AEP's 2026 SASB & GRI Standards Report

2026 GRI & SASB Standards Report – Statement of Use

AEP's 2026 GRI & SASB Standards report supplements the Company's Corporate Impact Report, providing a comprehensive view of additional quantitative metrics and qualitative narrative in guidance with the GRI Standards and Electric Utility Sector Supplement, as well as SASB's standards for Electric Utilities & Power Generators. These standards are voluntary reporting frameworks used by organizations around the world as a basis for providing decision-useful, industry-based disclosure on sustainability issues. This report is also in partial alignment with the ISSB S1 Standards: General Requirements for Disclosure of Sustainability-related Financial Information.

Quantitative data and qualitative statements reflect 2025 performance year.

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SASB

Electric Utilities & Power Generators			
Topic	**Index**	**Accounting Metric**	**Response**
Greenhouse Gas Emissions & Energy Resource Planning	**IF-EU-110a.1**	(1) Gross global Scope 1 emissions, percentage covered under (2) emissions-limiting regulations, and (3) emissions-reporting regulations	EEI Investor Sustainability Report 2025 CDP Corporate Questionnaire
	IF-EU-110a.2	Greenhouse gas (GHG) emissions associated with power deliveries	Appendix 1
	IF-EU-110a.3	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	2026 Impact Report (Operational Excellence) 2025 CDP Corporate Questionnaire
Air Quality	**IF-EU120a.1**	Air emissions of the following pollutants: (1) NOx (excluding N2O) (2) SOx, (3) particulate matter (PM10), (4) lead (Pb), and (5) mercury (Hg) Percentage of each in or near areas of dense population	Toxic Release Inventory (TRI) Reporting 2025 CDP Corporate Questionnaire
Water Management	**IF-EU140a.1**	(1) Total water withdrawn (2) Total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Performance Data 2025 CDP Corporate Questionnaire
	IF-EU140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	2026 Impact Report (Water Usage & Management) 2025 CDP Corporate Questionnaire
Coal Ash management	**IF-EU150a.1**	Amount of coal combustion residuals (CCR) generated; percentage recycled	2026 Impact Report (Waste Management Section)
	IF-EU150a.3	Description of coal combustion products (CCPs) management policies and procedures for active and inactive operations	CCR Rule Compliance

Energy Affordability	**IF-EU-240a.1**	Average retail electric rate for (1) residential (2) commercial (3) industrial customers	Retail rates for residential customers can be found on operating company websites. AEP Ohio AEP Texas Appalachian Power Indiana Michigan Power Kentucky Power Public Service Company of Oklahoma Southwestern Electric Power Company
	IF-EU-240a.3	Number of residential customer electric disconnections for non-payment, percentage reconnected within 30 days	Appendix 2
	IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	2026 Impact Report (Customer Service)
Workforce Health and Safety	**IF-EU320a.1**	(1) Total recordable incident rate (TRIR) (2) fatality rate (3) near miss frequency rate (NMFR) for (a) direct employees and (b) contract employees	Performance Data
End-Use Efficiency & Demand	**IF-EU-420a.2**	Percentage of electric load served by smart grid technology	Performance Data
	IF-EU-420a.3	Customer electricity savings from efficiency measures, by market	Performance Data 2026 Impact Report (Customer Service)
Nuclear Safety & Emergency Management	**IF-EU540a.1**	Total number of nuclear power units, broken down by results of most recent independent safety review	AEP has two nuclear power units operating at the Cook Nuclear Plant in Michigan Indiana Michigan Cook Nuclear Plant
	IF-EU540a.2	Description of efforts to manage nuclear safety and emergency preparedness	Cook Nuclear Plant Emergency Plan 2025 Form 10K (PDF pgs. 33-34 & 37)

Grid Resiliency	**IF-EU 550a.1**	Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	See GRI 418-1
	IF-EU-550a.2	(1) System Average Interruption Duration Index (SAIDI) (2) System Average Interruption Frequency Index (SAIFI) (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	Performance Data
Activity Metrics	**IF-EU-000.A**	Number of: (1) residential (2) commercial, (3) industrial customers served	2025 Form 10K
	IF-EU-000.B	Total electricity delivered to: (1) residential (2) commercial (3) industrial (4) all other retail customers (5) wholesale customers	Appendix 3
	IF-EU-000.C	Length of transmission and distribution lines	AEP Facts
	IF-EU-000.D	Total electricity generated, percentage by major energy source, percentage in regulated markets	EEI Investor Sustainability Report
	IF-EU-000.E	Total wholesale electricity purchased	EEI Investor Sustainability Report

GRI

GRI 2: General Disclosures 2021		
Index	**Description**	**Response**
2-1	Organizational details	AEP Facts 2025 Form 10K (PDF pg. 1)
2-2	Entities included in the organization's sustainability reporting	2025 Form 10K (PDF pg. 1)
2-3	Reporting period, frequency and contact point	Page 2 of this report
2-4	Restatements of information	No Significant Restatements
2-6	Activities, value chain and other business relationships	2025 Form 10K
2-7	Employees	Appendix 4
2-8	Workers who are not employees	Business to Business
2-9	Governance structure and composition	Governance
2-10	Nomination and selection of the highest governance body	2026 Proxy Statement
2-11	Chair of the highest governance body	Bill Fehrman: Chair, President, & CEO
2-12	Role of the highest governance body in overseeing the management of impacts	2026 Proxy Statement
2-13	Delegation of responsibility for managing impacts	2026 Proxy Statement
2-14	Role of the highest governance body in sustainability reporting	2026 Proxy Statement
2-15	Conflicts of interest	AEP's Principles of Business Conduct (PDF pg.37)
2-16	Communication of critical concerns	AEP's Principles of Business Conduct (PDF pgs. 41-44)
2-17	Collective knowledge of the highest governance body	2026 Proxy Statement
2-18	Evaluation of the performance of the highest governance body	2026 Proxy Statement
2-19	Remuneration policies	2026 Proxy Statement
2-20	Process to determine remuneration	2026 Proxy Statement
2-21	Annual total compensation ratio	2026 Proxy Statement
2-22	Statement on sustainable development strategy	2026 Impact Report (Operational Excellence & Customer Service)
2-23	Policy commitments	Reports and Policies
2-24	Embedding policy commitments	Appendix 5
2-25	Processes to remediate negative impacts	2026 Impact Report
2-26	Mechanisms for seeking advice and raising concerns	AEP's Principles of Business Conduct (PDF Pgs. 41-44)
2-27	Compliance with laws and regulations	2025 Form 10K
2-28	Membership associations	Political Engagement
2-29	Approach to stakeholder engagement	2026 Impact Report (Customer Service)
2-30	Collective bargaining agreements	AEP's Human Rights Policy

