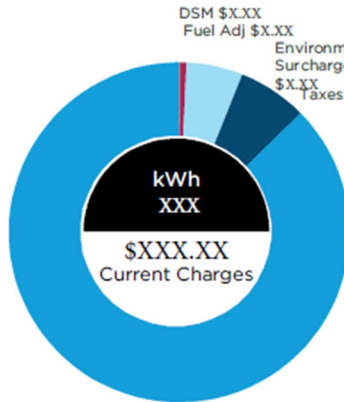


**Non-Payment/Return Mail:**  
PO BOX 24401  
CANTON, OH 44701-4401

Amount due on or before **\$XXX.XX**  
Month DD, YYYY  
Bill mailing date is Month DD, YYYY  
Account #XXX-XXX-XXX-X-X

SERVICE ADDRESS: KENTUCKY RESIDENTIAL ACCOUNT, 2-1 19 030000002 01 SP 0.53  
KENTUCKY RESIDENTIAL ACCOUNT

**Current bill summary:**  
Billing from MM/DD/YY - MM/DD/YY (XX days)



DSM \$X.XX  
Fuel Adj \$X.XX  
Environmental Surcharge \$X.XX  
Taxes & Fees \$X.XX

Electric Service \$XX.XX

**Usage History (kWh):**


Month	Usage (kWh)
Feb 2021	536
Mar 2021	638
Apr 2021	740
May 2021	842
Jun 2021	944
Jul 2021	1046
Aug 2021	1148
Sep 2021	1250
Oct 2021	1352
Nov 2021	1454
Dec 2021	1556
Jan 2022	1658
Feb 2022	1760

**Methods of Payment**

- kentuckypower.com
- PO Box 371420, Pittsburgh, PA 15250-7420
- 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!



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

10196  
Account #XXX-XXX-XXX-X-X  
KENTUCKY RESIDENTIAL ACCOUNT  
Amount due on or before **\$XXX.XX**  
Month DD, YYYY

Payment Amount \$

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

Make check payable and send to:  
KENTUCKY POWER COMPANY  
PO BOX 371420  
PITTSBURGH, PA 15250-7420

00001 0196000010196010000000000030000044418020803015900003

CANCELLED

January 16, 2024

KENTUCKY PUBLIC SERVICE COMMISSION

KENTUCKY PUBLIC SERVICE COMMISSION

Linda C. Bridwell  
Executive Director



EFFECTIVE  
4/29/2022  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

DATE OF ISSUE: March 29, 2022  
DATE EFFECTIVE: Bills Rendered On And After April 29, 2022  
ISSUED BY: /s/ Brian K. West  
TITLE: Vice President, Regulatory & Finance  
By Authority Of an Order of the Public Service Commission  
In Case No. XXXX-XXXX Dated XXXX XX, XXXX

(Cont'd on Sheet No. 2-18)

TERMS AND CONDITIONS OF SERVICE (Cont'd)



**Service Address:**

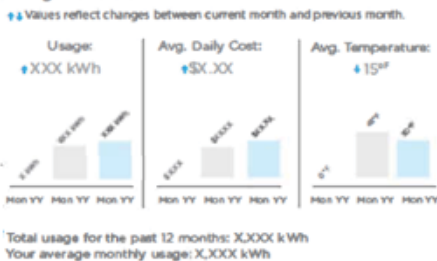
XXXX-XX  
 KPCO RESIDENTIAL CUSTOMER  
 123 ANYWHERE CT  
 ANYWHERE, KY 12345-1234

Account #XXX-XXX-XXX-X-X

**Line Item Charges:**

Previous Charges	
Total Amount due at last billing	\$ XXXXX
Payment MM/DD/YY - Thank you	-XXXXX
Previous Balance Due	\$ XXX
Current KPCO Charges	
Tariff 015 - Residential Service MM/DD/YY	
Rate Billing	\$ XXXXX
Federal Tax Cut Credit @ x,0000000	-XXX
Fuel Adj @ X,000000X Per kWh	XXXX
DSM Adj @ X,000000X Per kWh	XXXX
Residential Energy Assistance @ \$XXX	XXXX
Capacity Charge @ X,000000X Per kWh	XXXX
Environmental Adj X,000000X%	XXX
Decommissioning Rider XXXXXXXX%	XXX
Purchase Power Adj @X,000000X Per kWh	XXXX
Renewable Power Option Rider	XXXX
School Tax	XXXX
Franchise Tax	XXXX
State Sales Tax	XXXX
<b>Current Balance Due</b>	<b>\$ XXX.XX</b>
Homeserve Warranty Service (855-769-6267)	\$ XXXX
<b>Total Balance Due</b>	<b>\$ XXX.XX</b>

