

AEP Ohio Launches New Bill Assistance Tool for Customers

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What You Need to Know

- AEP Ohio launched a new online tool to help customers easily find programs that can help with their electric bill
- Fast, easy survey shows customers personalized recommendations for budgeting tools & assistance programs
- Options shown include average monthly payments, a one-time payment extension, community support & payment plans
- **NEW: Suggested social media posts to share with your audiences are included below**

INTRODUCING A NEW, USER-FRIENDLY BILL ASSISTANCE TOOL

A new electric [bill assistance tool](#) from AEP Ohio helps educate customers about financial and energy-efficiency assistance programs offered by AEP and the state of Ohio. Customers can quickly determine which programs they qualify for by answering a brief, six-question online questionnaire.

Please help us share this new customer resource with your constituents, clients, friends, family members and others to reach those who might need support paying their electric bill. Below are potential messages you can use to share this new tool with your audiences.

ACCESSING & USING THE NEW TOOL

- Visit AEPOhio.com/BillHelp and log into your **AEP Ohio account**.
- Once logged in, you'll be prompted with six questions including:

The screenshot shows a survey interface with three questions:

- Do you own or rent your home?** with radio buttons for "Own" (selected) and "Rent".
- What is your annual household income before taxes?** with a text input field and a "USD" dropdown. A note below states: "This is solely used to determine your eligibility. Rounding income could effect accuracy of program recommendations".
- How many people live in your home?** with a dropdown menu.

HOW IT HELPS CUSTOMERS

After completing the survey, you'll receive a list of programs recommended for your specific situation, in order of the level of assistance they can provide, and details needed to apply.* All responses are confidential and will only be used to recommend your electric bill assistance options.

There are a variety of programs, including:

- **Direct bill credit** to pay down your past due balance.
- **Home weatherization upgrades** to help reduce your electric usage and improve your comfort.
- **Reduced payment programs** to make your electric bill more manageable.

**Some programs included may be administered through federal or state agencies. Customers must work directly with the agency administering the program to confirm eligibility and complete an application or other process. Completing an application does not guarantee the applicant's household will receive assistance.*

SHARING WITH YOUR AUDIENCES: SOCIAL MEDIA MESSAGES

Below are a few simple social media messages if you'd like to share across any of your platforms:

- AEP Ohio has launched a new tool to easily find budgeting and payment assistance programs that might help you and your family. It's fast, easy and could help you discover programs to help pay your electric bill. Log in at AEPOhio.com/BillHelp to get started.
- Need help with your electric bill? AEP Ohio has launched a new tool to help you find programs that may help you and make budgeting easier. Log in at AEPOhio.com/BillHelp to get started with a fast, easy survey.