

KENTUCKY POWER CUSTOMER HANDBOOK

Our Commitment to You

At Kentucky Power, we are committed to supplying our customers with safe and reliable electric service. We aim to give one kind of service to everyone – the best that is possible. That means doing what we can to minimize concerns, answer questions and provide helpful information. We are working every day to raise your expectations to better serve you and our communities across eastern Kentucky.



An **AEP** Company

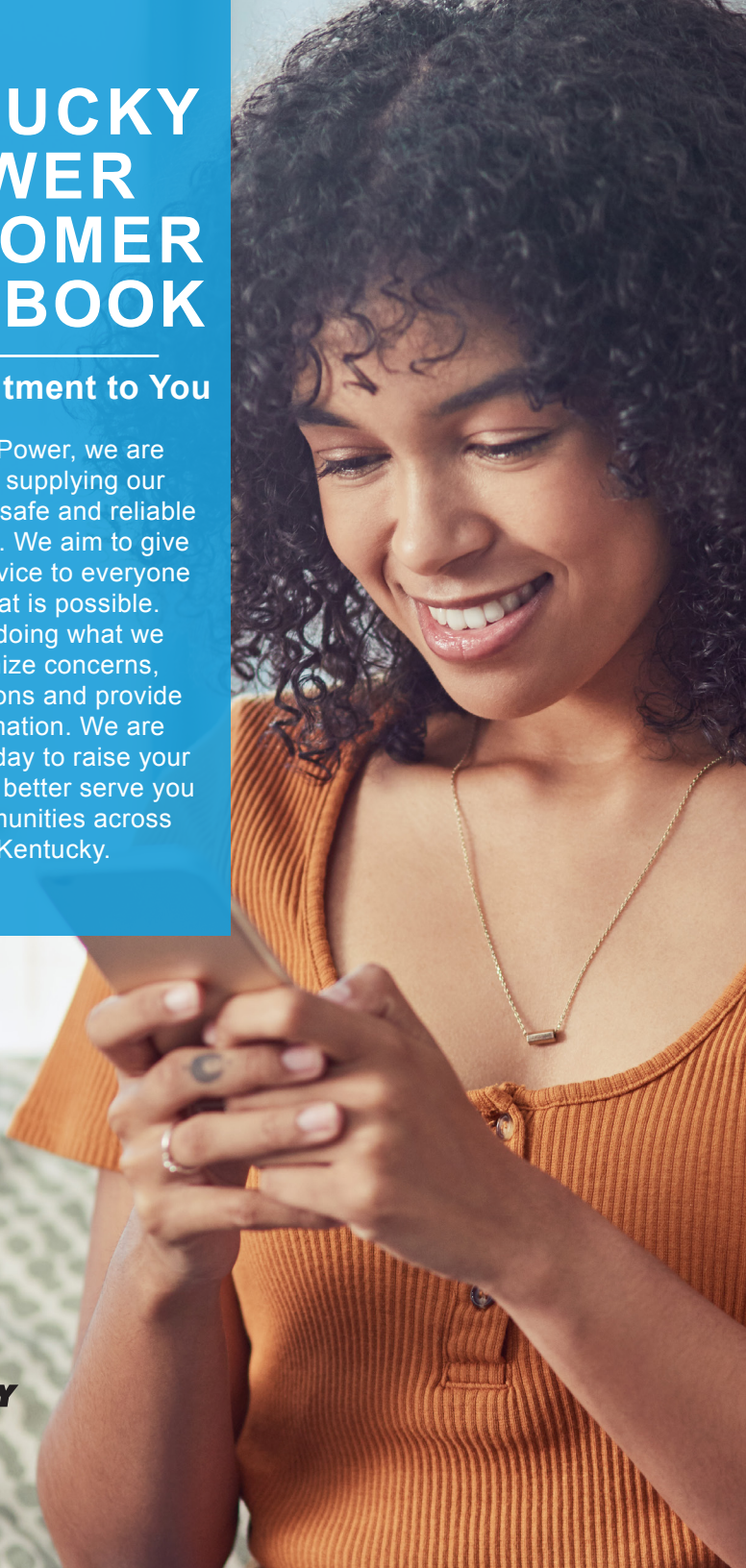


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IMPORTANT CONTACTS

Customers can contact Kentucky Power to open or close an account, ask billing questions, sign up for paperless billing, report a power outage, check the status of service or sign up to receive alerts. There are several ways to contact us:

