

NC

18-0622-EL-CSS

Ohio

Public Utilities
Commission

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

FILE

Formal Complaint Form

HELENA Edison
Customer Name (Please Print)

4451 BELVEDERE PARK
Customer Address

COLUMBUS OH 43228
City State Zip

Against

106-709-439-4-2
Account Number

SAME
Customer Service Address (if different from above)

AEP OHIO
Utility Company Name

SAME
City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

(SEE ATTACHED)

RECEIVED-DOCKETING DIV
2018 APR 11 AM 11:28
PUCO

Helena Edison
Signature

614-516-9503
Customer Telephone Number

ORIGINAL

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician MN Date Processed APR 11 2018

April, 9, 2018

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad Street
Columbus, OH 43215-3793

RE: Formal Complaint Against AEP Ohio
Account Name: Helena Edison (customer)
Account Number w/AEP Ohio 106-709-439-4-2
Service Address; 4451 Belvedere Park, Columbus, Ohio 43228

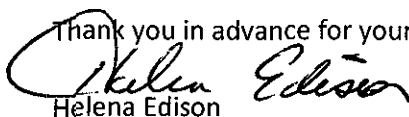
Dear Sir/Madam:

On February 22, 2018 I opened and received my AEP Ohio bill and it was for total amount of \$750. I immediately contacted AEP and was advised by a supervisor to read my meter and advise them of the clock reading. I did as instructed and over the course of the 51 minute conversation the supervisor admitted there was a reading error on AEP's part and my bill was adjusted to \$286.24. I called on February 25, 2018 to pay the bill in full for \$286.24 and was advised the bill had been adjusted again to read \$600.00. I disputed the \$600.00 amount and asked why the change again, she could not answer. I was transferred to the billing department for formal complaint. I was advised a meter reading would take place within a ten day period and I would be advised as to their findings. I was not advised, I had to call back in and was then told the bill was back up to \$750.00 because they had made gross errors in their "guestimating" usage over the winter months. I disputed the amount again. I was told another reader would be out to read the meter. A meter reader did come out and left a note on my door during my work hours and stated their reading is accurate and ADDED an additional amount bringing my total to \$1,022.20. I received only one telephone call from the billing office supervisor stating, yes there were errors, yes there is confusion, but "I owe the amount, make arrangements or I will be disconnected". I do have an electric pump but I used the pump minimally because I am gone 13 hours per day and live there alone. I have never received any bill for this high amount and have lived in ALL electric premises in past with a room-mate in college.

I have already filed an informal complaint with PUCO and that was of no assistance. I had to contact a supervisor after the 10 day period to have gone over the findings. As we went over the findings, it simply duplicated what I already have known, PUCO informal complaint was of no assistance, had no resolution and left me even more frustrated and confused.

The outcome I would like is my bill adjusted to the meter I provided and took pictures of \$286.24. AEP Ohio be held accountable for the confusion they caused, their gross inaccuracies and very poor customer service provided. I cannot trust a company to provide me with an accurate bill with these consistent errors.

Thank you in advance for your assistance,


Helena Edison



Public Utilities Commission

Asim Z. Haque, Chairman

Commissioners

M. Beth Trombold
Thomas W. Johnson
Lawrence K. Friedeman
Daniel R. Conway

March 30, 2018

Helena Edison
4451 Belvedere Park
Columbus, OH 43228

CASE ID: 00199349

Dear Ms. Edison:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) and allowing me to address your concerns regarding the American Electric Power Company of Ohio, Inc. (AEP).

In your complaint, you stated that on February 22, 2018, you received a bill in the amount of \$750 from AEP. You stated you are gone 13 hours a day and the AEP monthly billings have never been more than \$280. After speaking with AEP and providing a meter reading, the company informed you the billing would be adjusted to \$286.24. However, AEP recently rebilled the account and added an additional charge of \$600, bringing the total charges due to \$1022.50.

