



Public Utilities Commission

2
10-515-ELCSS
Case Number

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

Formal Complaint Form

H. R. Billups
Customer Name (Please Print)

53 Eden Place
Customer Address

Athens Ohio 45701
City State Zip

Against

109-628-562-3-2
Account Number

As above
Customer Service Address (if different from above)

American Electric Power Co.
Utility Company Name

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

---Please see attached ---

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2010 APR 16 AM 10:10
PUCO

[Signature]
Signature

(740) 592-2761
Customer Telephone Number

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Technician SM Date Processed APR 16 2010

April 14, 2010

Public Utilities Commission of Ohio:

AEPs indifference toward their customers, combined with a lack of employee training, has cost me \$1,500.


In AEP's right-of-way on my property, there were a number of trees that had grown into the AEP distribution lines. I contacted AEP Representatives about this problem, as suggested by their customer safety TV Commercial. They visited the right-of-way site and stated that the trees did not qualify for trimming or removal. I was quite surprised to hear this. Because of my concern about safety of both the neighborhood and AEP service lines, I decided to have 7 white pines removed (from a group of 8) by a local tree service company, at my expense.

Approximately 2 months after I had the trees removed, I received a "Tree Removal Agreement" door hanger from AEP, stating that they wanted to remove the one remaining tree and finish the job at no cost to me. I told their Representative that I was upset about not being told of their plans for tree trimming and removal in my area. I asked why AEP did not take action when I originally presented the problem to them, but did not receive a satisfactory answer. (The one last tree, that AEP stated they wanted to remove, is still standing.)

It is my understanding that AEP's current tree removal project is a significant project. I cannot believe that a project of this magnitude was not known by AEP personnel during my initial contact with them, when they refused to trim or remove the trees. Shortly after that initial contact, AEP crews have cut down most of the trees in the rights-of-way in the east end of Athens. But they refused to deal with the trees on my property. Only after I removed most of them at my expense, they decided that they wanted to remove the one remaining tree (although it is still standing). Such treatment is not fair. I called AEP, and received a "sorry." I wrote a letter to AEP's Executive Appeals Department. The result of this letter was a phone call from AEP, telling me "they were your trees" and "I don't know why they sent this to me." Nothing more. Their ho-hum attitude toward my safety concerns and my subsequent complaint is unacceptable.

I played their game according to their rules and got a SORRY. I was misinformed by AEP and as stated above, I paid \$1,500 to do the work that should have been done by AEP. I believe that simple fairness requires that some amount of reimbursement for this service I provided to AEP is necessary.

Your assistance and understanding will be greatly appreciated.


H. R. Billups
53 Eden Place
Athens Ohio 45701