FOR QUESTIONS ABOUT YOUR BILL OR SERVICE

Our Customer Operations Center is available 24 hours a day, seven days a week and can be reached by calling 1-800-572-1113.

An email can be sent from KentuckyPower.com/contact or the Kentucky Power mobile app.

You can manage your account online or with the Kentucky Power app to access information 24 hours a day, seven days a week. To download the free app, please visit the Apple App Store or Google Play Store.

FOR THE HEARING IMPAIRED (TTY)

1-800-348-9602

TO PAY YOUR BILL BY PHONE

1-800-611-0964

Please note: There will be a \$1.85 BillMatrix service fee.

CALL BEFORE YOU DIG

811 or 1-800-752-6007

Call Kentucky 811 at least two working days before you plan to build a deck, install a fence, plant a tree or tackle any project that requires digging.

SOCIAL MEDIA

Facebook.com/KentuckyPower

Twitter.com/KentuckyPower | (@KentuckyPower)

AEPRIL

Kentucky Power now offers an additional way to check your account balance and due date, make payments, create extensions and initiate payment arrangements. Aepril, the digital assistant, is available to help. Log in to your account at KentuckyPower.com to get started.

WORKING WITH US

WE ALWAYS HAVE PROPER IDENTIFICATION

All Kentucky Power employees carry company-issued identification cards showing their name and photograph. Please ask anyone seeking to enter your property or business to show this card and state the reason for the visit. If you have questions, ask the employee to wait outside while you contact customer service at 1-800-572-1113 to confirm the person's identity and purpose of the visit.

REPORTING FRAUD AND SCAMS

Kentucky Power employees will never:

- Call you to request payment or threaten to immediately disconnect your service.
- Ask customers for prepaid debit cards as payment.

Criminals sometimes pose as utility employees and are using increasingly sophisticated tactics in their scams. Thieves typically try to steal your money by phone or in person. Be on the lookout for fraudulent mail and email as well.

If you receive a call you think is fraudulent or want to verify the identity of a Kentucky Power employee at your home or business, please call customer service at 1-800-572-1113.

If you believe you are the victim of a scam, notify us and immediately report the incident by calling your local police through the agency's non-emergency telephone number.



BILLING, METERING AND PAYMENTS

WHY BILLS VARY

When cold weather sets in, heating systems run longer and work harder to maintain warmth within our homes. For example, if the outside temperature is 50 degrees, heating systems might only need to run a few minutes each hour to maintain the inside temperature. But when the temperature drops to near zero and below, the system runs more often and longer to maintain temperature. If the system is a heat pump, less efficient supplemental electric resistance heat automatically comes on when the outdoor temperature is below 30 degrees.

According to the U.S. Department of Energy, heating and cooling is responsible for approximately 48 percent of your electric bill. If you receive an unusually high bill, ask yourself the following questions:

- Was the weather unseasonably hot or cold during the billing period? *The colder or hotter it is outside, your system will use more energy to keep your home warm or cool even when the thermostat setting is the same.*
- Was the thermostat set differently? *Constantly changing your thermostat causes your heat pump or air conditioner to start and stop frequently, use more energy, and increase your bill.*
- Is the heating or air conditioning system operating properly, or is it an older system? *Older systems and those in need of service work inefficiently and will use more electricity.*
- Is the heating or air conditioning system filter dirty? *A dirty filter can cause your system to work harder.*
- Did you use more hot water than usual? *Water heating accounts for about 12 percent of your bill, the biggest chunk after heating and cooling. Lower the temperature to 120°F. For every 10°F reduction in temperature, you can cut costs by up to 5 percent a year.*
- Did your living habits change? *Spending more time at home, having children at home from school or houseguests for the*

holidays, or even adding a major appliance will increase how much electric you use.