AEP's response was that the service at this address was initiated in your name on July 3, 2017. Please find enclosed a copy of the meter reading, billing, and payment history for your account from July 3, 2017 through March 16, 2018. Please note that the history also contains the historic meter reading and usage history for the previous period from March 24, 2016 to July 3, 2017. In reviewing the enclosed history, I found that the January 17, 2018 billing of \$184.89 had been cancelled and the account rebilled in the amount of \$341.08. This amount was included on the February 19, 2018 billing, bringing the amount due for the 67 day service period December 14, 2017 to February 19, 2018 to \$750.79.

AEP's records show that on February 22, 2018, the company spoke with you regarding the \$750.79 billing. The company states that at that time, you provided a meter reading of 91659. The enclosed history shows the company cancelled the original billing of \$409.71 for the service period from January 17 to February 19, 2018, and adjusted the amount due for that period to \$286.22, for a total due of \$627.30.

On March 7, 2018, the company performed a special reading of the meter and obtained an actual reading of 94223. As a result of this actual reading, the previous adjustment was cancelled and the account was re-billed for the original amount of \$341.08 for the January 17 to February 19, 2018 service period. And, because no payments had been received on the account, the amount still due as of March 12, 2018 was \$750.79. When the account billed again on March 16, 2018, it was based on an actual meter reading of 95022. This resulted in an additional usage charge of \$271.41 and a total amount due of \$1,022.20. If you have not already done so, you may wish to contact AEP customer service at 1-800-672-2231 to discuss available payment arrangements for the account.



Public Utilities Commission

Asim Z. Haque, Chairman

Commissioners

M. Beth Trombold
Thomas W. Johnson
Lawrence K. Friedman
Daniel R. Conway

AEP reports that special readings of the meter were also obtained on March 13 and March 20, 2018. The meter reading obtained on March 20, 2018 was 95349 and showed that an additional 327 kwh of usage occurred during the four day period from March 16 to 20, 2018. AEP further advised that per your request, the accuracy of the meter was tested on March 15, 2018. During this test, the meter was found to be operating at an accuracy level of 99.65% on a light load and 100% on a full load.

Companies are required to perform meter tests following the standards for meter accuracy set by the American National Standard Institute (ANSI). According to these standards, electric meters operating at plus or minus two of 100% are considered to be operating within the ANSI standards. Regulated electric companies in Ohio that are metering in compliance with Ohio Administrative Code (OAC) 4901:1-10-05 (B) may bill for the actual usage recorded through the meter. A copy of OAC 4901:1-10-05 (B) can be viewed at <http://codes.ohio.gov/oac/4901:1-10-05v1>.

Please note that there is no rule which requires the utility company itself to determine why a customer's usage is more or less from one billing period to the next. However, AEP stated the cause of your increased usage may be a result of how you are using your heat pump and emergency electric heating system. The company also advised that on March 13, 2018, energy saving information regarding heat pumps was left for you at the service address. Should you have any concerns regarding the efficiency of the heat pump and emergency heating system, you may wish to contact a company that specializes in these types of systems.

Should you have any additional utility-related questions, please do not hesitate to contact the PUCO Call Center at (800) 686-PUCO (7826) or visit our website at www.PUCO.ohio.gov.

