

What You Need to Know

- AEP Ohio is returning to its legal operating name, Ohio Power Company, effective Oct. 1, 2026.
- The new name and logo will be reflected on the company's website ([OhioPowerCo.com](https://ohiopowerco.com)), bills, vehicles and other materials.
- In conjunction with the new name, we're introducing a redesigned monthly bill that provides customers with clearer, more transparent information about their electric service and costs.
- The redesigned bill will make it easier to see and understand the charges that comprise an electric bill, identify a generation supplier and understand how generation, transmission and distribution costs contribute to the total bill. These are not new charges. Customers will not see their bills increase as a result of the new format.
- Customers do not need to take any action, and their service, account information, payment options and customer service contacts remain the same.
- These updates align the company's public identity with its long-standing legal name and reinforce its commitment to the customers and communities it serves.

OVERVIEW

AEP Ohio, which provides electric service to 1.5 million customers in communities across Ohio, will soon be known as Ohio Power Company. The company also is introducing a redesigned monthly bill that provides clearer, more transparent information about electric service and costs. The new format will make it easier for customers to understand the charges that comprise their bill, identify their generation supplier and understand how generation, transmission and distribution costs contribute to their total bill.

Please share this information with your constituents, customers, friends, family and others.

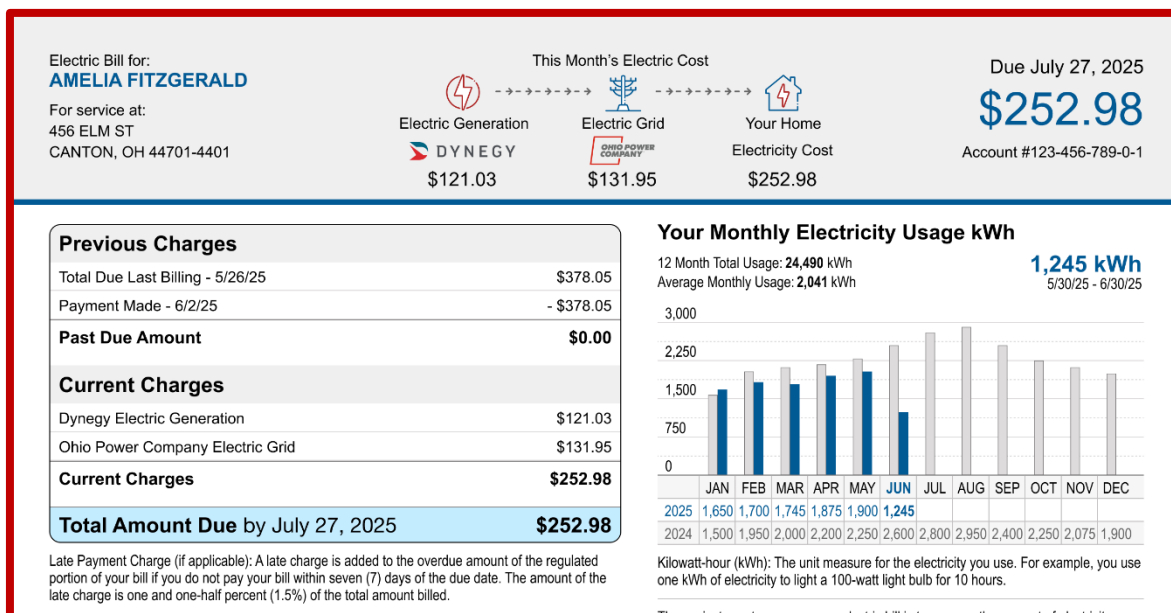
ABOUT THE NEW BILL

Our redesigned bill provides clearer, more transparent information about your electric service and costs. The simplified layout makes it easier to understand the charges that make up your bill and what each charge means.

- **Prominent Cost Summary:** A streamlined top-of-page layout displays total monthly electric costs at a glance.
- **Clear Cost Component Breakdown:** High-level overviews separate the two primary components of electric bills: electric generation (the cost of producing electricity) and the electric grid (the delivery of electricity to customers' homes or businesses).

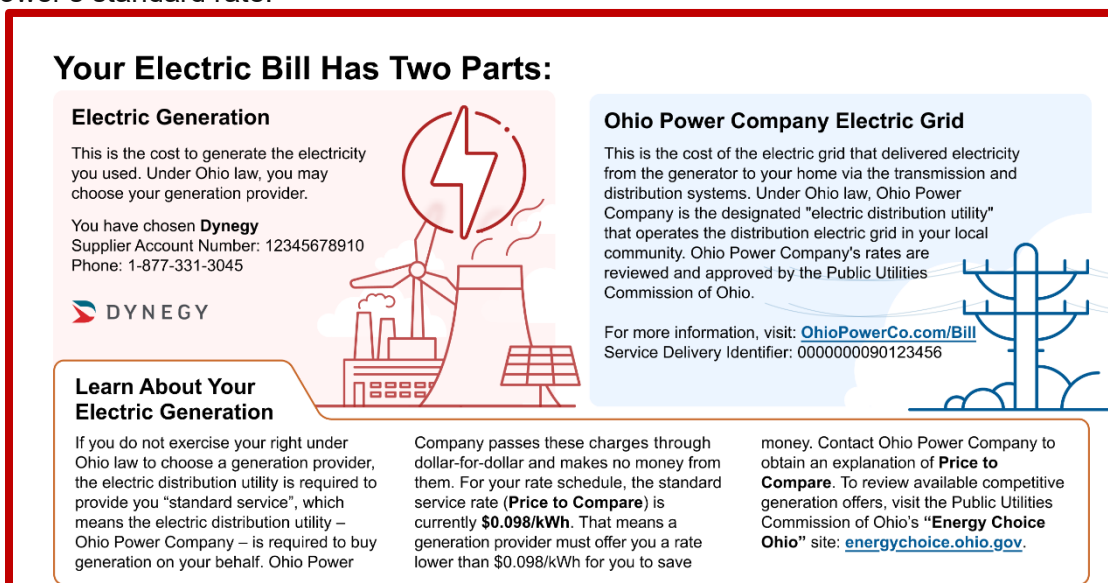
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**OHIO POWER
COMPANY**



