

Important Message

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY).

We offer several ways for you to pay your bill. Bills may be paid by mail, in person to an authorized agent, by phone (\$1.85 processing fee), or you can pay your bill electronically (e-Bill) or have your payments deducted automatically from your checking or savings account. Payment to an unauthorized agent is at your own risk. For names and locations of authorized agents, please call us toll free at 1-800-672-2231. Customers who are hearing impaired may call 1-800-617-1234 (TDD/TTY).

We offer leveled payment options to qualifying customers. Average Monthly Payment Plan (AMP): The monthly payment is based on the average of the current month's bill, plus the previous 11 months' bills. Each month, the oldest bill is removed from the computation, and the new current bill is included. Budget Billing: A monthly amount is calculated based on previous bills. This monthly amount is reviewed and adjusted based on the type of plan.

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

If you have a complaint or wish to contest a deposit you can do so by visiting www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission of ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at www.pickocc.org.

DISCONNECTION MAY NOT OCCUR FOR UNPAID NONTARIFFED CHARGES.

FAILURE TO PAY CHARGES FOR NONTARIFFED PRODUCTS OR SERVICES MAY RESULT IN LOSS OF THOSE PRODUCTS OR SERVICES.

FAILURE TO PAY CHARGES FOR COMPETITIVE RETAIL ELECTRIC SERVICE MAY RESULT IN CANCELLATION OF THE CUSTOMER'S CONTRACT WITH THE COMPETITIVE RETAIL ELECTRIC SERVICE PROVIDER, AND RETURN TO THE ELECTRIC DISTRIBUTION UTILITY'S STANDARD-OFFER GENERATION SERVICE.

NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discrimination against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has a capacity to enter into a binding contract) or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law is the Federal Trade Commission, Equal Credit Opportunity, Cleveland, Ohio, phone (216) 263-3410.

Ohio Laws against discrimination require that all creditors make credit equally available to all credit-worthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission, 30 E. Broad Street; 5th Floor, Columbus, Ohio 43205, phone 1-888-278-7101, administers compliance with this law.

Rates available on request or visit www.aepohio.com under 'Rates & Tariffs'

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

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

**Service Address:**

[REDACTED]
COLUMBUS, OH 43209-2916

Account [REDACTED]

Disconnect notes from AEP Ohio:

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

- Pay the entire amount due; or

ENTER INTO A PAYMENT PLAN

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

Past due balances may include CRES provider charges.

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

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

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



PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before **\$1,183.57**
December 21, 2018

Bill mailing date is Dec 5, 2018

Account [REDACTED]

SERVICE ADDRESS [REDACTED] COLUMBUS, OH 43209-2916

499-1 17789
101000499 02 AV 0.37

CY 06

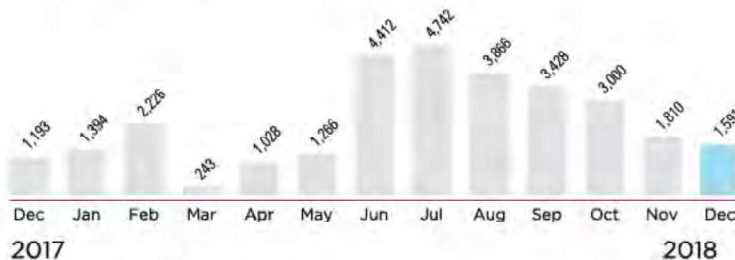


COLUMBUS, OH 43209-2916

Notes from AEP Ohio:

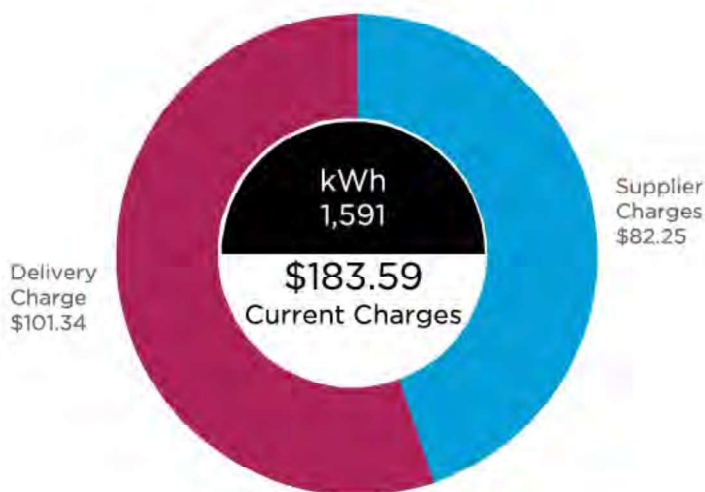
In May 2018, our payment address changed! The new address is **PO Box 371496, Pittsburgh, PA 15250-7496**. Please update your records and any bill-pay services to avoid fees or service interruptions. If you have updated your records no action is needed.

