



# CUSTOMER HANDBOOK

Our Commitment to You



An **AEP** Company

BOUNDLESS ENERGY<sup>SM</sup>

# CUSTOMER HANDBOOK

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## Our Commitment to You

We're committed to putting customers first, and exceeding your expectations.

As part of that responsibility, we want to provide the tools and technology to make resources and information easily available to you.

Our business is regulated by the Public Utilities Commission of Ohio (PUCO), and as a community partner we're working to protect your best interests and keep electricity costs as low as possible. This handbook includes your rights as a customer. If you have any questions, let us know.

## **PUTTING THE POWER IN YOUR HANDS.**

# TABLE OF CONTENTS

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Important Contacts ..... 3

New Service ..... 4

Deposits..... 4

Meters..... 5

Reading Your Meter ..... 5

Usage Information..... 6

Billing & Payment Options..... 7

Payment Plans ..... 9

Low-Income Assistance ..... 10

Rates & Tariffs ..... 10

Ohio Electric Choice ..... 11

Questions About Your Bill or Service ..... 12

Reporting Fraud & Scams ..... 12

Shutting Off Service..... 12

Reconnecting Service ..... 14

Call Before You Dig ..... 14

Tree Clearance & Storm Cleanup..... 14

Electric Service & Safety Standards ..... 15

Environmental Disclosure ..... 15

Privacy Information ..... 15

# IMPORTANT CONTACTS

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## **CUSTOMER SERVICE**

[www.AEPOhio.com](http://www.AEPOhio.com) • (800) 672-2231

Contact us to open or close an account, ask questions about your bill, sign up for paperless billing, report a power outage, check the status of your service or signup to receive alerts. You can also manage your account online or with the AEP Ohio app to access information 24 hours a day, seven days a week. You can download the free app from iTunes or Google Play.

## **HEARING IMPAIRED**

(800) 672-1234

## **AUTOMATED SERVICES**

(877) 237-2886

Some of the automated options include: review billing and usage history, request a duplicate bill, check your account balance, find out when a payment is due, update the phone number for your account and report a power outage.

## **PAY BY PHONE**

(800) 611-0964

## **PUBLIC UTILITIES COMMISSION OF OHIO (PUCO)**

[www.PUCO.Ohio.gov](http://www.PUCO.Ohio.gov) • (800) 686-7826

The PUCO regulates providers of all kinds of services in Ohio's households, including electric utility companies like AEP Ohio.

## **DISTRIBUTED GENERATION COORDINATOR**

[DGCoordinator-Ohio@AEP.com](mailto:DGCoordinator-Ohio@AEP.com) • (614) 883-6775

Ask questions about submitting an interconnection application, which is required before you install a generating system such as solar or wind that operates in parallel with our distribution system.

## **OHIO DEVELOPMENT SERVICES AREA**

[development.ohio.gov/is/is\\_energyassist.htm](http://development.ohio.gov/is/is_energyassist.htm) • (800) 282-0880

Contact this agency if you're having trouble managing your home energy costs. Programs can help you manage your energy bills and improve your home's energy efficiency.

## **PIPP ASSISTANCE**

[www.AEPOhio.com/account/bills/assistance](http://www.AEPOhio.com/account/bills/assistance) • (855) 654-7477

You can call us with questions about the Percentage of Income Payment Plan (PIPP), which offers help to low-income residential customers.

## **ELECTRIC CHOICE INFORMATION**

[www.EnergyChoice.Ohio.gov](http://www.EnergyChoice.Ohio.gov) • (888) 237-5566

Find out information about electric choice suppliers in your area.

## **OHIO CONSUMERS' COUNSEL**

[www.PickOCC.org](http://www.PickOCC.org) • (877) 742-5622

The OCC, the residential utility consumer advocate, educates consumers and represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

## **OHIO811 (Call Before You Dig)**

[www.Ohio811.org](http://www.Ohio811.org) • (800) 362-2764

If you're planning a project that requires digging, remember that it's your responsibility to know the location of all underground lines on your property. Be sure to call before you dig – it's the law!