Sincerely,

Christina Cassady
Lead Customer Service Investigator

4451 Belvedere Park, Columbus, OH 43228-6348

Revenue - 020, Tariff - 013

Account Number: 106-709-439-42

Read Date	Number of Days	Reading	Read Code	Usage	Rate Charges	Payments	Account Balance	Comments
03/24/16	30	61627	A	2046			\$0.00	
04/22/16	29	63390	A	1763			\$0.00	
05/24/16	32	64111	A	721			\$0.00	
06/22/16	29	64925	A	814			\$0.00	
07/21/16	29	65812	A	887			\$0.00	
08/22/16	32	66822	A	1040			\$0.00	
09/21/16	30	67784	A	932			\$0.00	
10/20/16	29	68449	A	665			\$0.00	
11/17/16	28	69334	A	885			\$0.00	
12/21/16	34	71694	A	2360			\$0.00	
01/24/17	34	73938	A	2244			\$0.00	
02/23/17	30	75806	A	1868			\$0.00	
03/24/17	29	77500	A	1694			\$0.00	
04/21/17	28	78250	A	750			\$0.00	
05/22/17	31	79004	A	754			\$0.00	
05/25/17	3	79017	A	13			\$0.00	Final Read
06/02/17	8	79017	A	0			\$0.00	Initial Read
06/20/17	18	79303	A	286			\$0.00	
07/03/17	13	79510	E	207			\$0.00	Final Read for Previous
07/03/17	0	79510	E	0			\$0.00	Initial Read For Helena Edison
07/10/17					\$77.00		\$77.00	Balance Transfer from Previous Account
07/21/17	18	79921	A	411	\$51.35		\$128.35	
08/09/17						\$128.35	\$0.00	
08/21/17	31	80676	A	755	\$93.30		\$93.30	
09/13/17						\$93.30	\$0.00	
09/13/17	23	81089	A	413	\$55.16		\$55.16	
09/14/17						\$55.16	\$0.00	
10/11/17	28	81627	A	538	\$73.30		\$73.30	
10/16/17						\$73.30	\$0.00	
11/08/17						\$80.00	(\$80.00)	
11/13/17	33	82825	A	1198	\$148.82		\$68.82	
11/15/17						\$68.82	\$0.00	
12/11/17						\$100.00	(\$100.00)	
12/14/17	31	84734	A	1909	\$231.09		\$131.09	
12/18/17						\$131.09	\$0.00	
01/11/18						\$100.00	(\$100.00)	
01/17/18	34	86252	A	1518	\$184.89		\$84.89	
01/22/18						\$84.89	\$0.00	
02/14/18					(\$184.89)		(\$184.89)	January 2018 Bill - Cancelled
02/19/18	34	89252	E	4518	\$525.97		\$341.08	January 2018 Bill - Adjusted
02/19/18	28	92747	A	3495	\$409.71		\$750.79	
02/27/18					(\$409.71)		\$341.08	February 2018 Bill - Cancelled
02/27/18	28	91660	E	2408	\$286.22		\$627.30	February 2018 Bill - Adjusted
03/07/18	21	94223	A	1476				Special Read
03/13/18	6	94700	A	477				Special Read
03/12/18					(\$286.22)		\$341.08	February 2018 Adjusted Bill - Cancelled
03/12/18	28	92724	E	3495	\$409.71		\$750.79	February 2018 Adjusted Bill - Adjusted
03/16/18	2	95022	A	322	\$271.41		\$1,022.20	

Read Codes: A = Actual Read NR (no read) codes



PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$750.79**
March 7, 2018

Bill mailing date is Feb 19, 2018
Account #106-709-439-4-2

SERVICE ADDRESS: HELENA EDISON, 4451 BELVEDERE PARK, NEWBRIDGE COMMONS BLDG 15, COLUMBUS, OH 39791

CY 12

Notes from AEP Ohio:

You have an adjustment for this billing period. Please see the detail page for more information.

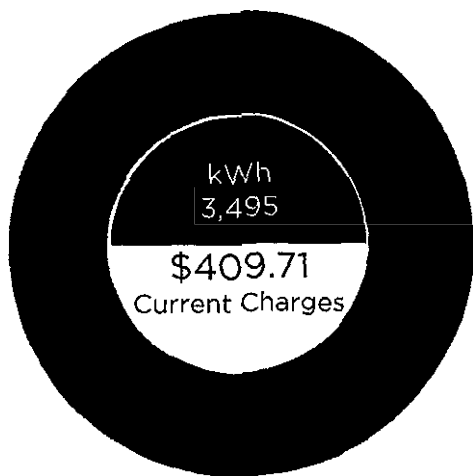
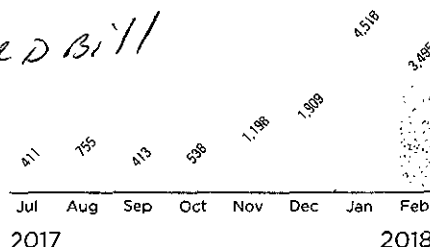
HELENA EDISON
4451 BELVEDERE PARK
COLUMBUS, OH 43228-6348

2/22/18 286.00 new bill forthcoming
shw jasmie adjusted bill incorrect. meter ready

Current bill summary:

Billing from 01/18/18 - 02/14/18 (28 days)

Usage History (kWh):



Delivery Charge
\$203.96

Methods of Payment

- aepohio.com
- PO Box 24417
Canton OH 44701-4417
- 1-800-611-0964 (\$1.85 fee)

Need to get in touch?

