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JAN 04 2007

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

2883 Smeltzer Road
Marion, OH 43302
December 29, 2006

Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, OH 43215

RECEIVED-DOCKETING DIV
2007 JAN 17 PM 4: 04
PUCO

Dear Sir/Madam:

We will not be in Ohio during the local PUCO hearings on AEP's requested rate increase. Please add these comments to the testimony you collect.

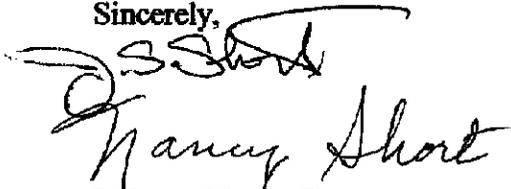
When the PUCO required AEP to improve service, the Columbus Dispatch article indicated that AEP was to make improvements without increases to customers. Now they want us to pay for any improvements. We've been paying for excellent service and receiving fair to poor service.

In recent years, the frequency of outages has increased drastically as has the length of the outages. This past summer we had five outages in seven days. It is very difficult to obtain information during an outage. No one seems concerned about the inconvenience to customers.

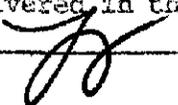
We were told by AEP representatives that they have no repair employees in our Marion area so they have 45 - 60 minutes or more before servicemen even get to the area to determine the source of the outage. That is not seen as a problem by AEP.

We have no other choices for electric service and even if we did AEP would deliver the electricity. We are unhappy captive consumers. Please do not make up pay more for the unreliable service we receive.

Sincerely,


Nancy Short
J. S. and Nancy Short

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Technician  Date Processed 1-17-07