

NATIONAL ACCOUNTS DIRECTORY OF UTILITY CONTACTS

Appalachian Power (A unit of American Electric Power)
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PROGRAMS AVAILABLE TO NATIONAL ACCOUNTS CUSTOMERS:

Appalachian Power, a unit of American Electric Power, offers a variety of services to its National Account Customers including, but not limited to, the following:

1. Provide the National Account Customer a "single point of contact" for all AEP inquiries and issues.
2. Tariff Review and Analysis for ALL associated accounts.
3. Easy to use customer web site (<http://www.aepnationalaccounts.com/>) offering, among other things, access to on-line account information including duplicate bills, usage history, meter reading schedules, tariffs etc.
4. UBD/Outsource Solutions Services (see Products and Service Section below for more details)
5. Economic Development:
 - Determine cost-effective location to meet your energy needs (and coordinate on-site visits)
 - Provide electric service and tariffs/rate schedules information
 - Provide specifications, maps and photos of buildings and sites
 - Furnish details of state, regional and local tax programs and incentives as well as demographic and labor info

PRODUCTS AND SERVICES:

Other: [Utility Business Development \(UBD\)](#)

For more than 90 years, American Electric Power has been a leader in the electric industry. From our pioneering efforts in transmission technology to specialized training programs for hundreds of professional linemen, station personnel and meter technicians, to providing the entire range of customer operations from account management through credit and collections, AEP has set the standard.

Today, we can offer you the same high quality, safety-focused services through our UBD/Outsource Solutions Services. With UBD/Outsource Solutions you can lower your overhead and improve your efficiency. Put our experienced, well-trained staff to work for you or let us train your personnel to safely and efficiently complete your projects in Distribution Services. Some examples include:

- Power factor correction
- Engineering Services
- Primary service installations and maintenance
- Transmission / Subtransmission / Distribution substation & associated facilities design and installation
- Equipment repair services include evaluating, refurbishing and repairing of transformers, reclosers, regulators, oil switches, sectionalizers, and other high voltage electrical equipment. Repair centers are located in Ft. Wayne, Indiana; Canton and Columbus Ohio; and Roanoke, Virginia
- Power quality services include investigations, system integrators—customers/utility/manufacturer, technical advisor/consultant, power quality solutions and technical training for engineers and technicians
- Outdoor lighting installation and maintenance

Other: **Economic Development:**

American Electric Power has been helping people, businesses and industries across the 11-state area to grow and prosper since 1907. Our professional economic development staff works strategically with many organizations, communities and allies to provide smart and effective business opportunities to both prospective and existing businesses and industries.

<http://www.aeped.com>

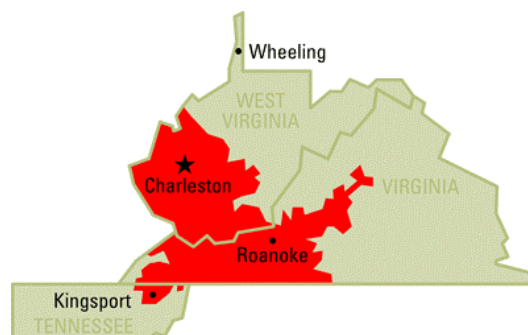
SERVICE TERRITORY:

Appalachian Power serves about 1 million customers in West Virginia, Virginia and Tennessee. Its headquarters is in Charleston, W. Va., with regulatory and external affairs offices in Charleston, W. Va. and Richmond, Va.

Key Statistics

- Customers 929,000
- Region employees 2,371
- Overall AEP employees 4,085
- Transmission miles 6,972
- Distribution miles 46,227
- Generating capacity 5,871 megawatts

Appalachian Power Service Territory Map



STATES SERVED:

GENERAL INFORMATION:

American Electric Power is one of the largest electric utilities in the United States, delivering electricity to more than 5 million customers in 11 states. AEP ranks among the nation's largest generators of electricity, owning more than 38,000 megawatts of generating capacity in the U.S. AEP also owns the nation's largest electricity transmission system, a nearly 39,000-mile network that includes more 765 kilovolt extra-high voltage transmission lines than all other U.S. transmission systems combined. AEP's transmission system directly or indirectly serves about 10 percent of the electricity demand in the Eastern Interconnection, the interconnected transmission system that covers 38 eastern and central U.S. states and eastern Canada, and approximately 11 percent of the electricity demand in ERCOT, the transmission system that covers much of Texas. AEP's headquarters are in Columbus, Ohio.

AEP Ohio	Ohio Power, Columbus Southern Power, and operations in Wheeling WV
Appalachian Power	AEP service territories in Virginia and West Virginia as well as customers in Kingsport Power Company in Tennessee
Indiana Michigan Power	AEP service territories in Indiana and Michigan
Kentucky Power	AEP service territories in Kentucky
Public Service Company of Oklahoma	AEP service territories in Oklahoma
Southwestern Electric Power	AEP service territories in Louisiana, Arkansas, and east Texas territory in the Southwest Power Pool (SPP)
AEP Texas	AEP service territory in the ERCOT region including AEP's two electric utility operating companies: AEP Texas North Company and AEP Texas Central Company