Customer Operations Center: 1-800-672-2231
View outage information at aepohio.com

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

HELENA EDISON, 4451 BELVEDERE PARK, NEWBRIDGE COMMONS BLDG 15, COLUMBUS, OH 43228-6348



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

Account #106-709-439-4-2

Amount due on or before **\$750.79**
March 7, 2018

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 24417
CANTON OH 44701-4417



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

0000750790000750790100000000001067094394219020703012900006

**Service Address:**

HELENA EDISON
4451 BELVEDERE PARK
NEWBRIDGE COMMONS BLDG 15
COLUMBUS, OH 43228-6348

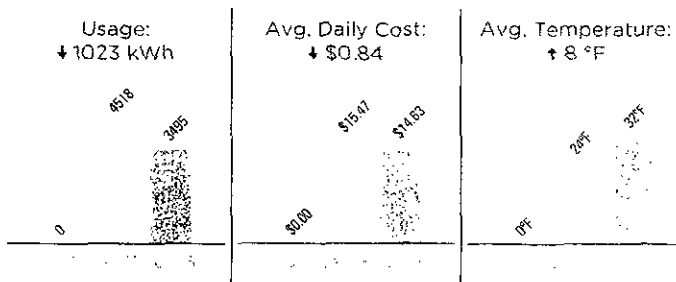
Account #106-709-439-4-2

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	\$	84.89
Payment 01/22/18 - Thank You		-84.89
Adjustment		-184.89
Previous Balance Due	\$	-184.89*
Current AEP Ohio Charges		
Tariff 013 - Residential Service 01/17/18 Service Delivery Identifier: 00040621063187342		
Generation Service (Supply)	\$	254.39
Transmission Service		77.80
Distribution Service		166.68
Customer Charge		8.40
Retail Stability Rider		6.97
Deferred Asset Phase-In Rider		7.10
Power Purchase Agreement Rider		4.63
Rebilled Charges	\$	525.97*
Tariff 013 - Residential Service 02/14/18 Service Delivery Identifier: 00040621063187342		
Generation Service (Supply)	\$	196.78
Transmission Service		60.18
Distribution Service		129.74
Customer Charge		8.40
Retail Stability Rider		5.39
Deferred Asset Phase-In Rider		5.64
Power Purchase Agreement Rider		3.58
Current Electric Charges	\$	409.71*
Total Balance Due	\$	750.79
*Charges make up the "Total Balance Due"		

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 9,742 kWh

Average (Avg.) monthly usage: 1,392 kWh

Meter Read Details:

Meter #216282671					
Previous	Type	Current	Type	Metered	Usage
84734	Actual	89252	Actual	4518	4,518 kWh
Service Period 12/14 - 01/17				Multiplier 1	
Meter #216282671					
Previous	Type	Current	Type	Metered	Usage
89252	Actual	92747	Actual	3495	3,495 kWh
Service Period 01/17 - 02/14				Multiplier 1	
Next scheduled read date should be between Mar 14 and Mar 19.					

Notes from AEP Ohio:

Price-to-Compare: For tariff 013, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.056** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit aepohio.com/ItsYourPower.

Renewable Programs: \$7.87
Energy Efficiency Programs: \$8.62
Peak Demand Reduction Programs: \$3.28

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at aepohio.com.

Due date does not apply to previous balance due.

Register for online services at www.AEPOhio.com. Registration is **free and easy** and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Make your life easier. You can write one check for multiple electric accounts!

Important Message

Bills may be paid by mail or to an authorized agent. Payment to others is at your own risk. For names and locations of authorized agents, call us toll free at 1-800-807-6789. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. In addition to paying in person or by mail, you may receive and pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account.

Definitions

Actual: Reflects that a reading was taken from your meter.

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-828-237-8511.

