

MEDICAL CERTIFICATION CAN DELAY SHUT OFF

If someone in your home needs electricity to assure their health and well-being, the AEP Medical Certification can help delay a service interruption for credit reasons.

You can apply for this program by:

- contacting American Electric Power by calling 1-833-722-6446 to obtain a Medical Certification form,
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- having a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician complete and sign the form and
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- returning the form to AEP.

This program will delay disconnection for 30 days. It can be renewed for two additional 30-day periods. We also suggest that you make extended payment arrangements with AEP. This program will delay disconnection for 30 days **after** AEP has received your signed form.

Please Register Life Support Equipment with AEP Ohio

Please call AEP Ohio Customer Service at 1-833-722-6446 to register electrically powered life-sustaining equipment, such as a kidney dialysis machine, in use in your home. For more information, or for assistance with registering your equipment, you may contact AEP Ohio 24 hours a day, 7 days a week.

Be Notified of Friends, Relatives, or Vulnerable Customers Facing Disconnection

Register with AEP Ohio as an authorized third party (specified by the electric account holder) and help a friend, vulnerable customer (a person with mental impairments or advanced age and who has difficulty understanding AEP Ohio's disconnection process), or relative avoid electric service disconnection. You will be notified if electric service is at risk of being terminated because of nonpayment. You will **NOT** be responsible for paying the bill. For more information please contact AEP Ohio at 1-833-722-6446.



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