



Legal Department

February 3, 2016

Hon. Greta See  
Attorney Examiner  
Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215

**RE: AEP Ohio Exhibit No. 5 in the Matter of the Complaint of Faye Daniels vs. American Electric Power, PUCO Case No. 15-1287-EL-CSS**

Dear Ms. See:

As requested by Your Honor, enclosed is AEP Ohio's Exhibit No. 5 in the matter of the complaint of Faye Daniels vs. American Electric Power, PUCO case no. 15-1287-EL-CSS. Requested was Ms. Faye Daniels's electric utility billing information from January of 2013 to the present. As explained at the hearing, AEP Ohio only maintains an image of the actual bill sent to the customer for one year; thus, from January of 2015 to the present, enclosed are the images of actual bills Ms. Daniels received from AEP Ohio with her account number redacted. To provide the remaining requested billing information, I am also enclosing Ms. Daniels's electric utility billing information, with her account number redacted, derived from AEP Ohio's business records from January of 2013 to the present. For ease of comparison, therefore, the billing information from January of 2015 to the present is provided twice. Of note, Ms. Daniels did not have service in her name from April of 2013 to March of 2014; October of 2014 to December of 2014; or from May of 2015 to September of 2015. These periods correspond generally with a secession of service under one account number and subsequent establishment of service under a new account number.

Sincerely,

/s/ Michael J. Benza

Michael J. Benza  
American Electric Power Service Corporation  
1 Riverside Plaza, 29<sup>th</sup> Floor  
Columbus, Ohio 43215  
Phone: 614-716-2959  
Email: mbenza@aep.com  
*Counsel of Record*

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing was served via regular mail upon  
Complainant at the address listed below on this 3<sup>rd</sup> day of February, 2016.

Faye E. Daniels  
PO Box 1479  
Massillon, OH 44648-1479

/s/ Michael J. Benza  
Michael J. Benza



Account Number  
CY 06  
6684

|                   |                 |
|-------------------|-----------------|
| <b>\$1,236.01</b> | \$              |
| Total Amount Due  | Amount Enclosed |
| Due Date Jan 26   |                 |

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-656657852

2916-1  
071002916 01 AB 0.413

|||||  
FAYE DANIELS  
PO BOX 1479  
MASSILLON, OH 44648-1479

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24405  
CANTON OH 44701-4405



0001236010001236010100000000000724399429506012601006900004

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-015

Page 1 of 2

| Account Number  | Disconnect Amount | Disconnect After Date |
|---|-------------------|-----------------------|
|   | \$1,192.01        | Feb 10, 2016          |
| Meter Number  | Cycle-Route       | Mail Date             |
| 656657852   | 06-12             | Jan 8, 2016           |
| Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE, at:<br>1-800-807-6789 to discuss this account<br>Pay By Phone: 1-800-611-0964 |                   |                       |

## DISCONNECT NOTICE

Your service may be disconnected on or after January 13, 2016, for a 60 days past due amount of \$1148.01, which may include CRES provider charges. Your account also has an additional AEP 30 days past due amount for \$44.00 which is due before February 10, 2016.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice will result in a reconnection charge being required before service can be restored.

|                                  |         |
|----------------------------------|---------|
| Trip Charge                      | \$16.00 |
| Single Phase Reconnection Charge | \$53.00 |
| Overtime                         | \$98.00 |

To AVOID DISCONNECTION, you must do ONE of the following: Pay the entire amount due; enter into an agreement requiring either six equal payments plus your current bill or 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); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

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.

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.

To pay your bill by phone call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to [www.AEPOhio.com](http://www.AEPOhio.com) or contact us at the telephone number shown above.

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

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



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-656657852

2916-1

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Please call our CREDIT DEPARTMENT  
IMMEDIATELY, TOLL FREE,  
at: 1-800-807-6789 to discuss this  
account

Pay By Phone: 1-800-611-0964

#### AEP Ohio Messages

In Case No. 13-2385-EL-SSO, the PUCO approved adjustments to Ohio Power Company's Auction Cost Recovery Rider (ACRR) and Alternative Energy Rider (AER) effective with this bill. The ACRR allows AEP Ohio to collect or pass back the difference between auction costs billed to customers versus what was paid to auction winners for the procurement of power and includes the costs associated with the competitive bid process. The AER recovers costs related to renewable energy. Also, pursuant to state law in Case No. 15-1046-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1,000 kWh will see a decrease of \$4.56 per month.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

You must re-verify your income by this date to stay on PIPP Plus: November 5, 2016.

If you pay your PIPP Plus payment on-line and in-full this month you will receive an on-line balance reduction of approximately \$81.94 applied to your account balance.

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! AEP Paperless.com.

Pay online for free when you sign up for paperless billing. Go to [www.AEPPaperless.com](http://www.AEPPaperless.com) to enroll today!

#### Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | New Charges Due Date |
|----------------|------------------|----------------------|
|                | \$1,236.01       | Jan 26, 2016         |
| Meter Number   | Cycle-Route      | Bill Date            |
| 656657852      | 06-12            | Jan 8, 2016          |

#### Previous Charges:

|                                   |              |
|-----------------------------------|--------------|
| Total Amount Due At Last Billing  | \$ 1,192.01  |
| Previous Balance Due              | \$ 1,192.01* |
| Previous Accumulated PIPP Balance | 244.90       |
| Accumulated PIPP Balance          | 244.90       |
| Total Previous Balance            | \$ 1,436.91  |

#### Current AEP Ohio Charges:

Tariff 015 - Residential Service 01/08/16

Service Delivery Identifier: 00140080751001692

|                               |             |
|-------------------------------|-------------|
| Generation Service            | \$ 25.14    |
| Transmission Service          | 6.36        |
| Distribution Service          | 21.48       |
| Customer Charge               | 8.40        |
| Retail Stability Rider        | 2.34        |
| Deferred Asset Phase-In Rider | 1.26        |
| Phase-In Recovery Rider       | 1.86        |
| Current Electric Charges      | \$ 66.84    |
| Active PIPP Plus              | \$ 44.00*   |
| Total Account Balance         | \$ 1,503.75 |

Total Amount Due \$1,236.01

\*Charges make up the "Total Amount Due"