**Usage Details:**



**Meter Read Details:**

**Meter Details:**

Meter #XXXXXXXX					
Prev.	Type	Current	Type	Metered	Usage
XXXXX	Actual	XXXXX	Actual	X,XXX	X,XXX kWh
Service Period MM/DD - MM/DD				Multiplier XXXXXXX	
Next scheduled read date should be between Month DD and Month DD.					

**Notes from KPCO:**

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.

Homeserve USA is optional. Homeserve USA is not the same as KPCO and is not regulated by the KY Public Service Commission. A customer does not have to buy the Warranty Service in order to continue to receive quality regulated services from KPCO

[www.kyelectricalprotectionplan.com](http://www.kyelectricalprotectionplan.com)

**CANCELLED**  
 January 16, 2024  
**KENTUCKY PUBLIC SERVICE COMMISSION**

(Cont'd on Sheet No. 2-19)


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**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
 Executive Director  
  
 EFFECTIVE  
**1/14/2021**  
 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

DN

TERMS AND CONDITIONS OF SERVICE (Cont'd)

T

 Amount due on or before **\$XX.XX**  
Month DD, YYYY  
Bill mailing date is Month DD, YYYY  
Account #XXX-XXX-XXX-X-X

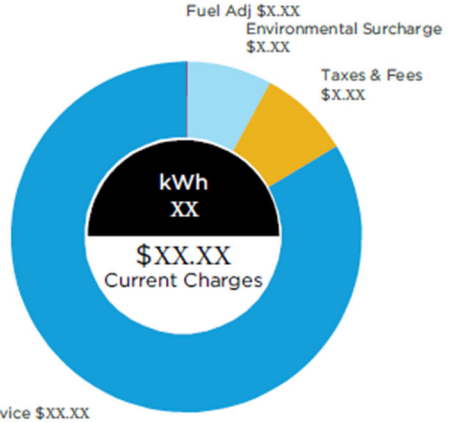
**Non-Payment/Return Mail:**  
PO BOX 24401  
CANTON, OH 44701-4401

SERVICE ADDRESS: KENTUCKY COMMERCIAL ACCOUNT,  
4-1 11  
030000004 01 SP 0.53

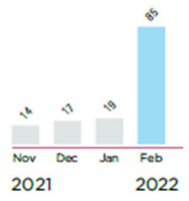
  
KENTUCKY COMMERCIAL ACCOUNT

**Notes from KPCO:**  
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at [AEPaperless.com](http://AEPaperless.com)

**Current bill summary:**  
Billing from MM/DD/YY - MM/DD/YY (XX days)



**Usage History (kWh):**



**Methods of Payment**

- [kentuckypower.com](http://kentuckypower.com)
- PO Box 371420  
Pittsburgh, PA 15250-7420
- 1-800-611-0964 (fee may apply)

**Need to get in touch?**  
Customer Operations Center: 1-800-572-1113  
Outages: [kentuckypower.com/outages](http://kentuckypower.com/outages)  
or 1-800-572-1113

**CANCELLED**

January 16, 2024

**KENTUCKY PUBLIC SERVICE COMMISSION**

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.

 **Non-Payment/Return Mail:**  
PO BOX 24 401  
CANTON, OH 44701-4401

4544  
Account #XXX-XXX-XXX-X-X  
KENTUCKY COMMERCIAL ACCOUNT

Amount due on or before **\$XX.XX**  
Month DD, YYYY

Payment Amount \$ \_\_\_\_\_

Pay \$XX.XX after MM/DD/YYYY

Make check payable and send to:  
KENTUCKY POWER COMPANY  
PO BOX 371420  
PITTSBURGH, PA 15250-7420



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

00004544000047710100000000003000022518021803015988802

(Cont'd on Sheet No. 2-20)