- Is the bill estimated, is it based on an actual reading, or does it include additional energy usage for a previously estimated reading? *Estimates are noted on your bill. If we cannot access your meter, an estimate is made based on prior usage. Approximately 1 percent of bills are estimated.*
- How is your home's insulation? *Add caulk and weather stripping around drafty windows and doors, gaps around chimneys and recessed lights to prevent energy loss. Improving insulation can make a big difference, too.*

If these questions still don't lead to a reasonable explanation, please call Kentucky Power at 1-800-572-1113 and we will discuss your bill and usage with you.

HOW METERING WORKS

HOW WE TRACK ELECTRICITY USAGE

About once a month, Kentucky Power reads your meter to track your electricity usage and calculate your bill amount. If we are unable to read your meter, we estimate that month's usage based on seasonal data and your usage history. We then adjust your bill amount at the next actual reading. Our actual meter reading percentage exceeds 99 percent.

METER READING

Kentucky Power uses digital meters that are read from a distance using radio frequencies. You may request your meter to be reread. However, if the second reading shows the original reading was correct, a \$21 meter check reading charge will be billed.

METER TAMPERING

Meter tampering is dangerous! It also is against the law to tamper with or alter the operation of your electric meter in any way. Meter tampering is punishable by law.

METER TESTING

Customers can request that their meter be tested. If the meter is found to be inside the tolerance specified in the tariff, a meter test charge of \$48 will be billed. If the accuracy of the meter is found to be outside the tolerance specified in the tariff, your account will be credited promptly for any overpayments and there will be no charge for the test.

PAYMENT OPTIONS

Kentucky Power provides a variety of payment options, including electronic fund transfer, online, via our app, by mail, by phone and at authorized merchant locations. Our payment options include:

AUTOMATIC MONTHLY WITHDRAWAL

If you choose this checkless payment plan, you are authorizing your financial institution to automatically pay your electric bill directly from your checking or savings account.

Important features of this payment option include:

No monthly withdrawal fee.

No enrollment fees.

No checks to write.

Your Kentucky Power payment will appear on your bank statement, just as it would if you had written a check.

You can continue to receive paper bills in the mail, or can choose to view your bill online.

If you ever need to change the withdrawal date shown on your bill or the bank account number from which your payment is withdrawn, please contact customer service at 1-800-572-1113 at least four business days prior to the scheduled deduction. Changing the withdrawal date does not change your bill's due date. Allow 4 to 6 weeks for changes to take effect.

PAY ONLINE WITH PAPERLESS BILLING

We offer the option of immediately paying your bill electronically. This service is free if you are enrolled in paperless billing rather than receive your bill through the mail.

Paperless billing saves paper, notifies you as soon as bills are ready, and gives you online anytime access to your account. Go to KentuckyPower.com to enroll.

Here's how you can pay online:

- **Pay with checking account.**
 - » *Free.*
 - » *You must be enrolled in paperless billing.*
 - » *Payments can be scheduled in advance (allow two business days for payment to process).*

- **Pay by credit or debit card.**

- » *There will be a \$1.85 fee charged by BillMatrix for residential customers.*
- » *Pay by credit, debit, some ATM cards, electronic check.*
- » *Payments can only be scheduled the same day.*
- » *You will need your account number.*
- » *Does not require paperless billing.*
- » *Commercial customers (non-residential): 2.95% fee for all commercial credit card payments.*

Please note: If you are signed up for Auto Monthly Withdrawal, do NOT also schedule automatic payments through the paperless billing program. This will cause duplicate payments.