GRI 3: Material Topics 2021		
Index	**Description**	**Response**
3-1	Process to determine material topics	2026 Impact Report 2025 Form 10K
3-2	List of material topics	2026 Impact Report 2025 Form 10K
3-3	Management of material topics	2026 Impact Report 2026 Proxy Statement

GRI 101: Biodiversity 2024		
Index	**Description**	**Response**
101-2	Management of Biodiversity Impacts	Appendix 6 Appendix 7 Appendix 8
101-4	Identification of Biodiversity Impacts	Appendix 9
101-5	Locations with Biodiversity Impacts	Appendix 6 Appendix 8 Appendix 9

GRI 102: Climate Change 2025		
Index	**Description**	**Response**
102-1	Transition Plan for Climate Change Mitigation	2025 CDP Corporate Questionnaire
102-2	Climate Change Adaptation Plan	2025 CDP Corporate Questionnaire
102-4	GHG Emissions Reduction Targets & Progress	2026 Impact Report (Operational Excellence) 2025 CDP Corporate Questionnaire
102-5	Scope 1 GHG Emissions	EEI Investor Sustainability Report
102-6	Scope 2 GHG Emissions	EEI Investor Sustainability Report
102-7	Scope 3 GHG Emissions	EEI Investor Sustainability Report
102-8	GHG Emissions Intensity	EEI Investor Sustainability Report

GRI 103: Energy 2025		
Index	**Description**	**Response**
103-2	Energy Consumption & Self-Generation within the Organization	EEI Investor Sustainability Report
103-4	Energy Intensity	Performance Data
103-5	Reduction in Energy Consumption	Performance Data

GRI 201: Economic Performance 2016		
Index	**Description**	**Response**
201-1	Direct Economic Value Generated and Distributed	Appendix 10
201-2	Financial Implications and Other Risks and Opportunities Due To Climate Change	2026 Impact Report (Operational Excellence) 2025 CDP Corporate Questionnaire 2025 Form 10K
201-3	Defined Benefit Plan Obligations and Other Retirement Plans	Benefits at AEP

GRI 203: Indirect Economic Impact 2016		
Index	**Description**	**Response**
203-1	Infrastructure Investments and Services Supported	2026 Impact Report (Operational Excellence & Customer Service)
203-2	Significant Indirect Economic Impacts	Appendix 10

GRI 204: Procurement Practices 2016		
Index	**Description**	**Response**
204-1	Proportion Of Spending on Local Suppliers	Performance Data

GRI 205: Anti-Corruption 2016		
Index	**Description**	**Response**
205-1	Operations Assessed for Risks Related to Corruption	AEP's Principles of Business Conduct
205-2	Communication and Training about Anti-Corruption Policies and Procedures	AEP's Principles of Business Conduct

GRI 206: Anti-Competitive Behavior 2016		
Index	**Description**	**Response**
206-1	Legal Actions for Anti-Competitive Behavior, Anti-trust, and Monopoly Practices	2025 Form 10K (PDF pg. 69)

GRI 207: Tax 2019		
Index	**Description**	**Response**
207-1	Approach to Tax	2025 Form 10K

GRI 301: Materials 2016		
Index	**Description**	**Response**
301-1	Materials Used by Weight or Volume	Performance Data

GRI 303: Water and Effluents 2018		
Index	**Description**	**Response**
303-1	Interactions with water as a shared source	2025 CDP Corporate Questionnaire
303-2	Management of water discharge-related impacts	2025 CDP Corporate Questionnaire
303-3	Water Withdrawal	Performance Data
303-4	Water Discharge	Performance Data
303-5	Water Consumption	Performance Data

GRI 306: Waste 2020		
Index	**Description**	**Response**
306-3	Waste Generated	2026 Impact Report (Waste Management)
306-4	Waste Diverted from Disposal	Performance Data
306-5	Waste Directed to Disposal	Performance Data

GRI 401: Employment 2016		
Index	**Description**	**Response**
401-1	New Employee Hires and Employee Turnover	Performance Data
401-2	Benefits Provided to Full-Time Employees that are Not Provided to Temporary or Part-Time Employees	AEP Benefits
401-3	Parental Leave	Appendix 11

GRI 403: Occupational Health and Safety 2018		
Index	**Description**	**Response**
403-8	Workers Covered by an Occupational Health and Safety Management System	2026 Impact Report (Safety & Health)
403-9	Work-Related Injuries	Performance Data

GRI 404: Training and Education 2016		
Index	**Description**	**Response**
404-1	Average Hours of Training Per Year Per Employee	Performance Data
404-2	Programs for Upgrading Employee Skills and Transition Assistance Programs	2026 Impact Report (Workforce Planning & Development)
404-3	Percentage of Employees Receiving Regular Performance and Career Development Reviews	Performance Data

GRI 405: Diversity and Equal Opportunity 2016		
Index	**Description**	**Response**
405-1	Diversity of Governance Bodies and Employees	Board of Directors Appendix 4

GRI 406: Non-Discrimination 2016		
Index	**Description**	**Response**
406-1	Incidents of Discrimination and Corrective Actions Taken	Appendix 12

GRI 407: Freedom of Association and Collective Bargaining 2016		
Index	**Description**	**Response**
407-1	Operations and Suppliers in which the Right to Freedom of Association and Collective Bargaining May Be at Risk	AEP's Human Rights Policy AEP's Supplier Code of Conduct

GRI 410: Security Practices 2016		
Index	**Description**	**Response**
410-1	Security Personnel Trained in Human Rights Policies or Procedures	AEP's Principles of Business Conduct

GRI 413: Local Communities		
Index	**Description**	**Response**
413-1	Operations with Local Community Engagement, Impact Assessments, and Development Programs	2026 Impact Report (Customer Service & Workforce Planning & Development)

GRI 415: Public Policy 2016		
Index	**Description**	**Response**
415-1	Political Contribution	Political Engagement & Lobbying at AEP

GRI 418: Customer Privacy 2016		
Index	**Description**	**Response**
418-1	Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data	AEP has not had substantiated complaints concerning breaches, nor experienced incidents of loss, regarding customer or consumer data resulting from a cyber incident within the AEP Network in 2025. Also, AEP continues to work with our third-party vendors to ensure that best practices around data protection are performed. AEP Customer Privacy Policy