DATE OF ISSUE: March 29, 2022  
DATE EFFECTIVE: Bills Rendered On And After April 29, 2022  
ISSUED BY: /s/ Brian K. West  
TITLE: Vice President, Regulatory & Finance  
By Authority Of an Order of the Public Service Commission  
In Case No. XXXX-XXXX Dated XXXX XX, XXXX

**KENTUCKY PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



EFFECTIVE  
**4/29/2022**  
PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

TERMS AND CONDITIONS OF SERVICE (Cont'd)



**Service Address:**

GENERAL SERVICE  
 10 MEDIUM RD  
 MEDIUM, KY 41701

Account #XXX-XXX-XXX-X-X

**Line Item Charges:**

Previous Charges	
Total Amount due at last billing	\$ XXX.XX
Payment MM/DD/YY - Thank You	-XXX.XX
Previous Balance Due	\$ X.XX
Current KPCO Charges	
Tariff 2B - Small General Service MM/DD/YY	
Rate Billing	\$ XXX.XX
Federal Tax Cut Credit @ X.XX/XXXXX	-X.XX
Fuel Adj @ XXXXXXXX Per kWh	XX.XX
DSM Adj @ X.XXXXXX Per kWh	XX.XX
Capacity Charge @ XXXXXXXX Per kWh	XX.XX
Kentucky Economic Development Surchage @ \$X.XX	XX.XX
Environmental Adj XXXXXXXX	X.XX
Decommissioning Rider XXXXXXXX	XX.XX
Purchase Power Adj @ X.XXXXXX Per kWh	XX.XX
Renewable Power Option Rider	X.XX
School Tax	XXX
Franchise Tax	X.XX
State Sales Tax	X.XX
<b>Current Balance Due</b>	<b>\$ XXX.XX</b>
<b>Total Balance Due</b>	<b>\$ XXX.XX</b>

**Usage Details:**

Values reflect changes between current month and previous month.



Total usage for the past 12 months: X,XXX kWh  
 Your average monthly usage: XXX kWh

**Meter Details:**

Meter #123456789					
Previous	Type	Current	Type	Metered	Usage
XXXXX	Actual	XXXXX	Actual	X,XXX	X,XXX kWh
Service Period MM/DD - MM/DD				Multiplier XXXXXXXX	
Next scheduled read date should be between MM/DD and MM/DD.					

**Notes from KPCO:**

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.

**CANCELLED**  
 January 16, 2024  
**KENTUCKY PUBLIC SERVICE COMMISSION**

(Cont'd on Sheet No. 2-21)

DATE OF ISSUE: April 9, 2021  
 DATE EFFECTIVE: Service Rendered On And After January 14, 2021  
 ISSUED BY: /s/ Brian K. West  
 TITLE: Vice President, Regulatory & Finance  
 By Authority of Orders of the Public Service Commission  
 In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
 Executive Director  
  
 EFFECTIVE  
**1/14/2021**  
 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

DN

TERMS AND CONDITIONS OF SERVICE (Cont'd)

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

Amount due on or before  
 Month DD, YYYY **\$X,XXX.XX**  
 Bill mailing date is Month DD, YYYY  
 Account #XXX-XXX-XXX-X-X

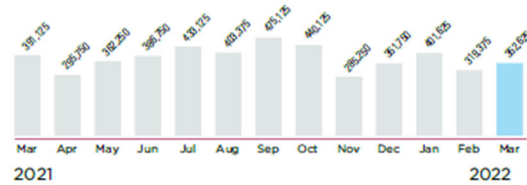
SERVICE ADDRESS: INDUSTRIAL TEST CASE,  
 5 CY 11

INDUSTRIAL TEST CASE

Notes from KPCO:

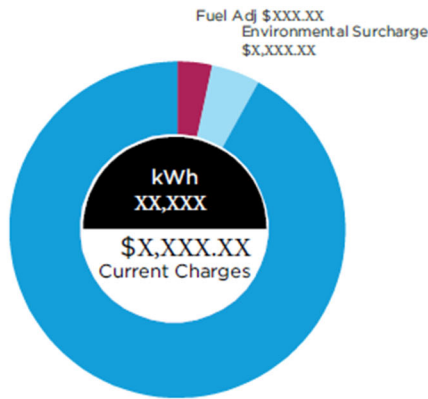
Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

Usage History (kWh):



Current bill summary:

Billing from XX/XX/XX - XX/XX/XX (XX days)



Methods of Payment

- kentuckypower.com
- PO Box 371420  
Pittsburgh, PA 15250-7420
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237  
 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.