PAY AT AUTHORIZED MERCHANT

We have agreements with a network of merchants throughout our service territory to accept payments of our electric bills. When you visit one of the authorized merchants, please bring the portion of your bill that displays your account number. Please go to KentuckyPower.com/PayInPerson or contact customer service to find an authorized pay station near you.

Please note: You may be charged up to an additional \$2 by the authorized pay station location for processing your payment. For your protection, please make payments only with authorized agents.

PAY BY MAIL

Mail the return portion of your bill along with a check or money order to one of the addresses listed below. We recommend that you do not send cash through the mail. Please allow adequate time for delivery. Payments are processed during normal business hours, Monday through Friday, except holidays.

Address for remittances via USPS:	Address for remittances via courier (Fedex/UPS/etc.):
KENTUCKY POWER PO BOX 371496 PITTSBURGH, PA 15250-7496	KENTUCKY POWER ATTN: 371496 500 ROSS ST 154-0470 PITTSBURGH, PA 15262-0001

PAY BY PHONE

You can use the Pay by Phone service to make a payment by calling 1-800-611-0964. Be sure to have your account number and banking information ready when you call.

Once you've used this service, you can check your account balances and initiate payments via phone 24 hours a day, seven days a week.

You will receive a confirmation number as proof of payment. Kentucky Power will immediately be notified of your payment through an electronic notice posting to your account. Payments received before 4 p.m. will be posted to your account that evening. Payments made after 4 p.m. or on a weekend or holiday will post the next Kentucky Power business day. Posting schedules may vary on holidays.

Please note: A transaction fee of \$1.85 will be charged by the service provider, BillMatrix. While you will be paying your account with Kentucky Power, the full amount of the fee is paid to BillMatrix as the provider of this service.

ELECTRONIC DATA INTERCHANGE (EDI)

EDI is the electronic transmission of business documents between companies. Used by large commercial and industrial customers, this method requires a partnership agreement between Kentucky Power and the customer whose account will be automatically credited through electronic payment. For more information, please call the telephone number listed on your bill.

OTHER PAYMENT OPTIONS

For information about other available payment options, such as wire transfers, call us at the telephone number on your bill.

USAGE INFORMATION

You can quickly and easily view your electric usage and billing history by going to "My Account" then the "Account Summary" page on KentuckyPower.com. There are several billing options under "Bills & Payments," including signing up for billing and outage alerts. To retrieve usage information, log on to "My Account," and then select "Energy Usage." From there you can view your energy usage summary or select the "Green Button" to view or download your usage details.

You can request up to 24 months of usage information, payment history and detailed consumption date and time-differentiated price data, if applicable, at no charge.

Please note: If you don't have an online account, you can register for one by going to KentuckyPower.com/Account. Create a user ID and password after identifying your account with your phone number or account number.

RATES AND TARIFFS

Kentucky Power is a regulated public utility. Unlike other businesses, the rates we charge customers are reviewed and approved by the Kentucky Public Service Commission (PSC). This process ensures you get the fairest price possible while still allowing utilities the opportunity to earn enough to operate, fund maintenance and improvements, and provide safe and reliable service. Our rates, also called tariffs, set the price you pay for one kilowatt hour (kWh). The average Kentucky Power residential customer uses about 1,300 kWh a month. Your bill will go up or down based on your monthly kWh usage.

Kentucky Power provides online access to its tariffs at [KentuckyPower.com](https://www.kentuckypower.com). Rates also are posted at the Kentucky Public Service Commission website at psc.ky.gov. You also can view our rates at our office, or request that a copy be sent to you via U.S. Postal Service or by email.

HOW TO REDUCE YOUR BILL

HOW TO SAVE ENERGY

We want to help our customers take control of their energy use to manage costs. Customers who reduce the amount of energy used at home can lower their bills and save money. You can explore energy saving tips, calculate your energy use, and uncover other cost-cutting information on our website.