#### Due Date Jan 26

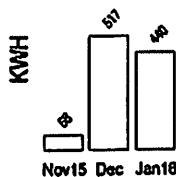
Price-to-Compare: For tariff 015, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of 5.9 cents per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov).

| Meter             | Service Period |       | Meter Reading Detail  |        |         |        |
|-------------------|----------------|-------|-----------------------|--------|---------|--------|
| Number            | From           | To    | Previous              | Code   | Current | Code   |
| 656657852         | 12/07          | 01/08 | 15406                 | Actual | 15846   | Actual |
| Multiplier 1.0000 |                |       | Metered Usage 440 KWH |        |         |        |

Next scheduled read date should be between Feb 5 and Feb 10

#### 13 Month Usage History

Total KWH for Past 12 Months is 585



| Month        | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|--------------|-----------|------|-------------|--------------|---------------------|
| Current      | 440       | 32   | 14          | \$2.09       | 41°F                |
| Previous     | 517       | 33   | 16          | \$2.35       | 45°F                |
| One Year Ago | 0         | 0    | 0           | \$0.00       | 0°F                 |

Your Average Monthly Usage: 293 KWH

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for Important Information



Account Number  
CY 06  
7751

|                   |                 |
|-------------------|-----------------|
| <b>\$1,192.01</b> | \$              |
| Total Amount Due  | Amount Enclosed |
| Due Date Dec 23   |                 |

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-856857852

2637-1  
071002637 01 AB 0.413

|||||  
FAYE DANIELS  
PO BOX 1479  
MASSILLON, OH 44648-1479

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24405  
CANTON OH 44701-4405



000119201000119201010000000000724399429507122312006900006

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-015

Page 1 of 2

| Account Number  | Disconnect Amount | Disconnect After Date |
|---|-------------------|-----------------------|
|   | \$1,148.01        | Jan 12, 2016          |
| Meter Number  | Cycle-Route       | Mail Date             |
| 656657852   | 06-12             | Dec 7, 2015           |
| Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE, at:<br>1-800-807-6789 to discuss this account<br>Pay By Phone: 1-800-611-0964 |                   |                       |

## DISCONNECT NOTICE

Your service may be disconnected on or after January 12, 2016 for a 30 days past due amount of \$1148.01, which may include CRES provider charges.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice will result in a reconnection charge being required before service can be restored.

|                                  |         |
|----------------------------------|---------|
| Trip Charge                      | \$16.00 |
| Single Phase Reconnection Charge | \$53.00 |
| Overtime                         | \$98.00 |

To AVOID DISCONNECTION, you must do ONE of the following: Pay the entire amount due; enter into an agreement requiring either six equal payments plus your current bill or 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); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

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.

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.

To pay your bill by phone call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to [www.AEPOhio.com](http://www.AEPOhio.com) or contact us at the telephone number shown above.

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

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



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-66657852

2637-1

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44703-4407

Please call our CREDIT DEPARTMENT  
IMMEDIATELY, TOLL FREE,  
at:1-800-807-6789 to discuss this  
account  
Pay By Phone:1-800-611-0964

#### AEP Ohio Messages

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 \$0.33 per month.

The Public Utilities Commission of Ohio in case number 15-1400-EL-RDR on November 18, 2015, approved AEP Ohio's request to adjust its Economic Development Rider effective with this bill. The EDR supports industrial customers that retain and increase Ohio jobs. A residential customer using 1,000 kWh of electricity will see a decrease of \$0.58 per month.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

You must re-verify your income by this date to stay on PIPP Plus: November 5, 2016.

If you pay your PIPP Plus payment on-time and in-full this month you will receive an on-time balance reduction of approximately \$92.61 applied to your account balance.

"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](http://www.aepohio.com) or call the number above."

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

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for Important Information



#### Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | New Charges Due Date |
|----------------|------------------|----------------------|
|                | \$1,192.01       | Dec 23, 2015         |
| Meter Number   | Cycle-Route      | Bill Date            |
| 656657852      | 08-12            | Dec 7, 2015          |

#### Previous Charges:

|                                   |                     |
|-----------------------------------|---------------------|
| Total Amount Due At Last Billing  | \$ 1,462.50         |
| Payment 12/07/15 - Thank You      | -44.00              |
| PIPP Payment Agreement            | -1,418.50           |
| PIPP Balance Adjustment           | 1,148.01            |
| <b>Previous Balance Due</b>       | <b>\$ 1,148.01*</b> |
| Previous Accumulated PIPP Balance | .00                 |
| PIPP Payment Agreement            | 1,418.50            |
| On-Time Balance Reduction         | -59.10              |
| PIPP Balance Adjustment           | -1,148.01           |
| Accumulated PIPP Balance          | 211.39              |
| <b>Total Previous Balance</b>     | <b>\$ 1,359.40</b>  |

#### Current AEP Ohio Charges:

|  |                    |
|--|--------------------|
| <b>Tariff 015 - Residential Service 12/07/15</b> |                    |
| Service Delivery Identifier: 00140080751001892   |                    |
| Generation Service                               | \$ 30.81           |
| Transmission Service                             | 7.47               |
| Distribution Service                             | 24.53              |
| Customer Charge                                  | 8.40               |
| Retail Stability Rider                           | 2.75               |
| Deferred Asset Phase-In Rider                    | 1.37               |
| Phase-In Recovery Rider                          | 2.18               |
| <b>Current Electric Charges</b>                  | <b>\$ 77.51</b>    |
| Active PIPP Plus                                 | \$ 44.00*          |
| <b>Total Account Balance</b>                     | <b>\$ 1,436.91</b> |

**Total Amount Due \$1,192.01**

\*Charges make up the "Total Amount Due"

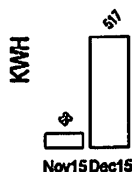
#### Due Date Dec 23

Price-to-Compare: Fortariff 015, 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 6.1 cents 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](http://www.energychoice.ohio.gov).

| Meter   | Service Period |       | Meter Reading Detail  |        |         |        |
|---|----------------|-------|-----------------------|--------|---------|--------|
| Number  | From           | To    | Previous              | Code   | Current | Code   |
| 656657852   | 11/04          | 12/07 | 14889                 | Actual | 15406   | Actual |
| Multiplier 1.0000   |                |       | Metered Usage 517 KWH |        |         |        |
| Next scheduled read date should be between Jan 7 and Jan 12 |                |       |                       |        |         |        |