(Page one of a sample residential bill for a customer who [shops for their generation.](#))

- **Detailed Explanations of Generation and the Electric Grid:** Transparent definitions of supply and delivery components, including information on competitive generation offers through the Public Utilities Commission of Ohio's (PUCO) Energy Choice Ohio platform compared with Ohio Power's standard rate.



(Page two of a sample residential bill for a customer who shops. Learn more about [electricity aggregation in Ohio.](#))

- **Itemized Statement Page:** A line-by-line breakdown of every charge and fee appears on the final page of the bill.

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**OHIO POWER
COMPANY**

Electric Bill for:
AMELIA FITZGERALD
For service at:
456 ELM ST
CANTON, OH 44701-4401

This Month's Electric Cost

Due July 27, 2025
\$252.98
Account #123-456-789-0-1

Electric Generation
DYNEGY
\$121.03

Electric Grid
OHIO POWER COMPANY
\$131.95

Your Home
Electricity Cost
\$252.98

Your Selected Electric Generation Plan:
Choice
Learn more about your plan and programs at OhioPowerCo.com/MyAccount

Notes From Dynergy
You have chosen **Dynergy** as your electric generation. Dynergy has provided the following messages:
• @@@Your rate change from the last 1-2 billing cycles per your agreement.
• For questions about your electric generation charges please contact Dynergy at 1-877-331-3045.

Meter Reading Details

Dynergy Electric Generation \$121.03
Generation Charges 1245 kWh x \$0.098 /kWh \$121.03
The cost of energy generated to meet your kWh usage. This charge is passed through from your generation provider, and Ohio Power Company makes no profit from it.

Ohio Power Company Electric Grid \$131.95
Fixed Monthly Customer Charge \$13.50 /month \$13.50
The cost to ensure the electric distribution grid functions regardless of the amount of energy you use.
Usage Based Energy Charge 1245 kWh x \$0.0347738 /kWh \$43.29
The cost of the electric distribution grid that delivers power to your home including substations, transformers, poles, wires—and the wages of the crews who build and maintain it.
Electric Grid Base Rates Subtotal \$56.79

Additional bill information will be available at OhioPowerCo.com/Bill starting Oct. 1.

FREQUENTLY ASKED QUESTIONS

When will I see this new bill format?

You'll see this simplified layout starting with your October 2026 billing cycle.

Is this redesigned bill statement format going to increase my bill? Will the name change affect my bill?

No. The bill reformat is strictly an update to make your statement easier to read. It does not raise rates, add fees or change how your energy usage is calculated. The name change also will not change your rates. We have decided to use our legal name to reinforce and underscore our commitment to Ohio and to the communities and people we serve.

Was the redesign approved by the Public Utilities Commission of Ohio (PUCO)?

Yes. The PUCO approved the redesigned monthly bill in April 2026. The goal was to make it easier for customers to see their charges, identify their generation supplier and understand how distribution, transmission and generation costs contribute to their total bill.

Why do I now see a different logo under the "electric generation" portion of my bill?

Under state law, Ohio Power is a distribution-only utility. The company delivers electricity to homes and businesses but does not generate power or profit from generation supplier charges. The updated bill makes your electricity supplier more visible so you can clearly see who supplies your energy and what portion of your bill they're responsible for.

What is Ohio Power doing to help keep bills affordable?

We understand many customers are concerned about rising energy costs. Under state law, Ohio Power is a distribution-only utility. The company delivers electricity to homes and businesses but does not generate power or profit from generation purchased on a customer's behalf. The redesigned bill helps customers better understand who supplies their electricity and how generation, transmission and distribution costs contribute to their total bill. Ohio Power has also implemented policies, including its [data center tariff](#), to help ensure large customers pay for the infrastructure needed to serve them. Ohio Power Company also worked with tech companies to increase grant funding to our Neighbor to Neighbor

AEP Ohio to Operate as Ohio Power Company, Launch Reformatted Bill

Sept. 23, 2026



program, which is available to help people who might be struggling to pay their electric bills. Take a short survey at [OhioPowerCo.com/BillHelp](https://ohiopowerco.com/BillHelp) to find out which assistance programs may be available to you or call our Customer Solutions Center at 800-672-2231 for more information.

Why is the company returning to the Ohio Power Company name?

Returning to the Ohio Power Company name brings greater visibility to the long-standing identity and reflects our commitment to the customers and communities we serve. The name recognizes the strong connection between our company, our employees and the Ohio communities we serve.

BOTTOM LINE

The transition to Ohio Power Company and the redesigned bill reflect Ohio Power Company's commitment to providing customers with clear, transparent information about their electric service and costs. These changes do not affect service, rates, account information or how customers interact with the company. The company's website, [AEPOhio.com](https://aepohio.com), will transition to [OhioPowerCo.com](https://ohiopowerco.com). Visitors to [AEPOhio.com](https://aepohio.com) will be automatically redirected to the new site.