How does AEP Energy’s Refer-a-Friend program work?
AEP Energy’s Refer-a-Friend Program rewards you and your friends when they enroll with AEP Energy. For every friend or family member that becomes an AEP Energy customer, you will receive a $25 gift card to your choice of many popular stores. We also want to give your friend a $25 gift card for signing up with AEP Energy too!

To get started, visit AEPenergy.com/friend and start spreading the news about saving money on your electricity costs with AEP Energy to your friends and family members through email and social media. Once you register, you will receive an email confirming your registration.

Is there a limit on the number of friends I can refer?
No, there is no limit to the number of friends you can refer. However, there is a limit of up to 23 gift cards that you can receive in a given year due to tax-related purposes.

How do I notify my friends?
We make it easy for you to tell your friends and family members about AEP Energy and to put a little more money in your pocket. Just follow these three simple steps:
1. Get started: Visit AEPenergy.com/friend and click on the Refer a friend today button. Enter your first name, last name and email address.
2. Share: Once registered, you can spread the word about AEP Energy with your friends and family members through social media and email.
3. Receive your reward: For each friend and family member that you refer who becomes an AEP Energy customer, you and your friend will receive a $25 gift card to your choice of many popular stores.

How will AEP Energy know that I referred a friend or family member who becomes an AEP Energy customer?
In order for AEP Energy to know which customer(s) you referred, you must refer your friends through our program at AEPenergy.com/friend. In addition, the friend(s) you refer must also register and enroll with AEP Energy through the link that is included in the email and/or social media post you sent. It is important for the friend to use this link because it allows us to track who you have referred. If they don’t use that link they will not be attributed to your account.

Instead of going to AEPenergy.com/friend, can I just send an email to my friends or post on my Facebook page?
You can certainly send information through your personal email system and/or post information on your Facebook page, however AEP Energy will not be able to track who you referred. In order for AEP Energy to know which customer(s) you referred, you must refer your friends or family members through our program at AEPenergy.com/friend.
I’ve already registered in the Refer-a-Friend Program at AEPenergy.com/friend, but I want to refer more friends. How do I do this? You will want to return to AEPenergy.com/friend and register again. Simply enter your first name, last name and email address again and begin spreading the news about AEP Energy to more of your friends or family members. It’s that simple.

What are the eligibility requirements to enroll with AEP Energy? Each utility may have different eligibility requirements to participate in the electric choice program. For example, customers that are in arrears with the local utility or those who participate in a payment program based on income level, may not be eligible to choose an electricity supply provider. In addition, the enrollee must meet AEP Energy’s credit requirements to become an AEP Energy customer.

What are the eligibility requirements to receive a $25 gift card for each referred friend? To be eligible to receive a $25 gift card, the referred enrollment must be a new AEP Energy customer with a minimum annual usage of 5 megawatt-hours (MWh), accepted by the applicable local utility, and pass all applicable state utilities commission rescission periods. Participation in the Refer-a-Friend Program can’t be combined with any other special offers, including “web-only” exclusive offers.

Will I be notified if a friend registers in AEP Energy’s Refer-a-Friend program? Should your friend or family member register with AEP Energy’s Refer-a-Friend Program because of your referral, you will receive an email that he/she is considering to enroll with AEP Energy. At that point, feel free to encourage him/her to take that next step to enroll with AEP Energy to save on their electricity supply costs. If the customer enrols and becomes an AEP Energy customer, you will both receive an email with a Gift Card Claim code for you to select a gift card to your choice of many popular stores (See below, “When will I receive my gift card?”).

How will I know if a friend I referred becomes an AEP Energy customer? You will receive an email that includes your Gift Claim Code within two or three weeks once the referred friend has been accepted by the applicable local utility and pass all applicable state utilities commission rescission periods. The referred friend’s service with AEP Energy will begin on their next available meter reading date, which can take up to 45-75 business days after we receive the enrollment request.

When will I receive my gift card? Once the referred friend has been accepted by the applicable local utility and pass all applicable state utilities commission rescission periods, the referrer and the friend will receive an email notification within two to three weeks. This email will include the website address and your Gift Claim Code for you to select the gift card of your choice. The gift card selected will be mailed within two to three weeks thereafter.

How do I choose what type of gift card I want? Once the referred friend becomes an AEP Energy customer, the referrer and the friend will receive an email notification within a few weeks. This email will include the website address and your Gift Claim Code for you to select the gift card of your choice. You can view a listing of available retailers here.
My friend said they enrolled with AEP Energy, but I never received my $25 gift card. There may be a number of reasons why this has occurred, which may include the following:

- The referred friend was not eligible to enroll.
- The referred friend’s enrollment is still being processed. The enrollment process can take up to 45-75 days.
- The referred friend did not meet the eligibility requirements of AEP Energy’s Refer-a-Friend Program. To be eligible to receive a $25 gift card, the referred enrollment must be a new customer with a minimum annual usage of 5 megawatt-hours (MWh).

If you have further questions, you can call our Customer Care Team at 1-866-258-3782 or send an email.

Do I need to be an AEP Energy customer to refer a friend? No, you do not need to be a customer to participate in the AEP Energy’s Refer-a-Friend program.

How do I keep track of who I referred? When you refer a friend at AEPenergy.com/friend, you’ll receive an email that confirms your participation and includes the email addresses of your friends that you referred. It also includes what social media channels you used to spread the news about AEP Energy.

How many times can I receive a gift card under the Refer-a-Friend Program? Participants are limited to no more than twenty three (23) gift cards that can be redeemed in a given year due to tax-related purposes.

How is this program different from AEP Energy’s previous Refer-a-Friend Program? With AEP Energy’s new-and-improved Refer-a-Friend Program, you and your friends are rewarded. Plus, there are no referral codes to remember. For each friend you refer who becomes an AEP Energy customer, you will receive a $25 gift card to your choice of many popular stores. We’ll also send your friend a $25 gift card for signing up with AEP Energy too! To start referring your friends, go to AEPenergy.com/friend.

If I previously referred my friends to AEP Energy and sent them my personal referral code, will I still be eligible for a $25 gift card if they become an AEP Energy customer? Although the previous Refer-a-Friend Program has been discontinued, we will still honor referral codes used by your friends when they enroll online for a limited time. However, we recommend that you refer your friends and family again through our new program, so they can receive a $25 gift card too!

I want to refer my friend, but they don’t have an email address. Are we eligible to participate? No. In order to refer your friends, you must register with an email address at AEPenergy.com/friend.