#### 13 Month Usage History

Total KWH for Past 12 Months is 68



| Month                              | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|------------------------------------|-----------|------|-------------|--------------|---------------------|
| Current                            | 517       | 33   | 16          | \$2.35       | 45°F                |
| Previous                           | 68        | 12   | 6           | \$1.13       | 53°F                |
| One Year Ago                       | 0         | 0    | 0           | \$0.00       | 0°F                 |
| Your Average Monthly Usage: 68 KWH |           |      |             |              |                     |



Account Number  
CY 06  
1361

|                                       |                       |
|---------------------------------------|-----------------------|
| <b>\$1,462.50</b><br>Total Amount Due | \$<br>Amount Enclosed |
| Due Date Nov 20                       |                       |

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-656657852

3271-1  
071003271 01 AB 0.413

|||||  
FAYE DANIELS  
PO BOX 1479  
MASSILLON, OH 44848-1479

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24405  
CANTON OH 44701-4405



000146250000146250010000000000724399429504112011006900006

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-015

Page 1 of 2

| Account Number  | Disconnect Amount | Disconnect After Date |
|---|-------------------|-----------------------|
|   | \$1,448.89        | Dec 9, 2015           |
| Meter Number  | Cycle-Route       | Mail Date             |
| 656657852   | 06-12             | Nov 4, 2015           |
| Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE, at:<br>1-800-807-8789 to discuss this account<br>Pay By Phone: 1-800-611-0964 |                   |                       |

## DISCONNECT NOTICE

Your service may be disconnected on or after December 9, 2015 for a 30 days past due amount of \$1448.89, which may include CRES provider charges.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice may result in a security deposit of \$149.00 being required before service can be restored. In addition, a reconnect charge as shown below will be required.

|                                  |         |
|----------------------------------|---------|
| Trip Charge                      | \$16.00 |
| Single Phase Reconnection Charge | \$53.00 |
| Overtime                         | \$98.00 |

To AVOID DISCONNECTION, you must do ONE of the following: Pay the entire amount due; enter into an agreement requiring either six equal payments plus your current bill or 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); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

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.

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.

To pay your bill by phone call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to [www.AEPOhio.com](http://www.AEPOhio.com) or contact us at the telephone number shown above.

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

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



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-666857852

3271-1

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Please call our CREDIT DEPARTMENT  
IMMEDIATELY, TOLL FREE,  
at: 1-800-807-6789 to discuss this  
account

Pay By Phone: 1-800-611-0864

AEP Ohio Messages

Welcome to AEP OHIO!

FREE pickup of your old refrigerator. You  
can earn easy money from the comfort of  
your easy chair. Receive a \$50 rebate when  
you recycle your old refrigerator or freezer.  
To schedule your easy pickup today, call  
877.545.4112 or visit  
AEPOhio.com/ItsYourPower.

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.

You're already paying your bill  
electronically; why not receive it that way  
too? End the clutter of paper bills by going  
paperless! You'll receive an email  
notification when your new bill is available  
for viewing. Go to [www.AEPPaperless.com](http://www.AEPPaperless.com) to  
enroll today!

Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | New Charges Due Date |
|----------------|------------------|----------------------|
|                | \$1,462.50       | Nov 20, 2015         |
| Meter Number   | Cycle-Route      | Bill Date            |
| 656657852      | 06-12            | Nov 4, 2015          |

Previous Charges:

|  |                    |
|--|--------------------|
| Total Amount Due At Last Billing         | \$ .00             |
| Payment 10/27/15 - Thank You             | -175.00            |
| Transfer From Account. No. 072-439-942-5 | 1,623.89           |
| <b>Previous Balance Due</b>              | <b>\$ 1,448.89</b> |
| Previous Accumulated PIPP Balance        | .00                |
| Accumulated PIPP Balance                 | .00                |
| <b>Total Previous Balance</b>            | <b>\$ 1,448.89</b> |

Current AEP Ohio Charges:

|  |                  |
|--|------------------|
| Tariff 015 - Residential Service 11/04/15      |                  |
| Service Delivery Identifier: 00140080751001692 |                  |
| Generation Service                             | \$ 4.08          |
| Transmission Service                           | .99              |
| Distribution Service                           | 4.20             |
| Customer Charge                                | 3.36             |
| Retail Stability Rider                         | .36              |
| Deferred Asset Phase-In Rider                  | .35              |
| Phase-In Recovery Rider                        | .29              |
| <b>Current Electric Charges Due</b>            | <b>\$ 13.61*</b> |

**Total Amount Due \$1,462.50**

\*Charges make up the "Total Amount Due"

Due Date Nov 20

Price-to-Compare: For tariff 015, 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 6.1 cents 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](http://www.energychoice.ohio.gov).

| Meter  | Service Period |       | Meter Reading Detail |          |         |        |
|--|----------------|-------|----------------------|----------|---------|--------|
| Number   | From           | To    | Previous             | Code     | Current | Code   |
| 656657852  | 10/23          | 10/28 | 14821                | Estimate | 14821   | Actual |
| Multiplier   | 1.0000         |       | Metered Usage 0 KWH  |          |         |        |
| 656657852  | 10/28          | 11/04 | 14821                | Actual   | 14889   | Actual |
| Multiplier   | 1.0000         |       | Metered Usage 66 KWH |          |         |        |
| Next scheduled read date should be between Dec 4 and Dec 9 |                |       |                      |          |         |        |

13 Month Usage History

Total KWH for Past 12 Months is 0



| Month                             | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|-----------------------------------|-----------|------|-------------|--------------|---------------------|
| Current                           | 68        | 12   | 6           | \$1.13       | 53°F                |
| Previous                          | 0         | 0    | 0           | \$0.00       | 0°F                 |
| One Year Ago                      | 0         | 0    | 0           | \$0.00       | 0°F                 |
| Your Average Monthly Usage: 0 KWH |           |      |             |              |                     |

