

March 14, 2005
1645 Londondale Parkway
Newark, Ohio 43055

RECEIVED-DOCKETING DIV

PUCO
Docketing Division
180 East Broad St.
13th Floor
Columbus, Ohio 43215

2005 MAR 16 PM 2: 15

PUCO

Ref: Case 05-46-EL-UNC

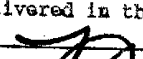
One of the most frustrating things during the Christmas ice storm was the total lack of information from AEP or local government. Not knowing how wide spread the problem was or an estimated duration made it very difficult to plan emergency measures. We had my wife's 81 year old uncle staying with us so we needed to plan our response to the outage with his health in mind. There was no information about whether the outage would be one day or four days. One day we all could handle. But if it was to be much longer then other arrangements would be needed. (All the power lines in my neighborhood are underground so the extent of the damage was not evident.)

We were able to listen to the radio on a manual wind-up unit but there was no information on where to tune for information or how bad the outage really was. At one point on Thursday afternoon the announcer on WTVG, 610AM in his frustration to all the calls he was getting said "Don't call us. We cannot get AEP to answer any of our calls either." I understand that saying this block or this area will have its power back on at 3PM Friday cannot be done. But AEP should have had a spokesman telling people how bad it was and that it would be days not hours. If they did not know the extent of the outage or an estimated time duration by Thursday afternoon then they have serious internal problems.

This was a simple ice storm. What would happen if there was a terrorist incident or some other emergency affecting a large area. What plans are there to inform people and to tell them what they should do to protect themselves? If there is an emergency radio network should not all the stations tell people where to tune for info on their own area. We listened to the radio during the first day of the outage and no such information was given. Reaction by local authorities would seem to have been slow or nonexistent. Fortunately the land line phone system worked throughout the outage so neighbors were able to spread information to neighbors. We certainly got no information from emergency services or local authorities.

John Baker

CC: Representative David R Evans
Senator J Hottinger

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
technician  Date Processed 2/16/05