

FILE

April 18, 2005

Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, Ohio 43215-3793

05-46-EL-WNC

Dear Sirs:

On Saturday, April 16, I attempted to register online my account #107-606-940-0-9 with AEP. I experienced difficulties and attempted to resolve them today by calling the AEP billing department at 1-800-277-2177, but am not satisfied that any action is being taken as a result of my complaint.

When I first logged in, my name, address, and account number were correct, but everything else, including two phone numbers from an Oklahoma area code, were clearly from someone else's account. When I reported this to the AEP billing department, I was told they could not correct this kind of error, because they do not control the information which shows up on e-bills.

Subsequent logins have shown the correct information for my account, but my concern, especially when identity theft is becoming a problem, is with the incorrect screen which was given on my first login. The implications are that someone else may be using an account with my name and address, paying bills each month over the internet, and, for some reason, not correcting the name and address on the account. The AEP representative required my Social Security Number in order to search AEP records for another account listed in my name. This makes no sense to me; if he doesn't have my SS number on the correct account, how would it show up on an incorrect account?

The representative cut short my question about whether AEP controls the information which I received on my first login. I find this inaction to be quite troubling, and would appreciate any assurance you can give me that AEP is being proactive about preventing identity theft.

Yours truly,

Arlan Hedges

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