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for Important Information





Account Number

CY 06

12804

\$1,059.01

Total Amount Due

\$

Amount Enclosed

Due Date Apr 27

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
R-07-856657852

14008-1  
070014008 01 AV 0.378



FAYE DANIELS  
2506 CROWN PL NW  
CANTON, OH 44708-4407

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

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24404  
CANTON OH 44701-4404



000105901000105901010000000000724399425309042704006900002

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2506 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-015

Page 1 of 2

| Account Number | Total Amount Due | Due Date     |
|----------------|------------------|--------------|
|                | \$1,059.01       | Apr 27, 2015 |
| Meter Number   | Cycle-Route      | Bill Date    |
| 656657852      | 08-12            | Apr 9, 2015  |

## Previous Charges:

|                                   |             |
|-----------------------------------|-------------|
| Total Amount Due At Last Billing  | \$ 962.01   |
| Reconnection Charge               | 53.00       |
| Previous Balance Due              | \$ 1,015.01 |
| Previous Accumulated PIPP Balance | 457.09      |
| Accumulated PIPP Balance          | 457.09      |
| Total Previous Balance            | \$ 1,472.10 |

## Current AEP Ohio Charges:

Tariff 015 - Residential Service 04/09/15

Service Delivery Identifier: 00140080751001692

|                               |             |
|-------------------------------|-------------|
| Generation Service            | \$ 62.81    |
| Transmission Service          | 8.37        |
| Distribution Service          | 35.84       |
| Customer Charge               | 8.40        |
| Retail Stability Rider        | 4.85        |
| Deferred Asset Phase-In Rider | 1.91        |
| Phase-In Recovery Rider       | 3.86        |
| Current Electric Charges      | \$ 126.04   |
| Active PIPP Plus              | \$ 44.00    |
| Total Account Balance         | \$ 1,598.14 |

Total Amount Due \$1,059.01

Due Date Apr 27

Price-to-Compare: For tariff 015, in order to save you money a new supplier must offer you  
a price lower than 7.8 cents per KWH for the same usage that appears on this bill. You may  
contact AEP at the phone number shown on this bill to receive additional information,  
including a written explanation, about this Price-to-Compare.

| Meter<br>Number | Service Period |       | Meter Reading Detail  |        |         |        |
|-----------------|----------------|-------|-----------------------|--------|---------|--------|
|                 | From           | To    | Previous              | Code   | Current | Code   |
| 656657852       | 03/10          | 03/12 | 13722                 | Actual | 13779   | Actual |
| Multiplier      | 1.0000         |       |                       |        |         |        |
| 656657852       | 03/12          | 03/13 | 13779                 | Actual | 13779   | Actual |
| Multiplier      | 1.0000         |       |                       |        |         |        |
| 656657852       | 03/13          | 04/09 | 13779                 | Actual | 14636   | Actual |
| Multiplier      | 1.0000         |       |                       |        |         |        |
|                 |                |       | Metered Usage 857 KWH |        |         |        |

Next scheduled read date should be between May 6 and May 11

For Billing, Outage or Service Inquiries,  
Call: 1-800-672-2231

Pay By Phone: 1-800-611-0964

## AEP Ohio Messages

The Public Utilities Commission of Ohio in  
case number 15-279-EL-RDR on March 18,  
2015, approved AEP Ohio's request to adjust  
its Economic Development Rider (EDR)  
effective with this bill. The EDR supports  
industrial customers that retain and increase  
Ohio jobs. A residential customer using 1,000  
kWh of electricity will see a decrease of  
\$2.51 per month.

In Case Nos. 13-1892-EL-FAC and  
14-1544-EL-FAC, the PUCO approved  
adjustments to Ohio Power Company's  
Auction Phase-In, Fixed Cost, and Alternative  
Energy Riders effective with this bill. These  
riders recover costs related to fuel, energy  
auctions and renewable energy. A residential  
customer using 1,000 kWh will see a  
decrease of \$2.72 per month.

On February 11, 2015 in Case No.  
05-376-EL-UNC the PUCO ordered a refund of  
costs for a study related to the potential  
construction of an Integrated Gasification  
Combined Cycle Plant in Ohio. Effective with  
this bill, residential customers will see a  
one-time monthly decrease of \$6.40.

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance  
due  
See other side for Important Information



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
R-07-656657852

14008-1

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

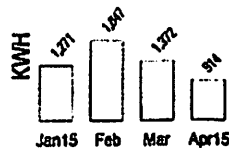
Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | Due Date     |
|----------------|------------------|--------------|
|                | \$1,059.01       | Apr 27, 2015 |
| Meter Number   | Cycle-Route      | Bill Date    |
| 656657852      | 06-12            | Apr 9, 2015  |

13 Month Usage History

Total KWH for Past 12 Months is 4,490



| Month                                 | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|---------------------------------------|-----------|------|-------------|--------------|---------------------|
| Current                               | 914       | 30   | 30          | \$4.20       | 42°F                |
| Previous                              | 1,372     | 32   | 43          | \$6.21       | 18°F                |
| One Year Ago                          | 0         | 0    | 0           | \$0.00       | 0°F                 |
| Your Average Monthly Usage: 1,497 KWH |           |      |             |              |                     |

Additional Messages

Stealing copper is illegal and can have deadly consequences. Reporting copper theft could save a life, so if you have any information, please call 1-866-747-6846.

You can obtain the brochure, "Answers To Questions About Your Electric Service" by calling AEP at the number printed on this bill. This brochure includes information about customer rights and responsibilities as required by PUCO.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

You must re-verify your income by this date to stay on PIPP Plus: January 8, 2016.

If you pay your PIPP Plus payment on-time and in-full this month you will receive an on-time balance reduction of approximately \$94.65 applied to your account balance.

**SCAM ALERT:** Telephone scammers are calling customers claiming to represent AEP Ohio or AEP. The caller tells customers that power will be shut off unless a money pac green dot or vanilla reload it card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment. We will also never call and ask you to make a payment with your debit or credit card over the phone. If you have any questions about your account, please call us.

Help us post your payment timely and accurately! Always verify the electric account number on your bill to the data entered in your online payment system. When you move, update your electric account number in your bill pay system to your new electric account number.

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.