INDUSTRIAL TEST CASE,

**KENTUCKY POWER** 2340604  
 Non-Payment/Return Mail: Account #XXX-XXX-XXX-X-X  
 PO BOX 24401  
 CANTON, OH 44701-4401

Make check payable and send to:  
 KENTUCKY POWER COMPANY  
 PO BOX 371420  
 PITTSBURGH, PA 15250-7420



Amount due on or before  
 Month DD, YYYY **\$X,XXX.XX**

Payment Amount \$

Pay \$X,XXX.XX after MM/DD/YYYY

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

**CANCELLED**  
 002340604002457634010000000000300000392415030204011900005  
 January 16, 2024  
**KENTUCKY PUBLIC SERVICE COMMISSION**

(Cont'd on Sheet No. 2-21)

**KENTUCKY PUBLIC SERVICE COMMISSION**  
**Linda C. Bridwell**  
 Executive Director  
*Linda C. Bridwell*  
 EFFECTIVE  
**4/29/2022**  
 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

DATE OF ISSUE: March 29, 2022  
 DATE EFFECTIVE: Bills Rendered On And After April 29, 2022  
 ISSUED BY: /s/ Brian K. West  
 TITLE: Vice President, Regulatory & Finance  
 By Authority Of an Order of the Public Service Commission  
 In Case No. XXXX-XXXX Dated XXXX XX, XXXX

TERMS AND CONDITIONS OF SERVICE (Cont'd)



**Service Address:**

LARGE GENERAL SERVICE  
 170 LARGE WAY DRIVE  
 LARGERSVILLE, KY 41465

Account #XXX-XXX-XXX-X-X

**Line Item Charges:**

Previous Charges	
Total Amount due at last billing	\$ XXX.XX
Payment MM/DD/YY - Thank You	-XXX.XX
<b>Previous Balance Due</b>	<b>\$ X.XX</b>
Current KPCO Charges	
Tariff 240 - Large General Service MM/DD/YY	
Rate Billing	\$ XXX.XX
Federal Tax Cut Credit @ .XXXXXXXX	-XXX.XX
Economic Development Rider - EBDD	XX.XX
Economic Development Rider - SBDD	XX.XX
Fuel Adj @ XXXXXXXX Per kWh	XXX.XX
Kentucky Economic Development Surcharge @ X.XX	XX.XX
DSM Adj. @ XXXXXXXX Per kWh	XX.XX
Capacity Charge @ XXXXXXXX Per kWh	XX.XX
Environmental Adj XXXXXXXX%	X.XX
Decommissioning Rider XXXXXXXX%	XX.XX
Purchased Power Adj @ XXXXXXXX Per kWh	XX.XX
Renewable Power Option Rider	XX.XX
School Tax	XX.XX
Franchise Tax	XX.XX
State Sales Tax	X.XX
<b>Current Balance Due</b>	<b>\$ XXX.XX</b>
<b>Total Balance Due</b>	<b>\$ XXX.XX</b>

**Usage Details:**

Values reflect changes between current month and previous month.



Total usage for the past 12 months: XXX,XXX kWh  
Use of Resources Month-to-Month: YY YYY kWh

Billed Usage MM/DD				
Usage	Power Factor	Power Factor Constant	Meter Location Comp.	Billed Usage
XX,XXX	(XX.X)	0L,XXX		XX,XXX kWh
XX,XXX	-	-	-	XX,XXX kWh
XX,XXX	-	-	-	XX,XXX kWh

**Meter Details:**

Meter #123456789					
Prev	Type	Current	Type	Metered	Usage
XX,XXX	Actual	XX,XXX	Actual	XX,XXX	XX,XXX kWh
-	Actual	-	Actual	XXX,XXX	XXX,XXX kWh
XXX	Actual	XXX	Actual	XX,XXX	XX,XXX kWh
Service Period MM/DD - MM/DD				Multiplier XXX,XXX,XXX	

**Notes from KPCO:**

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.

