

Important Message

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.

Retail Stability Rider (RSR): The RSR is necessary to provide AEP Ohio with stability while transitioning to 100% auction-based Standard Service Offering (generation service) pricing.

Phase-In Recovery Rider (PIRR): The PIRR will allow AEP Ohio to recover the cost of fuel deferred from 2009-2011 as previously authorized by the PUCO.

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.



Service Address:

PHANTOM POOLS, LLC
3116 SCIOTO DARBY EX CT
HILLIARD, OH 43026-8989

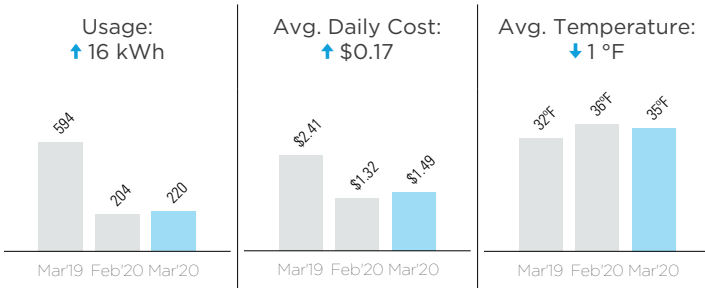
Account #101-295-763-9-2

Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$.00
Prepaid Credit Applied	-176.01
Prepaid Credit	132.81
Previous Balance Due	\$ -43.20*
Prepaid Credit	-132.81
Total Previous Balance	\$ -176.01
Current AEP Ohio Charges	
Tariff 206 - Small General Service 03/10/20 Service Delivery Identifier: 00040621094580704	
Generation Service (Supply)	\$ 11.54
Transmission Service	2.72
Distribution Service	22.47
Customer Charge	6.47
Current Electric Charges	\$ 43.20*
Total Account Balance	\$ -132.81
Total Balance Due	\$ 0.00
*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: 4,998 kWh

Average (Avg.) monthly usage: 417 kWh

Billed Usage 03/20				
Usage	Power Factor	Power Factor Constant	Meter Location Comp.	Billed Usage
220	-	-	-	220 kWh
5.248	-	-	-	5.200 kW

Meter Read Details:

Meter #876181292					
Previous	Type	Current	Type	Metered	Usage
8463	Actual	8683	Actual	220	220 kWh
-	-	5.248	Actual	5.248	5.248 kW
Service Period 02/10 - 03/10				Multiplier 1	
Next scheduled read date should be between Apr 7 and Apr 13 .					

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: \$0.19
Energy Efficiency Programs: \$2.38
Peak Demand Reduction Programs: \$0.71

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 an increase of \$0.5 per month.

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved the Ohio Power Company's Smart City rider. This rider allows the Company to recover costs associated with Smart City technologies. A residential customer will see a decrease of \$0.06 per month.

In Case No. 16-1852-EL-SSO, the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART Phase 2 rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer using 1,000 kWh per month will see an increase of \$0.06 per month.

Do Not Tamper - Tampering with an energized electric meter can cause serious injury or death. If you suspect a problem with your meter, call the customer service number listed on your electric bill for assistance. In addition, meter tampering is illegal and can result in fines and/or imprisonment.

In Case No. 12-1969-EL-ATS, the PUCO approved an adjustment to AEP Ohio's Deferred Asset Phase-In Rider effective with this bill. A residential customer using 1,000 kWh will see an increase of \$0.78 per month.

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

Due date does not apply to previous balance due.

*If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **AEP Ohio** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.aepohio.com or call the number above.**

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub**.

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

