



PO BOX 24401  
CANTON, OH 44701-4401

Amount due on or before **\$104.67**  
June 4, 2018

Bill mailing date is May 17, 2018  
Account #123-456-789-0-1

SERVICE ADDRESS: JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999  
35783

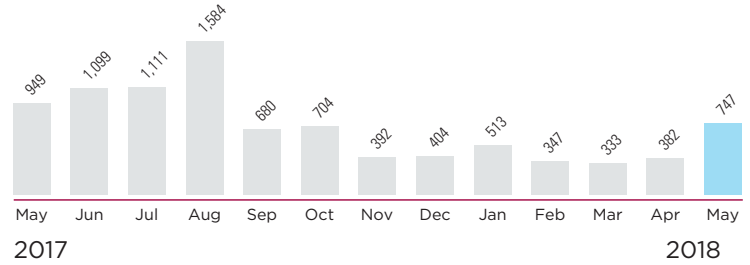
CY 14

JANE SMITH  
123 MAIN ST  
ANY CITY, OH 43999-9999

### Notes from AEP Ohio:

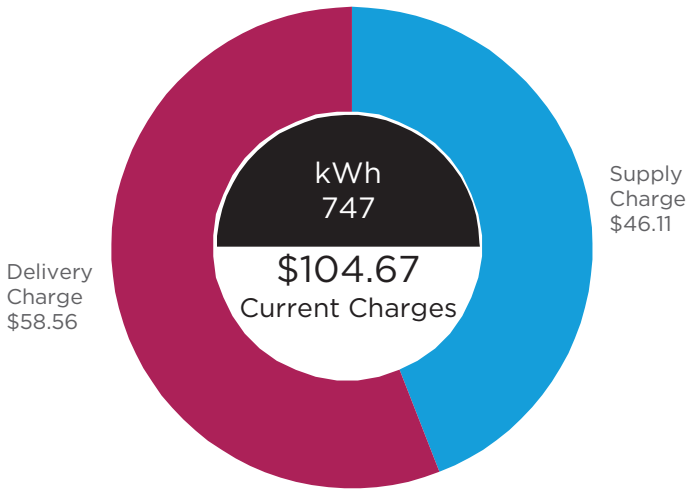
**Thank you for being a paperless customer!** Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at [aepohio.com](http://aepohio.com).

### Usage History (kWh):



### Current bill summary:

Billing from 04/19/18 - 05/17/18 (29 days)



### Methods of Payment

- [aepohio.com](http://aepohio.com)
- PO Box 24417  
Canton OH 44701-4417
- 1-800-611-0964 (\$1.85 fee)

### Need to get in touch?

Customer Operations Center: 1-844-237-6446  
View outage information at [aepohio.com](http://aepohio.com)

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.

JANE SMITH, 123 MAIN ST, ANY CITY, OH 43999-9999



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

10467  
Account #123-456-789-0-1  
JANE SMITH

Amount due on or before **\$104.67**  
June 4, 2018

Payment Amount \$

Make check payable and send to:  
AMERICAN ELECTRIC POWER  
PO BOX 24417  
CANTON OH 44701-4417



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

000010467000010467010000000000

## 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.

**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](http://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](http://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 your complaint is not resolved after you have called AEP Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at [www.PUCO.Ohio.gov](http://www.PUCO.Ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumers' Counsel (OCC) represents utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or at [www.PickOCC.org](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](http://www.AEPOhio.com).



### Service Address:

JANE SMITH

123 MAIN ST

ANY CITY, OH 43999-9999

Account #123-456-789-0-1

**Price-to-Compare:** For tariff 013, 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 **\$0.059** 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).

**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](http://aepohio.com/ItsYourPower).

Renewable Programs: \$0.73  
Energy Efficiency Programs: \$1.84  
Peak Demand Reduction Programs: \$0.70

### Line Item Charges:

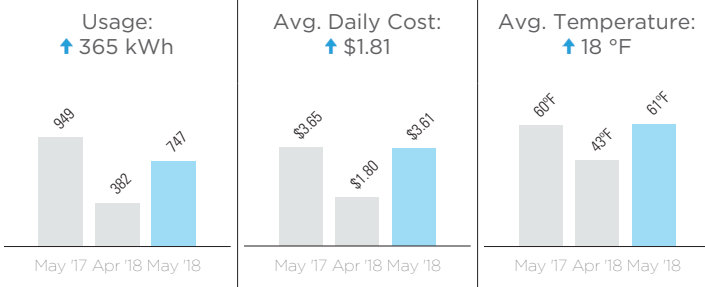
| Previous Charges  |                   |
|---|-------------------|
| Total Amount Due At Last Billing  | \$ 59.31          |
| Payment 05/04/18 - Thank You  | -59.31            |
| <b>Previous Balance Due</b>   | <b>\$ .00*</b>    |
| Current AEP Ohio Charges  |                   |
| <b>Tariff 013 - Residential Service 05/17/18</b><br>Service Delivery Identifier: 0000000000000000 |                   |
| Generation Service (Supply)   | \$ 44.23          |
| Transmission Service  | 17.76             |
| Distribution Service  | 30.68             |
| Customer Charge   | 8.40              |
| Retail Stability Rider  | 1.15              |
| Deferred Asset Phase-In Rider   | 1.72              |
| Power Purchase Agreement Rider  | .73               |
| <b>Current Electric Charges</b>   | <b>\$ 104.67*</b> |
| <b>Total Balance Due</b>  | <b>\$ 104.67</b>  |
| *Charges make up the "Total Balance Due"  |                   |

Due date does not apply to previous balance due.

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.

### Usage Details:

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



Total usage for the past 12 months: 8,498 kWh

Average (Avg.) monthly usage: 708 kWh

### Meter Read Details:

| Meter #999999999   |        |         |        |              |         |
|--|--------|---------|--------|--------------|---------|
| Previous   | Type   | Current | Type   | Metered      | Usage   |
| 167  | Actual | 914     | Actual | 747          | 747 kWh |
| Service Period 04/18 - 05/17                                   |        |         |        | Multiplier 1 |         |
| Next scheduled read date should be between Jun 15 and Jun 20 . |        |         |        |              |         |

### Notes from AEP Ohio: