



Have you ever wanted to...

- Review a bill prior to receiving it in the mail?
- View your account balance and last payment without making a call?
- Review your usage history to find trends without digging out old bills?
- Have one place to go, anytime you wanted, to manage your account online?

Now you can do all these things at Customer Service Center at AEP Ohio's website, www.aepohio.com.

The screenshot shows the AEP Ohio website interface. At the top, there is a navigation bar with links for Customer Service, Our Communities, News & Issues, About Us, Contact Us, and AEP.com. The main content area is divided into several sections:

- Online energy calculators:** A section with a light blue background that says "Online energy calculators show you how your home uses electricity, and give you the power to save." with a "LEARN MORE" button.
- Your Approximate Energy Costs:** A section with a white background and a blue header. It features a table for "Your House (Sample)" with columns for "Annual" and "Monthly". The values are \$2,770 and \$231 respectively. A red circle highlights these values.
- Report Trouble:** A section with a light blue background that includes a dropdown menu labeled "Please select..." and a link to "Visit our storm & outage center."
- Your Account:** A green section with a "Log in / Register" link.
- Customer Service:** A blue section with a list of links: "Pay your bill", "Paperless billing", "Learn how to save energy", "Start service", "Stop service", "View your bill", and "More Customer Service functions".
- Your Safety:** A green section with links for "Call before you dig" (with a sub-note: "Keep your weekend projects safe. Call us before you dig.") and "More safety information".
- What's happening at AEP Ohio:** A light blue section with two paragraphs of text: "We're part of a strong community: Volunteering, educating kids on electrical safety or supporting local causes, our people make a difference." and "Growing a business? AEP Ohio has award-winning economic development resources at your service."
- Service Highlights:** A light blue section with three paragraphs: "Business customers: Online billing is now available. Receive and pay your electric bill online.", "Save energy (and money) -- AEP Ohio gives you tips to help you reduce energy use and save money on your energy bills.", and "AEP Ohio rate calculation worksheet. Find out how the rate stabilization plan will affect your business in 2006-08."



1

Type www.aepohio.com in the URL address on the Internet Browser. Then click on [Login / Register](#) link under the Your Account section on the homepage.

Our Communities News & Issues About Us Contact Us AEP.com

Your Approximate Energy Costs

Your House (Sample)

	Annual	Monthly
	\$2,770	\$231

Report Trouble
Please select... Visit our [storm & outage center](#).

What's happening at AEP Ohio

[We're part of a strong community:](#) Volunteering, educating kids on electrical safety or supporting local causes, our people make a difference.

[Growing a business?](#) AEP Ohio has award-winning economic development resources at your service.

Service Highlights

[Business customers: Online billing is now available.](#) Receive and pay your electric bill online.

[Save energy \(and money\)](#) -- AEP Ohio gives you tips to help you reduce energy use and save money on your energy bills.

[AEP Ohio rate calculation worksheet.](#) Find out how the rate stabilization plan will affect your business in 2006-08.

Your Account
[Log in / Register](#)

Customer Service

- [Pay your bill](#)
- [Paperless billing](#)
- [Learn how to save energy](#)
- [Start service](#)
- [Stop service](#)
- [View your bill](#)
- More [Customer Service](#) functions

Your Safety

- [Call before you dig](#)
Keep your weekend projects safe. Call us before you dig.
- More [safety information](#)



2

If a first-time user, click on **Register** to get to the registration page.

If previously registered, enter User ID and Password.

Customer Service | Our Communities | News & Issues | About Us | Contact Us | AEP.com

AEP OHIO
A unit of American Electric Power

Customer Service

Service for your home or business

Login / Register

Please log in to access your account. If you haven't accessed your account through our web site before, [please register your account](#)

Returning Customers

Required Field

User ID:

Password:

Did you forget your password? Click for your [password hint](#).

New Customers

Please register to access your account online.

Your Bill

- [Pay your bill](#)
- [Paperless billing](#)
- [View your bill](#)
- [Your usage history](#)
- [Understanding your bill](#)
- [How to read your bill](#)

Account Options

- [Account summary](#)
- [Meter reading schedule](#)
- [Request letter of credit](#)
- [Update account information](#)
- [Access other accounts](#)

Service Options

- [Start service](#)
- [Stop service](#)



TIP:

To register your account(s), you will need your **AEP account number** and the **Total Amount Due** from one of the last three bills.



3

After log in, the **Account Summary** page appears and includes general account information such as

- name,
 - address,
 - phone, and
 - account numbers
- and a billing summary including
- current amount due,
 - due date,
 - last payment,
 - next meter reading date, and
 - last online access date

To view your bill, click on [View your bill](#)

To view 12-month usage history, click on [View 12-month billing history](#)

Bill History - Microsoft Internet Explorer provided by American Electric Power®

American Electric Power Customer Billing History
Wal Mart Stores

Account: _____ Acct#: _____
 Service Address: _____ Mail Address: _____ Average Monthly Bill: _____
 Deposit Amount: _____
 Contract Capacity: _____ Deposit Status: _____