## NEW SERVICE

### NEW CONSTRUCTION

Contact Customer Service if you'd like to request electric service. Please let us know as early as possible about any temporary or permanent service requests for your new home or business.



The sooner we know about your needs, the more quickly and effectively we can respond. Additional information can be found at [AEPOhio.com/Builders](https://www.aepohio.com/builders).

Please remember that you may be responsible for some or all of the costs of any new facilities installed for your service.

### REMODELING OR RELOCATING EXISTING SERVICE

If you're planning to remodel, build an addition to your home or business or start a major landscaping project, please contact Customer Service before you start construction. We'll help you plan the work and determine whether changes are needed to our facilities or to serve your power supply.



There may be rates and fees associated with relocating existing AEP facilities. Details are available in the Rates & Tariffs section on [AEPOhio.com](https://www.aepohio.com). In general, you should be aware that customers are often responsible for the costs of service modifications, facility relocation or meter installations.

### UPGRADES

Please let us know if you're increasing your usage or making significant changes to your electric equipment. By notifying us we can review your usage and ensure safe and reliable service. This applies to both residential and business customers. Examples include switching from natural gas heating to an all-electric heat pump, adding kitchen equipment, converting to a tankless hot water heater or adding an electric vehicle charger.

Before you install a generating system that will operate in parallel with our distribution system (such as solar or wind), you must submit an interconnection application. This will ensure that it doesn't affect the reliability of our distribution system or create an unsafe condition. If you have questions, please contact our Distributed Generation Coordinator.

## DEPOSITS

In order to protect the interests of all our customers, we may request a deposit from new or existing customers who have made late payments or who aren't creditworthy as defined by the PUCO (e.g., customers with no credit). This cash deposit can't be more than an average 30-day bill amount plus 30 percent. In lieu of paying a cash deposit, residential customers may provide a guarantor who has established credit for a similar account with us. We'll also accept letters of credit from another utility company.



# METERS

## TYPES OF METERS

AEP Ohio is in the process of upgrading all analog/dial meters across our service territory. Most customers will receive a “smart meter,” which is a two-way communicating device between the meter and AEP Ohio. Smart meters (which have a blue face) allow near real-time meter readings and the secure transfer of customers' usage information for billing and operational purposes. They improve billing accuracy and eliminate the need for a meter reader to enter your property. These devices help with outage restoration, and can save customers money by providing information to help them manage and control their energy usage.



Some customers in more rural areas may receive a one-way communicating device (with a red face) that can be read remotely.

## DECLINING A STANDARD METER

Residential customers who don't want one of our standard meters (the blue- or red-faced meters that communicate remotely) can have it replaced with a (white-faced) digital meter that lacks communication capabilities. Please note that the PUCO approved a monthly fee of \$24 when you decline a standard meter. If you already have one installed, there is also a \$43 fee to have it replaced with a digital, white-faced meter. [aepohsmartgrid@aep.com](mailto:aepohsmartgrid@aep.com). Be sure to have your address and account information available.

## READING YOUR METER

It is our goal to manually read meters monthly, whenever possible. Smart meters send usage information daily. Depending on when we most recently read your meter, you can request an actual meter reading when you start or end service. You may request two actual meter reads per calendar year – at no charge – if you believe the meter is malfunctioning or if you have received estimates for more than two consecutive billing cycles.



### At the start or end of your service:

- ▶ If the meter has been read in the past 32 days, we may estimate your electrical consumption.
- ▶ If the meter hasn't been read in the past 33 to 59 days, you can request an actual meter at no charge when starting service.
- ▶ If the meter hasn't been read in the past 60 days, and access to the meter is provided, an actual meter reading is required.



## METER TESTING

You may request to have your meter tested. The first test is free of charge, but there may be a fee for any additional tests during the following three years. 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 regulatory documents, tariff, your

account will be credited promptly for any overpayments and fees.

