

Customer handbook of Rights & Obligations

AEP OHIO[®]
A unit of American Electric Power

AEP Ohio wants you to be an informed user of electricity. AEP Ohio has established a customer center on its website at www.AEP0hio.com that is focused on customer service and convenience. Customers can manage their accounts online or contact the customer operations center to access information 24 hours a day, seven days a week.

Customer Service:
1-800-672-2231

Or visit www.AEP0hio.com. Open/close your account, questions about your bill, sign up for paperless billing, report a power outage, check current outage status or sign up to receive outage alerts.

Hearing Impaired (TTY):
1-800-617-1234

Automated Services:
1-877-237-2886

Some of the options are: Billing and usage history, request duplicate bill, account balance and due date of billings, change phone number listed on account and report an outage.

Pay by Phone:
1-800-611-0964
(\$2.95 is a **billmatrix** service fee)

Electric Choice Information:
1-888-237-5566

Or visit www.EnergyChoice.Ohio.gov
Information about electric choice suppliers in your area.

Call Before You Dig:

811 or 1-800-362-2764

Call the Ohio Utilities Protection Service (OUPS) at least 48 hours or two working days before you plan to build a deck, install a fence, plant a tree or tackle any project that requires digging.



This booklet is provided as a service of AEP Ohio in accordance with the requirements of the Public Utilities Commission of Ohio to explain your rights and obligations as a residential or small business customer of American Electric Power.

Please keep this booklet for future reference.
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INSTALLATION OF SERVICE

Electric Service for New Construction

Please contact AEP Ohio as early as possible about the electric service needs for your new home or business. A team of employees from several departments makes installing your new service a priority. But we will need some time to do our jobs well and safely. The earlier we know about your needs, the better we can provide facilities for the electricity you need—when you need it.

You may be responsible for some or all the costs of any new facilities installed for your sole benefit.

Remodeling or Relocating Existing Electric Service

If you are planning to remodel or build an addition to your home or business, you may need to increase the capacity or relocate your electrical facilities. Call us before you start construction. We will help you plan the work that needs to be completed.

In general, you should be aware that customers are responsible for some or all of the cost of any dedicated facilities, service modifications or meter installations, made at the customer's request, for the customer's sole benefit.

Should your Electric Needs Change

It is your responsibility to notify AEP Ohio should you make any significant changes in your electric equipment or your usage. That will allow us sufficient time to make any necessary changes in our electric facilities. For instance, if you switch from natural gas heating to an all-electric heat pump, you will need to notify us to ensure that the existing facilities can accommodate the change.

Likewise, small commercial customers who add or eliminate equipment or processes that will significantly change their usage have a responsibility to notify us of the changes so that we can make any necessary changes to existing service facilities.

Before you install a generating system, such as solar PV or wind, which will operate in parallel with our distribution system, you must submit an interconnection application to ensure that the generating system does not negatively affect the electric service reliability of our distribution system or create an unsafe condition. Please contact our Distributed Generation

Coordinator at **614-883-6775** or **DGCoordinator-Ohio@AEP.com** for questions and assistance with the installation of your generating system.

DEPOSITS

A security deposit may be required before or after service begins if you have failed to establish creditworthiness. The Public Utilities Commission of Ohio (PUCO) defines customer deposit guidelines. A cash deposit may not be more than an average 30-day bill amount plus 30 percent. In lieu of paying a cash deposit, residential customers may furnish a guarantor who already has established credit for a similar account with AEP Ohio.

In some circumstances, AEP Ohio may request a deposit from customers who were not requested to pay a deposit when applying for service or whose deposit has been refunded, if payments are paid after the due date of the bill two consecutive times in a 12-month period. AEP Ohio recognizes that there may be individual circumstances that cause payments to be paid late and will provide any reasonable assistance possible. Customers are encouraged to contact the company immediately if special payment options are needed.

METERING & BILLING

Initiating or Terminating Service

Depending on when we most recently read your meter, you have the option to request an actual meter reading when you initiate or terminate your service. An actual reading is required if the meter has not been read within the immediately preceding 60 days, and access to the meter is provided. If the meter has not been read within the immediately preceding 33 to 59 days, you have the option to have an actual meter reading at no charge. If the meter has been read within the immediately preceding 32 days, we may estimate the consumption.

