



Public Utilities Commission

John R. Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners

Cheryl Roberto
Steven D. Lesser
Andre T. Porter
Lynn Slaby

July 27, 2012

Evelyn and John Keller
1424 Jewett Road
Powell, OH 43065

Case No: 12-2177-EL-CSS

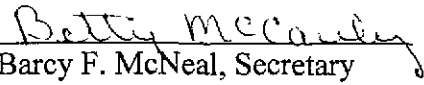
Dear Mr. and Mrs. Keller:

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,


Barcy F. McNeal, Secretary
Betty McCauley, Acting Secretary
Tanowa Troupe, Acting Secretary

Enclosure
BM/dh

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