Account Number  
CY 06  
19857

|                  |                 |
|------------------|-----------------|
| <b>\$962.01</b>  | \$              |
| Total Amount Due | Amount Enclosed |
| Due Date Mar 26  |                 |

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
R-07-656657852

17807-1  
070017807 01 AV 0.378

FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

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

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24404  
CANTON OH 44701-4404



000096201000096201010000000000724399425310032603006900005

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-015

Page 1 of 2

| Account Number | Total Amount Due | Due Date     |
|----------------|------------------|--------------|
|                | \$962.01         | Mar 26, 2015 |
| Meter Number   | Cycle-Route      | Bill Date    |
| 656657852      | 08-12            | Mar 10, 2015 |

**Previous Charges:**

|                                   |                    |
|-----------------------------------|--------------------|
| Total Amount Due At Last Billing  | \$ 962.01          |
| Payment 03/09/15 - Thank You      | -44.00             |
| Previous Balance Due              | \$ 918.01          |
| Previous Accumulated PIPP Balance | 547.87             |
| On-Time Balance Reduction         | -245.35            |
| Accumulated PIPP Balance          | 302.52             |
| <b>Total Previous Balance</b>     | <b>\$ 1,220.53</b> |

**Current AEP Ohio Charges:**

|  |                    |
|--|--------------------|
| Tariff 015 - Residential Service 03/10/15      |                    |
| Service Delivery Identifier: 00140080751001692 |                    |
| Generation Service                             | \$ 98.03           |
| Transmission Service                           | 12.57              |
| Distribution Service                           | 63.94              |
| Customer Charge                                | 8.40               |
| Retail Stability Rider                         | 7.29               |
| Deferred Asset Phase-In Rider                  | 2.55               |
| Phase-In Recovery Rider                        | 5.79               |
| <b>Current Electric Charges</b>                | <b>\$ 198.57</b>   |
| Active PIPP Plus                               | \$ 44.00           |
| <b>Total Account Balance</b>                   | <b>\$ 1,419.10</b> |

**Total Amount Due \$962.01**

**Due Date Mar 26**

Price-to-Compare: For tariff 015, in order to save you money a new supplier must offer you a price lower than 8.1 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

| Meter Number  | Service Period |       | Meter Reading Detail    |        |         |        |
|---|----------------|-------|-------------------------|--------|---------|--------|
|   | From           | To    | Previous                | Code   | Current | Code   |
| 656657852   | 02/06          | 03/10 | 12350                   | Actual | 13722   | Actual |
| Multiplier  | 1.0000         |       | Metered Usage 1,372 KWH |        |         |        |
| Next scheduled read date should be between Apr 7 and Apr 10 |                |       |                         |        |         |        |

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for important information



Send Inquiries To:  
 PO BOX 24401  
 CANTON, OH 44701-4401  
 R-07-858657852  
 17807-1

Service Address:  
 FAYE DANIELS  
 2505 CROWN PL NW  
 CANTON, OH 44708-4407

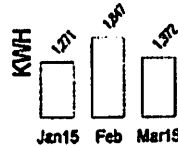
Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | Due Date     |
|----------------|------------------|--------------|
|                | \$962.01         | Mar 26, 2015 |
| Meter Number   | Cycle-Route      | Bill Date    |
| 656857852      | 08-12            | Mar 10, 2015 |

13 Month Usage History

Total KWH for Past 12 Months is 3,118



| Month                                 | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|---------------------------------------|-----------|------|-------------|--------------|---------------------|
| Current                               | 1,372     | 32   | 43          | \$6.21       | 18°F                |
| Previous                              | 1,847     | 29   | 64          | \$9.02       | 22°F                |
| One Year Ago                          | 0         | 0    | 0           | \$0.00       | 0°F                 |
| Your Average Monthly Usage: 1,559 KWH |           |      |             |              |                     |

Additional Messages

**SCAM ALERT:** Telephone scammers are calling customers claiming to represent AEP Ohio or AEP. The caller tells customers that power will be shut off unless a money pac green dot or vanilla reload it card is purchased to cover the amount the caller says is due on the account. We will never ask you to buy a money card for payment. We will also never call and ask you to make a payment with your debit or credit card over the phone. If you have any questions about your account, please call us.

We now have outage alerts available. Log onto your account and register for alerts and we will notify you when your power goes out, an estimate of when it will be restored, and then when it is restored. Once enrolled looking for our number will be a thing of the past!

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](http://www.aepohio.com) or call the number above."

Help us post your payment timely and accurately! Always verify the electric account number on your bill to the data entered in your online payment system. When you move, update your electric account number in your bill pay system to your new electric account number.

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](http://AEPPaperless.com).



Account Number  
CY 06  
26166

|                  |                 |
|------------------|-----------------|
| <b>\$962.01</b>  | \$              |
| Total Amount Due | Amount Enclosed |
| Due Date Feb 24  |                 |

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-856657852

897-1  
071000897 01 AV 0.378

|||||  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24405  
CANTON OH 44701-4405



000096201000096201010000000000724399425306022402006900006

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-015

Page 1 of 2

|   |                   |                       |
|---|-------------------|-----------------------|
| Account Number  | Disconnect Amount | Disconnect After Date |
|   | \$918.01          | Mar 11, 2015          |
| Meter Number  | Cycle-Route       | Mail Date             |
| 656657852   | 06-12             | Feb 6, 2015           |
| Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE, at:<br>1-800-807-6789 to discuss this account<br>Pay By Phone: 1-800-611-0964 |                   |                       |

## DISCONNECT NOTICE

Your service may be disconnected on or after February 11, 2015, for a 60 days past due amount of \$874.01, which may include CRES provider charges. Your account also has an additional AEP 30 days past due amount for \$44.00 which is due before March 11, 2015.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice will result in a reconnection charge being required before service can be restored.

|                                  |         |
|----------------------------------|---------|
| Trip Charge                      | \$16.00 |
| Single Phase Reconnection Charge | \$53.00 |
| Overtime                         | \$98.00 |

To AVOID DISCONNECTION, you must do ONE of the following: Pay the entire amount due; enter into an agreement requiring either six equal payments plus your current bill or 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); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

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.

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.

To pay your bill by phone call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to [www.AEPOhio.com](http://www.AEPOhio.com) or contact us at the telephone number shown above.

