

FILE

Joyce Chrystal

05-46-EL-UNC

RECEIVED-DOCKETING DIV

2005 MAY -9 PM 2:38

From: "Joyce Chrystal" <jchrystal@ix.netcom.com>
 To: <mhdavis@aep.com>
 Sent: Monday, April 25, 2005 9:54 AM
 Subject: APRIL POWER OUTAGES/FAILURE ELECTRICAL/SURGES PUCO

HI MICKEY,

MY LAST LETTER FROM YOU IN OCTOBER, 2004 YOU EMAILED ME AND WROTE THAT YOU ENTERED A QUALITY OF SERVICE ORDER, TRACKING NUMBER FOR THIS IS 109909218.

ALSO EMAILED IN THIS, THE FOLLOWING: AFTER THE QUALITY(???) OF SERVICE REPRESENTATIVE CONCLUDES THE INVESTIGATION OF YOUR SERVICE, PLEASE CALL ME AND LET ME KNOW WHAT THEY FIND OUT. WELL....I'VE HEARD NOTHING IN THIS RESPECT OF NUMEROUS OUTAGES WHENEVER IT RAINS AND NOW IT IS RAINING AGAIN AND IS ALSO ANOTHER YEAR AND ANOTHER RAINING SEASON UPON US AND MORE OUTAGES AND I LIST THE CURRENT ONES ON MONDAY, APRIL 11 AT APROX. 2:40 P.M. AND ALSO AGAIN ON FRIDAY, APRIL 22, '05 AT APPROX. 1:38 P.M. AND AGAIN AT 4:15 P.M. AND STILL AGAIN AT 11:35 P.M.

AS YOU ARE AWARE OF THE LOSES I RECEIVED FROM YOUR POWER OUTAGES LAST YEAR AND I LIST AGAIN THE TV, SUBPUMB AND COMPUTER, I DO NOT WANT TO DEAL WITH ANY MORE FLOODING OF MY BASEMENT DO TO PUMP FAILURE DUE TO OUTAGES OR LOST OF ANY MORE ELECTRICAL TOYS IN MY HOME AND I WOULD LIKE TO HEAR FROM YOU AS THIS IS MOST ANNOYING AND FRUSTRATING AND COSTLY TO ME!!

MY PHONE NUMBER, WHEN OPERATIBLE, IS 740-368-9407. I ALSO LOSE ANY MESSAGES RECEIVED ON PHONE RECORDER WHEN THE POWER GOES OUT. I HAVE POWER SURGES ON MY T.V. AND COMPUTER AND ALSO MY PHONE LINES BUT STILL HAVE POWER FAILURES. AS I USE THE PHONE AND TV FOR MY BUSINESS THIS DOES CAUSE ME TIME AND LOST MONEY.

ANSWER ME, WHEN AEP KNOWS THERE IS A PROBLEM WHY THEY DO NOT FIX THE PROBLEM OR AT LEAST REPLACE MY LOSSES?

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 Technician ADC Date Processed 5/9/05

4/25/05

I DO HOPE TO HEAR FROM YOU IN A TIMELY MANNER.

SINCERELY, 

JOYCE I. CRYSTAL
970 VILLAGE DRIVE
DELRWARE, OHIO 43015

CC: RISK MANAGEMENT
JANINE MIGDEN, OCC
PUCO

4/25/05