Kilowatt-hour (kWh): The unit measure for the electricity you use. For example, you use one kWh of electricity to light a 100-watt light bulb for 10 hours.

Customer Charge: The fixed monthly basic distribution charge to partially cover costs for billing, meter reading, service line maintenance and equipment.

Late Payment Charge: (If applicable) A late charge is added to the overdue amount of the regulated portion of your bill if you do not pay your bill by the due date.

Standard Service Offer: When customers purchase generation through AEP Ohio's auction process and not through a supplier.

Generation Service or Supply: Charges associated with the production of electricity.

Transmission Service: Charge for moving high-voltage electricity from a generation facility to the distribution station of the local electric utility. Transmission charges show under the delivery portion of the bill.

Distribution Service: Charge for use of local wires, transformers, substations and other equipment used to deliver electricity to your home/business. Distribution charges show under the delivery portion of the bill.

Retail Stability Rider (RSR): The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% renewable Standard Service Offering (generation service) pricing.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2011 as previously authorized by the PUCO.

Deferred Asset Phase-In Rider (DAPIR): Recover payments for deferred assets for distribution assets.

Delivery: The graph on the first page shows charges for delivering and moving electricity through transmission lines, in addition to the costs as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question or need help, call us toll free at 1-800-672-2231 or 1-800-617-1234 (TDD/TTY). If you feel your concern has not 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, Cincinnati, OH 45228.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous delinquency or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit 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, Cincinnati, OH 45228.

If your complaint is not resolved after you have called AEP Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-656-7820 (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' Counsel (OCC) represents utility customers in matters before the PUCO. The OCC can be contacted at 1-877-7-1-2361 from 8 a.m. to 5 p.m. weekdays, or at www.PickOCC.org.

Rates Available on Request

Electronic Check Conversion – If you pay by check, you authorize us to convert your paper check into an electronic bill payment.

If you have questions, please call AEP Ohio at 1-800-672-2231 or visit us at www.AEPOhio.com.



PO BOX 24401
CANTON, OH 44701-4401

DISCONNECT NOTICE

Account #106-709-439-4-2

SERVICE ADDRESS: HELENA EDISON, 4451 BELVEDERE PARK, NEWBRIDGE COMMONS BLDG 15, COLUMBUS, OH

CY 12

4128-1 4677
101004128 02 AB 0.40



HELENA EDISON
4451 BELVEDERE PARK
COLUMBUS, OH 43228-6348

Notes from AEP Ohio:

Your total account balance includes a past due amount of **\$341.08**, which may include CRES provider charges. To avoid disconnection, payment of the past due amount must be received on or before April 19, 2018.

Need help paying your bill?

Call us at 1-800-807-6789 to learn about payment arrangements and other assistance programs.

Past Due Charges:

Due before April 19 **\$341.08**

TOTAL PAST DUE \$341.08

Methods of Payment



aepohio.com



PO Box 24418
Canton OH 44701-4418



1-800-611-0964 (\$1.85 fee)

If disconnection of service for nonpayment would be especially dangerous to the health of a household member, a medical certification program and forms are available from the Company.

Please see payment options on the last page of this notice.

Receipt of a new bill will NOT change the requirements of this notice.

Your account is scheduled for disconnection after April 19, 2018.

Mailing date is March 16, 2018

Reconnection:

Should you get disconnected, here's a breakdown of potential charges for reconnection:

Reconnect at Meter	\$53.00
Reconnect off-shift	\$98.00
Reconnect on Sunday	\$119.00

Reconnect at Pole	\$154.00
Reconnect after hours non-holiday	\$192.00
Reconnect on non-business day	\$221.00

Reconnect install locking device	\$73.00
----------------------------------	---------

Trip charge	\$16.00
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Please disregard if payment has been made

ease tear on dotted line.

