

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Annual Report)	
Required by R.C. 4933.123 Regarding)	Case No. 22-513-GE-UNC
Service Disconnections for Nonpayment)	

**REPORT OF SERVICE DISCONNECTIONS FOR NONPAYMENT
OF OHIO POWER COMPANY**

Pursuant to R.C. 4933.123, Ohio Power Company hereby files the attached Report of Service Disconnections for Nonpayment. As required by R.C. 4933.123(B), the attached report contains the following information by month for the 12-month period ending May 31, 2022:

- a) Total number of service disconnections for nonpayment and the total dollar amount of unpaid bills represented by such disconnections;
- b) Total number of final notices of actual disconnection issued for service disconnections for nonpayment and the total dollar amount of unpaid bills represented by such notices;
- c) Total number of residential customer accounts in arrears by more than sixty days and the total dollar amount of such arrearages;
- d) Total number of security deposits received from residential customers and the total dollar amounts of such deposits;
- e) Total number of service reconnections; and
- f) Total number of residential Customers.

Disconnection of service is always a last resort. Our main priority is to help all customers maintain their electric service. We have assistance programs available, and all notices encourage customers to call us and work with a customer service representative to help them keep their service connected. A typical AEP Ohio customer is notified 3 or more times of a pending

disconnection. Customers receive messages on their bill after missing a payment, 10 days before disconnection, and a phone call 48-hours before the disconnection date. Customer have about 60 days to take action to prevent disconnection of their service. Only about 10% of customers who receive a final disconnection notice are actually disconnected.

Our use of advanced meters allows us to reconnect customers quickly. During the reporting period, greater than 75% of all remotely disconnected residential customers were reconnected the same day, while greater than 70% of all disconnected customers were reconnected the same day. When a payment is made on a disconnected account, remotely disconnected AMI customers are reconnected within 1 minute, while non-AMI customers are manually reconnected, on average, in 176.4 minutes (approximately 3 hours). As of May 31, 2022, AEP Ohio had 947,189 residential customers with AMI meters. As part of the Company's approved gridSMART Phase 3 plan, all remaining AEP Ohio customers will receive AMI meters. Starting December 1, 2021, the Company eliminated reconnection fees to all residential customers due to the cost savings associated with AMI meters.

Respectfully submitted,

/s/ Steven T. Nourse

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Counsel for Ohio Power Company

Ohio Power Company
R.C. 4933-123 Service Disconnections for Nonpayment Report

For the 12-month period ending May 31, 2022:

(a) Total number of service disconnections for nonpayment and the total dollar amount of unpaid bills represented by such disconnections

Ohio Power		
	Service Disconnection	Dollar Amount Unpaid Bills
June, 2021	14,787	\$1,902,947
July, 2021	13,619	\$1,705,320
August, 2021	15,922	\$1,872,025
September, 2021	15,947	\$1,833,326
October, 2021	16,978	\$1,580,677
November, 2021	14,864	\$1,162,558
December, 2021	11,938	\$1,007,037
January, 2022	5,308	\$504,273
February, 2022	10,925	\$2,100,198
March, 2022	15,684	\$2,807,720
April, 2022	13,934	\$2,408,479
May, 2022	13,843	\$2,278,241
Total	163,749	\$21,162,801

(b) Total number of final notices of actual disconnection issued for service disconnections for nonpayment and the total dollar amount of unpaid bills represented by such notices

Ohio Power		
	Final Notice of Disconnection	Dollar Amount for Notices
June, 2021	128,568	\$31,966,467
July, 2021	128,866	\$32,361,785
August, 2021	143,748	\$38,694,612
September, 2021	143,240	\$38,824,192
October, 2021	144,006	\$38,262,031
November, 2021	133,188	\$32,077,979
December, 2021	132,507	\$29,596,442
January, 2022	147,720	\$42,785,595
February, 2022	150,121	\$48,452,465
March, 2022	158,802	\$51,182,973
April, 2022	134,857	\$38,903,539
May, 2022	128,212	\$36,442,026
Total	1,673,835	\$459,550,106

(c) Total number of residential customer accounts in arrears by more than 60 days and the total dollar amount of such arrearages

Ohio Power		
	Arrears > 60 Days	Dollar Amount Presented
June, 2021	72,889	\$16,732,783
July, 2021	74,688	\$16,962,283
August, 2021	77,226	\$20,545,488
September, 2021	82,861	\$21,982,676
October, 2021	85,105	\$22,366,365
November, 2021	88,503	\$20,828,060
December, 2021	81,912	\$17,045,214
January, 2022	80,116	\$18,696,684
February, 2022	85,877	\$27,356,842
March, 2022	80,642	\$25,489,214
April, 2022	83,545	\$23,873,199
May, 2022	86,692	\$21,305,505
Total	980,056	\$253,184,313

(d) Total number of security deposits received from residential customers and the total dollar amount of such deposits

Ohio Power		
	# Security Deposits	Dollar Amount Represented
June, 2021	35,330	\$2,328,072
July, 2021	55,846	\$3,978,811
August, 2021	27,202	\$1,799,347
September, 2021	24,371	\$1,523,357
October, 2021	41,254	\$2,546,368
November, 2021	46,483	\$2,881,835
December, 2021	36,807	\$2,276,194
January, 2022	24,425	\$1,542,131
February, 2022	24,168	\$1,466,341
March, 2022	34,404	\$2,220,134
April, 2022	25,792	\$1,628,319
May, 2022	29,802	\$1,933,155
Total	405,884	\$26,124,064

(e) Total number of service reconnections

Ohio Power	
	# Service Reconnections
June, 2021	12,916
July, 2021	12,084
August, 2021	14,078
September, 2021	14,102
October, 2021	15,480
November, 2021	13,490
December, 2021	11,001
January, 2022	4,754
February, 2022	9,319
March, 2022	13,721
April, 2022	12,410
May, 2022	12,135
Total	145,490

(f) Total number of residential customers

Ohio Power	
	# Residential Customers
June, 2021	1,313,185
July, 2021	1,313,147
August, 2021	1,313,403
September, 2021	1,314,525
October, 2021	1,315,206
November, 2021	1,316,809
December, 2021	1,316,805
January, 2022	1,318,641
February, 2022	1,319,239
March, 2022	1,319,646
April, 2022	1,324,986
May, 2022	1,318,500

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing *Report of Service Disconnections for Nonpayment* was served on the Office of the Ohio Consumers' Counsel, 65 E. State Street, 7th Floor, Columbus, Ohio 43215-4213, this 30th day of June, 2022.

/s/ Steven T. Nourse

**This foregoing document was electronically filed with the Public Utilities
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Summary: Report Report of Service Disconnections for Non-payment. electronically
filed by Mr. Steven T. Nourse on behalf of Ohio Power Company