

Mitchell, Tammy

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From: "webmaster@puc.state.oh.us"
To: "ContactThePUCO@puc.state.oh.us"
Subject: 28139
Sent: 2/7/2007 1:17:22 PM
Message:
WEB ID: 28139 AT:02-07-2007 at 01:17 PM

PUCO

TYPE: complaint

NAME: Mr. Gary Kendall

CONTACT SENDER ? Yes

MAILING ADDRESS:

- 11254 Cable Road SW
- Pataskala , Ohio 43062
- USA

PHONE INFORMATION:

- Home: 740-927-9257
- Alternative: 614-888-4953
- Fax: (no fax number provided?)

E-MAIL: gkendall@pirnie.com

INDUSTRY:Electric

ACCOUNT INFORMATION:

- Company: AEP
- (no account name provided?)
- (no service address provided?)
- (no service phone number provided?)
- (no account number provided?)

COMPLAINT DESCRIPTION:

Problem: Why is that AEP has been allowed to submit a request for a rate increase when they have not put forth a good faith effort to improve service in rural communities where they have a history of poor service? Where I live in Licking county service and maintenance has been abysmal at best. The only time we see an AEP truck is when they come to read the meter, otherwise, they arrive late or not at all to do repairs or maintenance. Case in point is two years ago at Christmas time the ice storm left us without power for a full week. Up until that time for many years AEP failed to maintain the power line clearances by trimming trees and correcting problems. An example is down the road from where I live the power line passes through a large dead tree that had expired several years ago and in the spring of 2005 AEP's crews merely trimmed some of the branches of this tree. When asked if they would take down the tree to spare the line and service to the area the crew chief said they would return to clear the tree. That never happened and I fear the tree will soon drop a large limb or fall itself on the line taking out service for an extended period of time. AEP should not be granted a rate increase any time soon till they

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demonstrate that they can manage the effective use of money they have already been granted to improve service.

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