



Appalachian Power  
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Richmond, Virginia 23219  
AppalachianPower.com

**VIA EMAIL (TPUC.DocketRoom@tn.gov)**

February 12, 2021

Dr. Kenneth C. Hill, Chair  
c/o Ectory Lawless, Dockets & Records Manager  
Tennessee Public Utility Commission  
Andrew Jackson State Office Building  
502 Deaderick Street, 4<sup>th</sup> 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](mailto:ekkeeton@aep.com).

Sincerely,

*Eleanor K Keeton*

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. Please see Exhibit A, pages 1 through 4, for the requested information.
2. 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: *Eleanor K Keston*

TITLE: Regulatory Consultant

DATE: February 12, 2021

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            |
| Report date 10/11/2020 |                    | <u>Active</u> | <u>Paid</u> | <u>Defaulted</u> | <u>Canceled</u> | <u>Total</u> |
|                        | <i>Residential</i> | 1407          | 50          | 1123             | 175             | 2755         |
|                        | <i>Commercial</i>  | 20            | 3           | 25               | 1               | 49           |
|                        | <i>Industrial</i>  | 0             | 0           | 0                | 3               | 3            |
|                        | <i>Other</i>       | 0             | 0           | 0                | 0               | 0            |
| Report date 11/08/2020 |                    | <u>Active</u> | <u>Paid</u> | <u>Defaulted</u> | <u>Canceled</u> | <u>Total</u> |
|                        | <i>Residential</i> | 1534          | 72          | 1515             | 226             | 3347         |
|                        | <i>Commercial</i>  | 22            | 3           | 33               | 3               | 61           |
|                        | <i>Industrial</i>  | 0             | 0           | 0                | 3               | 3            |
|                        | <i>Other</i>       | 0             | 0           | 0                | 0               | 0            |
| Report date 12/13/2020 |                    | <u>Active</u> | <u>Paid</u> | <u>Defaulted</u> | <u>Canceled</u> | <u>Total</u> |
|                        | <i>Residential</i> | 1234          | 101         | 2405             | 273             | 4013         |
|                        | <i>Commercial</i>  | 16            | 3           | 50               | 4               | 73           |
|                        | <i>Industrial</i>  | 0             | 0           | 0                | 3               | 3            |
|                        | <i>Other</i>       | 0             | 0           | 0                | 0               | 0            |
| Report date 1/10/2021  |                    | <u>Active</u> | <u>Paid</u> | <u>Defaulted</u> | <u>Canceled</u> | <u>Total</u> |
|                        | <i>Residential</i> | 1256          | 124         | 2685             | 306             | 4371         |
|                        | <i>Commercial</i>  | 12            | 4           | 57               | 4               | 77           |
|                        | <i>Industrial</i>  | 0             | 0           | 0                | 3               | 3            |
|                        | <i>Other</i>       | 0             | 0           | 0                | 0               | 0            |
| Report date 2/7/2021   |                    | <u>Active</u> | <u>Paid</u> | <u>Defaulted</u> | <u>Canceled</u> | <u>Total</u> |
|                        | <i>Residential</i> | 1215          | 157         | 3104             | 337             | 4813         |
|                        | <i>Commercial</i>  | 16            | 4           | 63               | 4               | 87           |
|                        | <i>Industrial</i>  | 0             | 0           | 0                | 3               | 3            |
|                        | <i>Other</i>       | 0             | 0           | 0                | 0               | 0            |

## ACTIVE DELINQUENCY

## KINGSPORT

[illegible]

**KINGSPORT**

[illegible]

## KINGSPORT

[illegible]

## KINGSPORT

[illegible]

## KINGSPORT - Disconnects by Customer Class

| <b>2020</b>  | <b>Residential</b> | <b>Commercial</b> | <b>Total</b> |
|--------------|--------------------|-------------------|--------------|
| January      | 568                | 21                | 589          |
| February     | 468                | 11                | 479          |
| March        | 556                | 19                | 575          |
| April        | -                  | -                 | -            |
| May          | -                  | -                 | -            |
| June         | -                  | -                 | -            |
| July         | -                  | -                 | -            |
| August       | -                  | -                 | -            |
| September    | -                  | -                 | -            |
| October      | 901                | 40                | 941          |
| November     | 455                | 15                | 470          |
| December     | 9                  | 19                | 28           |
| <b>Total</b> | <b>2957</b>        | <b>125</b>        | <b>3082</b>  |

| <b>2021</b>  | <b>Residential</b> | <b>Commercial</b> | <b>Total</b> |
|--------------|--------------------|-------------------|--------------|
| January      | 41                 | 16                | 57           |
| <b>Total</b> | <b>41</b>          | <b>16</b>         | <b>57</b>    |

[illegible]