

## Frequently Asked Questions and Answers

### **What is *Energize Your Health* from the Arena District Athletic Club and AEP Energy?**

*Energize Your Health* is a program to help members of the Arena District Athletic Club save money on their electricity supply costs, receive a \$25 credit on their membership dues, and receive a free performance t-shirt. For more information, visit [AEPenergy.com/ArenaAthletic](http://AEPenergy.com/ArenaAthletic).

### **Who is AEP Energy?**

AEP Energy is a certified Competitive Retail Electric Service provider and a subsidiary of American Electric Power (AEP). With an office located in Columbus, Ohio, AEP Energy sells electricity supply to customers at market-based prices, rather than regulated rates offered by your local utility, AEP Ohio.

### **What is electric choice?**

Put simple, there are three major components in providing electricity:

- Generation – the actual electricity supply
- Transmission – the large transmission lines and towers that carry electricity over longer distances
- Distribution – the local electric poles and wires that delivery the electricity to your home

In Ohio, customers are free to choose who supplies the generation and transmission portions (where applicable) of their electricity supply service. They can purchase these services from a Competitive Retail Electric Service provider such as AEP Energy.

### **Can a non-member of the Arena District Athletic Club sign up?**

Yes, non-members are eligible to participate in this special offer, so tell your friends and family! A non-member must enroll with AEP Energy and the Arena District Athletic Club to be eligible for electricity supply savings, the \$25 membership credit and a free performance t-shirt.

### **Where can I find more information about this program?**

There will be hand-outs located at the front desk of the Arena District Athletic Club and posters hung in a few high-traffic areas of the Club. You also may see information on the Facebook pages of the Arena District Athletic Club and AEP Energy and on [AEPenergy.com/ArenaAthletic](http://AEPenergy.com/ArenaAthletic). In addition, AEP Energy representatives will be at the Club to talk with members and answer any questions (date TBD). If you have any questions, please feel free to ask one of our Club associates. For complete details and information on the promotion, see the Official Rules at [AEPenergy.com/Arenatshirt](http://AEPenergy.com/Arenatshirt).

### **How can I enroll?**

To enroll or learn more about the program, visit [AEPenergy.com/ArenaAthletic](http://AEPenergy.com/ArenaAthletic).

### **How long will it take for the credit to appear on my membership invoice?**

Your \$25 membership credit will be applied once the Arena District Athletic Club receives confirmation from AEP Energy that your enrollment has been approved and processed. This

can take up to 45-75 business days from the time you enrolled since your service with AEP Energy won't begin until your next meter reading date.

### **How long will it take for my service to begin with AEP Energy?**

Your local utility will mail you a notice confirming your decision to enroll with AEP Energy and will include your scheduled start date. Your service with AEP Energy will begin on your next available meter reading date. This typically takes up to 45-75 business days after AEP Energy receives your enrollment request.

### **How will I be billed for my electricity with AEP Energy?**

You will continue to make one monthly payment to the local utility company. The bill includes AEP Energy's charge for the supply portion as a separate line-item.

### **Is anyone eligible to enroll with AEP Energy?**

Residential customers who reside in AEP Ohio's service territory can participate. Customers who are not eligible to participate include those who are participating in the Percentage of Income Payment Plan (PIPP) and residents who are in arrears. Only new customers of AEP Energy are eligible to receive the \$25 credit from the Arena District Athletic Club and the free performance t-shirt.

### **Am I able to continue with budget billing from my local utility?**

A Budget Billing Plan is available for AEP Energy's charges (generation and transmission charge). At enrollment, you will have the option to have AEP Energy's charges placed on the Budget Billing plan. You will need to contact the local utility, AEP Ohio, to continue with Budget Billing for the local utility's distribution charges.

### **How much will I save with AEP Energy?**

The "Price to Compare" is what you are currently paying for electric generation and transmission services from your local utility. To determine the "Price to Compare," follow these simple steps:

- Locate the "Electric Supply" section on your monthly bill.
- Divide the "Total Supply Amount" by the kWh used for that billing period.
- You now have your price to compare.

To determine your estimated savings amount per month with AEP Energy, follow these simple steps:

- Divide the AEP Energy price per kWh by 100 to get it into the same format as your price to compare.
- Subtract the AEP Energy price per kWh from the 'Price to Compare.' This equals your savings per kWh.
- To determine your savings amount per month, multiply by your monthly usage (kWh).