



CUSTOMER LETTER OF AUTHORIZATION TO RELEASE INFORMATION AND CONDUCT ACCOUNT ACTIVITY

The Customer Letter of Authorization to Release Information and Conduct Account Activity form permits account holders to delegate certain rights to Authorized parties concerning American Electric Power and its subsidiary operating companies' account(s)/service(s). The customer of record may permit an Authorized party to receive information or transact business on its behalf and must specify what information the third party is entitled to receive, what if any act(s) the Authorized party may transact on its behalf and whether the Authorization is being provided on a one-time basis or on a longer-term basis. **This form must be completed in its entirety and signed by the customer of record or someone who has a power of attorney or other legal right to sign the customer's name on their behalf. It is American Electric Power's desire to permit Authorized parties to transact necessary business in a manner without jeopardizing the confidential nature of the customer of record.**

Email: inforelease@aep.com

Mail: American Electric Power
ATTN: Business Operations
1 AEP Way
Hurricane, WV 25526

Fax: 1-800-281-3916

Questions: 1-888-710-4237

Please keep a copy of the completed Authorization form(s) for your records.

RETAIL CUSTOMER'S AUTHORIZATION:

Retail Customer Name _____

Name of Record on Distribution Company Account

Retail Customer Mailing Address _____

Address

City

State

Zip

Contact Information: Telephone _____ E-Mail Address _____

Printed Representative's Name and Title _____

I understand that by reason of this Authorization, the named appointee may conduct the designated activity and transactions on the account(s) that I as customer of record may direct or perform even though I remain responsible for all payment and other service obligations. This Authorization shall continue in effect until the date specified unless earlier terminated by the customer of record.

I (Customer) hereby release, hold harmless, and indemnify American Electric Power from any liability, claims, demands, and cause of action, damages, or expenses resulting from any release of information or transaction of business pursuant to this Authorization; the unauthorized use of this information or transaction of business by the Authorized Party; and any actions taken by the Authorized Party pursuant to this Authorization.

Retail Customer's or Authorized Retail Customer Representative's Signature

Executed this date of ____/____/____ (mm/dd/yyyy)

THIRD-PARTY SEEKING THE RETAIL CUSTOMER'S AUTHORIZATION:

Company Name: _____

Mailing Address: _____
Address

_____ City State Zip

Contact Information: Telephone _____ E-Mail Address _____

Printed Third Party Representative's Name and Title: _____

I (Third Party) hereby release, hold harmless, and indemnify American Electric Power from any liability, claims, demand, causes of action, damages, or expenses resulting from the use of customer information obtained pursuant to this Authorization and from the taking of any action pursuant to this Authorization, including rate changes.

Third Party Signature

Executed this date of ____/____/____ (mm/dd/yyyy)

The Third party can receive account information and/or conduct business as indicated above from

____/____/____ (mm/dd/yyyy) to ____/____/____ (mm/dd/yyyy)
Effective Date Expiration Date

Note: *The expiration date above cannot exceed three years from the date of execution. If no time period is specified, the Authorization period will be from the date of the Retail Customer's signature and expire in one year. If the Retail Customer needs to terminate the Authorization early, AEP must be notified 30 days in advance of the new termination date.*

The Third party is allowed to conduct the following actions (Initial one line only):

- Account Agent and Billing Agent (All activity and transactions, including receiving bills and remitting payments. Billing and correspondence are sent to the Authorized party.)
- Billing Agent (Receive bills and remit payments only. Billing and correspondence are sent to the Authorized party.)

OR

Specific transactions or functions listed below **(Initial all that apply):**

- All options listed below
- Request and receive billing history, interval usage, peak load contributions, and all meter usage history data
- Request and receive balances on accounts
- Conduct account changes
- Request and receive credit history
- Request special metering
- Request connection and disconnect of services
- Request rate analysis and/or rate changes
- Other _____