**Important Note:** Meter tampering is dangerous! It's against the law to tamper with or alter the operation of your electric meter in any way. Be sure to notify us in advance if you or a licensed electrician are performing work on your electric service. Any work that requires us to disconnect and reconnect your service may result in a fee.

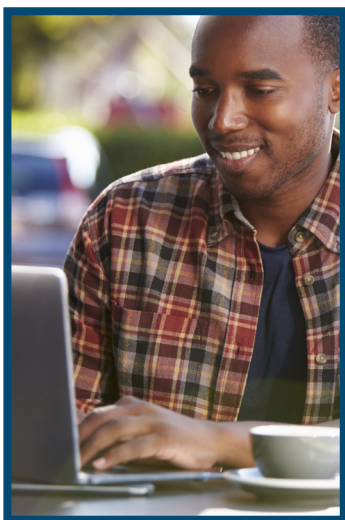
## EMPLOYEE IDENTIFICATION

All our employees carry company-issued identification cards showing their name and photograph. Please ask anyone seeking to enter your property or business to show this card and state the reason for the visit. If you have questions, ask the employee to wait outside while you contact Customer Service to confirm the person's identity.

## USAGE INFORMATION

You can quickly and easily view your electric usage and billing history by going to the Account Summary page on [AEPOhio.com](http://AEPOhio.com). You can retrieve your energy usage by logging on to "My Account," selecting "More Usage Info" and then clicking the "Download Green Button Data" button.

You have the right to request up to 24 months of usage information, payment history and detailed consumption date and time-differentiated price data, if applicable, at no charge.



**Please note:** If you don't have an online account, you can register for one by going to [AEPOhio.com/Account](http://AEPOhio.com/Account). Create a User ID and Password after identifying your account with your phone number or account number.

## HOME ENERGY REPORTS & MY ACCOUNT DASHBOARD

Home Energy Reports examine your energy usage and compare it to similar households in your area. Customers are randomly selected to receive these educational reports, which are another way to help you build plans for saving energy.

The Home Energy Reports & Dashboard is a great place to update information about your home to get valuable usage insights and energy saving tips. If you receive Home Energy Reports, this web portal is available for you to use. Smart meter customers also have access – it becomes available a few days after installation. To access the online tools available to you, go to [AEPOhio.com/HomeEnergyReports](http://AEPOhio.com/HomeEnergyReports).



## BILLING & PAYMENT OPTIONS

We provide a variety of payment options including electronic fund transfer, online, via our app, by mail, by phone and in person. We recognize that sometimes you can't pay your bill, and we'll try to help. If you have financial or health concerns, please contact Customer Service before your electrical service is shut off for failure to pay the bill.

**Here's a look at all of our payment options:**

### AUTO MONTHLY WITHDRAWAL

If you choose our checkless payment plan you are authorizing your financial institution to automatically pay your electric bill directly from your checking or savings account.

**Important features of this payment option include:**

- ▶ No monthly withdrawal fee.
- ▶ No enrollment fees.
- ▶ No checks to write or late charges to incur.
- ▶ Your AEP Ohio payment will appear on your bank statement, just as it would if you had written a check.
- ▶ You can continue receiving paper bills in the mail, or can choose to view your bill online.

**Please note:** Allow 4-6 weeks to take effect. If you ever need to change the withdrawal date shown on your bill or the bank account number from which your payment is withdrawn, please contact Customer Service at least four business days prior to the scheduled deduction.

### PAY ONLINE & PAPERLESS BILLING

We offer the option of immediately paying your bill electronically. This service is free if you're enrolled in paperless billing rather than receiving your bill through the mail and paying through your checking account.

**Here's how you can pay online:**

- ▶ Pay with Checking Account
  - Free.
  - You must be enrolled in paperless billing.
  - Payments can be scheduled in advance (allow 2 business days).



### ► Pay by Credit or Debit Card

- \$1.85 fee.
- Pay by credit, debit, some ATM cards, electronic check (business customers: electronic check only).
- Payments can't be scheduled in advance.
- You'll need your account number.
- Doesn't require paperless billing.