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

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



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-656857852

897-1

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44703-4407

Please call our CREDIT DEPARTMENT  
IMMEDIATELY, TOLL FREE,  
at: 1-800-807-6789 to discuss this  
account

Pay By Phone: 1-800-611-0964

#### AEP Ohio Messages

The Public Utilities Commission of Ohio in  
case number 14-1094-EL-RDR on January 28,  
2015, approved an adjustment to Ohio Power  
Company's transmission service rates  
effective with this bill. A residential customer  
using 1,000 KWH of electricity will see a  
decrease of \$9.61 per month.

As a percentage of income payment plan  
customer you are legally responsible for the  
entire amount of this bill.

You must re-verify your income by this date  
to stay on PIPP Plus: January 8, 2016.

If you pay your PIPP Plus payment on-time  
and in-full this month you will receive an  
on-time balance reduction of approximately  
\$245.35 applied to your account balance.

**Scam Alert:** Telephone scammers are  
calling customers claiming to represent AEP  
or AEP Ohio. The caller threatens to cut off  
electricity service if money is not paid  
immediately by credit card or some other  
means. We don't call to ask for personal  
information, banking information, or  
credit/debit card payments. If you have  
questions about your account call us at  
1-800-672-2231.

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

Register for online services at  
[www.AEPOhio.com](http://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 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! AEP Paperless.com.

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance  
due  
See other side for Important Information

#### Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | New Charges Due Date |
|----------------|------------------|----------------------|
|                | \$962.01         | Feb 24, 2015         |
| Meter Number   | Cycle-Route      | Bill Date            |
| 656657852      | 06-12            | Feb 6, 2015          |

#### Previous Charges:

|                                   |                    |
|-----------------------------------|--------------------|
| Total Amount Due At Last Billing  | \$ 918.01          |
| Previous Balance Due              | \$ 918.01          |
| Previous Accumulated PIPP Balance | 330.21             |
| Accumulated PIPP Balance          | 330.21             |
| <b>Total Previous Balance</b>     | <b>\$ 1,248.22</b> |

#### Current AEP Ohio Charges:

**Tariff 015 - Residential Service 02/06/15**

Service Delivery Identifier: 00140080751001692

|                                 |                    |
|---------------------------------|--------------------|
| Generation Service              | \$ 131.95          |
| Transmission Service            | 16.92              |
| Distribution Service            | 83.57              |
| Customer Charge                 | 8.40               |
| Retail Stability Rider          | 9.82               |
| Deferred Asset Phase-In Rider   | 3.20               |
| Phase-In Recovery Rider         | 7.80               |
| <b>Current Electric Charges</b> | <b>\$ 261.66</b>   |
| Active PIPP Plus                | \$ 44.00           |
| <b>Total Account Balance</b>    | <b>\$ 1,509.88</b> |

#### Total Amount Due

**\$962.01**

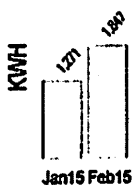
#### Due Date Feb 24

**Price-to-Compare:** For tariff 015, in order to save you money a new supplier must offer you  
a price lower than 8.1 cents per KWH for the same usage that appears on this bill. You may  
contact AEP at the phone number shown on this bill to receive additional information,  
including a written explanation, about this Price-to-Compare.

| Meter Number  | Service Period |       | Meter Reading Detail    |        |         |        |
|---|----------------|-------|-------------------------|--------|---------|--------|
|   | From           | To    | Previous                | Code   | Current | Code   |
| 656657852   | 01/08          | 02/06 | 10503                   | Actual | 12350   | Actual |
| Multiplier  | 1.0000         |       | Metered Usage 1,847 KWH |        |         |        |
| Next scheduled read date should be between Mar 6 and Mar 11 |                |       |                         |        |         |        |

#### 13 Month Usage History

Total KWH for Past 12 Months is 1,271



| Month                                 | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|---------------------------------------|-----------|------|-------------|--------------|---------------------|
| Current                               | 1,847     | 29   | 64          | \$9.02       | 22°F                |
| Previous                              | 1,271     | 8    | 159         | \$23.25      | 23°F                |
| One Year Ago                          | 0         | 0    | 0           | \$0.00       | 0°F                 |
| Your Average Monthly Usage: 1,271 KWH |           |      |             |              |                     |



A unit of American Electric Power



Account Number  
CY 06  
18601

|                  |                 |
|------------------|-----------------|
| <b>\$918.01</b>  | \$              |
| Total Amount Due | Amount Enclosed |
| Due Date Jan 26  |                 |

Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-656657852

760-1  
071000760 01 AV 0.381



FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Make Check Payable and Send To:  
AMERICAN ELECTRIC POWER  
PO BOX 24405  
CANTON OH 44701-4405



000091801000091801010000000000724399425308012601006900000

Please tear on dotted line

Return top portion with your payment

Service Address:  
FAYE DANIELS  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Rate Tariff: Residential Service-016

Page 1 of 2

| Account Number  | Disconnect Amount | Disconnect After Date |
|---|-------------------|-----------------------|
|   | \$874.01          | Feb 10, 2015          |
| Meter Number  | Cycle-Route       | Mail Date             |
| 656657852   | 08-12             | Jan 8, 2015           |
| Please call our CREDIT DEPARTMENT IMMEDIATELY, TOLL FREE, at:<br>1-800-807-6789 to discuss this account<br>Pay By Phone: 1-800-611-0964 |                   |                       |

## DISCONNECT NOTICE

Your service may be disconnected on or after February 10, 2015 for a 30 days past due amount of \$874.01, which may include CRES provider charges.

Please make your payment immediately. Failure to pay the amount required to an authorized agent by the date specified in this notice will result in a reconnection charge being required before service can be restored.

|                                  |         |
|----------------------------------|---------|
| Trip Charge                      | \$16.00 |
| Single Phase Reconnection Charge | \$53.00 |
| Overtime                         | \$98.00 |

To AVOID DISCONNECTION, you must do ONE of the following: Pay the entire amount due; enter into an agreement requiring either six equal payments plus your current bill or 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); or agree to any other extended payment plan that is mutually acceptable to you and the Company.

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.

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.

To pay your bill by phone call Billmatrix at 1-800-611-0964 or for a list of pay stations, go to [www.AEPOhio.com](http://www.AEPOhio.com) or contact us at the telephone number shown above.

