

TO: Chairman Hoops
Vice Chair Ray
Ranking Member Smith
Members of the Ohio House Public Utilities Committee

FROM: Mr. Russell Shupert

SUBJECT: House Bill 381 – Multiple Electrical Meters on Residential Property

Thank you for the opportunity to provide testimony on House Bill 381.

I, like many Ohio residents, am being charged commercial electric rates by American Electric Power (AEP) and AEP Ohio simply because I have two electric meters on my property. This year, I applied for and was granted a permit by Franklin County to build a detached garage. My property is zoned residential as is the permit for the new garage. The building is used for storage of my personal property to keep items protected from the elements and safely secured.

I opted to have a dedicated meter and electrical service installed for the structure. This was a result of two factors. First is the mound septic system in our backyard and how close an electrical trench would run near it if we would have opted to run power from the house to the garage and have just a single meter. Such a trench could pose a safety risk when the septic system is replaced in the future. The second reason was the distance from the house to the garage. The current incoming service to the house, plus the length of the electrical run to the garage could result in unusual voltage drops during times of potential heavy usage in both buildings. This is due to the loss of voltage that happens from long secondary electrical runs. Thus, our decision to run a dedicated meter and service to the new garage. AEP Ohio charged me \$637.24 for the meter and service installation on July 29, 2021 (Attachment A (Service Form) and Attachment B (Receipt)).

The first bill for my garage from July 31 – August 19, 2021, for 20 Days of service, was \$217.04 for 64 kilowatt hours (kWh) of usage. Of that \$167.07 was the electrical service fee and a \$50.00 deposit as required by AEP Ohio for commercial accounts (Attachment C – First Bill Garage). The only thing in the garage that was drawing power for those 20 days were 4 interior LED lights, 7 exterior LED lights, 6 Ring security cameras, a battery backup, and a wireless access point for Wi-Fi internet access. The breakdown of the electric service charge equates to \$2.61 per kilowatt hour plus the \$50 deposit. I called AEP multiple times about the charges for my garage. Even for a commercial account the bill and rate seemed excessively high. Multiple customer service representatives insisted that the charge and rate were correct.

The cost of service to my house in August was \$354.20 for 30 days using 2,367 kWh (Attachment D – House Bill). That equates to \$0.15 per kilowatt hour. If the second meter was charged at the residential rate, the second electric bill would have been \$9.60. In this example, the commercial billing rate is a 1,640% higher (Attachment F-Cost Calculation). That is an extra \$157.47 that I would not have paid if I was charged the residential, not including the additional \$50 deposit.

When I received my second bill in September (Attachment E – Second Garage Bill) for the detached garage I had used a total of 59 kWh. AEP now shows that I have a credit of \$146.16 from the previous month, after multiple customer service representatives from the company insisted my first bill was right. According to the September bill I now have an outstanding credit of \$110.27 remaining. The

bill for September was \$35.89 which is \$1.64 per kWh. If the second meter was charged at the residential rate, the second electric bill would have been \$8.85. In this example, the commercial billing rate is a 306% higher (Attachment F-Cost Calculation). That is an extra \$27.04 that I was charged versus the rate on my house. Even with this adjusted lower rate in September versus the rate in August, I'm still paying \$1.49 more per kWh than I am for my house. As you can see, from just two months, this is a significant windfall of revenue for the electric utility companies. House Bill 381 would require the electric utilities to treat both meters on my residential property as residential, and the billing for both meters would be at the same rate.

The law, as it exists, allows the electric companies to make up their own rules as to what is commercial. As a result, residential customers are paying significantly higher rates simply for having two or more meters on their property. In addition to the higher rate, I am afforded none of the benefits of being a commercial rate payer. There is no extra line filtering, no extra surge suppression or prevention, no extra guarantee of up time or any other benefits that commercial entities such as Ohio State, Amazon, Honda and the like receive. The line and service into my garage is no different than the line and service into my house, yet I'm being charged at the higher commercial rate.

Electric utility companies are a regulated monopoly and are there to serve the public interest and the public good. I am not opposed to them making a reasonable rate of return or providing a reasonable return for their shareholders. However, there is nothing reasonable about a 306%-1,640% premium on my electric bill simply because I have two meters on my property.

None of the electric utilities in Ohio should not be able to redefine words such as commercial, to suite their desire to charge higher premium rates for properties with multiple meters. If a property is zoned residential, and the buildings are permitted residential, residential rates should apply regardless of how many meters on the property.