Revenue Month	Meter Read Dt	Days	Bill Amount	Tariff Code	Metered kWh	Metered Demand (kW)	Billed Demand	Load Factor	Power Factor	Metered KVAR Demand	Reactive Hours	Metered OnPK Demand	Metered OnPK Demand	Metered OnPK kWh	Metered OnPK kWh
05/04	5/27/2004	29	206						0.0	0.0	0	0.0	0.0	0	0
04/04	4/28/2004	30	206						0.0	0.0	0	0.0	0.0	0	0
03/04	3/28/2004	31	206						0.0	0.0	0	0.0	0.0	0	0
02/04	2/27/2004	29	206						0.0	0.0	0	0.0	0.0	0	0
01/04	1/28/2004	30	206						0.0	0.0	0	0.0	0.0	0	0
12/03	12/30/2003	25	206						0.0	0.0	0	0.0	0.0	0	0
11/03	11/25/2003	29	206						0.0	0.0	0	0.0	0.0	0	0
10/03	10/27/2003	31	206						0.0	0.0	0	0.0	0.0	0	0
09/03	9/26/2003	30	206						0.0	0.0	0	0.0	0.0	0	0
08/03	8/27/2003	29	206						0.0	0.0	0	0.0	0.0	0	0
07/03	7/28/2003	32	206						0.0	0.0	0	0.0	0.0	0	0
06/03	6/27/2003	29	206						0.0	0.0	0	0.0	0.0	0	0
Totals									0.0	0.0	0	0.0	0.0	0	0
Differences from a year ago															
09/03	5/29/2003	30	206						0.0	0.0	0	0.0	0.0	0	0
* This is the average for 12 month period															

Tariff Description: GS1 (206)



To view 36-month usage history and/or 12-month graph, click on [View 36-month usage history](#)

American Electric Power Customer 36-Month Usage History

Account: _____ Acct #: _____
 Service Address: _____ Mailing Address: _____

Read Date	# Days	Metered kWh	Billed kWh	Metered kWh	Billed kWh	Load Factor	Bill Total	Cents/kWh
2005-01-10	33					70.1%		
2004-12-07	33					68.1%		
2004-11-04	27					72.9%		
2004-10-06	29					71.4%		
2004-09-07	30					72.0%		

12 Month Billable Usage

Month	KWH (Bar)	KW (Line)
Feb-04	200,000	528
Mar-04	200,000	528
Apr-04	200,000	528
May-04	150,000	528
Jun-04	300,000	616
Jul-04	250,000	528
Aug-04	250,000	528
Sep-04	250,000	528
Oct-04	200,000	528
Nov-04	200,000	528
Dec-04	250,000	528
Jan-05	250,000	528

News & Issues • About Us Contact Us AEP.com

CustomerService

You're logged in | [Log out](#)
[Update login information](#)

Your Bill

- [Pay your bill](#)
- [Paperless billing](#)
- [View your bill](#)
- [View 12 month billing history](#)
- [View 36 month usage history](#)
- [How to read your bill](#)

Date payment is due: 3/9/2007
 Your last payment was received: 2/23/2007

Account Options

- [Account summary](#)
- [Meter reading schedule](#)
- [Request letter of credit](#)
- [Update account information](#)
- [Access other accounts](#)

To add or view additional accounts, click on [Access other accounts](#)

Customer Service Our Communities News & Issues • About Us Contact Us AEP.com

AEP OHIO
 A unit of American Electric Power

CustomerService

Access Other Accounts

This page allows you to access all of your accounts, and to add additional accounts as necessary.

- [Add an account to the list](#)

View Accounts
 Click on an account number to switch accounts.

Account No.	Acct. Description	
123-456-789-2	4th Steet at Mill	Edit
456-789-123-9	8th and Oakland	Edit
789-456-123-0	Main Office Downtown	Edit

You're logged in | [Log out](#)
[Update login information](#)

Your Bill

- [Pay your bill](#)
- [Paperless billing](#)
- [View your bill](#)
- [Your usage history](#)
- [Understanding your bill](#)
- [How to read your bill](#)

Account Options

- [Account summary](#)
- [Meter reading schedule](#)
- [Request letter of credit](#)
- [Update account information](#)
- [Access other accounts](#)

Service Options

- [Start service](#)
- [Stop service](#)
- [Upgrade service](#)
- [Report trouble](#)
- [New construction service request](#)



1

To add or view additional accounts, click on [Access other accounts](#) on the **Account summary** page.

2

To add an account, click on [Add an account to the list](#)

Service Our Communities News

AEP OHIO
A unit of American Electric Power

CustomerService

You're logged in | [Log out](#)
[Update login information](#)

Your Bill

- [Pay your bill](#)
- [Paperless billing](#)
- [View your bill](#)
- [Your usage history](#)
- [Understanding your bill](#)
- [How to read your bill](#)

Account Options

- [Account summary](#)
- [Meter reading schedule](#)
- [Request letter of credit](#)
- [Update account information](#)
- [Access other accounts](#)

Access Other Accounts

This page allows you to access all of your accounts, and to add additional accounts as necessary.

- [Add an account to the list](#)

View Accounts

Click on an account number to switch accounts.

Account No.	Acct. Description	
123-456-789-2	4th Steet at Mill	Edit
456-789-123-9	8th and Oakland	Edit
789-456-123-0	Main Office Downtown	Edit

3

To view an account, click on the blue underlined account number

4

To edit or remove an account, click on [Edit](#)

To make this account your default so it will always be the first account in the list, click on [Set this account as my default account](#)

To remove the account, click on [Remove this account from my list](#)

Customer Service Our Communities News & Issues About Us Contact Us AEP.com

AEP OHIO
A unit of American Electric Power

CustomerService

You're logged in | [Log out](#)
[Update login information](#)

Your Bill

- [Pay your bill](#)
- [Paperless billing](#)
- [View your bill](#)
- [Your usage history](#)
- [Understanding your bill](#)
- [How to read your bill](#)

Account Options

- [Account summary](#)
- [Meter reading schedule](#)
- [Request letter of credit](#)
- [Update account information](#)
- [Access other accounts](#)

Edit An Account

Please select an option for account 020-289-552-0. This will make changes to your multiple account list.

- [Set this account as my default account](#)
- [Remove this account from my list](#)

Change The Account Description

Account description:

[Return to the multiple account list](#)

To customize the Account Description, enter the desired identifier in the text box and click the **Submit** button.