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

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



Send Inquiries To:  
PO BOX 24401  
CANTON, OH 44701-4401  
D-07-666657852

780-1

Service Address:  
**FAYE DANIELS**  
2505 CROWN PL NW  
CANTON, OH 44708-4407

Please call our CREDIT DEPARTMENT  
IMMEDIATELY, TOLL FREE,  
at 1-800-807-6789 to discuss this  
account

Pay By Phone: 1-800-611-0984

#### AEP Ohio Messages

In Case No. 13-1530-EL-UNC, the PUCO approved adjustments to Ohio Power Company's Base Generation Rates effective with this bill. This change represents a phase-out of the base generation charge and phase-in of the generation capacity rider. In related Case Nos. 13-1892-EL-FAC and 14-1544-EL-FAC, the PUCO approved adjustments to Ohio Power Company's Auction Phase-In, Fixed Cost, and Alternative Energy riders effective with this bill. These riders recover costs related to fuel, energy auctions and renewable energy. Additionally, in Case No. 11-352-EL-AIR the PUCO approved adjustments to the residential distribution rates effective with this bill. Finally, pursuant to state law in Case No. 14-1002-EL-USF the Universal Service Fund (USF) rider has been adjusted effective with this bill. The USF helps low income customers avoid disconnect during the winter. A residential customer using 1,000 kWh will see a combined impact of a \$0.68 decrease per month.

As a percentage of income payment plan customer you are legally responsible for the entire amount of this bill.

This bill reflects your new percentage of income payment amount.

Welcome to 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](http://AEPPaperless.com).

Pay online for free when you sign up for paperless billing. Go to [www.AEPPaperless.com](http://www.AEPPaperless.com) to enroll today!

Visit us at [www.AEPOhio.com](http://www.AEPOhio.com)  
Due date does Not Apply to the previous balance due  
See other side for Important Information



Rate Tariff: Residential Service-015

Page 2 of 2

| Account Number | Total Amount Due | New Charges Due Date |
|----------------|------------------|----------------------|
|                | \$918.01         | Jan 26, 2015         |
| Meter Number   | Cycle-Route      | Bill Date            |
| 656657852      | 06-12            | Jan 8, 2015          |

#### Previous Charges:

|  |                    |
|--|--------------------|
| Total Amount Due At Last Billing         | \$ .00             |
| Payment 01/02/15 - Thank You             | -175.00            |
| Transfer From Account. No. 072-439-941-9 | 920.01             |
| PIPP Balance Adjustment                  | 129.00             |
| <b>Previous Balance Due</b>              | <b>\$ 874.01</b>   |
| Previous Accumulated PIPP Balance        | .00                |
| Transferred Amount                       | 317.20             |
| PIPP Balance Adjustment                  | -129.00            |
| Accumulated PIPP Balance                 | 188.20             |
| <b>Total Previous Balance</b>            | <b>\$ 1,062.21</b> |

#### Current AEP Ohio Charges:

|  |                    |
|--|--------------------|
| <b>Tariff 015 - Residential Service</b> 01/08/15 |                    |
| Service Delivery Identifier: 00140060751001692   |                    |
| Generation Service                               | \$ 90.81           |
| Transmission Service                             | 23.86              |
| Distribution Service                             | 55.04              |
| Customer Charge                                  | 2.24               |
| Retail Stability Rider                           | 6.76               |
| Deferred Asset Phase-In Rider                    | 1.93               |
| Phase-In Recovery Rider                          | 5.37               |
| <b>Current Electric Charges</b>                  | <b>\$ 188.01</b>   |
| Active PIPP Plus                                 | \$ 44.00           |
| <b>Total Account Balance</b>                     | <b>\$ 1,248.22</b> |

**Total Amount Due \$918.01**

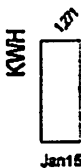
**Due Date Jan 26**

Price-to-Compare: For tariff 015, in order to save you money a new supplier must offer you a price lower than 9.0 cents per KWH for the same usage that appears on this bill. You may contact AEP at the phone number shown on this bill to receive additional information, including a written explanation, about this Price-to-Compare.

| Meter   | Service Period |       | Meter Reading Detail    |        |         |        |
|---|----------------|-------|-------------------------|--------|---------|--------|
| Number  | From           | To    | Previous                | Code   | Current | Code   |
| 656657852   | 12/31          | 01/08 | 9232                    | Actual | 10503   | Actual |
| Multiplier 1.0000   |                |       | Metered Usage 1,271 KWH |        |         |        |
| Next scheduled read date should be between Feb 5 and Feb 10 |                |       |                         |        |         |        |

13 Month Usage History

Total KWH for Past 12 Months is 0



| Month                             | Total KWH | Days | KWH Per Day | Cost Per Day | Average Temperature |
|-----------------------------------|-----------|------|-------------|--------------|---------------------|
| Current                           | 1,271     | 8    | 159         | \$23.25      | 23°F                |
| Previous                          | 0         | 0    | 0           | \$0.00       | 0°F                 |
| One Year Ago                      | 0         | 0    | 0           | \$0.00       | 0°F                 |
| Your Average Monthly Usage: 0 KWH |           |      |             |              |                     |



This chart was prepared by Michele L. Jeunelot, derived from AEP Ohio business records.