Electric Utility Sector Disclosure		
Index	**Description**	**Response**
GRI EU1	Installed Capacity	EEI Investor Sustainability Report
GRI EU2	Net Energy Output	EEI Investor Sustainability Report
GRI EU3	Number of Customer Accounts	2025 Form 10K
GRI EU4	Length of Electrical Lines	AEP Facts
EU-MA EU-DMA	Aspect: Availability and Reliability	2026 Impact Report (Operational Excellence & Customer Service)
GRI EU 10	Planned Capacity	2026 Impact Report (Operational Excellence & Customer Service)
EU-MA EU-DMA	Aspect: Demand-Side Management	2026 Impact Report (Customer Service)
EU-MA EU-DMA	Aspect: Plant Decommissioning	2026 Impact Report (Operational Excellence)
EU-MA EU-DMA	Aspect: Materials	2026 Impact Report (Waste Management)
GRI EU 12	Total Distribution and Transmission Losses	Appendix 13
GRI EU 13	Biodiversity Offset Habitats	Appendix 6 Appendix 8
GRI EU 15	Employees Eligible to Retire	Performance Data
GRI EU 22	Population Displacement and Compensation	Appendix 14
EU-MA EU-DMA	Aspect: Disaster/Emergency Planning and Response	2026 Impact Report (Operational Excellence) Cook Nuclear Plant
EU-MA EU-DMA	Aspect: Access	2026 Impact Report (Customer Service) 2025 Form 10K
GRI EU 27	Disconnections for Non-Payment	Appendix 2
GRI EU 28	Power Outage Frequency	Performance Data
GRI EU 29	Average Power Outage Duration	Performance Data
EU-MA EU-DMA	Aspect: Provision of Information	Appendix 15

Report Appendix

Appendix 1: Greenhouse gas (GHG) emissions associated with power deliveries

Electric Company	State	CO_2 Lbs./MWh
AEP (Parent Company)[1]	--	1,135.9
AEP Ohio[2]	OH	906.8
Appalachian Power[3]	VA/WV	1,431.2
Indiana Michigan Power[4 and 5]	IN/MI	661.7
Kingsport Power	TN	898.1
Wheeling Power	WV	1,300.5
Public Service Company of Oklahoma[6]	OK	902.7
Southwestern Electric Power Company[7]	AR/LA/TX	1,539.3
Kentucky Power	KY	1,350.9

Notes:
- Rates shown are in CO2 Lbs./MWh not CO2e Lbs./MWh
- Rates shown are equivalent to EEI Resource Mix Residual Rates
- Competitive Businesses not included.

1. Includes Energy Furnished Without Charge in Electricity Delivered from Purchased Power (Power purchased directly by customers from other providers)
2. AEP Ohio Purchased generation is to service Ohio Customers that have not chosen an alternative supplier. MWh's and Emission rates effected by REC activity
3. APCO had Specified Products. MWh's and Emission rates effected by REC activity
4. I&M data includes their 100% of Rockport 1 only
5. I&M had Specified Products. MWh's and Emission rates effected by EFEC and REC activity
6. PSO had Specified Products. MWh's and Emission rates effected by REC activity
7. SWEPCO had Specified Products. MWh's and Emission rates effected by REC activity

Appendix 2: Residential Customer Disconnections for Non-Payment

Metric Description	2025	2024	2023
Total Number of Customer Disconnects (all classes)	635,807	590,822	570,175
Total Number of Reconnects within 7 days (all class)	529,953	488,079	474,488
Residential Reconnects within 7 Days	506,579	467,165	456,065
Total Number of Residential Customer Disconnects	604,849	562,615	555,999

Appendix 3: Total electricity delivered

Customer Type	Vertically Integrated and Transmission and Distribution Utilities Total (Millions of KWhs)
Residential	59,281
Commercial	72,482
Industrial	61,591
Other	2,985
Total Retail	**196,339**
Wholesale	18,289
Total KWhs	**214,628**

Appendix 4: Information on Employees and Other Workers

2024 EEO-1 Report (summary data):

JOB CATEGORIES	Race/Ethnicity																							Row Total
	Hispanic or Latino			Not Hispanic or Latino																				
				Male							Female							Not Specified						
	Male	Female	Not Specified	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Two or More Races	Not Specified	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Two or More Races	Not Specified	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	American Indian or Alaska Native	Two or More Races	Not Specified	
Executive/Senior Level Officials and Managers	10	2	0	151	6	6	0	1	1	5	47	3	1	0	1	1	0	0	0	0	0	0	0	235
First/Mid-Level Officials and Managers	139	16	0	1789	68	35	0	37	28	21	341	33	19	0	8	10	3	0	0	0	0	0	1	2548
Professionals	376	141	2	3452	265	270	1	64	103	116	1310	191	115	0	37	43	29	1	0	0	0	0	13	6529
Technicians	150	16	0	1010	64	12	1	28	28	33	111	9	5	0	3	3	3	4	2	0	0	0	4	1486
Sales Workers	0	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	4
Administrative Support Workers	12	119	0	113	32	2	0	4	10	7	551	199	6	0	22	35	19	1	0	0	0	0	10	1142
Craft Workers	623	11	0	3860	153	3	3	118	80	54	95	15	0	0	0	1	1	0	0	0	0	0	8	5025
Operatives	125	4	0	359	23	4	1	10	7	7	12	2	0	0	0	0	0	0	0	0	0	1	6	561
Laborers and Helpers	0	0	0	20	2	1	0	0	0	2	4	0	0	0	0	0	0	0	0	0	0	0	0	29
Service Workers	0	0	0	0	0	0	0	0	0	1	9	0	0	0	0	0	0	0	0	0	0	0	0	10
Not Specified	0	0	0	9	2	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	12
CURRENT 2025 REPORTING YEAR TOTAL	1435	309	2	10763	615	333	6	262	257	246	2484	452	146	0	71	94	55	6	2	0	0	1	0	42	17581

Notes:

1. Data as of Dec. 31, 2025

Appendix 5: Embedding Policy Commitments

Supplier Commitments:

AEP has general contract language requiring adherence to all laws and regulations in its standard terms and conditions. In addition, contracts for all major construction contractors supporting Transmission projects and Generation projects include a Contractor Environmental Requirements Document (CERD) to which the contractor must adhere. Distribution Procurement includes the CERD in all new applicable construction contracts. This document is a supplement to AEP's standard terms and conditions. Transmission contractors are also required to view an environmental orientation video ahead of working on a project site and annually thereafter. Based on the type of work performed, some contractors and consultants must also undergo an assessment of their environmental skills, experience and qualifications before being approved to perform environmental-related scope. For contracts supporting projects and other generation work, contractors are also required under the CERD to participate in a site-specific Environmental Work Compliance Assessment at the project or facility level.