Actual Meter Reading

You may request two actual meter reads per calendar year, at no charge, if your usage has been estimated for more than two of the consecutively preceding billing cycles, or if you have reasonable grounds to believe that the meter is malfunctioning.

Meter Tampering

Meter tampering is dangerous! It is also unlawful to tamper with or alter the operation of your electric meter in any way. Meter tampering is punishable by law.

Meter Testing

Upon your request, your meter will be tested. The first test is free of charge. However, there can be a fee for each succeeding test conducted at your request that occurs less than 36 months after the previous test. A written explanation of the test results will be provided to you, and you have the option to be present when the test is performed. If the accuracy of the meter is found to be outside the tolerance specified in the tariff, your account will be credited promptly for any overpayments and there will be no charge for the test.

RATES & TARIFFS

You can view AEP Ohio's rates and tariffs at www.AEPOhio.com or at the Public Utilities Commission of Ohio's website at www.PUCO.Ohio.gov. Upon request you can view our rates and tariffs at our office or request a copy be sent to you via United States Postal Service or e-mail.

Upon request AEP Ohio will provide information on alternative rates and energy efficiency programs that may apply to your specific needs.

For the latest information, go to www.AEPOhio.com/Save. This site is dedicated to bringing you information regarding energy efficiency programs, including rebates and cost incentives, plus tips, tools and technologies so you can use less energy and lower your electric bill.

USAGE INFORMATION

You have the right to request up to 24 months of usage information, payment history and detailed consumption data, if available, and time-differentiated price data, if applicable.

PAYMENT OPTIONS

AEP's Auto Monthly Withdrawal Plan known as the Checkless Payment Plan

With checkless payment plan (CPP) you simply authorize your financial institution to pay your electric bill directly from your checking or savings account. No monthly withdrawal fee or enrollment fees. Each month, you will receive an electronic or mailed copy of your bill that will tell you the exact amount and the specific date the payment will be deducted from your account. If you ever need to change the withdrawal date shown on your bill or the bank account number from which your payment is being withdrawn, please contact AEP Ohio at

least four business days prior to the scheduled deduction for assistance with these changes.

Note: IF you are already signed up for AEP Ohio's auto withdrawal through our paperless billing program, do NOT also sign up for AEP Ohio's auto withdrawal, as it will cause duplicate payments to be drafted.

Pay by Mail

Mail the top portion of your bill along with a check or money order to the following addresses. AEP Ohio suggests that you do not send cash through the mail. Please allow adequate time for delivery. Payments are accepted during normal business hours, Monday through Friday, except holidays.

Regular USPS delivery:

AEP OHIO
P O BOX 24404
CANTON OH 44701-4404

Overnight Payments:

AEP OHIO
322 DEWALT AVE SW
CANTON OH 44702

Internet Payment

AEP Ohio offers an electronic bill presentment and payment option, provided by a third-party vendor. This service is known as paperless billing or e-Bill. With paperless billing you can receive your bill electronically rather than through the mail. You may also pay your bill electronically, at no charge to you.

Pay in Person and Immediate One-Time Payment

For your convenience, AEP Ohio has made arrangements with a network of merchants throughout our service territory to accept payments of AEP Ohio bills. To obtain the names of local authorized pay stations, visit www.AEPOhio.com/PayInPerson or contact AEP Ohio at **1-877-237-2886**.

When you visit one of the authorized merchants, please take the top portion of your electric bill that contains the account number you are paying.

Please note: The authorized pay station may charge a maximum of \$2.00 to process your payment. While you will be paying your account with AEP Ohio, the full amount of the fee is passed to the authorized pay station as provider of this service. For your protection, please leave your payment only with authorized agents.

Pay by Phone

Call toll-free **1-800-611-0964** to make a payment. Be sure to have your AEP Ohio account number and banking information ready before you call.

Once you have used this service, you can check your AEP Ohio account balances and initiate payments 24 hours a day, seven days a week. However, using this payment option for just one month does not obligate you to use this method every month.

You will receive a confirmation number as proof of payment. AEP Ohio will be immediately notified of your payment through an electronic notice posting to your electric account. Payments received prior to 4:00 p.m. EST will be posted to your account that evening. Those made after 4:00 p.m. EST, on a weekend, or on a holiday will post on the next AEP Ohio business day. Post schedules may vary on holidays.