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| DANIELS, FAYE    |                          |              |                 |          |              |                   |                    |
|------------------|--------------------------|--------------|-----------------|----------|--------------|-------------------|--------------------|
| 1341 20TH ST NE  |                          |              | 3/14/2013       | 6/1/2010 |              |                   |                    |
| CANTON           |                          |              |                 |          |              |                   |                    |
|                  |                          |              |                 |          |              |                   |                    |
| DATE             | AEP BILLED METER CHARGES | MISC CHARGES | PIPP AMOUNT DUE | PAYMENTS | PIPP CREDITS | TOTAL PAYMENT DUE | TOTAL ACCT BALANCE |
|                  |                          |              |                 |          |              |                   | \$ 611.85          |
| 1/10/2013        | \$ 61.89                 |              | \$ 42.00        |          |              | \$ 162.50         | \$ 673.74          |
| 1/29/2013        |                          |              |                 | \$ 42.00 | \$ 41.25     |                   |                    |
| 2/12/2013        | \$ 55.67                 |              | \$ 42.00        |          |              | \$ 162.50         | \$ 646.16          |
| 3/11/2013        | \$ 55.87                 |              | \$ 42.00        |          |              | \$ 204.50         | \$ 702.03          |
| 3/14/2013        | \$ 5.48                  |              |                 |          |              | \$ 204.50         | \$ 707.51          |
|                  |                          |              |                 |          |              |                   |                    |
| DANIELS, FAYE    |                          |              |                 |          |              |                   |                    |
| 2505 CROWN PL NW |                          |              | 9/10/2014       | 3/7/2014 |              |                   |                    |
| CANTON           |                          |              |                 |          |              |                   |                    |
|                  |                          |              |                 |          |              |                   |                    |
| DATE             | AEP BILLED METER CHARGES | MISC CHARGES | PIPP AMOUNT DUE | PAYMENTS | PIPP CREDITS | TOTAL PAYMENT DUE | TOTAL ACCT BALANCE |
|                  |                          |              |                 |          |              |                   | \$ 707.51          |
| 4/1/2014         |                          |              |                 | \$ 87.50 |              |                   |                    |
| 4/9/2014         | \$ 13.39                 |              | \$ 43.00        |          |              | \$ 663.01         | \$ 633.40          |
| 4/15/2014        |                          |              |                 | \$ 43.00 |              |                   |                    |
| 5/7/2014         | \$ 63.51                 |              | \$ 43.00        |          |              | \$ 663.01         | \$ 653.91          |
| 6/11/2014        | \$ 73.67                 | \$ 16.00     | \$ 43.00        |          |              | \$ 722.01         | \$ 743.58          |
| 7/10/2014        | \$ 115.30                | \$ 16.00     | \$ 43.00        |          |              | \$ 781.01         | \$ 874.88          |
| 8/8/2014         | \$ 107.73                | \$ 53.00     | \$ 43.00        |          |              | \$ 877.01         | \$ 1,035.61        |
| 9/9/2014         | \$ 115.61                |              | \$ 43.00        |          |              | \$ 920.01         | \$ 1,151.22        |

This chart was prepared by Michele L. Jeunelot, derived from AEP Ohio business records.

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|                  |                          |              |                 |            |              |                   |                    |          |          |
|------------------|--------------------------|--------------|-----------------|------------|--------------|-------------------|--------------------|----------|----------|
| 9/17/2014        | \$                       | 85.99        |                 |            |              | \$                | 920.01             | \$       | 1,237.21 |
|                  |                          |              |                 |            |              |                   |                    |          |          |
| DANIELS, FAYE    |                          |              |                 |            |              |                   |                    |          |          |
| 2505 CROWN PL NW |                          |              | 4/16/2015       | 12/31/2014 |              |                   |                    |          |          |
| CANTON           |                          |              |                 |            |              |                   |                    |          |          |
|                  |                          |              |                 |            |              |                   |                    |          |          |
| DATE             | AEP BILLED METER CHARGES | MISC CHARGES | PIPP AMOUNT DUE | PAYMENTS   | PIPP CREDITS | TOTAL PAYMENT DUE | TOTAL ACCT BALANCE |          |          |
|                  |                          |              |                 |            |              |                   |                    | \$       | 1,237.21 |
| 1/2/2015         |                          |              |                 | \$ 175.00  |              |                   |                    |          |          |
| 1/8/2015         | \$ 186.01                |              | \$ 44.00        |            |              | \$ 918.01         | \$                 | 1,248.22 |          |
| 2/6/2015         | \$ 261.66                |              | \$ 44.00        |            |              | \$ 962.01         | \$                 | 1,509.88 |          |
| 3/9/2015         |                          |              |                 | \$ 44.00   | \$ 245.35    |                   |                    |          |          |
| 3/10/2015        | \$ 198.57                |              | \$ 44.00        |            |              | \$ 962.01         | \$                 | 1,419.10 |          |
| 4/9/2015         | \$ 126.04                | \$ 53.00     | \$ 44.00        |            |              | \$ 1,059.01       | \$                 | 1,598.14 |          |
| 4/23/2015        | \$ 25.75                 |              |                 |            |              | \$ 1,059.01       | \$                 | 1,623.89 |          |
|                  |                          |              |                 |            |              |                   |                    |          |          |
| DANIELS, FAYE    |                          |              |                 |            |              |                   |                    |          |          |
| 2505 CROWN PL NW |                          |              |                 | 10/23/2015 |              |                   |                    |          |          |
| CANTON           |                          |              |                 |            |              |                   |                    |          |          |
|                  |                          |              |                 |            |              |                   |                    |          |          |
| DATE             | AEP BILLED METER CHARGES | MISC CHARGES | PIPP AMOUNT DUE | PAYMENTS   | PIPP CREDITS | TOTAL PAYMENT DUE | TOTAL ACCT BALANCE |          |          |
|                  |                          |              |                 |            |              |                   |                    | \$       | 1,623.89 |
| 10/27/2015       |                          |              |                 | \$ 175.00  |              |                   |                    |          |          |
| 11/4/2015        | \$ 13.61                 |              |                 |            |              | \$ 1,462.50       | \$                 | 1,462.50 |          |
| 12/7/2015        | \$ 77.51                 |              | \$ 44.00        | \$ 44.00   | \$ 59.10     | \$ 1,192.01       | \$                 | 1,436.91 |          |
| 1/8/2016         | \$ 66.84                 |              | \$ 44.00        |            |              | \$ 1,236.01       | \$                 | 1,503.75 |          |

This chart was prepared by Michele L. Jeunelot, derived from AEP Ohio business records.

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|           |  |  |  |          |          |  |  |
|-----------|--|--|--|----------|----------|--|--|
| 1/11/2016 |  |  |  | \$ 44.00 | \$ 59.10 |  |  |
|-----------|--|--|--|----------|----------|--|--|

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**2/3/2016 10:46:50 AM**

**in**

**Case No(s). 15-1287-EL-CSS**

Summary: Correspondence with AEP Ohio Exhibit No. 5 electronically filed by Michael J Benza on behalf of Ohio Power Company