



June 3rd, 2025

New Era Broadband Services
David R. Hannum, President
119 E. Memorial Drive
Pomeroy, Ohio 45769

Case No. 25-0623-EL-CSS

Dear Mr. Hannum

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against American Electric Power Company. Your formal complaint has been assigned the above number. We have sent a copy of your complaint to the utility company. The utility company has been given 20 days to file its answer in response to your complaint and they will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,

Tanowa Troupe, Secretary
Michelle Green, Acting Secretary
Brian James, Acting Secretary
Robert Fadley, Acting Secretary

Enclosure

MAG/cmt

Commissioners

Daniel R. Conway
Dennis P. Deters
Lawrence K. Friedeman
John D. Williams

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Summary: Complaint Response Letter and Brochure electronically filed by
Docketing Staff on behalf of Docketing.