Paperless billing saves paper, notifies you as soon as bills are ready, and gives you 24x7 online access to your account. Go to [AEPOhio.com](http://AEPOhio.com) to enroll.

**Please note:** If you are signed up for Auto Monthly Withdrawal, do NOT also schedule automatic payments through the paperless billing program. This will cause duplicate payments.

### PAY AT AUTHORIZED MERCHANT

We have agreements with a network of merchants throughout our service territory to accept payments of our electric bills. When you visit one of the authorized merchants, please bring the portion of your bill that displays your account number. Please go to [AEPOhio.com](http://AEPOhio.com) or contact Customer Service to find an authorized pay station near you.

**Please note:** You may be charged up to an additional \$2 for processing your payment. For your protection, please make payments only with authorized agents.

### PAY BY MAIL

Mail the return portion of your bill along with a check or money order to the one of the addresses listed below. (We recommend that you don't send cash through the mail.) Please allow adequate time for delivery. Payments are processed during normal business hours, Monday through Friday, except holidays.

#### Regular USPS delivery:

AMERICAN ELECTRIC POWER  
P.O. BOX 371496  
PITTSBURGH, PA 15250-7496

#### Overnight Payments:

AMERICAN ELECTRIC POWER  
ATTENTION: 371496  
500 ROSS STREET 154-0470  
PITTSBURGH, PA 15262-0001

### PAY BY PHONE

You can use the Pay by Phone service to make a payment. Be sure to have your account number and banking information ready when you call.

Once you've used this service, you can check your account balances and initiate payments via phone 24 hours a day, seven days week.

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

**Please note:** There is a \$1.85 transaction fee for using Pay by Phone.

## ELECTRONIC DATA INTERCHANGE (EDI)

EDI is the electronic transmission of business documents between companies in a standard format. Used by large commercial and industrial customers, this method requires a partnership agreement between AEP Ohio and the customer in which electronic payments will be automatically credited to the customer's account. For more information, please call the telephone number listed on your bill.

## OTHER PAYMENT OPTIONS

For information about other available payment options such as wire transfers, call us at the telephone number on your bill.

## PAYMENT PLANS

### LEVELIZED PAYMENT OPTIONS

As seasons change, so does the amount of electricity you use – and the cost of your monthly bill. Our levelized payment options allow qualifying residential customers, not-for-profit charitable organizations, and places of worship to have more consistent monthly bills. It makes budgeting and paying easier.

#### Here's how they work:

- **Average Monthly Payment Plan (AMP):** A monthly payment is based on the average of your current month's bill and the previous 11 months' bills. Each month, the oldest bill is removed from the computation and the current bill is included. As a result, the payment amount will likely fluctuate slightly from month to month. The difference between actual billings and the average bills is carried in a deferred balance that accumulates both debit and credit differences for the duration of the AMP year (12 consecutive months). Settlement occurs when you leave the plan. AMP is not to be used to delay payment of delinquent bills.
- **Budget Billing Plan:** Based on your history of energy use, we estimate what you'll owe for the next 12 months. We divide this estimate into 12 equal payments and bill you that amount each month. We also review your account every six months and adjust the payments depending on your usage. Every 12 months, we settle the difference between your actual usage and your payments. If you overpaid, we apply a credit to your next bill; if you underpaid, the difference becomes due.

Contact Customer Service to see what your AMP or Budget Billing Plan amount might be. You can enroll over the phone if your current bill is paid.

## ONE-SIXTH AND ONE-NINTH PAYMENT PLANS

**Qualifying residential customers who are having financial hardship can agree to make payments via one of these options:**

- **One-Sixth Payment Plan (offered year round):** Plan requires six equal monthly payments on the arrearages in addition to full payment of current bills
- **One-Ninth Payment Plan (offered year round):** Plan requires nine equal monthly payments on the arrearages in addition to a budget payment plan (established by AEP Ohio)

## **WINTER HEATING SEASON PLAN (WHSP)**

From November 1 through April 15, residential customers can make arrangements with us to pay one-third of their total bill each month. The total bill consists of any past due amounts plus the current month's bill. If a balance remains on the account after April 15, you'll need to contact us to pay it off or make an additional payment arrangement.

