

Customers & Communities

AMERICAN ELECTRIC POWER - 2013 SUMMARY

\$21.1
million

Philanthropic giving



 **27%**

of all philanthropic giving supported communities

No. 1

ranked by J.D. Power and Associates 2013 Utility Website Evaluation Study

44%

customer bills processed electronically

215,000

retail energy customers

2,200



community organizations received grants from the AEP Foundation

5.3+ million 
utility customers

~15 million
online transactions with customers



We **power** life's possibilitiesSM