



Appalachian Power
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Richmond, Virginia 23219
AppalachianPower.com

VIA EMAIL (TPUC.DocketRoom@tn.gov)

September 15, 2020

Dr. Kenneth C. Hill, 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: MONTHLY 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 Hill,

On behalf of Kingsport Power Company d/b/a AEP Appalachian Power (KgPCo, the Company), we transmit the following monthly status report as required by Chairman's Motion dated August 10, 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)

Comes Kingsport Power Company d/b/a AEP Appalachian Power (“KgPCo, the Company”), and, as directed by the Chairman’s August 10, 2020 Motion in this docket, submits herewith its monthly informational update concerning emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable services and to assist its customers. Previously reported actions and measures are continuing as described, with the following updates:

1. KgPCo provided the prescribed 30 day written notice of its intent to resume disconnections via a letter dated August 25, 2020, to approximately 5,180 delinquent customers. Please see Exhibit A for a copy of the written notice.
2. Please see Exhibit B, pages 1 through 3 for the requested information. Note that KgPCo will resume disconnections September 28, 2020, and therefore, has nothing to report concerning the number of customers disconnected for nonpayment for the current period.
3. KgPCo is continually reviewing its responses to the pandemic and is providing guidance to its employees in conjunction with state and local mandates and based on the latest health information.

Respectfully submitted,

Kingsport Power Company
d/b/a AEP Appalachian Power

By: —  —

TITLE: Regulatory Consultant

DATE: September 15, 2020



An **AEP** Company

BOUNDLESS ENERGY™

AEP Appalachian Power
Customer Services
1-800-967-4237
appalachianpower.com

August 25, 2020

Dear AEP Appalachian Power Customer,

We know the COVID-19 pandemic created financial uncertainty for many in our area. In response, we temporarily stopped all service disconnections for non-payment in March.

As part of our return to standard business operations, **service disconnections for past due customer accounts will begin again starting September 28.**

Our records indicate you have a past due balance on your bill. **Failure to pay the full amount owed or make payment arrangements will result in disconnection of your electric service.** Our standard procedures are to provide customers a Termination Notice with the specific amount you need to pay to avoid disconnection and the date that you would be subject to disconnect if payment is not made. If you would like to know that amount right away, please contact us.

If you cannot pay the full amount, we have a variety of payment arrangement options available for both residential and business customers. For residential customers, we also have payment assistance programs that you may qualify for as you get back on track with your electric bill.

Contact us today to find the right payment option for you:

- Call us on 1-800-967-4237, anytime day or night
- To pay online, go to www.AppalachianPower.com/account
- Direct message us on AEP Appalachian Power's Facebook or Twitter pages

We understand that there is still uncertainty during this pandemic. Reach out to us today to talk about your options. Our customer service team is ready to work with you to find a payment solution that will help keep your bill manageable and your service connected.

If you recently made a payment, thank you! Please disregard this letter.

Thank you and stay safe.

Kingsport Payment Arrangements - Starting 3/15/2020 to Report Date

Report date 9/13/2020	<u>Active</u>	<u>Paid</u>	<u>Defaulted</u>	<u>Canceled</u>	<u>Total</u>
<i>Residential</i>	724	28	794	101	1647
<i>Commercial</i>	9	3	19	1	32
<i>Industrial</i>	0	0	0	3	3
<i>Other</i>	0	0	0	0	0

ACTIVE DELINQUENCY

KINGSPORT

Residential		<u>30 Days</u>		<u>60 Days</u>		<u>90 Days</u>		<u>90+ Days</u>		<u>Total</u>	
		<u>No. of Accts.</u>	<u>Amount</u>								
January	2020	6,733	\$1,146,868	1,040	\$79,933	225	\$17,690	323	\$17,587	8,321	\$1,262,078
February	2020	6,987	\$1,209,347	1,149	\$110,526	233	\$16,743	286	\$10,172	8,655	\$1,346,788
March	2020	6,594	\$1,103,693	1,178	\$124,575	249	\$20,836	296	\$12,305	8,317	\$1,261,410
April	2020	4,823	\$912,031	2,101	\$369,633	577	\$79,458	431	\$32,700	7,932	\$1,393,822
May	2020	4,488	\$739,262	1,353	\$309,684	965	\$186,703	646	\$78,066	7,452	\$1,313,715
June	2020	4,924	\$720,710	1,212	\$253,609	571	\$179,371	1,091	\$181,988	7,798	\$1,335,679
July	2020	4,937	\$791,455	1,219	\$230,265	494	\$149,935	1,145	\$258,672	7,795	\$1,430,327
August	2020	5,450	\$1,052,258	1,294	\$263,406	511	\$154,105	1,279	\$343,426	8,534	\$1,813,195