## **ALTERNATIVE PAYMENT PLANS**

If the plans listed above don't fit your situation, we'll work with you to customize a payment plan. Contact Customer Service for help.

## **LOW-INCOME ASSISTANCE**

**Percentage of Income Payment Plan (PIPP Plus & Graduate PIPP Plus)**

**Home Energy Assistance Program (HEAP)**

**Winter Crisis Program (WCP)**

**Summer Crisis Program (SCP)**

To learn more about programs to assist low-income residential customers and the qualifications needed for eligibility, please contact the Ohio Development Services Agency.

For questions about the Percentage of Income Payment Plan, please call PIPP Assistance.

## **AEP OHIO COMMUNITY ASSISTANCE PROGRAM (CAP)**

Funded by AEP Ohio to supplement state and federal weatherization programs, CAP provides free products and services to reduce your energy bills and improve your home's comfort and safety. To learn about qualifications needed for eligibility, please call Customer Service or visit [AEPOhio.com/CAP](http://AEPOhio.com/CAP).

## **AEP OHIO NEIGHBOR TO NEIGHBOR**

The AEP Ohio Neighbor to Neighbor program lends a hand to those who are experiencing financial hardships. Administered by Dollar Energy Fund, the program provides eligible customers with a utility assistance grant applied directly to their AEP Ohio bill. This grant helps limited-income customers maintain or restore their basic electric service. To learn about eligibility, please call Customer Service or visit [AEPOhio.com/N2N](http://AEPOhio.com/N2N).

## **RATES & TARIFFS**

You can view AEP Ohio's rates and tariffs at [AEPOhio.com/tariffs](http://AEPOhio.com/tariffs) or at [PUCO.Ohio.gov](http://PUCO.Ohio.gov). You can also view them at our office (700 Morrison Road in Gahanna), or request a copy be sent to you via email or U.S. mail.

Upon request, we'll provide information on alternative rates and energy efficiency programs that may apply to your specific usage needs.

For the latest information about our energy efficiency programs, go to [AEPOhio.com/Save](http://AEPOhio.com/Save). This site includes information for residential and business customers about rebates and cost incentives, and has tips, tools and technologies for using less energy and lowering your electric bill.

# OHIO ELECTRIC CHOICE

You may choose the company that generates your electricity and we will deliver it to you. For your protection, all competitive retail electric service providers must be certified by the PUCO.



## ELECTRIC SUPPLIER LIST

Each quarter, we update a list of competitive retail electric service providers at [AEPOhio.com/account/service/choice](http://AEPOhio.com/account/service/choice) with their phone numbers and which customer classes they serve. The list is also available via the Public Utilities Commission of Ohio on its apples-to-apples website: [EnergyChoice.Ohio.gov](http://EnergyChoice.Ohio.gov).

## REMOVING YOUR NAME FROM THE CUSTOMER LIST

We're required to include your name, address and usage information on a list of eligible customers that is made available to competitive retail electric service providers. Prior to issuing the list, we send quarterly reminders in your bill that you have the right to have your name removed. This list doesn't affect whether or not you are included in a governmental aggregation.

**If you don't want to be included on the list, please contact us by either:**

- ▶ Calling Customer Service
- ▶ Visiting [AEPOhio.com/account/service/choice](http://AEPOhio.com/account/service/choice)
- ▶ Writing to 1 AEP Way, Hurricane, WV 25526

If you have questions about the Do Not Aggregate List, please contact the PUCO.

## NOTICE OF A CHANGE IN SUPPLIER

If you initiate electric service from another supplier, we're required to send you a notice confirming the change. You have the right to cancel the change within seven days after our notice has been sent. To cancel, call us at the number listed on the notice.

