

FILE

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4020 Newhall Road  
Columbus, OH 43220

November 3, 2008

PUCO Docketing Division  
180 E. Broad Street  
Columbus, OH 43215

Public Utilities Commission of Ohio:

I write in reference to American Electric Power's requested rate increase (08-0917-EL-SSO). **I ask that any rate increase be predicated on the provision of reliable electric service, a condition that AEP has never met in the 17 years that I have lived in Columbus.**

When I moved to Columbus in August 1991 after living for 15 years in a small town in Georgia, the first difference I noticed between Columbus and Georgia was that Columbus did not have reliable electrical service. Anyone who has lived in Georgia knows its trees are tall and dense, and storms like our recent hurricane winds are **routine** in Georgia's subtropical climate, yet in the 15 years I lived in Georgia, the electricity went out only 5-6 times and only once for more than a day as the result of an ice storm. When I moved to Columbus in 1991, the electricity was going out every 2-3 weeks. I found this highly disconcerting but was determined not to let it spoil a move that was in every other way positive and exciting. Columbus is a wonderful city!

AEP's service improved somewhat in the latter part of the 1990s, so that we sometimes went 3-4 months between power outages, but after 2000 it began deteriorating again and was soon back to going out every 2 weeks or so. In May 2006, I became so infuriated with AEP's Third World electrical "service," I started keeping track of the outages. **I have attached a list of the electrical outages at my home address over the past 30 months, a total of at least 68 (!) outages, an average of more than 2 per month.** Every outage implies loss of data on computers, the resetting of digital clocks, and reprogramming of answering machines, to say nothing of the hazards incurred by residents with serious medical problems.

As frustrating as AEP's unreliable service is to residents, it must cost businesses thousands of dollars annually in lost productivity. How can Ohio recruit new businesses to the state without reliable electric service? AEP's dismal record of performance is not only inexcusable, it is unnecessary. I have lived in 9 locations in 3 states outside Ohio and NEVER have I encountered the incompetence and cavalier disregard for public welfare as that exhibited by AEP.

**I urge the PUCO to make any rate hike for AEP strictly conditional on the provision of reliable electric service.**

Respectfully,

*Sigrid Wagner*  
Sigrid Wagner

cc: Governor Ted Strickland  
American Electric Power

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Technician SM Date Processed NOV 05 2008

## Power Outages at 4020 Newhall Road, Columbus, Since May 2006

Date	Time	Duration of the Outage	Weather
<b>2006</b>			
5-01-06	8:30 am	Clicked off, back on	Clear
5-02-06	7:30 am	Clicked off, back on	Clear
5-11-06	During the night	???	Stormy
5-17-06	7:40 pm 7:42 pm again!	Clicked off, back on Clicked off, back on	Windy Windy
6-05-06	During the day	???	Beautiful weather
6-07-06	10:10 am 12:05 pm	65 minutes Clicked off, back on	Beautiful weather As noon siren went off
6-11-06	8:08 am	Clicked off, back on	Beautiful weather
6-14-06	During the night	???	Clear
6-21-06	During the day	???	Thunderstorm
6-22-06	4:35 pm 4:46 pm	About 10 seconds Clicked off, back on	Clear Wind starting to blow
6-28-06	8:06 pm	Clicked off, back on	Thunderstorm starting
7-01-06	6:46 pm	Clicked off, back on	Beautiful weather
7-03-06	11:02 am 11:03 am Between 1:15 – 9:30 pm	Clicked off, back on 1 hour, 39 minutes ???	Clear Clear Clear
7-04-06	During the night	???	Possibly stormy
7-24-06	6:19 am	Flashed but didn't go out	Clear
7-26-06	10:13 pm	Clicked off, back on	Light rain
8-14 – 8-16	While on vacation	???	???
8-25-06	8:05 am	2 hours	Clear
9-02-06	During the night	???	Possibly rainy
9-12-06	9:23 pm	Clicked off, back on	Clear
9-18-06	7:22 pm	Clicked off, back on	Clear
9-22-06	8:25 am	Clicked off, back on	Clear
9-25-06	During the day	???	Clear
9-26-06	During the day	???	Clear

Date	Time	Duration of the Outage	Weather
10-07-06	Between 10 am – 11:30 pm	???	Gorgeous weather
10-13-06	During the day	???	Gorgeous weather
11-05-06	During the night	???	Clear
11-24-06	Between 11 – 10:30	???	Beautiful weather
12-01-06	During the day	???	Rainy, blowy
12-17-06	Between 1:15 – 5:30 pm	???	Exquisitely clear
<b>2007</b>			
1-17-07	9:20 am	Clicked off, back on	Clear
1-24-07	During the day	???	Clear
3-10-07	5:04 pm	Clicked off, back on	Beautiful weather
4-12-07	8:20 am	Clicked off, back on	Clear, after a storm
5-22-07	8:30 am	Clicked off, back on	Clear
6-30-07	5:50 pm	Clicked off, back on	Sunny
7-10-07	9:35 am	Clicked off, back on	Sunny
7-12-07	7:05 am	Clicked off, back on	Sunny
7-28-07	7:58 am	Clicked off, back on	Sunny
8-16-07	3:45 am	Clicked off, back on	Thunder woke me up
	7:40 am	Clicked off, back on	Clear
	8:53 am	Clicked off, back on	Clear
	9:00 am	Clicked off, back on several times	Clear
8-17-07	8:07 am	Clicked off, back on	Clear
8-25-07	7:30 pm	Clicked off, back on	After a storm
11-16-07	During the day	???	Clear
12-26-07	2:48 pm	1 ½ hours	Clear
<b>2008</b>			
5-05-08	During the day	???	Clear
5-31-08	About 4 am	Clicked off, back on	Storm woke me up
6-02-08	Early morning	Clicked off, back on	Storm woke me up
6-14-08	10:34 am	Clicked off, back on	After a storm
6-26-08	Early morning	Clicked off, back on	Stormy
	Early morning	Clicked off, back on	Stormy

Date	Time	Duration of the Outage	Weather
6-27-08	During the day	About 1 ½ hours?	Clear
6-29-08	10:49 am	Clicked off, back on	Beautifully clear
8-18-08	7:20 am	Clicked off, back on	Clear
9-14-08	3:29 pm 3:30 pm	Clicked off 10 sec, back on Off for 123 hours	Hurricane winds
10-15 – 10-17	Away from home	???	???
10-24-08	Between 7:40 am – 2 pm 7:10 pm	??? Between 2 ½ - 3 hours	Clear Rainy
10-31-08	Early morning 1:15 pm	??? Clicked off, back on	Clear Gorgeous weather