


Bill Format for AEP's Virginia Customers

The illustration below shows a typical unbundled bill for an AEP residential customer. The illustration indicates where you can find essential information about your account and service. Some information on your bill may differ depending on the information that pertains to your specific account(s). Bills also will differ somewhat for commercial and industrial accounts. Please contact AEP whenever you have questions about your bill.

SAMPLE AEP RESIDENTIAL BILL



PO BOX 24401
CANTON, OH 44701-4401
029-999-999-9-9 CYC 11

Total Amount Due \$XX.XX
Due Mar 06, Add \$X.XX After Mar 14

AMOUNT YOU PAY and DUE DATE and additional amount you pay after due date.

BILL STUB to be returned to the company with your payment.

CUSTOMER INFORMATION shows your name, service address, account number, billing date and a telephone number for questions about AEP billing charges or service, or to report an outage. For customers who have switched to another electric provider, two telephone numbers will be displayed, and the provider and contact information will be listed in the Messages section on page 2 of the bill.

PREVIOUS CHARGES shows your payments and any other activity on your account since the last bill.

CURRENT AEP CHARGES shows the service delivery identifier (SDI) of each point of delivery, and charges for the generation services associated with the production of electricity, the fuel used to produce electricity, open access transmission (OATT) and retail transmission services for moving high voltage electricity from generation facilities to the distribution facilities of the local electric utility and distribution services for moving and final delivery of electricity to your home or business. These charges have always been a part of your electric bill and were included in the total amount due. Separate lines list the state and local taxes associated with electricity use. Customers who switch electric suppliers may see charges for generation and OATT transmission services in a section detailing energy charges or on a separate billing from the supplier.

PRICE TO COMPARE is the amount you use to compare offers from various competitive service providers. The current month's Price to Compare is derived from the current month's generation service charge plus the fuel factor plus the OATT transmission charge, minus the competitive transition charge, divided by the current month's kWh usage. Price to Compare information will not appear on the bills of larger commercial and industrial customers but the average Price to Compare for your customer class is available at www.aep.com.

Make Check Payable To:
029-999-999-9-9 CYC 11
AMERICAN ELECTRIC POWER
P.O. BOX 24413
CANTON OHIO 44701-4413

Amount Enclosed XXXXX
Please tear on dotted line and return top portion with your payment

SERVICE AT:
VA CONSUMER
123 ANY ADDRESS
AEP CITY, VA 99999-9999

For Billing, Outage or Service Inquiries, Call:
1-800-956-4237

Account Number
029-999-999-9-9

Billing Date 02/13/02
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PREVIOUS CHARGES	Account Balance	Amount Due
Total Amount Due at Last Billing	\$ XX.XX	
Payment 02/01/02 - Thank You	XX.XX CR	
Previous Balance	\$ XX.XX	\$ XX.XX

CURRENT AEP CHARGES (1-800-956-4237)
02/13/02 Tariff 015 - RESIDENTIAL SERVICE
Service Delivery Identifier Number - 1234-5678-9012-3456-7

Generation Services	\$ XX.XX	
Fuel Factor @ 0.0131000 Per KWH	X.XX	
OATT Transmission Services	X.XX	
Retail Transmission Services	XX.XX	
Distribution Services	X.XX	
VA Electric Consumption Tax	X.XX	
Local Consumers Tax	X.XX	
Current AEP Charges Due	\$ XX.XX	\$ XX.XX

Total Amount Due \$XX.XX
Due Mar 06, Add \$X.XX After Mar 14

Price To Compare
For tariff 015, in order for you to save money, a new supplier must offer you a price lower than X.X Cents per kWh for the same usage that appears on this bill. This price to compare is provided as a guideline only and may vary slightly month to month based on your actual usage. Price to compare is for generation, fuel factor and OATT transmission services only. If in addition you wish to obtain an annual average price to compare, please access AEP's website at www.aep.com or contact our Customer Solutions Center at 1-888-707-4237.



Due date does not apply to the Previous Balance Due

See other side for important information

Appalachian Power is authorized to transact business in Virginia as American Electric Power

AMOUNT YOU PAY and DUE DATE and additional amount you pay after due date.