A service fee of \$2.95 will be charged by the service provider, BillMatrix. While you will be paying your account with AEP Ohio, the full amount of the fee is passed to BillMatrix as the provider of this service.

Electronic Data Interchange (EDI)

EDI is the electronic transmission of business documents in a standard format between companies. Predominantly used by large commercial and industrial customers, this method requires a partnership agreement between AEP Ohio and the customer. Electronic payments will be automatically credited to the customer's AEP Ohio account. Please contact AEP Ohio at the telephone number on your bill for additional information.

Other Payment Options

For information about other available payment options, such as wire transfers, contact AEP Ohio at the telephone number located on your bill.

PAYMENT PLANS

Levelized Payment Options

As seasons change, so will the amount of electricity you use—and the amount of your monthly bill. Our Levelized Payment Options allow qualifying residential customers, not-for-profit charitable organizations and places of worship to even out the ups and downs of monthly bills. It makes planning and paying easier. Here's how they work:

- **Average Monthly Payment Plan (AMP):** The monthly payment is based on the average of the current month's bill, plus the previous 11 months' bills. Each month, the oldest bill is removed from the computation, and the new current bill is included. As a result, the payment amount

will fluctuate slightly from month to month. The difference between actual billings and the average bills will be carried in a deferred balance that will accumulate both debit and credit differences for the duration of the AMP year (12 consecutive months). Settlement occurs only when participation in the plan is terminated. AMP is not to be used to defer payment of delinquent bills.

- **Budget Billing Plan:** AEP Ohio will estimate the amount of your next 12 months of electric charges based on experience and your history of energy use. We will divide this estimate into 12 equal payments and will bill you that amount each month. We will also review your account every six months and may adjust your budget payments to remain in line with any unusual increases or decreases in usage. Every 12 months, we will settle any difference between your actual usage amounts and your budget payments. If you have overpaid, we will apply a credit to your next bill. If you have underpaid, the difference becomes due.
- **Contact:** AEP Ohio to see what your AMP or Budget amount might be.

Winter Heating Season Plan (WHSP)

During the winter heating season, November 1 through April 15, residential customers can avoid disconnection of service by making arrangements with the company to pay one-third of their total bill each month. The total bill consists of any past due amount plus the current month's bill. If any balance remains on the account after April 15, the customer will need to contact AEP Ohio to make an additional payment arrangement or pay off the remaining balance.

One-Sixth and One-Ninth Payment Plans

Residential customers who are having financial hardship can make an agreement to pay one-sixth or one-ninth of the past due amount plus the current monthly bill, until the full amount owed is paid.

LOW INCOME ASSISTANCE

Percentage of Income Payment Plan (PIPP Plus & Graduate PIPP Plus) and Home Energy Assistance Program (HEAP)

These programs assist low-income residential customers. To learn more about these programs and the qualifications needed for eligibility, contact the Ohio Development Services Agency at www.Development.Ohio.gov/IndvServices.htm

or by calling **1-800-282-0880** or by visiting the nearest community action agency.

QUESTIONS ABOUT YOUR BILL OR SERVICE

If you think your bill contains an error or you would like to have some part of your bill explained, contact AEP Ohio at **1-800-672-2231**. We will gladly review your bill with you and answer any questions you have.

If you have switched to another electric supplier and you have questions about the charges for generation service or would like that part of your bill explained, please call your electric supplier. The phone number of your electric supplier is printed on your bill.

If you do not feel that the matter has been resolved, you can file a complaint at www.AEPOhio.com under “Contact Us”, call **1-800-672-2231** or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If your complaint is not resolved after you have called AEP Ohio or for general utility information, residential or business customers may contact the Public Utilities Commission of Ohio for assistance at **1-800-686-7826** (toll free) from 8 a.m. to 5 p.m. weekdays, or at www.PUCO.Ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumers’ Council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at **1-877-742-5622** from 8 a.m. to 5 p.m. weekdays, or at www.PickOCC.org.