TARGETED ENERGY EFFICIENCY PROGRAM

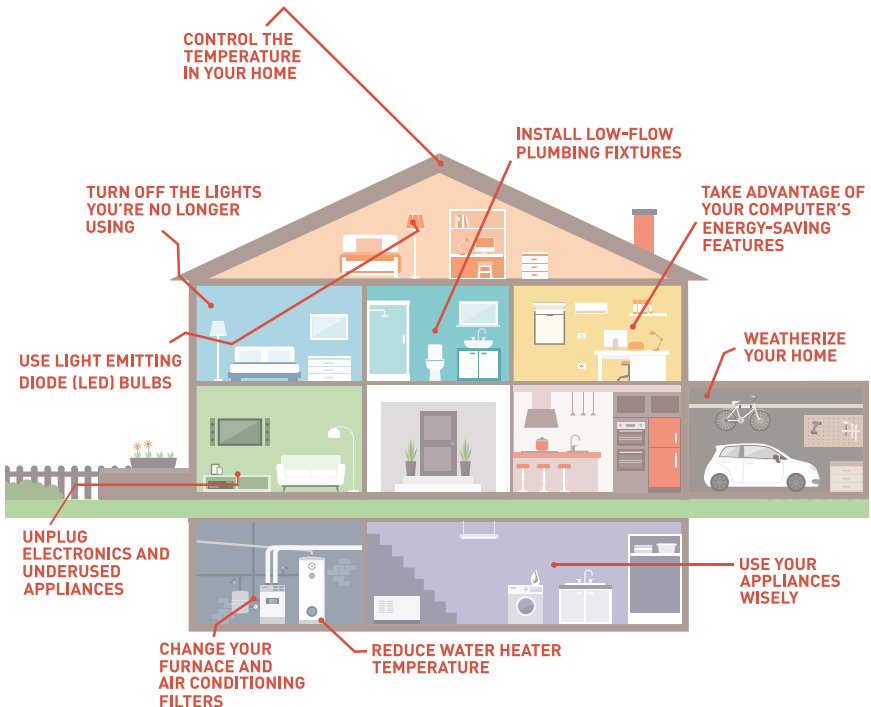
The Targeted Energy Efficiency Program provides weatherization and energy efficiency services to qualifying residential customers who need help reducing their energy bills and improving their homes' safety and comfort. Kentucky Power provides funding for this program through the Kentucky Community Action network of not-for-profit community action agencies. Program services include residential energy audits, the installation of home weatherization/energy conservation items and customer education on home energy efficiency.

Customers who have primary electric heat and use an average of 700 kilowatt-hour (kWh) per month may be eligible to participate.

Customers without primary electric heating also may be eligible for limited efficiency measures if they have electric water heating and use an average of 700 kilowatt-hour (kWh) from November through March. To qualify, a household's income cannot exceed the designated federal poverty guidelines.

To determine if you qualify for this program, please contact the local community action agency in your county.

ENERGY SAVINGS TIPS



PAYMENT PLANS

As seasons change, so will the amount of electricity you use and the amount of your monthly bill. Our Levelized Payment Options allow qualifying residential customers, not-for-profit charitable organizations and places of worship to even out the ups and downs of monthly bills. The plans make planning and paying easier.

Contact customer service at 1-800-572-1113 for additional information about payment options or to establish an arrangement.

- **Average Monthly Payment Plan (AMP):** With AMP, your

monthly bills fluctuate a little less. Each month, your payment is based on the average of the current month's bill, plus the previous 11 months' bills. As a result, the payment amount will fluctuate slightly from month to month. The difference between actual billings and the average bills will be carried in a deferred balance that will accumulate both debit and credit differences for 12 consecutive months. After 12 months, any debit or credit balance will be divided by 12 and equally added to or subtracted from the new AMP charge each month for the next year. Settlement occurs only when participation in the plan is terminated. AMP is not to be used to defer payment of delinquent bills.

