



A BRIGHTER  
**FUTURE**  
TOGETHER

**AEP  
OHIO**  
An AEP Company

Columbus, OH

USDOT 044649

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# STAY AWAY, STAY ALIVE!



It's never too late to teach electrical safety.



Never assume a downed power line is not energized.



Always keep your distance!

Learn More: [AEPOhio.com/Safety](https://www.aepohio.com/Safety)



# COLD WEATHER & ELECTRIC BILLS

There are several factors that can make a difference in your bill, especially during the colder winter months, including:

- Rising Fuel Costs
- Mother Nature
- Extra Billing Days
- Energy Supply Rates

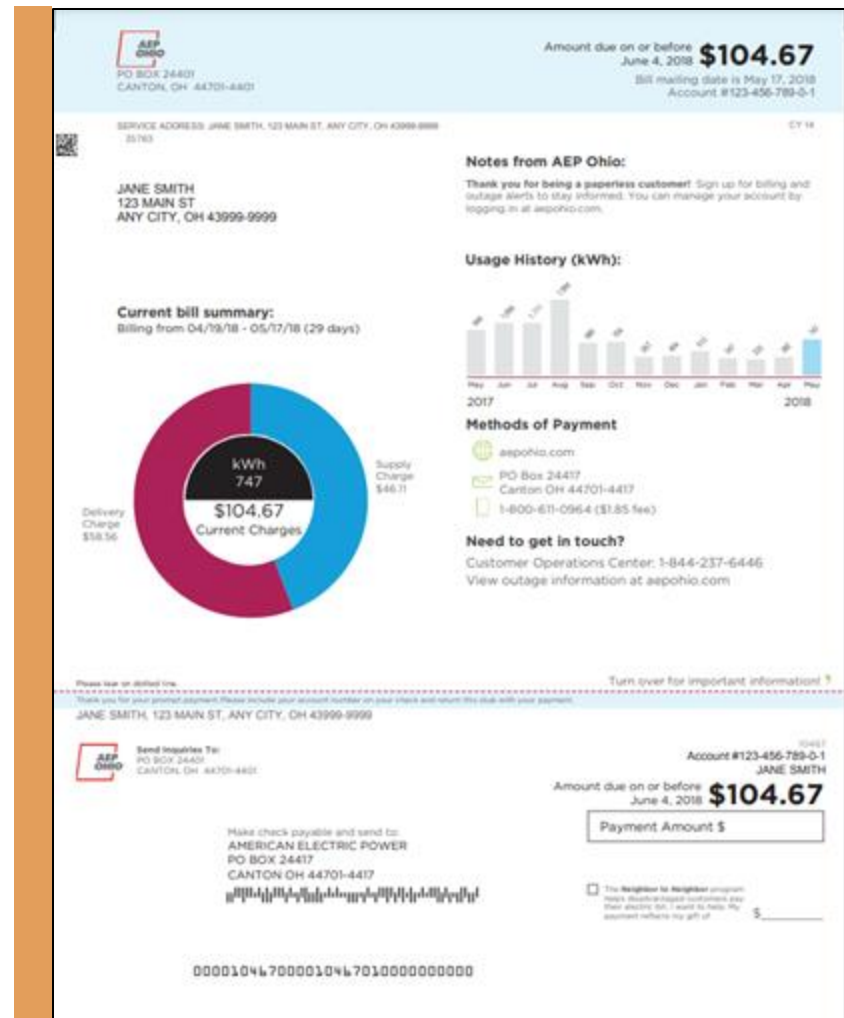


# UNDERSTANDING YOUR ELECTRIC BILL

There are three portions of your electric bill:

- **Generation (Supply):** The cost for the production of electricity. Customers in Ohio can choose their energy supplier or remain on the Standard Service Offer (SSO) rate.\* Visit [energychoice.ohio.gov](http://energychoice.ohio.gov) to compare Competitive Retail Energy Suppliers (CRES) providers and their rates.
- **Transmission:** The cost associated with moving electricity from the generation site to substations near your community.
- **Distribution:** The cost for moving electricity from a substation directly to your home or business.

\*If you elect to have AEP Ohio provide your generation supply through the SSO, an external competitive auction process is used.







# SAVE MONEY WITH ENERGY EFFICIENT ACTIONS

**[AEPOhio.com/Savings](https://www.aepohio.com/Savings)**

**Find simple tips to save at home**

- Heating & Cooling
- Water Heating
- Lighting
- Appliances (Shop [AEPOhioMarketPlace.com](https://www.aepohio.com/MarketPlace.com))
- Landscaping

**Log-in to complete a [Home Energy Survey](#) and receive personalized saving tips.**



# SAVE MONEY WITH ENERGY EFFICIENT ACTIONS

There are many low-cost and no-cost ways to save energy and cut down on your utility bill. As we head into winter, here are a few best practices you can try:

- Be sure heat registers are clear from furniture and curtains so heat can circulate freely. Use a ceiling fan on low speed to force warm air down.
- Check your furnace filter each month and replace it when it begins to look dirty or at least every three months.
- Adjust your thermostat eight degrees cooler when you're away or asleep. This can help you save eight percent on your energy costs.
- Insulating and sealing air leaks and gaps can help you save up to 10% on annual energy costs.
- Close curtains at night to seal out the cold and open curtains on sunny days to take advantage of warming rays.



# BILLING & PAYMENT PROGRAMS

## AVERAGE MONTHLY PAYMENT PLAN (AMP)

- Spreads the costs of heating and cooling over the year
- Pay roughly the same amount each month
- No “settle-up” month

Log-in to enroll at [AEPOhio.com/AMP](https://www.aepohio.com/AMP)

## BUDGET PLAN

- Pay the same amount 11 months of the year
- “Settle-up” in month 12 pays off any accumulated balance



Contact Customer Support Center for enrollment help 800-672-2231



# PAYMENT ASSISTANCE RESOURCES

- **Neighbor to Neighbor** [AEPOhio.com/N2N](https://www.aepohio.com/N2N)
- **Low-Income Home Energy Assistance Program (LIHEAP)**
- **State of Ohio's PIPP (Percentage of Income Payment Plan)**
- **Payment Extension**
- **Payment Arrangement**
- **LUV (Lighting Utility Voucher)**

Learn more at **[AEPOhio.com/Assistance](https://www.aepohio.com/Assistance)**  
or call 800-672-2231



# PREPPING FOR WINTER WEATHER

Although with winter comes fun activities like building snowmen and going ice skating, severe weather can strike at any time and it's important to stay safe. Here's what you need to know to prepare:

## BEFORE THE STORM

- Decide now what you'll do if there's an extended power outage. Check with those who are elderly or have medical conditions to ensure they have a plan in place.
- Charge phones, laptops and other electronic devices.
- Prepare an emergency kit with essential items like food, water, batteries, prescription medication, etc.

## IMPORTANT REMINDERS

- All downed lines are dangerous and carry an electric current that can cause serious or even fatal injuries. If you encounter a fallen wire, keep yourself and others away, and call 911 and AEP Ohio immediately.
- If you use a portable generator, do not plug it into your circuit box. Portable generators "backfeed" electricity up the line and risk the lives of repair workers and the public. Follow manufacturer instructions and plug essential appliances directly into the generator.

**Don't forget:** Vehicle accidents are often a cause of power outages, especially with snow and ice covered roads. Stay safe and avoid driving until road conditions are favorable.



# STAY CONNECTED



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# GET OUT YOUR PHONE

Add the AEP Ohio Call Center to your contacts:

**(800) 672-2231**





THANK  
YOU

