



Control Number: 29760



Item Number: 2375

Addendum StartPage: 0



A unit of American Electric Power

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AEP Texas
400 West 15th Street, Suite 1520
Austin, TX 78701
AEPTexas.com

November 18, 2009

Shawnee Claiborn-Pinto
Grace Godines
Retail Markets
Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, Texas 78711

Re: Additional Clarification into the Corrected Monthly Disconnect Reports for January 2007 through May 2007 in Project No. 29760, Compliance Filings Relating to Disconnection of Electric Service Pursuant to PUC SUBST R. 25.483 (b) (2) (C)

Dear Ms. Claiborn-Pinto and Ms. Godines:

Pursuant to the Commission's request the AEP Texas Companies have reviewed the "disconnect for non-pay" for customers coded in the AEP system as Critical Care for the time period from January 2007 through May 2007. The actual number of customers that were disconnected are provided in the confidential filing. The results of AEP Texas' findings is that the number of customers that were reported as Critical Care did not receive that distinction until after the disconnection of service was performed.

The AEP Companies will not disconnect an account flagged as critical care until after a thorough on-site investigation by an AEP employee at the physical address, a reasonable determination has been made that the loss of service will not cause a life-threatening or valid health risk, assurance from the REP that they have met all of the Commission's requirements to disconnect a critical customer, and providing advance notice to the Customer Protection Division of the PUCT. Only after all of this criteria has been met and reasonably documented, will AEP proceed with the disconnect order, and even then, the employee actually performing the disconnection of service is empowered to return the order unexecuted if he/she believes that circumstances have changed and in his/her opinion there continues to be an issue relevant to the critical care customer.

Please do not hesitate to contact me if you have any questions at (512) 481-4551.

Sincerely,

Barry R. Smith
Principal Regulatory Consultant
Enclosure

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