



**CUSTOMER LETTER OF AUTHORIZATION
TO RELEASE INFORMATION AND CONDUCT ACCOUNT ACTIVITY**

The Customer Letter of Authorization to Release Information and Conduct Account Activity form permits account holders to delegate certain rights to Authorized parties concerning American Electric Power and its subsidiary operating companies' account(s)/service(s). The customer of record may permit an Authorized party to receive information or transact business on its behalf and must specify what information the third party is entitled to receive, what if any act(s) the Authorized party may transact on its behalf and whether the Authorization is being provided on a one-time basis or on a longer-term basis. **This form must be completed in its entirety and signed by the customer of record or someone who has a power of attorney or other legal right to sign the customer's name on their behalf. It is American Electric Power's desire to permit Authorized parties to transact necessary business in a manner without jeopardizing the confidential nature of the customer of record.**

This form is not for Competitive Retail Energy Service Providers. Please, visit the dedicated CRES portal for assistance.

Email: inforelease@aep.com

Fax: 1-800-281-3916

Questions: 1-888-710-4237

Mail: American Electric Power
ATTN: Business Operations
1 AEP Way
Hurricane, WV 25526

Please keep a copy of the completed Authorization form(s) for your records.

SECTION I. RETAIL CUSTOMER'S AUTHORIZATION (Customer of Record):

Retail Customer Name: _____

Name of Record on Distribution Company Account

Federal Tax ID

Retail Customer Mailing Address: _____

Address

City

State

Zip

Contact Information: Telephone: _____ E-Mail Address: _____

I understand that by reason of this Authorization, the named appointee in Section II may conduct the designated activity and transactions on the account(s) that I as customer of record may direct or perform even though I remain responsible for all payment and other service obligations. This Authorization shall continue in effect until the date specified unless earlier terminated by the customer of record.

I (Customer) hereby release, hold harmless, and indemnify American Electric Power from any liability, claims, demands, and cause of action, damages, or expenses resulting from any release of information or transaction

This Letter of Authorization will be valid from the dates listed below:

Note: The expiration date above cannot exceed three years from the date of execution. If no time period is specified, the Authorization period will be from the date of the Retail Customer's signature and expire in one year. If the expiration date is greater than three years in the future, the expiration date will be three years from the effective date. If the Retail Customer needs to terminate the Authorization early, AEP must be notified 30 days in advance of the new termination date.

Printed Retail Customer Representative's Title

Retail Customer/Authorized Retail Customer Representative's Signature

Executed this date of / / (mm/dd/yyyy)

SECTION II. THIRD-PARTY SEEKING THE RETAIL CUSTOMER'S AUTHORIZATION:

Company Name: _____

Mailing Address: _____

Address

City

State

Zip

Contact Information: Telephone _____ E-Mail Address: _____

I (Third Party) hereby release, hold harmless, and indemnify American Electric Power from any liability, claims, demand, causes of action, damages, or expenses resulting from the use of customer information obtained pursuant to this Authorization and from the taking of any action pursuant to this Authorization, including rate changes. I agree that as a third-party company our employees will not identify themselves as direct employees of the customer of record. We will identify ourselves by our company name as stated in Section II.

Printed Third Party Representative's Name

Printed Third Party Representative's Title

Third Party Signature _____

Executed this date of ____/____/____ (mm/dd/yyyy)

SECTION III. PERMISSIONS

The Third party is allowed to conduct the following actions (Retail Customer to initial selections):

Option 1: Permission for Third Party to act as Both Account and Billing Agent

_____ Account and Billing Agent (Receive bills, remit payments, access to usage data, and approval of all transactions listed in Option 3.) Billing and correspondence may be sent to the Authorized party.

Option 2: Permission for Third Party as Billing Agent Only

_____ Billing Agent (Receive bills, remit payments, and access to usage data only). Billing and correspondence may be sent to the Authorized party. Account changes and information released are specific to bills, payments, and usage information only.

