



PO BOX 24401  
CANTON, OH 44701-4401

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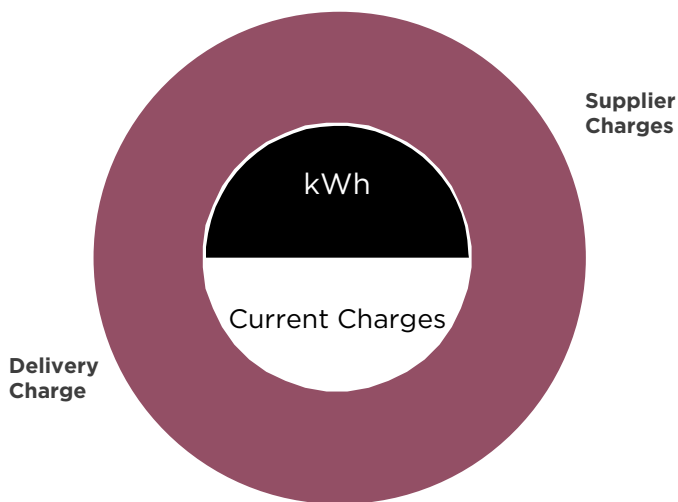


### Notes from AEP Ohio:

Your bill this month includes a deposit receipt. Please review the line items and please don't hesitate to contact us with questions!

### Usage History (kWh):

### Current bill summary:



### 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: 1-888-710-4237

View outage information at 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.



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

32136

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



Payment Amount \$

☐ 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.

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 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

**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.

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:



Line Item Charges:

Previous Charges		
Total Amount Due At Last Billing	\$	
Late Payment Charge		
Previous Balance Due	\$	*
Current AEP Ohio Charges		
Tariff 840 - Medium General Service 08/13/18 Service Delivery Identifier: 00140060724501674		
Transmission Service	\$	
Distribution Service		
Customer Charge		
Retail Stability Rider		
Deferred Asset Phase-In Rider		
Phase-In Recovery Rider		
Power Purchase Agreement Rider		
Current Electric Charges	\$	



Current Midamerican Energy Services, LLC Charges (800-432-8574) Supplier Account Number - 375458		
Service Delivery Identifier: 00140060724501674 08/13/18		
Energy Supply: 3803 kWh At 5.2201C Per kWh	\$	
Current Supplier Balance Due	\$	*

Total Balance Due	\$	526.98
*Charges make up the "Total Balance Due"		

Usage Details:

↕Values reflect changes between current month and previous month.

Usage: ↓ 1372 kWh	Avg. Daily Cost: ↑ \$0.39	Avg. Temperature: ↓ 2 °F

Usage	Power Factor	Power Factor Constant	Meter Location Comp.	Billed Usage
	(100.0)	(.9510)		

Meter Read Details:

Previous	Type	Current	Type	Metered	Usage
				Multiplier 1	

Deposit Receipt:

The amount indicated below is a deposit to secure payment of bills for electric service. The deposit is refundable based on the "Deposit Policy" section of this receipt. While the deposit is being held, the electric service bills are to be paid regularly as rendered in accordance with Tariffs, Terms and Conditions of Service. This receipt is not transferable.

THIS VOIDS AND REPLACES ANY TEMPORARY RECEIPT THAT MAY HAVE BEEN PREVIOUSLY ISSUED

Deposit Policy

The deposit amount will be applied to your final bill when your electric service is discontinued, or refunded when the following conditions are met:

- We have held your deposit for at least 24 months; and
- Ten of your past 12 bills have been paid by the due date; and
- None of your checks have been returned to us by the bank due to insufficient funds; and
- Your service has not been disconnected for nonpayment; and
- Your account has no past due amount at the time of review.

Interest at 3% per annum will be paid on any deposit from date paid. The amount of interest will be included, if applicable, in the total amount refunded to you or applied to your final bill when service is discontinued.

If you have any questions, at any time, about our deposit policy, please contact us.

PLEASE RETAIN THIS DEPOSIT RECEIPT FOR YOUR RECORDS.

## Notes from AEP Ohio:

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: \$3.74  
Energy Efficiency Programs: \$9.45  
Peak Demand Reduction Programs: \$4.24

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](http://AEPPaperless.com)!

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 \$0.39 per month.

The Public Utilities Commission of Ohio in case number 18-874-EL-RDR approved AEP Ohio's request to modify its energy efficiency portfolio rates effective with this bill. The portfolio plan is designed to improve energy efficiency and reduce the overall peak demand for energy. A residential customer using 1,000 kWh of electricity will see an increase of \$0.09 per month.

In Case No. 12-1969-EL-ATS, the PUCO approved an adjustment to AEP Ohio's Deferred Asset Phase-In Rider effective with this bill. A residential customer using 1,000 kWh will see an increase of \$0.01 per month.

AEP now furnishes Commercial & Industrial payment histories to credit reporting agencies.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by Midamerican Energy Services, LLC. 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 Midamerican Energy Services, LLC at (800)432-8574. 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.

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

Make your life easier. You can write one check for multiple electric accounts!

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.