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## TIPS AND INSTRUCTIONS FOR SHOPPING FOR AND SWITCHING TO A NEW ELECTRIC SUPPLIER

Information is key to any business decision you make. Shopping for and selecting your supplier of electric generation is no exception. You will make your best decision only if you are an informed shopper.

While AEP cannot help you choose your electric supplier, we can help you learn how to shop and understand the procedures you must follow to implement your choice. Your selection of a new supplier may affect your account, your services and your future decisions in ways you have not considered. This newsletter focuses on helping you learn the guidelines and processes you will need.

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### HOW TO SHOP FOR A NEW ELECTRIC SUPPLIER

#### Questions to ask potential suppliers

Your business facility is unique and no one knows your facility or business better than you do. Your power and service needs are unique as well. Only you can decide what factors will determine your choice of an electric supplier.

Still, AEP offers a list of questions you may want to ask potential electric suppliers (also referred to as competitive retail electric service providers) as you shop for electricity. The list appears on page four of this newsletter.

#### Price to compare

No matter what other factors you consider as you comparison shop for a new supplier of electric generation, one factor you'll probably look at is price. The piece of information that will help you do this is the price to compare.

Price to compare is the price that a new electric supplier must beat to save you money.

Price to compare information will be available from AEP in the next few weeks. A

future newsletter issue will include average price to compare information for each customer class. The average price to compare for each customer class will stay the same through December 31, 2005. However, your actual price to compare will be unique, based upon your use patterns and consumption characteristics.

#### Your supplier options

AEP anticipates that your electric supplier options will change as new suppliers join the program. You can obtain a current supplier list from several sources:

- From Ohio Electric Choice at 1-888-OEC-1314 (1-888-632-1314) or at [www.OhioElectricChoice.com](http://www.OhioElectricChoice.com)
- From AEP at 1-888-237-5566 or at [www.aep.com](http://www.aep.com)

You can choose a new electric supplier with confidence. Remember, all suppliers must be certified by the Public Utilities Commission of Ohio (PUCO) in order to sell power to you.



## HOW TO SWITCH TO A NEW ELECTRIC SUPPLIER

### Switching is easy!

Switching to your new electric supplier is easy. All you have to do is contract directly with the supplier of your choice. Your new generation supplier will work with AEP to facilitate the switch.

You will have a unique SDI for each service delivery point you have. You must provide the SDI for each service you want to switch and you can choose different generation suppliers for each of these SDIs.

### DO I HAVE TO GIVE AEP ADVANCE NOTICE THAT I'M PLANNING TO SWITCH?

If you have a written contract with AEP that includes a cancellation notification provision, you will need to give AEP 90 days notice of your intent to switch your service to a new electric supplier. If you do not switch suppliers at the end of that 90-day notification period, you have voluntarily returned to the standard offer service and you will be subject to a 12-month minimum stay provision.

Additionally, if you have a special contract or an Economic Development Rider, you may have specific other requirements before you can switch. These will be determined on an individual basis. Contact your AEP account representative.

If your service with AEP does not require a written contract, you can switch suppliers without notification other than your Competitive Retail Electric Service Provider (electricity supplier) notifying AEP 12 days prior to the meter read date, which is required to process the request.

### You will confirm the transaction

Once your new supplier notifies AEP that you intend to take service from it, AEP will send you a letter to confirm your intentions. If you agree to the switch, you don't need to respond. If you do not agree to the switch, you will have seven days from the postmark date to notify AEP that you do not want the switch to occur.

That confirmation letter also will provide the date on which the switch will become effective.

### You will provide your SDI number

You will need to give your Service Delivery Identifier (SDI) number to your new electric supplier. Your SDI number is printed in the "current charges" section of your AEP bill. *Your SDI number is not the same as your account number.*

Switches will take place following your next meter read date. AEP will need a minimum of 12 calendar days to complete the transactions, however, so the date your switch request is received may have some bearing on its effective date.