Appendix 6: Operational Sites Owned, Leased, Managed in, or Adjacent to, Protected Areas and Areas of High Biodiversity Value Outside Protected Areas

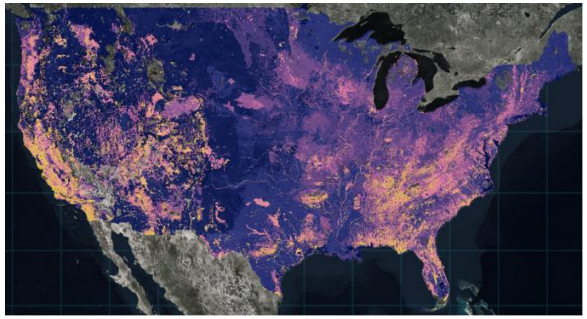
AEP owns, leases, or manages land around its power generating and transmission facilities. This includes power plant sites, office buildings, substations, transmission and distribution lines right-of-way, as well as coal fields yet to be mined, lands that have been mined, residential structures, river access points and various other sites.

Land owned near the power plants directly supports the generation of electricity, serves as a buffer to these operations, and is often leased for agriculture. AEP also operates electric transmission and distribution lines throughout its service territories in Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, West Virginia, and Virginia. Of AEP's more than 40,000-mile transmission network, less than 3 percent (approx.) traverse federal or state lands. While many of the properties through which these lines cross have no special designation, some of them are protected for their ecological value.

As we build and maintain new and existing infrastructure, we are mindful of the potential impacts we may have on wildlife or habitats. This includes species protected under the Endangered Species Act and other legislation. We remain committed to following all federal, state and local environmental regulations and practicing environmental stewardship where possible when siting, constructing and operating our assets.

When assessing properties for areas of high biodiversity, we utilize several sources of information. These include the Nature Serve Map of Biodiversity Importance, which uses outputs from habitat suitability models of the most imperiled species in the lower 48 United States. The inputs include habitat models for species listed as endangered or threatened under the Endangered Species Act or those that have

been identified by NatureServe as critically imperiled (Global Conservation Status of “G1”) or imperiled (“G2”). An example map is provided below. Areas of high biodiversity are indicated by yellow and orange, while lower biodiversity is indicated by dark purple and blue.



When assessing government lands for new installations, we define protected or areas with potential high biodiversity as National Wildlife Refuges, National Forests, National Parks, National Grasslands, Bureau of Land Management, National Recreational Lands, National Monuments, National Register of Historic Places, National Cemeteries, National Scenic Rivers, State Forests, State Parks, State Nature Preserves, State Wildlife Management Areas, State Scenic Rivers, and Tribal lands.

Some company properties are located near or adjacent to protected areas or areas of high biodiversity value. These areas are designed, regulated or managed to achieve specific conservation objectives, are recognized for important biodiversity features, are a priority for conservation, or have been identified as areas of high biodiversity value.

When environmentally sensitive areas are encountered, we utilize a variety of practices. Our first response is to avoid the areas, minimize any unavoidable impacts, and to mitigate those impacts that do occur. One way we are addressing environmental and biodiversity impacts is by working with the US Fish & Wildlife Service (USFWS) to develop a Habitat Conservation Plan in an effort to obtain an Incidental Take Permit (ITP), which allows for limited and unintentional take of certain endangered or threatened species during the construction of transmission projects. We have also voluntarily adopted a system-wide Avian Protection Plan to mitigate avian mortality, bird-related power outages, and other risks associated with bird interactions with our transmission and distribution assets. In addition, we have participated in a variety of research projects with the Electric Power Research Institute to support research on how utilities can assist with protecting biodiversity. For more information about how we operate in protected areas or areas of high biodiversity, please refer to the biodiversity section of our 2026 Impact Report.

Source Information - ArcGIS and Esri mapping tools; NatureServe and state Natural Heritage Programs (The Map of Biodiversity Importance [esri.com])

Appendix 7: Habitats Protected or Restored

AEP works in partnership with various community groups, conservation organizations, and environmental agencies to preserve, restore, and enhance existing habitats. This work encompasses many activities, including the reforestation and reclamation of former mine sites, the restoration of impacted wetlands and river corridors, the protection of unique habitats, the enhancement of wildlife areas and reservoirs, the management of tree plantations to encourage wildlife, and the establishment of pollinator habitat. The following habitat protection and restoration examples are split between those required by law and those that were done on a voluntary basis. The acreage values are current as of the year-end 2025.

Required by Regulation

Wetland/Stream and Habitat Mitigations

Wetland, stream, and/or habitat mitigations involve setting aside sensitive habitats to replace those that were unavoidably lost due to the construction of AEP facilities. These mitigation projects have been approved by the Corps of Engineers, the U.S. Fish and Wildlife Service, and/or state environmental agencies. Over the past several years, AEP has established approximately 2,700 acres for mitigation purposes, mostly at steam electric, transmission, and hydroelectric projects (see Table below).

In 2019, we began implementing a Habitat Conservation Plan (HCP) across several transmission regions for the American burying beetle, an endangered insect with habitats across several of our service territories. This multi-year HCP has allowed us to use pre-approved practices through a regional, programmatic approach to minimize impacts to the beetle and its habitat, and to encourage its recovery. The HCP covers portions of Arkansas, Oklahoma and northern Texas where AEP currently has operations or the potential for future development. As of 2025, 581 acres have been set aside to protect the beetle.

Protected Shorelines

Hydroelectric project reservoirs in western Virginia often include important resources that are of value to the local communities and need to be protected. These resources include recreational opportunities, scenic beauty, outstanding water quality, fish and wildlife habitat, and wetlands. As part of the FERC requirements for three hydroelectric projects, AEP has agreed to protect 118 miles of shoreline habitat (431 acres to provide these resources.