I strongly encourage this committee to move House Bill 381 forward, and to find co-sponsors in the State Senate, to restrict the electric utilities from making windfall profits on residential consumers simply because they have a second or third metered electric service on their property. This is the exact kind of abuse that makes the public mad and causes us to question the honesty and integrity of these companies and their motives. These actions demonstrate that the electric utilities are not interested in acting in the public good. As a former employee of AEP, I can tell you that actions and decision like these are not in the public's best interest and feed into a corporate culture of greed and corruption at the executive level.

This is a significant amount of money that is being taken from the consumers pocket and it needs to stop. If the electric monopolies will not do the right thing on their own, it is up to the state legislature to make them.

Thank you for time and attention this morning. I am more than willing to answer any questions you might have.

Sincerely,

Mr. Russell Shupert

Attachments:

- Attachment A-Service Form
- Attachment B-Receipt
- Attachment C-First Garage Bill
- Attachment D-House Bill
- Attachment E-Second Garage Bill
- Attachment F-Cost Calculation



UNDERGROUND BILLING

Date: 7/29/21

Mail check or money order to:

American Electric Power
 Attn: Information Section
 301 Cleveland Avenue SW
 Canton, Ohio 44702-1623

- UG Residential New:
- UG Residential Upgrade:
- UG Commercial Riser New:
- UG Commercial Riser Upgrade:

WO #
 BOP0000001
 BOP0000002
 BOP0000003
 BOP0000004

Non-Design WR #: 80060612

OPS #: 103526849

CO# 07-Ohio Power

Please prepare an OAR Billing for:

Customer Name: Russell Shupert

Phone #: [REDACTED]

Service Address: [REDACTED]

City: Hilliard

State: OH, 43026

Township: Brown

Billing Address if different from Service Address:

Residential Service

	# Lin. Feet	Per/Ft	Total
# 4/0 Aluminum Service Cable (Existing Conduit)	<u>85</u>	\$6.60	<u>\$561.00</u>
# 350 MCM Aluminum Cable (Existing Conduit)		\$8.25	<u>\$0.00</u>

SERVICE RISER			
RESIDENTIAL		COMMERCIAL/INDUSTRIAL	
3" Single \$810	3" Double \$1,250	3" Single \$810	3" Double \$1,250
4" Single \$865	4" Double \$1,550	4" Single \$865	4" Double \$1,550

Service Credit (\$580) \$0.00

Misc. Costs (Description of Costs) \$ \$0.00

Service Sub-total (Credit applied) \$561.00

AEP Trench Premium (Where available/Credit not applied) Per/Ft \$9.02 \$0.00

Sub-total \$561.00

CIAC Gross-Up Tax Amount 13.59% \$76.24

Total \$637.24

Technician's Name: DANIEL DOCKERY

Phone #: 740-253-8768

Customer/Representative Signature: [REDACTED]

Russell J. Shupert

From: AEPMISCAR@aep.com
Sent: Thursday, July 29, 2021 1:35 PM
To: Russell J. Shupert
Subject: American Electric Power Authorized Payment Confirmation

Thank you for your recent payment to American Electric Power. Below is a summary of your payment information:

PAYMENT CONFIRMATION

Miscellaneous Billing invoice	250-213214373
Payment Date/Time	7/29/2021 1:34:03 PM (ET)
Payment Amount	\$637.24
Method of Payment	Visa
Card Number	****8632
Confirmation Number	029321

Please remember to print or save a copy of this email for your records. Should you have any questions regarding your payment, please contact your customer service representative during normal business hours.

Note: Please do not respond to this email as it serves only as a system generated acknowledgement of payment received.



Amount due on or before September 10, 2021 **\$217.07**

Bill mailing date is Aug 19, 2021
Account # [REDACTED]

Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

SERVICE ADDRESS: RUSSELL J SHUPERT, [REDACTED], HILLIARD, OH 43026-8416
14990-1 203
100014990 01 SP 0.56

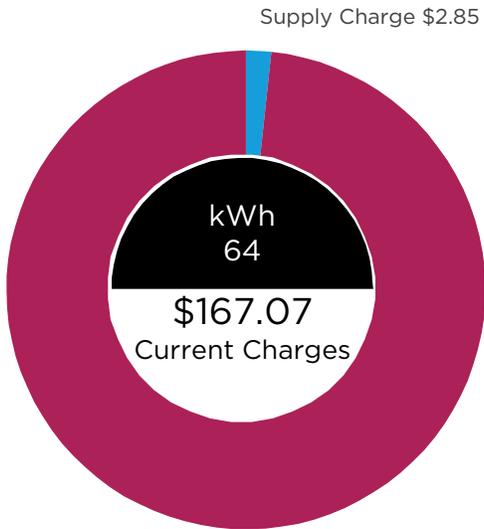
CY 16

RUSSELL J SHUPERT
[REDACTED]
HILLIARD, OH 43026

Notes from AEP Ohio:

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!