Turn over for important information! 5

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

HELENA EDISON, 4451 BELVEDERE PARK, NEWBRIDGE COMMONS BLDG 15, COLUMBUS, OH 43228-6348



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

27141
Account #106-709-439-4-2
HELENA EDISON

Pay on or before April 19, 2018
to avoid disconnect

\$341.08

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 24418
CANTON OH 44701-4418



0000341080000341080100000000001067094394216030304012900009

**Service Address:**

HELENA EDISON
4451 BELVEDERE PARK
NEWBRIDGE COMMONS BLDG 15
COLUMBUS, OH 43228-6348

Account #106-709-439-4-2

Disconnect notes from AEP Ohio:

To AVOID DISCONNECTION, you must do ONE of the following:

- Pay the entire amount due; or

ENTER INTO A PAYMENT PLAN

- Enter into an agreement requiring six equal payments plus your current bill;
- Enter into an agreement requiring nine equal monthly payments plus a budgeted payment amount;
- Enter into an agreement requiring minimum monthly payments of one-third of your account balance (valid only Nov. 1 - April 15);
- Enter into an agreement to make monthly payments based on a percentage of income (if the total household income is equal to or less than 150% of the Federal poverty level);
- Agree to any other extended payment plan that is mutually acceptable to you and the Company.

Past due balances may include CRES provider charges.

The disconnect amount due does not include charges for nontariffed products or services, but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services.

This notice will not be cancelled by the receipt of a new bill, as the due date shown on the new bill applies to the current billing and does not apply to the amount shown as the previous balance.

If payment has been made, please accept our thanks and disregard this notice.



PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$1,022.20**
April 3, 2018

Bill mailing date is Mar 16, 2018
Account #106-709-439-4-2

SERVICE ADDRESS: HELENA EDISON, 4451 BELVEDERE PARK, NEWBRIDGE COMMONS BLDG 15, COLUMBUS, OH
4128-1 4681
101004128 02 AB 0.40

CY 12

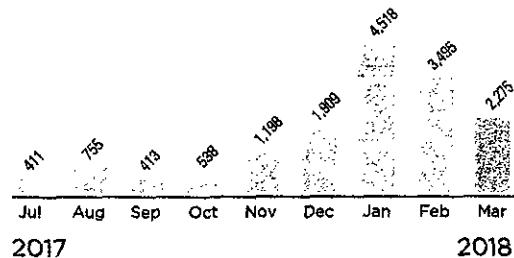


HELENA EDISON
4451 BELVEDERE PARK
COLUMBUS, OH 43228-6348

Notes from AEP Ohio:

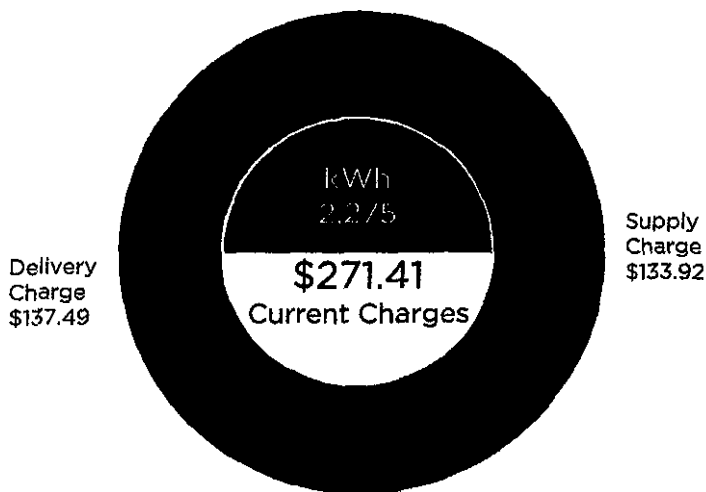
Make this the last bill sent in the mail. Gain more security and trust and go paperless to get an email notification when your bill is ready. Today is the day! AEPPaperless.com.

Usage History (kWh):



Current bill summary:

Billing from 02/15/18 - 03/15/18 (29 days)



Methods of Payment

- aepohio.com
- PO Box 24418
Canton OH 44701-4418
- 1-800-611-0964 (\$1.85 fee)

Need to get in touch?

Customer Operations Center: 1-800-672-2231
View outage information at aepohio.com

Please tear on dotted line.

Turn over for important information! ➤

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.