Enhanced Reservoirs

AEP has enhanced nearly 6,300 acres of company-managed reservoirs (see Table below). In compliance with the requirements of FERC license renewals, wildlife management plans have been negotiated at many hydroelectric projects, which require the installation and monitoring of duck boxes and nesting structures within the pools above each dam. These activities support ducks, bluebirds, purple martins, kestrels, owls, ospreys and bald eagles. Work is also done to improve the sport fishing opportunities in the reservoirs upstream of the projects. Efforts include the construction of bush pile fish attractors in the river pools and fish stocking.

Voluntary Protections and Donations

Conservation Areas

Over 100,000 acres (101,812) have been set aside as part of AEP's corporate stewardship program to protect unique habitats (see Table below). These include areas such as the Nipissing Dune Trail at the Cook Energy Information Center, a 70-acre nature preserve to protect the Kentucky silver bell, a rare tree species near the AEP Cook Coal Terminal in southern Illinois, and the eagle watch pavilion at the Flint Creek Plant in northwest Arkansas.

In 2025, our environmental stewardship efforts at the Flint Creek Power Plant received a Wildlife Habitat Council (WHC) Conservation Certification. The designation recognizes the plant's habitat enhancement programs, including tallgrass prairie restoration, nesting boxes and other bird habitat improvement, pollinator garden landscapes, restoration of native plant species, and environmental awareness education. The Flint Creek Power Plant has approximately 700 acres designated as wildlife habitat and is home to the 65-acre Eagle Watch and Nature Trail, which includes a half-mile walking trail and wildlife-viewing pavilions, all open to the public. The facility is also home to a pollinator garden, prairie restoration efforts and many environmental educational events, all of which are voluntarily hosted by plant employees.

Wildlife Management Areas

Nearly 74,500 acres, including properties that have been set aside as wildlife management areas at the retired Conesville, Breed, and Poston Plants, are currently managed for the support of hunting, fishing and wildlife. Donations have also been made to state wildlife management areas in Ohio to allow for the expansion of land holdings (see Table below). More recently, lands of the former AEP ReCreation Land property were sold to the ODNR to create the Appalachian Hills Wildlife Area. This 54,525-acre formerly strip-mined property has been restored and now supports many species of wildlife, including deer, rabbit, turkey, mourning dove, squirrel, and grouse, which are the principal game species. The area is also becoming increasingly popular as a bird watching destination. Many bird species, some rare, are found throughout the unique grassland/brushland landscape. Largemouth bass and bluegill are the predominant species of fish in the local ponds and wetlands.

Enhanced Reservoirs

The Southwestern Electric Power Company, a subsidiary of AEP, has been involved in the creation of fish habitat in two SWEPCO power plant reservoirs (Welsh and Pirkey), resulting in nearly 2,400 acres of enhanced fish habitat. This work included the installation of wood duck nesting boxes and other habitat enhancements. In 2023, Pirkey Plant ceased coal combustion and management of the power plant reservoir.

Reforestation/Mine Reclamation and Forest Management

AEP's commitment to trees and forest preservation is strong. For many decades AEP has had a cooperative agreement with the ODNR, allowing citizens to use AEP's ReCreation Lands, Ohio land that was once surface mined for coal, which has been ecologically reclaimed as outdoor recreation area for the public to enjoy for public use. With electric market deregulation in Ohio and the reduction of coal mining in this area, AEP no longer has a future business need for this land. On July 17, 2018, AEP completed the sale of a significant portion of the land to create a new state park named in honor of Jesse Owens, turning it over to the State of Ohio. The Jesse Owens State Park and Wildlife Area is now one of the

State’s largest parks, attracting hundreds of thousands of visitors each year for fishing, canoeing, hiking, camping and other outdoor activities. The transfer of land to the ODNR has continued, providing long-term protection for ecologically reclaimed Ohio land that was once surface-mined for coal.

AEP has a long history of supporting the establishment of tree plantations by providing and planting trees on company, government-owned, not-for-profit, and private properties. The government-owned and not-for-profit properties are "protected, restored and managed," while the private properties are considered to be “restored.” A total of approximately 63 million trees have been planted over the past several decades.

AEP has thousands of acres of forestland under forest management. The primary focus of this program is to maintain the long-term productivity of existing forest assets by following a management philosophy of sustainable forestry on property that will remain in forest cover for the foreseeable future. This is accomplished by providing guidance, direction, coordination and oversight of all company forest management activities. The forest resource is maintained in a steady state by balancing forest growth with timber harvests. The AEP Forest Management Program is committed to sustained production of renewable forest products under a multiple use management approach. Sustainable forestry means managing forests to meet the needs of the present without compromising the ability of future generations to meet their own needs by practicing a land stewardship ethic. This integrates the reforestation, management, growth, nurturing and harvesting of trees for useful products while conserving soil, air and water quality, wildlife habitat, aesthetics and recreational uses.

Habitat Protected or Restored

Habitat Restored, Protected or Enhanced	Reason for Protection/Restoration	Habitat Acreage	Habitat Designation/Use	Habitat characteristics
Required by Regulation				
Habitat Mitigations	Corp. permits, USFWS HCP requirements	2,249	Stream watersheds, American burying beetle habitat	Grasslands, upland forests
Wetland/Stream Mitigations	Corp. permits, FERC requirements	464	wetland/stream mitigation	wetlands, shorelines, streams
NSR Conservation Areas	Consent Decree	21,072	conservation and recreation areas	forests, prairies, grass lands, marine wetlands and forests, lake dunes, stream and river corridors, bird habitat
Protected Shorelines	FERC requirement	431	resource protection area	Wetlands, streams, fish and wildlife habitat
Enhanced Reservoirs	FERC requirement	6,294	enhanced reservoir, recreation	duck boxes, nesting structures, salmon fishery, vegetation control, fish habitat
Pollinator Habitat	Mitigations	107	prairie re-vegetation	Prairie and pollinator habitat
Voluntary Protections and Donations				
Conservation Areas	Corporate stewardship	101,812	enhanced habitats, wildlife refuge	bird, forest and prairie habitat, wetlands, dunes
Conservation Stream	Corporate stewardship	12	conservation area	stream headwaters
Wildlife Management Areas	Corporate stewardship	74,401	hunting/fishing	wildlife/forest habitat
Enhanced Reservoirs	Corporate stewardship	2,398	enhanced reservoir, recreation	fish habitat
Reclaimed Forests	Reforestation/mine reclamation	78,344	tree plantation, recreation	wildlife/forest habitat
Pollinator Habitat	Corp stewardship, research, demonstrations	1,033	ROW, wind, solar or other infrastructure re-vegetation	Prairie and pollinator habitat

Source Information - AEP ReCreation Land records; AEP report, “Beyond Environmental Compliance,” AEP System Environmental Performance reports; WERS staff records; AEP Wildlife Habitat Council Certification records

Appendix 8: IUCN Red List Species and National Conservation List Species with Habitats in Areas Affected by Operations

In lieu of the IUCN Red List, AEP has created a list of federally threatened and endangered species that may be present near company facilities. A report provided by NatureServe (2015) was used as the initial basis for this response. This report provides a summary of priority, at-risk species in proximity to power plants and transmission lines managed by American Electric Power (AEP).