Current bill summary:
Billing from 07/31/21 - 08/19/21 (20 days)



Usage History (kWh):



Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237
Outages: AEPOhio.com/outages or 1-800-672-2231

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.

RUSSELL J SHUPERT, [REDACTED] HILLIARD, OH 43026-8416



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account # [REDACTED] 16707
RUSSELL J SHUPERT

Amount due on or before September 10, 2021 **\$217.07**

Payment Amount \$

Pay \$225.42 after 09/10/2021

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



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

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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.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

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.

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 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 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

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.



Meter Read Details:

Meter #883475762					
Previous	Type	Current	Type	Metered	Usage
0	Actual	64	Actual	64	64 kWh
-	-	3.362	Actual	3.362	3.362 kW
Service Period 07/30 - 08/19				Multiplier 1	
Next scheduled read date should be between Sep 17 and Sep 22 .					

Service Address:

RUSSELL J SHUPERT

HILLIARD, OH 43026-8416

Account #

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$.00
Previous Balance Due	\$.00*
Current AEP Ohio Charges	
Tariff 205 - Medium General Service 08/19/21	
Service Delivery Identifier: [REDACTED]	
Generation Service (Supply)	\$ 2.85
Transmission Service	22.43
Distribution Service	64.93
Customer Charge	76.86
Current Electric Charges	\$ 167.07*
AEP Ohio Deposit Due	\$ 50.00*
Total Balance Due	\$ 217.07
*Charges make up the "Total Balance Due" Pay \$225.42 after 09/10/2021	

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 www.AEPOhio.com/Save.

Renewable Programs: \$0.08
 Energy Efficiency Programs: \$0.00
 Peak Demand Reduction Programs: \$0.00

In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to increase 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 \$0.03 per month.

The Company will reinstate late payment fees effective with the due date of this bill. In order to avoid a late payment fee, the account will need to be current or a payment arrangement must be executed prior to the due date of this bill. In order to set up a payment arrangement please call 1-888-710-4237.

A smart meter is installed on your premises. **If service is disconnected due to non-payment, it will be remotely disconnected and no physical notice will be left at your service address.** On the day of disconnection, service will be shut off after 10 a.m.

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

Due date does not apply to previous balance due.

Welcome to AEP OHIO!

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

Register for online services at 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.

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

Usage Details:

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



Total usage for the past 12 months: 0 kWh

Average (Avg.) monthly usage: 0 kWh

Billed Usage 08/21				
Usage	Power Factor	Power Factor Constant	Meter Location Comp.	Billed Usage
	(100.0)	(.9510)		
64	-	-	-	64 kWh
3.362	-	-	-	5.000 kW



Amount due on or before September 7, 2021 **\$354.20**

Bill mailing date is Aug 19, 2021
Account # [REDACTED]

Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

SERVICE ADDRESS: RUSSELL J SHUPERT, [REDACTED], HILLIARD, OH 43026-8416
31271

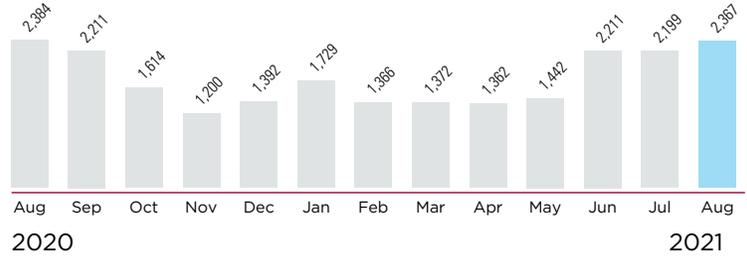
CY 16

Notes from AEP Ohio:

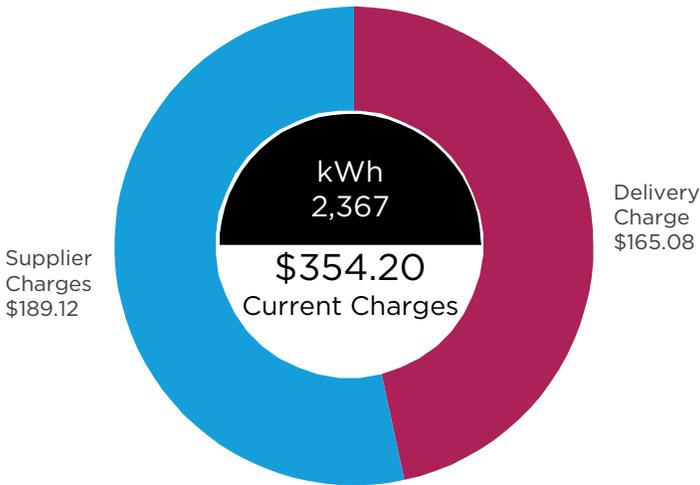
Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at aepohio.com.

