

FILE

16 March, 2005

Public Utilities Commission of Ohio
Docketing Division
Case No. 05-46-EL-UNC
180 E. Broad St., 13th Floor
Columbus, Ohio 43215

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To Whom It May Concern;

I am writing in regard to the recent power outage in which my family and I were without power for 4 days, as well as power outages that typically occur at least once a month at our residence in Fort Shawnee near Lima, Ohio.

During this long 4 day outage "due to the ice storm" in the beginning of January, 2005, my family and I saw no sign at all of American Electric Power in our neighborhood until just hours before power was restored. This is not unusual. The power at my residence goes out at least once a month to where clocks need to be reset, everything goes dark, etc. This does not include the "brownouts" or times where the lights dim, etc.

I always call their (A.E.P.) repair phone number immediately upon discovering or realizing that the power is out once again. Usually all you get is an automated system that tells you nothing about why the power is out, when it might be restored, etc. It can be off for minutes, or for hours. Most recently in February, our power was out for around 5 hours. On the rare occasion (Maybe 1 in 10) that you get to speak to a person, they never offer any explanations, apologies, or anything else about why the power is out (again).

At one time I wrote numerous letters to the editor, contacted the regional manager, etc. I got a lot of doublespeak in a response to one of my public letters to the editor but that was all. That was only after I proved and documented being lied to several times. The problem did not go away. I have lived at my current residence for almost 20 years, and have seen no improvements in the power supplied to my residence, nor have I observed any "upgrades" in my geographical area that might help to resolve these issues.

I see no reason for this poor service, and really feel sympathetic toward anyone expecting or needing electrical power at all times. What about people using or needing life supporting medical equipment? What about the constant claims to insurance companies because of spoiled foods or surges when power is restored? These things seem to mean very little to AEP, even though we pay pretty good rates for the "service".

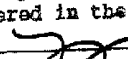
I can't help but believe that AEP's lackadaisical attitude toward their commitment to provide power to local businesses and residences is a result of no real competition in this area.

Should you have any questions about my letter, or desire to discuss this more in-depth, please feel free to contact me by telephone. I look forward to, and hope for, some sort of resolution. This situation has grown very old over my nearly 20 years of living here with my family.

Sincerely,



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