



Appalachian Power
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VIA EMAIL (TPUC.DocketRoom@tn.gov)

April 21, 2020

20-00047

Robin Morrison, Chair
c/o Ectory Lawless, Dockets & Records Manager
Tennessee Public Utility Commission
Andrew Jackson State Office Building
502 Deaderick Street, 4th Floor
Nashville, TN 37243

**Re: UPDATE TO INFORMATIONAL FILING OF KINGSPORT POWER COMPANY
d/b/a AEP APPALACHIAN POWER DOCKET NO.: 20-00047 RELATED TO
MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH
EMERGENCY**

Dear Chair Morrison,

On behalf of Kingsport Power Company d/b/a AEP Appalachian Power (KgPCo, the Company), we transmit the following weekly status report as required by Commission Order dated March 31, 2020.

If you have any questions regarding the enclosed material, please feel free to contact me at ekkeeton@aep.com.

Sincerely,

Eleanor K. Keeton
Regulatory Consultant
Regulatory Services-VA/TN

Enclosures

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION

NASHVILLE, TENNESSEE

IN RE: INFORMATIONAL FILING OF)
KINGSPORT POWER COMPANY)
d/b/a AEP APPALACHIAN POWER) DOCKET NO.: 20-00047
RELATED TO MEASURES TAKEN DURING)
THE CORONAVIRUS COVID-19 PUBLIC)
HEALTH EMERGENCY)

Come Kingsport Power Company d/b/a AEP Appalachian Power (“KgPCo, the Company”), as directed by ordering paragraph 4 of the Commission’s March 31, 2020 Order in this docket, submit herewith their weekly update concerning their emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable services and to assist their customers. Previously reported actions and measures are continuing as described, with the following updates:

1. Because KgPCo knows that many of its customers are facing unusual financial hardships, the Company has temporarily suspended all service disconnections for non-payment. Since March 12, approximately 3,400 impacted KgPCo customers have not had their service disconnected as a result of the Company’s actions. APCo has no retail customers in Tennessee.
2. The Company has also temporarily waived customer deposits for credit changes, suspended outgoing credit recovery calls to residential customers with past due balances, and changed outgoing recovery calls to commercial and industrial (C&I) customers to focus on setting up payment arrangement plans.
3. The Company is urging customers to try to keep their accounts current. If a customer is having trouble paying its bill, the customer should contact the Company by phone or through Facebook or Twitter to discuss payment options.
4. To support its business customers, the Company has compiled information on its website about stimulus funding the federal government has announced to help businesses during this time. The Company also sent communications to its business customers to encourage them to take advantage of these offerings and to visit www.appalachianpower.com or SBA.gov to review the available programs.
5. Finally, the Company will be submitting a report describing the grace period, payment plans, and other options it intends to implement for affected customers, as directed by ordering paragraph 3 of the Commission’s March 31, 2020 Order.

Respectfully submitted,

Kingsport Power Company
d/b/a AEP Appalachian Power

By: Elior K. Keen

TITLE: Regulatory Consultant

DATE: April 21, 2020