## IF YOU HAVE BEEN 'SLAMMED'

If your electric bill reflects a competitive supplier that you didn't 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, we will: switch you back to your previous supplier free of charge; credit your account for any switching fees resulting from being slammed; and credit your account or reimburse you for any additional charges in excess of what you would have paid absent the unauthorized change in electric service provider, excluding distribution charges.

## RETURN TO STANDARD OFFER

If you have selected an alternative electric supplier and are returned to our standard offer because of slamming or because of the supplier's default, abandonment, or certification withdrawal, you won't be liable for any costs associated with coming back. You can return to the standard service offer at any time by either canceling your contract with your current supplier or by contacting AEP and requesting the standard service offer.

## QUESTIONS ABOUT YOUR BILL OR SERVICE

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 or would like that part of your bill explained, please call your electric supplier. The phone number of your electric supplier is included on your AEP Ohio bill.



If you continue to have an issue with your bill or service, you can file a complaint by calling Customer Service or going to "Contact Us" at [AEPOhio.com](https://www.aepohio.com). You can also write 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, you may contact the PUCO for assistance at (800) 686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [PUCO.Ohio.gov](https://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 residential utility customers in matters before the PUCO. The OCC can be contacted at (877) 742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [PickOCC.org](https://www.pickocc.org).

## REPORTING FRAUD & SCAMS

Criminals sometimes pose as utility employees and are using increasingly sophisticated tactics in their scams. Thieves typically try to steal your money by phone or in person but be on the lookout for fraudulent mail and email as well. Remember, we will never call you to request payment or threaten to immediately disconnect your service. We also never ask customers for prepaid debit cards as payment.



If you receive a call you think is fraudulent or would to verify the identity of an AEP Ohio employee, please call Customer Service. If you believe you're the victim of a scam, notify us and immediately report the incident by calling your local police through their non-emergency telephone number.

## SHUTTING OFF SERVICE

**We may shut off service for the following reasons:**

- ▶ At the customer's request;
- ▶ For nonpayment of tariffed billings and charges, including security deposits by the customer;
- ▶ For unpaid bills of a customer whose service was guaranteed for 60 days;
- ▶ If a former customer who owed unpaid bills continues to reside or request service at the same premise;
- ▶ For violations of our contracts or tariffs;



- ▶ If providing service conflicts with laws of the state, one of its political subdivisions, or federal laws or regulations;
- ▶ For tampering with our electric facilities or obtaining electric service in a fraudulent manner;
- ▶ For using electricity in a manner that adversely affects other customers or consumers;
- ▶ If there are safety hazards to consumers, their premises, the public, or to our personnel or facilities;
- ▶ For refusing to allow our personnel access to our electric facilities on the customer's owned or leased property;
- ▶ For repairs – provided consumers are advised of any scheduled maintenance that's expected to last more than six hours.

**We will not shut off service for:**

- ▶ Unpaid bills if a 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 premises in which the bills were incurred;
- ▶ Unpaid charges due on someone 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.

## NOTIFICATIONS

If you don't take action within the notice period, we'll shut off electric service on the date specified in the shutoff notice or within a reasonable time after that date. We will shut off service only between 8:30 a.m. and 4 p.m. Monday through Thursday and from 8:30 a.m. until 12:30 p.m. on Friday and any day preceding certain holidays.

Prior to shutting off service, we will attempt to make personal contact with you. We will also attempt to contact you or other adult members of your household, as well as owners or other responsible persons of businesses, via phone call or written notice. Please note that customers who have a smart meter may not receive an in-person visit.

During the winter season (November 1 through April 15), residential customers are mailed an additional 10-day disconnect notice before service may be shut off.

When employees are sent to disconnect service, our employees will explain the reason for their visit.

## PAYMENTS AND FEES

AEP Ohio employees are not permitted to accept payment at customers' premises in lieu of disconnecting electric service.

When a company employee is dispatched to a customer's premise for the purpose of performing disconnection activities, due to the customer's delinquency, and if the

disconnection activity is not performed as a result of extenuating circumstances, the customer will be assessed a collection trip charge.