**CANCELLED**

January 16, 2024

**KENTUCKY PUBLIC SERVICE COMMISSION**

**KENTUCKY PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
 Executive Director

*Linda C. Bridwell*

**EFFECTIVE 1/14/2021**  
 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

(Cont'd on Sheet No. 2-23)

DATE OF ISSUE: April 9, 2021  
 DATE EFFECTIVE: Service Rendered On And After January 14, 2021  
 ISSUED BY: /s/ Brian K. West  
 TITLE: Vice President, Regulatory & Finance  
 By Authority of Orders of the Public Service Commission  
 In Case No. 2020-00174 dated January 13, 2021; January 15, 2021; February 22, 2021, and March 17, 2021

DN

TERMS AND CONDITIONS OF SERVICE (Cont'd)

N

**KENTUCKY POWER**

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

Amount due on or before  
MM DD, YYYY **\$XX,XXX.XX**  
Bill mailing date is MM DD, YYYY  
Account #XXX-XXX-XX-XX-X

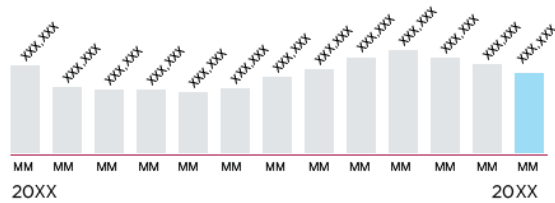
SERVICE ADDRESS: KENTUCKY INDUSTRIAL, ADDRESS 123, ABC, KY XXXXX-XXXX

  
KENTUCKY INDUSTRIAL  
ADDRESS 123  
ABC, KY XXXXX-XXXX

Notes from KPCO:

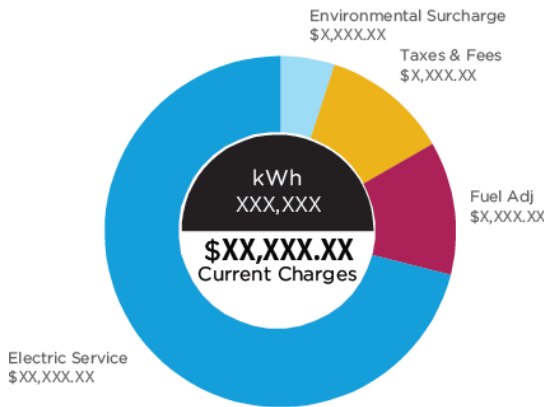
Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at kentuckypower.com/paperless!

Usage History (kWh):






Current bill summary:

Billing from MM/DD/YY - MM/DD/YY (XX days)



Methods of Payment

-  kentuckypower.com
-  PO Box 371420  
Pittsburgh, PA 15250-7420
-  1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237  
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.

KENTUCKY INDUSTRIAL, ADDRESS 123, ABC, KY XXXXX-XXXX

**KENTUCKY POWER**

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

Account #XXX-XXX-XXX-X-X  
KENTUCKY INDUSTRIAL

Amount due on or before  
MM DD, YYYY **\$XX,XXX.XX**

Payment Amount \$

Pay \$XX,XXX.XX after MM/DD/YYYY

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

**CANCELLED**

January 16, 2024

**KENTUCKY PUBLIC SERVICE COMMISSION**


Make check payable and send to:  
KENTUCKY POWER COMPANY  
PO BOX 371420 PITTSBURGH,  
PA 15250-7420



(Cont'd on Sheet No. 2-24)

**KENTUCKY PUBLIC SERVICE COMMISSION**

**Linda C. Bridwell**  
Executive Director



EFFECTIVE

**7/1/2022**

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

DATE OF ISSUE: July 6, 2022  
DATE EFFECTIVE: Bills Rendered On And After July 1, 2022  
ISSUED BY: /s/ Brian K. West  
TITLE: Vice President, Regulatory & Finance  
By Authority Of an Order of the Public Service Commission  
In Case No. XXXX-XXXXX Dated XXXX XX, XXXX

TERMS AND CONDITIONS OF SERVICE (Cont'd)



Service Address:

