



Register for a free account at AEPTexas.com today!

AEPTexas.com/account/register

Follow these simple steps to
create a free account at
AEPTexas.com:



1. Visit AEPTexas.com, Click Register.
2. Enter your ESID.
3. Confirm your address.
4. Enter zip code.
5. Create an ID & Password.

DONE!

Once you create a free account you can manage your mobile alerts, check the status of your new service order and so much more!

AEPTexas.com/account/register

Register your Smart Meter today.

Monitor your daily electricity usage at SmartMeterTexas.com to see how your energy-efficient actions save money and energy.

Now that's a SMART benefit.



AEPTexas.com/gridsmart

Registering your Smart Meter is easy.

SMART METER
TEXAS

1. You'll need your meter number and ESI ID number, which can be found on your electric bill.
2. Go to SmartMeterTexas.com
3. Click "Register Now" and follow the steps to create your account.
4. View your daily electric usage and see how your energy actions save money and energy.



An AEP Company

BOUNDLESS ENERGY

CUSTOMER CONTACT NUMBERS

Customer Service: **1-877-373-4858**
Outages: **1-866-223-8508**

www.aeptexas.com



CUSTOMER INFORMATION

CUSTOMER SERVICE LINE..... 1-877-373-4858

OUTAGE LINE *1-866-223-8508

CALL BEFORE YOU DIG 811

AEP TEXAS WEBSITE www.aeptexas.com

TO VIEW YOUR ELECTRIC USAGE www.smartmetertexas.com

Follow us:  @AEPTexas  Facebook  @AEPTexasEconDev

Download our AEP Texas App!

CONTACT YOUR RETAIL ELECTRIC PROVIDER (REP)** for:

- Billing questions
- Connection of service
- Disconnection of service
- Reconnection of service after disconnection for non-payment

Electric consumers must purchase their electricity from a Retail Electric Provider (REP). AEP Texas does not sell electricity or bill consumers. AEP Texas builds and maintains the electric infrastructure and will send your electric consumption data to your REP for billing purposes. TO FIND A RETAIL ELECTRIC PROVIDER (REP) GO TO... www.powertochoose.org

CONTACT AEP TEXAS for:

- Outages
- Streetlight problems
- Damage to AEP Texas facilities
- Suspicious activity or copper theft
- Leaking or arcing transformers

FOR DOWNED POWER LINES CALL 911 OR OUTAGE LINE AND STAY SAFELY AWAY

*Have your ESI number, which can be found on your electric bill, ready when initiating calls.

**The phone number of your REP is located on your electric bill.

Sign up for outage alerts at AEPTexas.com/Alerts

TO OBTAIN NEW CONSTRUCTION ELECTRIC SERVICE:

1. Call AEP Texas and provide an accurate address, contact name, and phone number to obtain an Electric Service Identifier (ESI) number. A nearby meter number can aid this process. Ask to have a service technician meet you on site if you have further questions.
2. Select a Retail Electric Provider (REP) to purchase your electricity and get your new "Meter Install" process started. Provide them with your ESI number, address, city, and zip code. A list of Providers can be found at www.powertochoose.org. Your REP will bill you for your usage. Request the "meter install" to coincide with the completion date of the city or county electrical inspection.
3. AEP Texas will schedule the work once the Meter Install order request from your selected REP is received. You may track your meter install order status at <https://www.aeptexas.com/builders/orders/>

To connect electric service, customer may need to meet other requirements such as easements, brush & land clearing, city/county permits. Other construction fees may be incurred. Work will not be scheduled until customer requirements are met.

TO CONNECT AN EXISTING METER:

1. Select a Retail Electric Provider (REP) of your choice to request electric service. Provide your correct address, city, and zip code. If an ESI number is needed, call AEP Texas and provide the correct service address and meter number.
2. AEP Texas will schedule the work once the order to connect service is received from your REP. AEP Texas will make every effort to perform the work by the requested date.

TO REPORT A STREETLIGHT OR SECURITY LIGHT OUT:

1. Go to aeptexas.com website and click on "Outages and Problems", then click on the appropriate "Report Streetlight Problem" or "Report Leased Light Problem" to complete and submit a maintenance request or,
2. Call the AEP Texas Customer Service Line 1-877-373-4858.

TO REPORT TREE TRIMMING PROBLEMS:

1. Go to aeptexas.com website and click on "Outages and Problems", then click on "Report a Tree Problem" to complete and submit a tree maintenance request. Please read information on which trees are covered by AEP Texas' tree trimming policy.
2. Call the AEP Texas Customer Service Line 1-877-373-4858.

VISIT OUR WEBSITE FOR INFORMATION ON MANY TOPICS SUCH AS:

• Saving energy with smart meters

• Energy efficiency

• Register to receive outage notifications

• Construction service and meter specifications

• Generator hook up information

• Billing and rate information

• Safety and electricity informational and educational messages

• Oil & Gas Shale information