KINGSPORT

Commercial		<u>30 Days</u>		<u>60 Days</u>		<u>90 Days</u>		<u>90+ Days</u>		<u>Total</u>	
		<u>No. of Accts.</u>	<u>Amount</u>								
January	2020	560	\$124,092	129	\$9,987	21	\$1,256	6	\$1,985	716	\$137,320
February	2020	512	\$124,468	107	\$8,815	42	\$3,592	12	\$774	673	\$137,649
March	2020	547	\$125,312	140	\$14,875	22	\$1,602	7	\$3,728	716	\$145,517
April	2020	492	\$153,865	157	\$35,431	56	\$6,377	21	\$4,268	726	\$199,941
May	2020	370	\$98,596	130	\$32,705	54	\$13,206	34	\$7,738	588	\$152,245
June	2020	438	\$110,148	111	\$24,236	40	\$9,817	47	\$13,949	636	\$158,151
July	2020	435	\$130,455	100	\$49,849	34	\$11,891	55	\$19,678	624	\$211,872
August	2020	512	\$161,423	125	\$16,769	32	\$9,685	59	\$24,303	728	\$212,179

KINGSPORT

Industrial		<u>30 Days</u>		<u>60 Days</u>		<u>90 Days</u>		<u>90+ Days</u>		<u>Total</u>	
		<u>No. of Accts.</u>	<u>Amount</u>								
January	2020	16	\$20,994	0	\$0	0	\$0	0	\$0	16	\$20,994
February	2020	14	\$18,071	4	\$858	0	\$0	0	\$0	18	\$18,929
March	2020	30	\$64,943	0	\$388	1	\$532	0	\$0	31	\$65,864
April	2020	16	\$26,595	4	\$2,132	0	\$388	1	\$532	21	\$29,648
May	2020	25	\$40,107	2	\$1,460	1	\$392	1	\$920	29	\$42,879
June	2020	12	\$21,283	2	\$396	0	\$147	1	\$1,093	15	\$22,919
July	2020	18	\$6,739	0	\$357	1	\$367	1	\$1,239	20	\$8,703
August	2020	10	\$49,235	1	\$161	0	\$133	1	\$1,395	12	\$50,924

KINGSPORT

Other		<u>30 Days</u>		<u>60 Days</u>		<u>90 Days</u>		<u>90+ Days</u>		<u>Total</u>	
		<u>No. of Accts.</u>	<u>Amount</u>								
January	2020	7	\$1,271	1	\$629	0	\$0	0	\$0	8	\$1,900
February	2020	22	\$14,681	0	\$0	0	\$0	0	\$0	22	\$14,681
March	2020	22	\$8,617	1	\$242	0	\$0	0	\$0	23	\$8,859
April	2020	19	\$41,492	1	\$661	0	\$0	0	\$0	20	\$42,153
May	2020	29	\$29,224	1	\$496	1	\$661	0	\$0	31	\$30,381
June	2020	21	\$7,391	0	\$1,251	1	\$496	1	\$250	23	\$9,388
July	2020	9	\$8,926	6	\$2,000	0	\$411	1	\$729	16	\$12,066
August	2020	35	\$17,325	0	\$2,231	6	\$1,562	0	\$0	41	\$21,118

NET CHARGE-OFF SUMMARY

APPALACHIAN POWER

Kingsport	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>Total</u>
<i>2020</i>	\$11,841	\$15,036	\$9,612	\$1,783	\$13,593	\$14,146	\$19,388	(\$703)	\$84,696
<i>Current Month % to Revenue</i>	0.098%	0.090%	0.074%	0.016%	0.141%	0.122%	0.156%	-0.005%	0.085%