



COVID-19 UPDATE

Friday, March 20, 2020

- AEP understands the critical nature of the services we provide and is committed to the health and safety of our customers, communities and employees. We prepare for all types of emergencies, but have updated our plans for the COVID-19 pandemic. We are closely monitoring the situation and don't anticipate COVID-19 will disrupt our ability to provide electric service for our customers
- We have taken significant steps to keep our employees healthy and ensure we can still serve our customers. Our line workers and other employees critical to maintaining service are working in smaller teams, adjusting work schedules, practicing social distancing, monitoring themselves for any symptoms and taking other prevention measures recommended by the CDC. All employees who can are working from home to help prevent the spread of the virus.
- We are continuously educating our employees about COVID-19 and collaborating with other companies in our industry, government experts and public health agencies to adjust our response. We're also continually monitoring and working to heighten employee and customer awareness of scams as well as cyber security risks.
- Because we know that many of our customers are facing unusual financial hardships, we have temporarily suspended all service disconnections for non-payment. We urge customers to try to keep their accounts current. If a customer is having trouble paying their bill, they should contact us by phone or through Facebook or Twitter to discuss payment options.