- **Budget Billing Plan:** With Budget Billing, you can get some assurance about what your bill will be each month. On the plan, Kentucky Power will estimate the amount of your next 12 months of electric charges based on experience and your energy use history. We will divide this estimate into 12 equal payments and will bill you that amount each month. We also will review your account every six months and may adjust your budget payments to remain in line with any unusual increases or decreases in usage. Every 12 months, we will settle any difference between your actual usage amounts and your budget payments. If you have overpaid, we will apply a credit to your next bill. If you have underpaid, the difference becomes due. Budget Billing can only be established April through December.

EXTENDED PAYMENT ARRANGEMENTS

Qualifying residential customers who are having financial hardship can establish payment arrangements with Kentucky Power. Customers are required to make an initial payment and the remaining balance, excluding any deposit, will be divided into negotiated installments. Each month the installment will be due in addition to the current bill by the bill's due date. If the payment is not received by the due date, the arrangement will be cancelled and the full balance owed.

HOME ENERGY ASSISTANCE IN REDUCED TEMPERATURES (HEART)

Kentucky Power, along with our customers, is proud to sponsor HEART — a program to provide qualifying residential customers with assistance during the winter. Contact customer service at 1-800-572-1113 for additional information or a local community action agency for qualification guidelines.

TEMPORARY HEATING ASSISTANCE IN WINTER (THAW)

THAW is a program that provides residential customers who are

experiencing a temporary hardship during the winter heating months with assistance. Customers can contact customer service at 1-800-572-1113 for additional information or a local community action agency to check eligibility.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

This federal program assists low-income residential customers. To learn more about the program and the qualifications needed for eligibility, contact the Office of Community Services at acf.hhs.gov/ocs/programs/liheap, call 1-800-372-2973, or visit the nearest community action agency.

ELECTRICAL SERVICE

ESTABLISHING NEW SERVICE

NEW CONSTRUCTION

Contact customer service at 1-800-572-1113 if you would like to request electric service. Please call 60 days before new service is needed on any temporary or permanent service for your new home or business. A service address will be needed to complete any request for new service. Additional information can be found at KentuckyPower.com/Builders. Please remember that you may be responsible for some or all of the costs of any new facilities installed for your service.

REMODELING OR RELOCATING EXISTING SERVICE

If you're planning to remodel, build an addition to your home or business, or start a major landscaping project, please contact customer service at 1-800-572-1113 before you start construction. We'll help you plan the work and determine whether changes are needed to our facilities or to yours to provide adequate power.

There may be rates and fees associated with relocating existing AEP facilities. Details are available in the Rates and Tariffs section on KentuckyPower.com. In general, you should be aware that customers are often responsible for the costs of service modifications, facility relocation or meter installations.

UPGRADES

Please let Kentucky Power know if you are increasing your usage or making significant changes to your electric equipment.

By notifying us, we can review your usage and ensure safe and reliable service. This applies to both residential and business customers. Examples include switching from natural gas heating to an all-electric heat pump, adding kitchen equipment, converting to a tankless hot water heater or adding an electric vehicle charger. Likewise, small commercial customers who add or eliminate equipment or processes that will significantly change their usage have a responsibility to notify us of the changes so that we can make any necessary alterations to existing service facilities. Before you install a generating system that will operate in parallel with our distribution system, such as solar or wind, you must submit an interconnection application. This will ensure that your system doesn't affect the reliability of our distribution system or create an unsafe condition. Learn more or start an application at kentuckypower.com/business/builders/generating-equipment. If you have questions, please contact our Distributed Generation coordinator at 614-716-2080 or by email at dgsupport@aep.com.

DEPOSITS

To protect the interests of all our customers, a security deposit may be required before or after service begins if you have failed to establish creditworthiness. The Kentucky Public Service Commission defines customer deposit guidelines. A cash deposit shall not exceed two-twelfths of the customer's actual or estimated annual bill. In lieu of paying a cash deposit, residential customers may furnish a guarantor who already has established credit for a similar account with Kentucky Power.