SHUTTING OFF SERVICE

Customers are responsible for paying all charges relating to electric service. However, if you have financial or health concerns, please discuss them with an AEP Ohio representative before the account becomes subject to shut off for not paying the bill. AEP Ohio may shut off electric service for:

- At the customer’s request;
- Nonpayment of tariffed billings and charges, including security deposits by the customer;
- The unpaid bills of a customer whose service was guaranteed for 60 days;

- A former customer who owed unpaid bills continues to reside or request service at the same premise;
- Violations of AEP Ohio contracts or tariffs;
- When providing service is in conflict or incompatible with laws of this state or one of its political subdivisions or federal laws or regulations;
- Tampering with AEP Ohio electric facilities or obtaining electric service in a fraudulent manner;
- Using electricity in a manner that adversely affects other customers or consumers;
- Safety hazards to consumers or their premises, the public or to AEP Ohio personnel or facilities;
- Refusing AEP Ohio personnel access to electric facilities on the customer’s owned or leased property;
- Repairs – provided consumers are advised of scheduled maintenance expected to last more than six hours.

AEP Ohio will not shut off service for:

- Unpaid bills if a physician or local Board of Health physician certifies that denial of service would be especially dangerous to the health of someone living in the household (limit of three 30-day medical certifications in a 12-month period);
- Unpaid non-tariffed charges;
- Unpaid bills for a previous occupant, including a spouse, unless that person continues to reside at the same premise in which the bills were incurred;
- Unpaid charges due on some else’s account, unless the customer is a guarantor for that account;
- Residential tenants who receive electric service through rent payments until they receive the required 10-day notice of impending disconnection; and
- Property owners or agents who rent to residential customers – and request to be notified – until they receive the required three-day notice of impending disconnection.

If the customer does not take action within the notice period, AEP Ohio will shut off electric service on the date specified in the shutoff notice or within a reasonable time after that date.

AEP Ohio will shut off service only between 8:30 a.m. and 4:00 p.m. Mondays through Thursdays and from 8:30 a.m. until 12:30 p.m. on Fridays and any day preceding certain holidays.

Prior to shutting off service, an AEP Ohio employee will attempt to contact residential customers or other adult members of

households, as well as owners or other responsible persons of businesses. Our employees will explain the reason for their visit. During the winter season (November 1 through April 15), residential customers are given an additional 10-day disconnect notice before service may be shut off.

AEP Ohio employees will not accept payments at customers' premises in lieu of disconnecting electric service.

Service will not be shut off, if a residential customer advises us of any extenuating circumstance(s) as defined in Ohio Administrative Code 4901:1-18-06(C). In these instances, the employee will leave a disconnect notice which invites the customer to call AEP Ohio for payment arrangements or they may request a medical certification form to be faxed to their medical provider that will prohibit the shut off for 30 days.

When a company employee is dispatched to a customer's premise for the purpose of performing disconnection activities, due to the customer's delinquency, the customer will be charged a collection trip charge, if the disconnection activity is not performed as a result of extenuating circumstances.

When AEP Ohio shuts off service, the employee either will hand a reconnection requirement to a responsible person or leave it in a conspicuous place at the premise. This notice states service has been shut off and the amount the customer must pay to have service restored. It also advises the customer to turn off the main breaker or pull the main fuse, to have service reconnected.

AEP Ohio employees may not be able to reconnect the meter if our safety checks indicate either a connected load condition or a fault condition at the meter base.

RECONNECTING SERVICE

If electric service was shut off because of an unpaid bill, AEP Ohio will restore service when all past due amounts and a reconnection fee approved by the PUCO have been paid. In addition, customers who have not already furnished a security deposit may be required to pay a deposit prior to the reconnection. AEP Ohio advises customers to turn off appliances that may have been turned on and operating at the time of the service shut off. This will help avoid hazards that may occur when service is restored. Payment received after 4:00 p.m. on a normal business day will require an after-hours

reconnection or holiday reconnection charge to have service restored before the next regular business day. No reconnect for nonpayment will be made after 8:00 p.m. from April 15 through October 31 or after 6:00 p.m. from November 1 through April 14.

OHIO ELECTRIC CHOICE

With electric choice, you may choose the company that provides your electric supply. AEP Ohio still will deliver the electricity to you. For your protection, all competitive retail electric service providers must be certified by the PUCO.

Electric Supplier List

AEP Ohio will provide you a list of competitive suppliers, with their phone numbers and which customer class(es) they serve by contacting AEP Ohio. This list is also available on the Public Utilities Commission of Ohio's website of www.EnergyChoice.Ohio.gov.