RUSSELL J SHUPERT
[REDACTED]
HILLIARD, OH 43026-8416

Usage History (kWh):



Current bill summary:
Billing from 07/22/21 - 08/19/21 (29 days)



Methods of Payment

- aepohio.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-844-237-6446
Outages: AEPOhio.com/outages or 1-800-672-2231

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.

RUSSELL J SHUPERT, [REDACTED], OH 43026-8416



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Account # [REDACTED] 16508
RUSSELL J SHUPERT

Amount due on or before September 7, 2021 **\$354.20**

Payment Amount \$

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



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

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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.

Purchased Power Agreement Rider (PPA): The PPA allows AEP Ohio to collect or pass back the difference between total costs and revenues associated with a specific purchase power agreement.

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.

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 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 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.

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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.



Service Address:

RUSSELL J SHUPERT

HILLIARD, OH 43026-8416

Account

Meter Read Details:

Meter #878576592					
Previous	Type	Current	Type	Metered	Usage
8290	Actual	10657	Actual	2367	2,367 kWh
Service Period 07/21 - 08/19				Multiplier 1	
Next scheduled read date should be between Sep 17 and Sep 22 .					

Notes from AEP Ohio:

Price-to-Compare: For tariff 820, 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 \$0.053 per kWh for the same usage that appears on this bill.

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.

- Renewable Programs: \$3.12
- Energy Efficiency Programs: \$0.00
- Peak Demand Reduction Programs: \$0.00

In Case No. 12-2627-EL-RDR, the PUCO approved an adjustment to increase the Distribution Investment Rider, effective with this bill. This rider, which is adjusted quarterly, recovers capital costs associated with distribution infrastructure.

A smart meter is installed on your premises. If service is disconnected due to non-payment, it will be remotely disconnected and no physical notice will be left at your service address.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by Better Buy Energy. 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.

Due date does not apply to previous balance due.

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

Register for online services at www.AEPOhio.com. Registration is free and easy and gives you the convenience of 24-hour access to your account.

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

Emergency Rental Assistance Program: The Federal Emergency Rental Assistance Program helps families pay rent and utilities as a result of COVID-19-related hardships.

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 330.25
Payment 07/30/21 - Thank You	-330.25
Previous Balance Due	\$.00*
Current AEP Ohio Charges	
Tariff 820 - Residential Service 08/19/21	
Service Delivery Identifier: [REDACTED]	
Transmission Service	\$ 69.32
Distribution Service	87.36
Customer Charge	8.40
Current Electric Charges	\$ 165.08*



Current Better Buy Energy Charges (877-331-3045)	
Supplier Account Number [REDACTED]	
Service Delivery Identifier: 00040621062895271 08/19/21	
\$0.0799 Per kWh (2367kWh X .0799000)	\$ 189.12
Current Supplier Balance Due	\$ 189.12*

Total Balance Due	\$ 354.20
*Charges make up the "Total Balance Due"	

Usage Details:

Values reflect changes between current month and previous month.



Total usage for the past 12 months: 20,482 kWh

Average (Avg.) monthly usage: 1,707 kWh

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).

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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 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 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

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.



Service Address:

RUSSELL J SHUPERT

HILLIARD, OH 43026-8416

Account

Table with 5 columns: Usage, Power Factor, Power Factor Constant, Meter Location Comp., Billed Usage. Rows for Billed Usage 08/21 and 09/21.

Line Item Charges:

Table of charges including Previous Charges, Current AEP Ohio Charges (Tariff 206 - Small General Service), and Rebilled Charges. Total Balance Due is \$0.00.

Meter Read Details:

Table for Meter #883475762 showing Previous, Type, Current, Metered, and Usage for two service periods.

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.

Customer Name: RUSSELL J SHUPERT
Mailing Address: 3871 ALTON DARBY CREEK RD BARN HILLIARD, OH 43026
Account Number: 109-720-148-0-6
Area Office: 11170
Deposit Number: 106161825 8478 001 20210901
Deposit Date: 09/01/2021
Deposit Amount: \$50.00
Cashier Number: 891

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.

Usage Details:

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



Total usage for the past 12 months: 64 kWh

Average (Avg.) monthly usage: 64 kWh

Attachment - F

August Cost Calculation

What is the percentage increase/decrease

from to ?

%

$$\frac{(167.07 - 9.60) \cdot 100\%}{9.60} = \frac{26245}{16}\% = 1640.3125\%$$

September Cost Calculation

What is the percentage increase/decrease

from to ?

%

$$\frac{(35.89 - 8.85) \cdot 100\%}{8.85} = \frac{54080}{177}\% \approx 305.5367231638418\%$$