In some circumstances, Kentucky Power may request a deposit from customers who were not requested to pay a deposit when applying for service or whose deposit has been refunded, if payments are paid after the due date of the bill two times in a 12-month period. Kentucky Power recognizes that there may be individual circumstances that cause payments to be paid late and will provide any reasonable assistance possible. Customers are encouraged to contact the company immediately if special payment options are needed.

SHUTTING OFF SERVICE

Kentucky Power **may** shut off service for the following reasons:

- At the customer's request.
- For nonpayment of billings and charges, including security deposits by the customer.

- If a former customer who owed unpaid bills continues to reside or request service at the same premise.
- For violations of our contracts or tariffs.
- If providing service conflicts with laws of this state, one of its political subdivisions, or federal laws or regulations.
- For tampering with our electric facilities or obtaining electric service in a fraudulent manner.
- For using electricity in a manner that adversely affects other customers or consumers.
- If there are safety hazards to consumers, their premises, the public, or to our personnel or facilities.
- For refusing to allow our personnel access to electric facilities on the customer's owned or leased property.
- For repairs, provided consumers are advised of scheduled maintenance that's expected to last more than six hours.

Kentucky Power will **not** shut off service for:

- Unpaid bills if a medical certificate is received on either a form provided by Kentucky Power or licensed physician's letterhead or prescription pad stating discontinuation of electric service would be detrimental to the health of a resident of the household. The certificate must include the medical condition and household member's name. Receipt of valid medical certificate will provide a 30-day extension.
- Unpaid non-tariffed charges.
- Unpaid charges due on someone else's account, unless the customer is a guarantor for that account.

NOTIFICATIONS

If you don't take action within the notice period, we will shut off electric service on the date specified in the shutoff notice or within a reasonable time after that date.

PAYMENTS AND FEES

Kentucky Power employees are not permitted to accept payments at customers' premises in lieu of disconnecting electric service. When a company employee is dispatched to a customer's premise to disconnect service due to the customer's delinquency, the customer will be assessed a collection trip charge.

LIFE SUPPORT SYSTEMS

If you or someone you know relies on a life support system, notify Kentucky Power and a form will be provided for the person's physician to sign so that special attention can be given to that account. Every effort will be made to give these customers advance notice and priority service if a planned service interruption occurs. Kentucky Power recommends that the customer maintain a source of standby power in case of unplanned outages.

RECONNECTING SERVICE

If electric service was shut off because of an unpaid bill, we will restore service when all past-due amounts and a reconnection fee approved by the Kentucky Public Service Commission have been paid. Also, a security deposit may be required before service is reconnected.

Payment received after 5 p.m. on a normal business day will require an after-hours reconnection or holiday reconnection charge to have service restored before the next regular business day. No reconnection will be made for nonpayment after 8 p.m.

Our employees may not be able to reconnect the meter if our safety checks indicate back feed, connected load or a fault condition at the meter base. Please turn off the main breaker or pull the main fuse to have service reconnected; doing so helps ensure the safety of our employees and the protection of your equipment.



SAFETY TIPS AND SERVICES

CALL BEFORE YOU DIG

If you plan to build a deck, install a fence, plant a tree or tackle any project that requires digging, call Kentucky 811 at 811 or 1-800-752-6007 at least two working days in advance. Kentucky 811 will submit the request to all registered utilities in your area. If Kentucky Power has underground power lines in the area where you will be digging, a representative will be sent to the site and mark the approximate location of the lines. The service is free.



It is your responsibility to know the location of all underground lines on your property prior to any excavation. So remember to call before you dig. It's the law.

Details of Kentucky's Call Before You Dig law can be found online at: Kentucky811.org.

POWER OUTAGE RESTORATION PROCESS

During outages, Kentucky Power works to restore power as safely and quickly as possible. In every storm restoration plan, we implement a basic process. Special priority is given to: reported hazards, such as downed power lines; 911 agency calls and emergency facilities, such as fire and police stations.

