



Public Utilities Commission

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners

Paul A. Centolella
Cheryl Roberto
Steven D. Lesser
Andre T. Porter

November 18, 2011

James Schaeffer
17850 Polasky Rd.
Salesville, Ohio 43778

Case No: 11-5779-EL-CSS

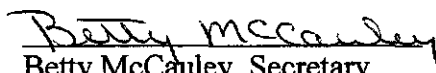
Dear Mr. Schaeffer:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against American Electric Power Company. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,


Betty McCauley, Secretary
Tanowa M. Troupe, Acting Secretary
M. Beth Trombold, Acting Secretary

Enclosure
BM/pdc

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

NOV 18 2011