KENTUCKY INDUSTRIAL  
 ADDRESS 123  
 ABC, KY XXXXX - XXXX  
 Account #XXX-XXX-XXX-X-X

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ XX,XXX.XX
Payment 04/28/22 - Thank You	-XX,XXX.XX
<b>Previous Balance Due</b>	<b>\$ XX.XX</b>
Current Liberty Charges	
<b>Tariff XXX - Industrial General Service XX/XX/XX</b>	
Rate Billing	\$ XX,XXX.XX
Economic Development Rider - IBDD	-X,XXX.XX
Economic Development Rider - SBDD	-X,XXX.XX
Federal Tax Credit @ X,XXXXX- Per kWh	-X,XXX.XX
Fuel Adj @ X,XXXXX Per kWh	X,XXX.XX
Kentucky Economic Development Surcharge @ \$X.XX	X.XX
Capacity Charge @ X,XXXXX Per kWh	XXX.XX
Purchased Power Adj. \$X,XXXXX/kWh	XX.XX
Purchased Power Adj. \$X,XXXXX/kWh	X,XXX.XX
Renewable Power Option Rider	X,XXX.XX
Decommissioning Rider X,XXXXX%	XX.XX
Environmental Adj. X,XXXXX%	X,XXX.XX
School Tax	X,XXX.XX
Franchise Tax	X,XXX.XX
State Sales Tax	X,XXX.XX
<b>Current Balance Due</b>	<b>\$ XX,XXX.XX</b>
<b>Total Balance Due</b>	<b>\$ XX,XXX.XX</b>
Pay \$XX,XXX.XX after MM/DD/YYYY	

**CANCELLED**  
  
 January 16, 2024  
  
**KENTUCKY PUBLIC SERVICE COMMISSION**

Billed Usage MM/YY				
Usage	Power Factor	Power Factor Constant	Meter Location Comp.	Billed Usage
XXX.XXX	-	-	-	XXX.XXX kWh
XXX.XXX	-	-	-	XXX.XXX kW On-Pk
XXX.XXX	-	-	-	XXX.XXX kW Off-Pk
Contract Capacity = X,XXX.X			High Prev Demand = X,XXX.X On-Pk	
			High Prev Demand = X,XXX.X Off-Pk	

Meter Read Details:

Meter #XXXXXXXXXX					
Previous	Type	Current	Type	Metered	Usage
X	X	X,XXX	Actual	X	X kVAR
X	X	X,XXX	Actual	X,XXX	XXX,XX kW On-Pk
XXXXX	Actual	XXXXX	Actual	XXX	XXX,XXX kWh
X	X	X,XXX	Actual	X,XX	XXX,X kW Off-Pk
X	X	X,XXX	Actual	X,XXX	XXX,XX kVAR
Service Period MM/DD - MM/DD				Multiplier XXX	
Next scheduled read date should be between MM DD and MM DD.					

Net Usage : XXX,XXX kWh Billable Usage: XXX,XXX kWh

Notes from Kentucky Power:

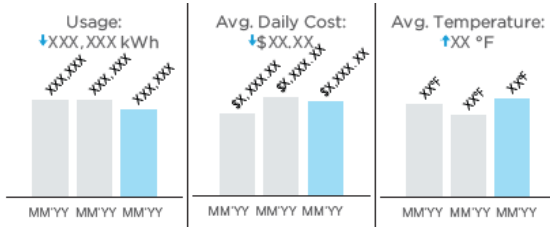
If you are an AutoPay customer, we will continue to process your monthly AutoPay withdrawals. If you do not wish to continue AutoPay, please log in to your electric account on our website and select Manage AutoPay to un-enroll.

Kentucky Power provides online access to customer rate schedules at <https://kentuckypower.com/acclint/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.

Usage Details:

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



Total usage for the past 12 months: X,XXX,XXX kWh  
 Average (Avg.) monthly usage: XXX,XXX kWh

DATE OF ISSUE: July 6, 2022  
 DATE EFFECTIVE: Bills Rendered On And After July 1, 2022  
 ISSUED BY: /s/ Brian K. West  
 TITLE: Vice President, Regulatory & Finance  
 By Authority Of an Order of the Public Service Commission  
 In Case No. XXXX-XXXXX Dated XXXX XX, XXXX

**KENTUCKY PUBLIC SERVICE COMMISSION**  
  
**Linda C. Bridwell**  
 Executive Director  
  
  
  
 EFFECTIVE  
**7/1/2022**  
 PURSUANT TO 807 KAR 5:011 SECTION 9 (1)