"At-risk" species are defined as those that are either federally listed, are candidate, proposed or petitioned for listing under the U.S. Endangered Species Act (ESA), and/or are globally ranked by NatureServe as Critically Imperiled (G1/T1) or Imperiled (G2/T2). The NatureServe analysis used Platt's spatial data of power plants and transmission lines (>69kV) and identified species within three miles of the company's electric power infrastructure.

AEP also conducts its own analysis on the occurrence of protected species on a project-specific and company-wide basis. For example, AEP now notes the occurrence of two additional species within its service territory that have both been recently designated for listing (Monarch butterfly), or possible listing (American bumble bee). Excluding state-listed species, a total of 116 endangered, threatened, petitioned or candidate species are likely to be present within a 3-mile buffer of an AEP power plant or transmission line (see Table below).

Taxonomic Group	**Number of Species**
Freshwater mussels	37
Fish	13
Bats	7
Birds	10
Mammals (excluding bats)	4
Flowering plants	23
Insects	9
Reptiles	7
Snails	1
Crustacea	3
Total number of species	**116**

AEP continues to implement a Habitat Conservation Plan (HCP) for the American Burying Beetle (ABB) that was finalized in 2019. This beetle was downlisted from endangered to threatened in 2020. The HCP is a mechanism by which AEP can comply with the ESA. The HCP deals with potential impacts from our transmission and distribution operations, maintenance, and construction activities over the next 30 years. The

federal permit associated with the HCP will help AEP continue to operate efficiently to provide safe and reliable electricity to meet the energy needs of our customers, while assisting in the conservation of the ABB and its habitat.

AEP is also working with USFWS on a 30-year system-wide, programmatic HCP dealing with ten other species potentially affected by the Company's transmission construction activities, including the federally endangered Indiana bat, whooping crane, red-cockaded woodpecker, golden-cheeked warbler, eastern massasauga rattlesnake, mitchell's satyr butterfly, and rusty patched bumble bee. As part of this HCP, AEP is also incorporating coverage of three additional bat species including the Little Brown bat (under federal review), federally proposed tricolored bat, and federally-endangered Northern long-eared bat. This HCP is still in the drafting stage and is anticipated to bring tangible benefits to the covered bat, bird, and other terrestrial species in all eleven states in which AEP traditionally operates.

On December 12, 2024, the U. S. Fish and Wildlife Service (the Service) proposed to list the monarch butterfly as threatened with species-specific protections and flexibilities to encourage conservation under section 4(d) of the Endangered Species Act. The proposed "threatened" status would provide protection to monarchs and their critical habitats, while the 4(d) rule is designed to encourage conservation efforts with flexibility and exemption for certain practices and land uses. During the summer, monarchs are found throughout the United States, particularly in areas where milkweed, their host plant, is available. Each year, monarchs undertake a multi-generational migration of thousands of miles to and from overwintering and breeding areas. These areas significantly overlap AEP's generation and transmission network.

Of the seven insect species within AEP's operating territories that are listed as a candidate, threatened, or endangered species, six are considered to be a pollinator species or species which help move pollen between flowers. Pollinators provide vital support to our natural ecosystems, including food production. At AEP, we are taking multiple measures to protect pollinators and promote their well-being.

We also work to raise awareness about the importance of pollinators to our employees and communities. Through social media and other interactive communications, we share information about the role of pollinators in plant fertilization and AEP's efforts to facilitate pollinator population growth through vegetation management.

Source Information – Nature Serve. 2015. American Electric Power: Species Prioritization Brief. Prepared by NatureServe for the Electric Power Research Institute, April 14, 2015; Environmental Law Institute, et al. 2011. A practitioner's handbook: Optimizing conservation and improving mitigation through the use of progressive approaches. Presented by Cambridge Systematics to the National Cooperative Highway Research Program Project 25-25, Task 67; Brown, J.W. 2006. "Eco-Logical: An ecosystem approach to developing infrastructure projects." Cambridge, Massachusetts: U.S. Department of Transportation.

Appendix 9: Significant Impacts of Activities, Products, and Services on Biodiversity

Impacts of Power Plant and Transmission Line Construction

The construction of power plants and their associated infrastructure can result in the loss of wetland and riparian areas as well as biodiversity. The construction of new transmission lines can have similar impacts. However, these losses are permitted under the Corps of Engineers' 404 (or state equivalent) program and mitigated by the company as required, often on a two to one, three to one, or higher basis.

With the magnitude of our construction activities, it is conceivable that we will encounter or potentially have an impact on a range of species. Impacts to threatened or endangered species habitat are avoided, but if they must occur, they are mitigated through in lieu fees to regulatory agencies, the conservation of mitigation habitat, or habitat conservation through Habitat Conservation Plans (HCPs), as administered by the U.S. Fish and Wildlife Service.

In 2019, we received an Incidental Take Permit (ITP) and began implementing an approved HCP across portions of three states for the American burying beetle (ABB). At the time the ITP was issued, the ABB was listed as endangered; however, in 2020 the listing was downgraded to threatened. Even amid ongoing litigation with the downgrade of the ABB listing, AEP remains committed to the continued use of the 30-year ITP/HCP, which allows the use of pre-approved practices through a regional, programmatic approach to minimize impacts to the beetle and its habitat and to encourage its recovery. The HCP covers portions of Arkansas, Oklahoma and northern Texas where we currently have operations or the potential for future development.

In August 2021, AEP was awarded a federal grant from the U.S. Fish and Wildlife Service's Cooperative Endangered Species Conservation Fund to support the development of a multi-species HCP that will apply to our entire transmission system for 30 years. This HCP is important because it will not only protect the covered species but will also generate cost and time savings for AEP and our customers.

Administered by the USFWS, the HCP will enable transmission construction activities that could impact listed species, such as the Indiana bat, to proceed without case-by-case agency consultation, if the practices and mitigation methods described in the plan are followed. The plan will cover transmission-related construction activities in our 11 regulated states.