In restoring electric service to customers, Kentucky Power works on main lines, or circuits, that will restore the largest number of customers in the shortest period of time. A main line feeds power to thousands of homes and is the source of power for secondary and service drop lines. After main lines are restored, power lines that serve smaller clusters of homes are repaired. Finally, lines that feed service drops to individual homes are repaired.

Kentucky Power's goal is to restore service to the greatest number of customers as quickly as possible.

WHAT TO DO DURING A POWER OUTAGE

Take practical steps to keep you and your loved ones safe during a power outage.

To report an outage or safety hazard conditions, call our Customer Operations Center at 1-800-572-1113.

Stay away from all downed lines or sparking equipment, and keep children and pets away from fallen lines and anything the lines may touch.

Never remove debris that's within 10 feet of a power line.

Unplug major appliances to protect them when power comes back on.

Leave a light turned on so you know when power is restored.

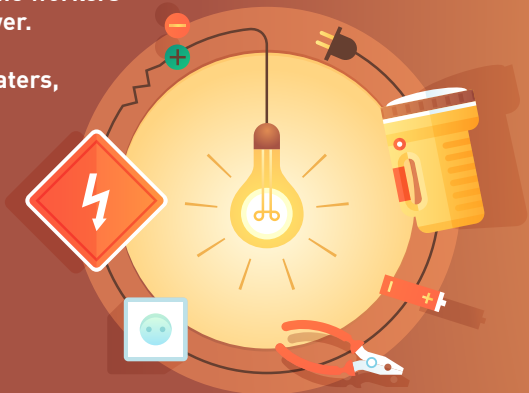
Refuel heaters, lamps and generators outside, and stay away from any flames or sparks. Wipe up fuel spills immediately.

Let us know if you're using a generator. This protects you and our line workers as they work to restore power.

Never operate lanterns, heaters, or fuel-fired stoves without proper ventilation.

Never burn charcoal indoors. It releases poisonous carbon monoxide.

Do not let children carry candles or oil lamps.



TREE CLEARANCE AND STORM CLEANUP

Trees growing near power lines can be dangerous for you, your family and your neighbors. Trees also are a major cause of power interruptions. To continue providing safe, reliable electric service, we must routinely clear vegetation growing near power lines and facilities. Our tree clearing program is cycle-based. That means you can expect to see vegetation control crews at least every five years to make sure power lines in your area are clear.

For your safety, you should NEVER attempt to trim trees near power

lines yourself. We hire professional tree maintenance companies to trim and remove trees. This work is performed according to applicable arboricultural standards and is part of our service for our customers.

During planned tree clearance in lawn areas, we clean up and remove any resulting small debris and limbs. Larger pieces of wood are cut to manageable lengths and piled near the stump of the tree. Removal policies differ following a storm or other emergency. For example, during an emergency, it is our practice to clear the line from fallen debris and perform restoration work only.

PLANTING TREES

Please remember to plant the right tree in the right place. For your safety and to help ensure reliable electric service, please plant trees that won't grow taller than 20 feet high within 15 feet of overhead electric lines. For more information, go to KentuckyPower.com/info/TreeTrimming.

BACKUP GENERATORS

Some customers use backup or standby generators to provide power during outages. Please notify us if you are using a backup generator. Operating a generator poses a potential safety hazard for line workers and you.

The problem arises when the backup generators feed power onto distribution lines, which can electrocute personnel working on the lines. Likewise, power from electric company lines can feed into the generator and cause a fire at your residence.

To avoid these hazards, be sure to have your generator installed by an electrician, and be sure that it has a manual transfer switch to isolate the device from the power grid. Remember that appliances can be connected directly to the generator independent of the household wiring. Make sure that all manufacturers' instructions are followed and that only the recommended number of appliances are plugged into the generator. Only operate a generator in areas with adequate ventilation, never inside, since exhaust gases contain deadly carbon monoxide gas.