When we shut off service in person, our employee either will provide a written notice to a responsible person or leave it in a conspicuous place at the premise. This notice states service has been shut off and includes steps on how to get it restored.

## **EXTENUATING CIRCUMSTANCES**

We won't shut off service if a residential customer advises us of any extenuating circumstance(s) as defined in Ohio Administrative Code 4901:1-18-06(C).

## **RECONNECTING SERVICE**

If electric service was shut off because of an unpaid bill, we will restore service when all past-due amounts and a PUCO-approved reconnection fee has been paid. Also, a security deposit may be required before service is reconnected.

Payment received after 4 p.m. on a normal business day will require an after-hours or holiday reconnection fee to have service restored before the next business day. No reconnections will be made for nonpayment after 8 p.m. from April 15 through October 31, or after 6 p.m. November 1 through April 14.

Our employees may not be able to reconnect the meter if our safety checks indicate back feed, connected load or a fault condition at the meter base. Please turn off the main breaker or pull the main fuse to have service reconnected. Doing so helps ensure the safety of our employees and the protection of your equipment.

## **CALL BEFORE YOU DIG**

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 (Ohio811) at least 48 hours or two working days in advance. Ohio811 will submit the request to all registered utilities in your area. If we have underground power lines in the area where you'll be digging, we'll send a representative to the site and mark the approximate location of the lines. This service is free.



It's your responsibility to know the location of all underground lines on your property prior to any excavation. So remember to call before you dig – it's the law!

## **TREE CLEARANCE & STORM CLEANUP**

Trees growing near power lines can be dangerous for you, your family and your neighbors. Trees are also a major cause of power interruptions. To continue providing safe, reliable electric service, we must periodically clear vegetation growing near power lines and facilities. Our tree clearing program is cycle-based, meaning you can expect to see vegetation control crews at least every four years to make sure power lines in your area are clear.



For your safety, you should NEVER attempt to trim trees near power lines yourself. We hire professional tree maintenance companies to trim and remove trees. This work is performed according to applicable arboricultural standards and is part of our service for our customers.

During planned tree clearance in lawn areas, we clean up and remove any resulting small debris and limbs. Larger pieces of wood are cut to manageable lengths and piled near the stump of the tree. Removal policies differ following service restoration; for example, during an emergency it's our practice to clear the line from fallen debris and do restoration work only.

## PLANTING TREES

Please remember to place the right tree in the right place. For your safety and to help ensure reliable electric service, please plant trees that won't grow taller than 20 feet high within 15 feet of overhead electric lines.

For more information, go to [AEPOhio.com/info/TreeTrimming](https://www.aepohio.com/info/TreeTrimming).



## ELECTRIC SERVICE & SAFETY STANDARDS

We adhere to specific service and safety standards established by the PUCO to ensure that the service you receive is safe and reliable. You may review a copy of the electric service and safety standards on the PUCO website or obtain a copy of the electric service and safety standards by contacting the PUCO.

## ENVIRONMENTAL DISCLOSURE

Environmental Disclosure forms provide information about the approximate generation resource mix and the environmental characteristics of those generation types in Ohio's competitive marketplace. You can view them at [AEPOhio.com/environment](https://www.aepohio.com/environment) or [PUCO.Ohio.gov](https://www.puco.ohio.gov). You can also contact Customer Service to have a copy mailed to you.

## PRIVACY INFORMATION

We are 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:

- Our 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.

We are prohibited from disclosing a customer's social security number without the customer's written consent or without a court order except for:

- ▶ Our consumer credit evaluation, or the competitive retail electric service (CRES) provider's credit collections and reporting; or
- ▶ For participants in the home energy assistance program, the emergency home energy assistance program and programs funded by the Universal Service Fund such as the Percentage of Income Payment Plan.

We will 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.



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Summary: Exhibit AEP Customer Handbook electronically filed by Mr. Aaron Young on behalf of YOUNG, THAAH AND AARON