This HCP is notably the largest effort of its kind that focuses on industry best practices and defines actions needed to fulfill the requirements of the Endangered Species Act. We are also working closely with wildlife protection agencies in each of our states to ensure the HCP is consistent with their goals and regulations and covers the species affected by our work.

Hydroelectric Generation

AEP operates several hydroelectric projects that are adjacent to or contain areas of high biodiversity. The potential impacts of these facilities include alteration of stream and wetland areas by inundation, fluctuation of river flows and reservoir levels, blockage of upstream and downstream fish movement, and turbine-induced mortality. The alteration of river and stream flow regimes as a result of dam operation can make otherwise suitable riverine habitat unfit for aquatic invertebrates, fish, amphibians, and other riparian-dependent species. Fluctuating stream flows and water levels can also reduce the area suitable for fish spawning and can subject fish eggs to dehydration.

The blockage of both upstream and downstream fish movement by dams, diversion structures, turbines, spillways, and waterways can affect fish populations. Organisms passing over dam spillways or through hydroelectric turbines can be injured by strikes or impacts with solid objects, rapid pressure changes, abrasion with rough structures and the shearing effects of turbulent water. In addition, fish that pass through trash racks and into turbines become susceptible to turbine-induced mortality. Based on entrainment and impingement studies conducted at some of our hydroelectric facilities, aquatic mortality is low; however, at other hydro facilities, mitigation was necessary.

While there are many potential hydroelectric environmental impacts, all of these are assessed and if necessary, mitigated during the FERC Licensing process. Every AEP hydroelectric project required to conduct FERC licensing has successfully completed this process.

Impacts of Wind Generation

AEP owns and operates wind facilities that have the potential to impact avian species. Bats are another species susceptible to impacts from wind facilities. To minimize and/or mitigate potential adverse impacts, wind facilities have been sited, constructed and are operated in accordance with the U.S. Fish and Wildlife Service's Land-based Wind Energy Guidelines.

Cooling Water Intake (Impingement and Entrainment) Impacts on Biodiversity

At AEP's generating facilities that utilize a once-through cooling water heat transfer system, large quantities of water are withdrawn from large rivers, man-made impoundments, or (in the case of D.C. Cook Plant), from adjacent Lake Michigan. The potential impacts on local biodiversity are impingement (fish irreversibly contacted upon intake screens) and entrainment (the passage of small fish and fish eggs through the condenser cooling system. Section 316(b) of the Clean Water Act requires that the placement and operation of cooling water intake systems meet Best Technology Available for minimizing adverse environmental impact (often interpreted to be synonymous with the most cost-effective means of minimizing fish entrainment and impingement).

As an outcome of the final 316(b) and other rulemakings, AEP has closed several once-through cooled facilities and may be required to retrofit improved fish protection equipment at the remaining once-through cooled facilities. Such changes will lower the rates of impingement and/or entrainment of vulnerable fish species.

Source Information - FERC hydro relicensing studies; AEP Avian Protection Program. Cooling water intake impacts determined from plant 316(b) studies; 2021 AEP Climate Change Analysis Report.

Appendix 10: Direct Economic Value Generated and Distributed and Significant Indirect Economic Impacts

AEP's employment presence within the United States creates economic impact within the various regions. AEP had 17,283 employees as of December 31, 2025. The number of employees created or supported an additional 22,208 indirect jobs and 26,896 induced jobs. The total job effect of AEP is 66,386. These jobs were accompanied by $8,031 million dollars labor income and through AEP activities had a gross regional product impact of $25,761 million dollars.

AEP Economic Impacts				
Impact	**Employment**	**Labor Income**	**Value Added**	**Output**
Direct	17,283	$3,255,940,629	$12,295,199,134	$29,039,818,932
Indirect	22,208	$3,146,976,878	$10,326,202,111	$20,551,560,027
Induced	26,896	$1,628,245,794	$3,140,352,832	$5,241,225,267
Total	**66,386**	**$8,031,163,302**	**$25,761,754,077**	**$54,832,604,226**

Appendix 11: Number and retention rates of employees entitled to, that took, and that returned to work from parental leave

The Parental Leave Program offers six weeks (240 hours) of paid time off within a "rolling" 12-month period (approximately one year) to eligible fathers, mothers, domestic partners, and adoptive parents who wish to take time off to care for a newborn or newly adopted child or provide support for their family following birth or adoption. While on paid parental leave, the employee will receive 100% of pay, up to a maximum of six weeks (240 hours). Paid parental leave is limited to once every rolling 12 months. FMLA will run concurrent with the use of paid parental leave.

Full-time employees actively at work at the time of birth/adoption, and at the time leave is requested and taken, are eligible for paid parental leave. If the birthing parent is an AEP employee, time off in connection with the birth of the child is covered under both Paid Maternity Leave (AEP's Maternity Leave provides for a standard paid leave period of six weeks of pay for childbirth and recovery immediately thereafter; this benefit stands independent of AEP's sick pay plan. While on maternity leave, employees receive 100% of their pay, up to a maximum of six weeks (240 hours)) and Paid Parental Leave. Paid Parental Leave is a separate benefit that may be used in addition to Paid Maternity Leave, subject to the guidelines below.

Paid Parental Leave is automatically approved if taken within two-weeks post-birth (or conclusion of Paid Maternity Leave) and if taken in a single block of time. Intermittent leave may be approved but must be mutually agreed upon by the supervisor and the employee and must be documented on the Parental Leave Documentation form. Intermittent leave must be taken in increments of no less than one full scheduled workday. Barring a mutually agreed upon intermittent leave arrangement, any leave not taken within eight weeks post-birth (or conclusion of Paid Maternity Leave) will be forfeited. If Paid Parental Leave is forfeited, unpaid FMLA may still apply.

Appendix 12: Incidents of Discrimination and Corrective Actions Taken

These results encompass allegations across multiple protected categories, with several individuals asserting more than one type of discriminatory conduct. In 2025, a total of 13 current or former employees filed charges and/or lawsuits, resulting in 21 distinct instances of alleged discrimination. Remediation measures are implemented by the appropriate business units and HR leadership. In-house Labor & Employment counsel provides legal guidance to ensure that proposed actions are consistent with applicable laws, internal policies, and organizational risk-management standards.

