



WHO WE ARE
AND
WHAT WE DO

Role of the Retail Electric Provider – REPs

Contact your Retail Electric Provider for the following services:

- Billing Issues
- Payment Arrangements
- Deposits
- Meter Checks
- Connecting Service for Existing Meters
- Finals Bills and Disconnection of Service
- Service reconnection after Disconnection for Non-payment of Bill

The phone number for your REP is on your electric bill.

Role of the Energy Delivery Company

AEP Texas

AEP Texas maintains the electric system and delivers electricity over its power lines to the end-use customers on behalf of Retail Electric Providers (REPs).

AEP Texas is responsible for:

- Building new power lines
- Restoring power following outages
- Reading electric meters
- Service connection and disconnection as ordered by the Retail Electric Provider (REP)

Have a Question or Concern About a Fee or Service?

Please call our special AEP Texas Customer Service Hotline if you have a question or concern about the following issues:

- Fees (Broken meter seal, denial of access to our meter, service call fee)
- Power Quality
- Construction
- Meter Installation
- Tree Trimming
- Outdoor Lighting

Call Our Toll-Free Number

1-877-373-4858

for These Service-Related Issues

CALL BEFORE YOU DIG

To locate underground powerlines before you dig

call toll free:

1-800-245-4545

Please note that AEP TEXAS IS NOT AFFILIATED with CPL Retail Energy or WTU Retail Energy