HELENA EDISON, 4451 BELVEDERE PARK, NEWBRIDGE COMMONS BLDG 15, COLUMBUS, OH 43228-6348



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

27141
Account #106-709-439-4-2
HELENA EDISON

Amount due on or before **\$1,022.20**
April 3, 2018

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 24418
CANTON OH 44701-4418



☐ The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

0001022200001022200100000000001067094394216030304012900009

**Service Address:**

HELENA EDISON
4451 BELVEDERE PARK
NEWBRIDGE COMMONS BLDG 15
COLUMBUS, OH 43228-6348

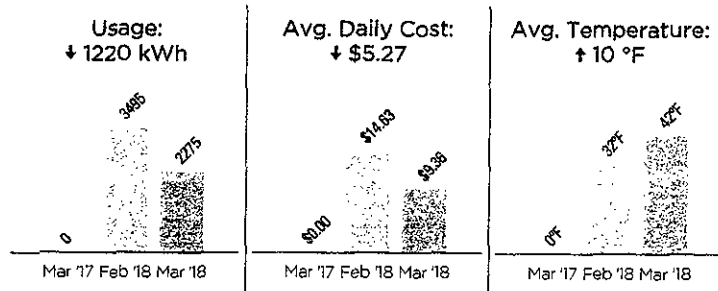
Account #106-709-439-4-2

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 750.79
Previous Balance Due	\$ 750.79*
Current AEP Ohio Charges	
Tariff 013 - Residential Service 03/15/18 Service Delivery Identifier: 00040621063187342	
Generation Service (Supply)	\$ 128.08
Transmission Service	39.17
Distribution Service	86.02
Customer Charge	8.40
Retail Stability Rider	3.51
Deferred Asset Phase-In Rider	3.90
Power Purchase Agreement Rider	2.33
Current Electric Charges	\$ 271.41*
Total Balance Due	\$ 1,022.20
*Charges make up the "Total Balance Due"	

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 13,237 kWh

Average (Avg.) monthly usage: 1,655 kWh

Meter Read Details:

Meter #216282671					
Previous	Type	Current	Type	Metered	Usage
92747	Actual	94223	Actual	1476	1,476 kWh
Service Period 02/14 - 03/07				Multiplier 1	

Meter #216282671					
Previous	Type	Current	Type	Metered	Usage
94223	Actual	94700	Actual	477	477 kWh
Service Period 03/07 - 03/13				Multiplier 1	
Meter #216282671					
Previous	Type	Current	Type	Metered	Usage
94700	Actual	95022	Actual	322	322 kWh
Service Period 03/13 - 03/15				Multiplier 1	
Next scheduled read date should be between Apr 13 and Apr 18.					

Notes from AEP Ohio:

Price-to-Compare: For **tariff 013**, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.056** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit aepohio.com/ItsYourPower.

Renewable Programs: \$2.24
Energy Efficiency Programs: \$5.62
Peak Demand Reduction Programs: \$2.13

In Case No. 13-2385-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART Phase 2 rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer will see a decrease of \$0.04 per month.

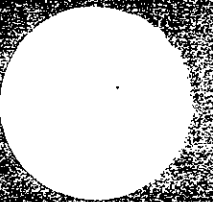
In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to increase the Distribution Investment Rider, effective with this bill. This rider, which is adjusted quarterly, recovers capital costs associated with distribution infrastructure. A residential customer using 1,000 kWh per month will see an increase of \$0.20 per month.

Do Not Tamper - Tampering with an energized electric meter can cause serious injury or death. If you suspect a problem with your meter, call the customer service number listed on your electric bill for assistance. In addition, meter tampering is illegal and can result in fines and/or imprisonment.

Due date does not apply to previous balance due.

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub**.

*If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **AEP Ohio** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.aepohio.com or call the number above.**



Date _____

AEP Employee _____

Phone Number _____

**I Read Your Electric Meter Today
And Established The Following:**

☐ The Reading Taken _____ Was Accurate

☐ The Reading Taken _____ Was Inaccurate
And A Corrected Billing Will Be
Sent _____

☐ Other comments _____

☐ Please Call Me If You Have Any
Other Questions Or Wish To
Discuss This Matter Further.



800.453.4534