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# PUBLIC COMMENT FORM

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Case: AEP - Rate increase request

COMMENTS: \_\_\_\_\_

AEP's old standard of preventive maintenance seems to be a thing of the past. They operate on the premise of fighting fires after they have started rather than maintenance to prevent the problems. Last year a lot of the power outages due to ice, etc. could have been prevented if trees had been cut away from the lines as was the practice years ago. This preventive maintenance would cost the company straight time labor as compared to overtime costs. Power outages cause the power company to lose revenue, it does not cut down on the consumers cost. When you don't have heat you must find alternative temporary sources which are generally even more costly. I admire the job the workers do when outages occur. However, they can only do what management tells them to do.

In my own neighborhood power outages are very common. One side of the street is powered by one source and the other side from another source. Most of these outages could be prevented by a simple 300 ft line being added to divert the power where it is needed.

Cost of poor management should not be placed on the shoulders of the customers. A large percentage of these customers already make choices between healthcare, food or heat. CEOs with \$7M salaries cannot relate to the problems of the common person. Common sense should prevail. It is time to stop large companies from profiting from their poor management.

1- Attachment