Opting Off the Customer List

We are required to include your name, address and usage information on a list of eligible customers that is made available to competitive retail electric providers. Prior to issuing this list, and at least four times a year, we will provide you a written notice of your right to opt off this list. This list does not affect whether or not you are included in a governmental aggregation. If you do not wish to be included on this list, please call AEP Ohio at **1-888-237-5566** or write to us at 1 AEP Way, Hurricane, WV 25526 or fill out the opt-out form on our website at www.AEPOhio.com/OptOff.

Notice of a Change in Supplier

If you initiate electric service from another supplier, we will provide you with a notice confirming the change. You have the right to cancel the change within seven calendar days after our notice has been sent. To cancel, simply call AEP Ohio at the number listed on the notice.

Return to Standard Offer

If you have selected an alternative electric supplier and are returned to AEP Ohio's standard offer because of slamming or because of the supplier's default, abandonment or certification withdrawal, you will not be liable for any costs associated with the return.

Have You Been Switched Without Your Consent?

If your electric bill reflects a competitive supplier that you did not choose, and you believe your service has been switched without your consent, you should call the PUCO to initiate a slamming investigation. If the PUCO confirms you have been slammed, AEP Ohio will switch you back to your previous supplier without charge, credit your account for any switching fees resulting from being slammed, and credit your account or reimburse you for any charges in excess of what you would have paid absent the unauthorized change in service providers, excluding distribution charges.

If you participate in the percentage of income payment plan or in governmental aggregation, the generation supplier appearing on your bill may be a company other than AEP Ohio.

ELECTRIC SERVICE & SAFETY STANDARDS

AEP Ohio adheres to specific service and safety standards established by the Public Utilities Commission of Ohio to ensure that the service you receive is safe and reliable. You may obtain a copy of the electric service and safety standards by contacting the PUCO at **1-800-686-7826** or visiting the PUCO website at **www.PUCO.Ohio.gov**.

CALL BEFORE YOU DIG – IT’S THE LAW!

If you plan to build a deck, install a fence, plant a tree or tackle any project that requires digging, call the Ohio Utilities Protection Service (OUPS) at **811** or **1-800-362-2764** at least 48 hours or two working days—in advance. OUPS will submit the request to all registered utilities in your area. If AEP Ohio has underground power lines in the area where you will be digging, the company will send a representative to the site and mark the approximate location of its lines. The service is free. Remember, it is your responsibility to know the location of all underground lines on your property prior to any excavation. Details of Ohio’s ‘Call Before You Dig’ law can be found online at: **www.OUPS.org**.

ENVIRONMENTAL DISCLOSURE

To obtain the approximate generation resource mix and environmental characteristics associated with the power offered in Ohio’s competitive marketplace you can view the disclosure

statements at **www.AEPOhio.com/Environment** or contact AEP Ohio to have a copy mailed to you. You may also view the statements on the PUCO’s website at **www.PUCO.Ohio.gov**.

EMPLOYEE IDENTIFICATION

All AEP Ohio employees carry company-issued identification cards showing their name and photograph. Please ask anyone seeking to enter your home or business to show this card and state reason for visit. If you have questions, just ask the employee to wait outdoors while you call AEP Ohio to confirm the person’s employment.

PRIVACY INFORMATION

AEP Ohio is prohibited from disclosing a customer’s account number without the customer’s written consent or electronic authorization or without a court or commission order, except for AEP Ohio’s consumer credit evaluation, collection and credit reporting; for participants in the home energy assistance program, the emergency home assistance program and programs funded by the universal service fund, such as the percentage of income payment plan programs; or for governmental aggregation.

AEP Ohio is prohibited from disclosing a customer’s social security number without the customer’s written consent or without a court order except for AEP Ohio’s consumer credit evaluation, or the competitive retail electric service provider’s credit collections and reporting; for participants in the home energy assistance program, the emergency home energy assistance program and programs funded by the Universal Service Fund such as Percentage of Income Payment Plan programs.

AEP Ohio shall not disclose customer energy usage data that is more granular than the monthly historical consumption data, provided on the customer pre-enrollment list pursuant to Rule 4901:1-10-29(E) of the Ohio Administrative Code, without the customer’s written consent or without a court or commission order.

The PUCO is not prohibited from accessing records or business activities that would allow it to effectively monitor customer calls to AEP’s Customer Operations Center.

