

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Annual Report)
Required by R.C. 4933.123 Regarding) Case No. 23-0532-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, 2023:

- 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 9% 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, approximately 78% 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. As of May 31, 2023, AEP Ohio had 953,173 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/ Michael J. Schuler

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

For the 12-month period ending May 31:

(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, 2022	5,317	\$2,092,215.03
July, 2022	9,531	\$4,243,573.29
August, 2022	16,674	\$7,215,676.13
September, 2022	16,101	\$6,771,820.49
October, 2022	15,581	\$5,979,837.59
November, 2022	13,318	\$4,481,782.60
December, 2022	9,859	\$3,227,486.67
January, 2023	11,715	\$4,296,651.54
February, 2023	13,174	\$5,803,228.36
March, 2023	15,729	\$6,912,938.58
April, 2023	13,200	\$5,939,023.88
May, 2023	15,199	\$6,590,001.49
Total	155,398	\$63,554,235.65

(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, 2022	136,984	\$36,766,342.40
July, 2022	142,939	\$40,982,772.74
August, 2022	175,523	\$54,656,789.56
September, 2022	162,423	\$51,191,589.50
October, 2022	150,593	\$45,384,327.89
November, 2022	134,534	\$36,510,533.41
December, 2022	139,179	\$35,538,054.35
January, 2023	153,847	\$46,104,800.38
February, 2023	151,674	\$51,450,476.46
March, 2023	160,916	\$54,515,463.85
April, 2023	130,789	\$42,336,699.85
May, 2023	149,727	\$46,907,698.11
Total	1,789,128	\$542,345,548.50

(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, 2022	92,194	\$20,688,610
July, 2022	96,385	\$22,435,745
August, 2022	119,153	\$28,136,620
September, 2022	101,238	\$28,731,756
October, 2022	98,422	\$26,868,865
November, 2022	96,043	\$23,158,938
December, 2022	90,887	\$19,412,377
January, 2023	88,711	\$20,117,240
February, 2023	94,058	\$25,753,032
March, 2023	91,010	\$25,446,056
April, 2023	93,173	\$24,401,063
May, 2023	95,391	\$23,611,706
Total	1,156,665	288,762,008

(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, 2022	27,563	\$1,786,046
July, 2022	27,378	\$1,714,061
August, 2022	31,945	\$2,092,148
September, 2022	29,392	\$1,839,716
October, 2022	33,603	\$2,174,370
November, 2022	33,382	\$2,097,342
December, 2022	31,780	\$1,963,807
January, 2023	33,062	\$2,023,289
February, 2023	32,688	\$2,001,394
March, 2023	34,898	\$2,233,800
April, 2023	40,741	\$2,663,559
May, 2023	38,847	\$2,619,118
Total	395,279	\$25,208,650

(e) Total number of service reconnections

Ohio Power	
	# Service Reconnections
June, 2022	4,833
July, 2022	7,574
August, 2022	14,299
September, 2022	14,238
October, 2022	14,298
November, 2022	12,168
December, 2022	8,933
January, 2023	9,842
February, 2023	11,769
March, 2023	13,912
April, 2023	11,532
May, 2023	13,180
Total	136,578

(f) Total number of residential customers

Ohio Power	
	# Residential Customers
June, 2022	1,318,000
July, 2022	1,319,168
August, 2022	1,319,246
September, 2022	1,319,598
October, 2022	1,319,718
November, 2022	1,321,135
December, 2022	1,322,680
January, 2023	1,327,213
February, 2023	1,328,214
March, 2023	1,328,768
April, 2023	1,328,001
May, 2023	1,328,753

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, 2023.

/s/ Michael J. Schuler
Michael J. Schuler (0082390)

**This foregoing document was electronically filed with the Public Utilities
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Case No(s). 23-0532-GE-UNC

Summary: Report REPORT OF SERVICE DISCONNECTIONS FOR
NONPAYMENT OF OHIO POWER COMPANY electronically filed by Michael J.
Schuler on behalf of Ohio Power Company.