Usage History (kWh):



Current bill summary:

Billing from 11/03/18 - 12/05/18 (33 days)



Methods of Payment



aepohio.com



PO Box 371496
Pittsburgh, PA 15250-7496



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

Need to get in touch?

Customer Operations Center: 1-844-237-6446

Outages: AEPOhio.com/outages or 1-800-672-2231

Please tear on dotted line.

Turn over for important information!

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

[REDACTED] COLUMBUS, OH 43209-2916



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

Account [REDACTED] 10134

Amount due on or before **\$1,183.57**
December 21, 2018

Payment Amount \$

Make check payable and send to:
AMERICAN ELECTRIC POWER
PO BOX 371496
PITTSBURGH, PA 15250-7496



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

\$

Important Message

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

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

Definitions:

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

Estimate: Reflects that we were unable to read your meter this month. We calculated your bill based on prior usage and seasonal variations. You can choose to call us with an actual meter read at 1-888-237-8811.

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

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

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

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

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

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

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

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

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

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

Deferred Asset Phase-In Rider (DAPIR): Recovers previously incurred deferrals for distribution assets.

Delivery: The graph on the first page shows charges associated with moving electricity through transmission lines and distribution lines as well as costs to maintain those lines and other distribution costs.

We welcome the opportunity to assist you. Our customer service center is open 24 hours a day, 7 days a week. If you have a question, please call us toll free at 1-800-672-2231, or 1-800-617-1234 (TDD/TTY). If you feel your concern has not been resolved, you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

Customers may be assessed a deposit if they have not made a full payment (or arrangements) on a bill that contains a previous balance, or have been disconnected for nonpayment, fraudulent practice, tampering, or unauthorized reconnection during the preceding 12 months. Residential deposits may be made through a cash deposit or approved guarantor. Non-residential deposits may be made by cash, approved letters of credit, or approved surety bonds. To discuss any further options please call AEP Ohio. To contest a deposit you can file a complaint at www.aepohio.com under "Contact Us", call 1-800-672-2231 or by writing to Customer Concerns, 4500 S. Hamilton Road, Groveport, OH 43125.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called AEP Ohio, or for general utility company information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You may write to: Public Utilities Commission of Ohio, Attention: CSD, 180 E. Broad Street, Columbus, Ohio 43215-3793.

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

Rates Available on Request

Electronic Check Conversion – if you pay by check, you authorize us to convert your paper check into an electronic debit.

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



Service Address:



COLUMBUS, OH 43209-2916

Account

Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	\$	999.98
Previous Balance Due	\$	999.98*
Current AEP Ohio Charges		
Tariff 820 - Residential Service 12/05/18		
Service Delivery Identifier:		
Transmission Service	\$	31.89
Distribution Service		57.09
Customer Charge		8.40
Deferred Asset Phase-In Rider		2.94
Power Purchase Agreement Rider		1.02
Current Electric Charges	\$	101.34*

Current Dynegy Energy Services Charges (877-331-3045)		
Supplier Account Number - AOB1C00000HKOSFUUAU		
Service Delivery Identifier: 12/05/18		
\$0.0517 Per kWh (1591kWh X .0517000)	\$	82.25
Current Supplier Balance Due	\$	82.25*

Total Balance Due	\$	1,183.57
*Charges make up the "Total Balance Due"		

Usage Details:

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



Total usage for the past 12 months: 28,608 kWh

Average (Avg.) monthly usage: 2,384 kWh

Meter Read Details:

Meter #880777560					
Previous	Type	Current	Type	Metered	Usage
6508	Actual	8099	Actual	1591	1,591 kWh
Service Period 11/02 - 12/05				Multiplier 1	
Next scheduled read date should be between Jan 7 and Jan 10.					

Notes from AEP Ohio:

Price-to-Compare: For tariff 820, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.054** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

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

Renewable Programs: \$1.56
Energy Efficiency Programs: \$3.69
Peak Demand Reduction Programs: \$1.70

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPaperless.com!

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART Phase 2 rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer using 1,000 kWh per month will see an increase of \$0.16 per month.

In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to decrease 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 a decrease of \$0.05 per month.

Deposit Warning - Our records show that your account is past due. Any future late payments may result in a deposit equal to an average of 1 months billing plus 30% being added to your account. This deposit will be billed in three installments.

As of January 21, 2019, AEP will no longer remit payments to VERDE ENERGY USA OHIO LLC for

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Dynegy Energy Services**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Dynegy Energy Services at (877)331-3045. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

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

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

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

[illegible]

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

11/1/2019 3:41:52 PM

in

Case No(s). 19-0958-GE-COI

Summary: Exhibit Exhibit 7 - Part 43C on behalf of The Office of The Ohio Consumers' Counsel electronically filed by Mrs. Tracy J Greene on behalf of O'Brien, Angela D