### INTERVAL METERING

To switch, any SDI with a maximum monthly billing demand of 200 kW or greater for the most recent 12 months must have interval metering. An interval meter measures and records your usage in discrete time intervals, such as hours, throughout the month. You or your new supplier must request installation of interval metering from AEP. You are responsible for all costs associated with interval metering, including any charges to cover the incremental cost of operation and maintenance and meter data management. You must approve a work order for this installation.

A dedicated analog phone line also is required at the meter location and you are responsible for associated installation and maintenance costs.

# *Electric Choice*

*for AEP Ohio business customers*



## **AEP will not charge for your first switch**

AEP will not charge a switching fee the first time you enroll with a new supplier. It will, however, charge \$10 for all subsequent switches to cover administrative costs. This fee will appear on your regular monthly invoice. You also may want to find out if your new supplier charges a switching fee of its own when you join or leave its service.

## **About subsequent switches**

You may switch suppliers no more than once in any billing month. Please keep in mind that you will pay AEP's switching fee as well as any other fees you incur from your suppliers.

## **AEP will provide standard offer service**

If your supplier fails to deliver service, you will be returned to AEP standard offer service until you select a new supplier.

## **You can return to AEP standard offer service ... with a minimum stay**

You can choose to return to AEP standard offer. You will need to consider any contractual agreements you have made with a new generation supplier when making this election. Please be advised, however, that when you return to AEP standard offer service, you may be required to enter into a new contract under the appropriate rate schedule, which may or may not be the rate schedule you were on prior to switching. A minimum contract period may apply.

Large commercial and industrial customers (rate schedules GS-2, GS-3 and GS-4) who voluntarily return to AEP's standard offer service must remain on that service for a period not less than 12 consecutive months.

## **And if you choose not to switch**

During the market development period (ending no later than December 31, 2005) you may choose to stay with AEP's standard service. You do not need to take any action to remain with AEP's standard service.

### **WHO TO CONTACT**

For general questions about customer choice, contact AEP at 1-888-237-5566.

If you have switched to a new supplier and have questions about your bill, contact the company that bills you; if that company is AEP, call 1-888-237-5566.

For service interruptions or for questions about your standard service bill, contact AEP at 1-800-277-2177 (customers served by Columbus Southern Power) or 1-800-672-2231 (customers served by Ohio Power).

**Feel free to contact your  
AEP account representative at any time.**

### **IT'S ALL UP TO YOU**

AEP hopes that you find this How to Shop, How to Switch information helpful. If you have questions about the procedures, please contact your account representative at any time.

What AEP cannot do, however, is provide comparison information or advise you on your choice. It's up to you to make the business decision that's best for your facility.





**SUGGESTED QUESTIONS TO ASK A POTENTIAL SUPPLIER**

**About prices and charges**

- What is the price per kilowatthour? Per kW/kVA?
- How will my demand be set?
- Is the price fixed or variable?
- If variable, what are the conditions under which it will change?
- Are there any limits (minimums or maximums) on consumption at this price?
- Are there any time-of-use restrictions?
- Will I pay an enrollment fee?
- Will you pay any switching fees I incur to sign up with you?
- Will I have to pay a switching fee if I leave your service?
- Must I pay any deposits?
- What are the late payment provisions?

**About contract provisions**

- Do you offer an incentive for signing up?
- How long is the contract period?
- Can I cancel the contract early?
- If so, will I have to pay a penalty?
- Under what circumstances can you cancel my contract?
- Will I be compensated in any way?
- What happens when my contract expires?

**About my bill**

- How often will I be billed?
- Who will bill me and for which services?
- Who will I call with questions about my bill?

**About additional products and services**

- What optional services do you offer?  
(advanced metering, use analysis, energy information systems, etc.)

**Other questions**

- What fuel is used to produce the power you provide?
- Can you serve my other facilities?
- Can you offer any benefits by consolidating my facilities?
- Do you offer any energy management services to assist me in controlling my energy consumption?