2025 Data Year Incidents:

Disability – 6
Age – 1
Race – 3
Sex – 4
National Origin – 0
Retaliation – 7
Religion – 0

Notes:

- Charges identified above may be the result of a single case with multiple charges and/or individuals filing with both a state agency and the courts (ex. A single individual opened a case with both disability and retaliation charges; Another, filed both with the EEOC and the Court).

Appendix 13: Total Distribution and Transmission Losses

Losses and energy unaccounted for at the jurisdiction, state and company level are provided. These losses reflect what occurred in 2025. No estimate of technical / non-technical losses have been developed.

	Sales (GWh)	Energy Requirements (GWh)	Losses (GWh)	Loss Percentage
Jurisdiction Level				
APCo Virginia	15,540	16,720	1,179	7.1%
APCo West Virginia	11,861	12,900	1,039	8.1%
I&M Indiana	19,139	20,577	1,438	7.0%
I&M Michigan	2,936	3,279	343	10.5%
Kingsport Power	1,831	1,861	30	1.6%
Kentucky Power	5,310	5,762	453	7.9%
Ohio Power	55,534	58,781	3,247	5.5%
PSO	19,265	20,395	1,129	5.5%
SWEPCO-Arkansas	4,570	4,781	212	4.4%
SWEPCO-Louisiana	6,490	7,134	643	9.0%
SWEPCO-Texas	8,108	8,542	434	5.1%
TCC	32,997	34,551	1,554	4.5%
TNC	13,850	15,018	1,168	7.8%
Wheeling Power	4,849	4,988	139	2.8%
AEP Total	**202,280**	**215,288**	**13,007**	**6.0%**
State Level				
Arkansas	4,570	4,781	212	4.4%
Indiana	19,139	20,577	1,438	7.0%
Kentucky	5,310	5,762	453	7.9%
Louisiana	6,490	7,134	643	9.0%
Michigan	2,936	3,279	343	10.5%

Ohio	55,534	58,781	3,247	5.5%
Oklahoma	19,265	20,395	1,129	5.5%
Tennessee	1,831	1,861	30	1.6%
Texas	54,955	58,111	3,156	5.4%
Virginia	15,540	16,720	1,179	7.1%
West Virginia	16,710	17,888	1,178	6.6%
AEP Total	**202,280**	**215,288**	**13,007**	**6.0%**
Company				
AEP Ohio	55,534	58,781	3,247	5.5%
AEP Texas	46,847	49,569	2,722	5.5%
Appalachian Power Company	29,232	31,480	2,248	7.1%
Indiana Michigan Power Company	22,075	23,856	1,781	7.5%
Kentucky Power Company	5,310	5,762	453	7.9%
Kingsport Power Company*	1,831	1,861	30	1.6%
Public Service Company of Oklahoma	19,265	20,395	1,129	5.5%
Southwestern Electric Power Company	19,168	20,457	1,289	6.3%
Wheeling Power Company	4,849	4,988	139	2.8%
AEP Total	**202,280**	**215,288**	**13,007**	**6.0%**

*Note: Kingsport Power included in Appalachian Power total

Appendix 14: Population Displacement and Compensation

When, in the course of expanding or creating new generation or transmission facilities, AEP finds it necessary to acquire property, the company seeks to ensure that no economic displacement occurs. If properties are purchased for company use, AEP endeavors to enter into purchase agreements that compensate property owners in a fashion that precludes economic displacement.

We consider a person/people displaced once the purchase transaction has closed and the property is in AEP's name. In many cases, AEP continues to allow the property owner to continue living on or use the premises (with a lease agreement) up to the date we begin actually utilizing the site. Nevertheless, we consider the landowner/family displaced as of the date the property changes hands.

Company	Closed Transactions	How Many Displaced People?
AEP Indiana Michigan Transmission Company, Inc.	10	3
AEP Ohio Transmission Company, Inc.	7	4
AEP Oklahoma Transmission Company, Inc.	0	0
AEP West Virginia Transmission Company, Inc.	0	0
AEP Texas Central Company	3	0
AEP Texas Central Company	4	0
AEP Texas North Company	2	0
AEP Texas North Company	2	0
AEP West Virginia Transmission Company, Inc.	0	0
Appalachian Power Company	6	4
Appalachian Power Company	3	1
Appalachian Power Company	24	36
Electric Transmission Texas, LLC	3	0
Indiana Michigan Power Company	2	0
Indiana Michigan Power Company	1	0
Kentucky Power Company	2	4
Kentucky Power Company	1	0
Kentucky Power Company	1	0
Kingsport Power Company	1	2

NM Renewable Development	0	0
Ohio Franklin Realty	4	0
Ohio Power Company	2	0
Ohio Power Company	5	0
Public Service of Oklahoma	2	0
Public Service of Oklahoma	4	0
Public Service of Oklahoma - Wind	0	0
Southwestern Electric Power Company	7	0
Southwestern Electric Power Company	4	0
Southwestern Electric Power Company	0	0
Southwestern Electric Power Company - TX	3	0
Southwestern Electric Power Company - TX	5	0
Southwestern Electric Power Company - Wind	0	0
Transource Pennsylvania	0	0
Wheeling Power Company	0	0
Flat Ridge IV Wind	0	0
TOTAL	**108**	**54**

*Closed Transactions= Purchase land acquisitions closed

Appendix 15: Aspect: Provision of Information

AEP utilizes multiple communication channels to address the needs of all customer classes. For example, AEP provides a toll free TDD (Telecommunications Device for the Deaf) service that is available 24/7 for hearing impaired. All customers can access their AEP operating company website to perform a variety of functions: view bill, sign up for paperless billing, account balance information, payment and usage history, start/stop service, update phone number, mailing address, report power outages and make payments on their American Electric Power accounts. AEP allows for multiple payment options. Customers take advantage of our third-party vendors offering translation in a variety of languages. AEP also prints Braille bills for the visually impaired. The monthly customer bill messaging and inserts notify customers of many energy efficiency programs and other products and services.

- Customers can communicate with AEP via online, social media, IVR, phone, email, mail, and fax
- A TDD message is displayed on bills.
- All websites give access to the above-stated functions.
- Customers can make payments by phone, mail, at authorized payment stations, electronically through their financial institution, their operating company website or by participating in Autopay.
- Our third-party vendor, Language Select, translates bills in a variety of languages. Braille bills are processed through a vendor – The League of the Blind and Disabled.
- The Regulatory, Marketing, Energy Efficiency Programs and Corporate Communications groups submit bill messages and inserts.