Option 3: Specific Authorized Transactions (Additional charges may be applicable. Initial all that apply):

_____ Request and receive billing and usage history	_____ Conduct account changes
_____ Request and receive billing, usage, & payment history	_____ Request and receive credit history
_____ Request and receive meter usage history data	_____ Request special metering
_____ Interval usage and/or peak load contributions	_____ Fault Current Data/ARC Flash Study exists
_____ Start new service (existing metered service present)	_____ Stop existing service (close existing account)
_____ Request and receive balances on accounts	_____ Request rate analysis and/or rate changes
_____ New service installation (construction and all associated charges)	
_____ Request changes to existing service (such as an upgrade) which may require disconnection of service and electrical inspections	
_____ Other (please specify) _____	

Ohio Customers Only: I realize that under the rules and regulations of the public utilities commission of Ohio, I may refuse to allow Ohio Power Company/American Electric Power to release the information set forth above. By my signature, I freely give Ohio Power Company/American Electric Power permission to release the information set forth above.

Retail Customer/Authorized Retail Customer Representative's Signature

Date

Non-Ohio Customers:

Retail Customer/Authorized Retail Customer Representative's Signature

Date

SECTION IV. ACCOUNTS

Retail Customer's end-use sites **MUST** be identified by correct Account Number and/or Service Delivery Identifier. For larger lists, please send on a separate excel spreadsheet.

Either account numbers or Service Delivery Identifiers (SDIs) (or Electronic Service IDs) can be submitted (for choice purposes, an SDI must be submitted). They MUST be correctly formatted as shown below to process the request. All AEP account numbers are 11 digits in length, and SDIs are 17 digits. Where the account number or SDI begins with a zero (0), the leading zero(s) must be recorded on the request (Example: 07000000000 or 00140060700000000).

Operating Company	Account Begins With	SDID Begins With
Kingsport Power Company	01	
Appalachian Power Company	02	000073302
Kentucky Power Company	03	
Indiana Michigan Power Company	04	000932404
Wheeling Power Company	06	
Ohio Power Company	07	001400607
Columbus Southern Power Company	10	000406210
Texas Central Company	94	100327894
Public Service Company of Oklahoma	95	
Southwestern Electric Power Company	96	101769896
Texas North Company	97	102040497

Existing Accounts to be included on this Letter of Authorization (Electric account is already established)

☐ Please check this box if provided on a separate Excel spreadsheet

Account #	Address

New Start Service Requests to be included on this Letter of Authorization (Metered service exists and providing permission to establish new electric account). ☐ Please check this box if provided on a separate Excel spreadsheet

Account Number/ SDID	Address

New Installations When Metered Service is Not Present to be included on this Letter of Authorization (May include construction, construction costs, and/or new account set-up once service installed)

☐ Please check this box if provided on a separate Excel spreadsheet

Address	Unit Designator

Retail Customer Signature

Date

SECTION V: Retail Customer Authorization to Allow Additional Accounts to Existing Contract

This section gives permission to add addresses/accounts not previously included in original contract. The same terms, conditions, and expiration date of the original agreement applies.

Existing Accounts to be included on this Letter of Authorization (Electric account is already established)

☐ Please check this box if provided on a separate Excel spreadsheet

Account #/ SDID	Address

New Start Service Requests to be included on this Letter of Authorization (Metered service exists and providing permission to establish new electric account). ☐ Please check this box if provided on a separate Excel spreadsheet

Account #/ SDID	Address

New Installations When Metered Service is Not Present to be included on this Letter of Authorization (May include construction, construction costs, and/or new account set-up once service installed)

☐ Please check this box if provided on a separate Excel spreadsheet

Address	Unit Designator

Printed Retail Customer Name

Printed Retail Customer Title

Retail Customer/Authorized Retail Customer Representative's

Executed this date of ____/____/____ (mm/dd/yyyy)