



# AEP Energy Reward Store Frequently Asked Questions

## Overview

Q: What is AEP Energy Reward Store?

A: AEP Energy Reward Store is an online marketplace, available to AEP Energy customers, stocked with energy-efficient and connected-home products for your home.

Q: How does Reward Store work?

A: Once you have enrolled with AEP Energy, you will begin earning Reward Dollars within one month of your start date to put towards your purchases. You will be required to activate Reward Store by creating an online account through the AEP Energy customer portal and agreeing to certain Terms of Use.



Q: Who is eligible for Reward Store?

A: New residential customer enrolling in certain qualifying AEP Energy price plans beginning April 7, 2018, will be eligible to shop in Reward Store.

Q: What are the benefits of Reward Store?

A: You can earn Reward Dollars to use in Reward Store by enrolling in an eligible AEP Energy price plan. Reward Store is a one-stop online marketplace filled with a variety of energy-saving products for your home. It's a simple and convenient way to shop for items to make your home more energy efficient while saving you time and money.

# My Account

Q: How do I activate Reward Store?

A: You can activate your Reward Store account by visiting [www.AEPenergy.com/login](http://www.AEPenergy.com/login). If you already have a username and password, simply log into your online account. Navigate to the top right corner of your Account Home page and click the "Shop Now" button. You will be asked to read and agree to the Terms and Conditions of Agreement for Reward Store. Once you have accepted the terms, you can explore and shop Reward Store.

Q: What do I need to do if I forgot or don't have my AEP Energy online account username?

A: If you forget or don't have a username, please visit [www.AEPenergy.com/login](http://www.AEPenergy.com/login) and click the "Need help logging in?" link. Select the "I need my username" tab and complete the required information to access your username. Once you have your username, simply log into your online account. Navigate to the top right corner of your Account Home page and click the "Shop Now" button to explore and shop Reward Store. If you'd like some additional assistance in obtaining your account username, please contact the AEP Energy Customer Care Team at 1-866-258-3782.

Q: What do I need to do if I forgot or don't have my AEP Energy online account password?

A: If you don't have your password, please visit [www.AEPenergy.com/login](http://www.AEPenergy.com/login) and click the "Need help logging in?" link. Select the "I forgot my password" tab and complete the required information to access your password. Once you have your password, simply log into your online account. Navigate to the top right corner of your Account Home page and click the "Shop Now" button to explore and shop Reward Store. If you'd like some additional assistance in obtaining your account password, please contact the AEP Energy Customer Care Team at 1-866-258-3782.

Q: What do I need to do if I have never logged in before?

A: If you don't have your password, please visit [www.AEPenergy.com/login](http://www.AEPenergy.com/login) and click the "Need help logging in?" link. Select the "I've never logged in before" tab and complete the required information to create your online account. Once you've created your account credentials, simply log into your online account. Navigate to the top right corner of your Account Home page and click the "Shop Now" button to explore and shop Reward Store.

Q: Why do I need to provide my email address for Reward Store?

A: Your email address is needed to create an AEP Energy online account in order to activate Reward Store.

Q: How do I view the transaction history for my Reward Dollars?

A: You can view your transaction history by logging into your online account. Your Transaction History will appear on the top right corner of your Account Home page.

## General

Q: Who do I contact if I have questions about Reward Store and my Reward Dollars?

A: If you have any questions about Reward Store or Reward Dollars, please contact the AEP Energy Customer Care Team at 1-866-258-3782. For your convenience, you can also chat with AEP Energy Customer Care Team by selecting "Contact" in navigation bar at the top of the page and then clicking the "Chat with Us" link listed under the Chat section on the page.

Q: What if I do not want Reward Store Reward Dollars?

A: If you do not wish to take advantage of the energy-saving products that will make your home more energy efficient offered by Reward Store and saving you money by purchasing with Reward Dollars, you are under no obligation to participate. This program is a benefit to you as a customer of AEP Energy and you may activate your Reward Store account at any time if you should change your mind. In the meantime, AEP Energy will continue to reward you for being a customer by adding Reward Dollars to your Reward Store account that will be available in case you decide to take advantage of purchasing energy-saving products for your home.

Q: I am already an AEP Energy customer. How do I become eligible to earn Reward Dollars for AEP Energy Reward Store?

A: As a current customer, you are eligible to take advantage of Reward Store for your home efficiency shopping needs. However, you are not eligible to earn Reward Dollars on your current price plan. If you wish to begin earning Reward Dollars, please contact the AEP Energy Customer Care Team at 1-866-258-3782 to see what new price plan offerings are available, that include the potential of earning Reward Dollars.

Q: If I am no longer an AEP Energy customer, am I able to use my Reward Dollars balance?

A: If you are no longer an AEP Energy customer, you will lose access to your unused Reward Dollars and AEP Energy Reward Store. However, your Reward Dollars balance will be maintained for a period of four months after the date you discontinued your service with AEP Energy in case you change your mind and re-enroll with AEP Energy. After the four-month period, your Reward Dollars will expire and will no longer be valid.

Q: What if I did not receive my Rewards Dollars last month?

A: Reward Dollars are awarded on different schedules based on your price plan. If you feel you should have earned Reward Dollars during a certain timeframe but did not receive them, please contact the AEP Energy Customer Care Team at 1-866-258-3782 with any questions.

Q: What if Reward Store is not working?

A: If you are experiencing technical difficulties with the Reward Store, please contact the AEP Energy Customer Care Team at 1-866-258-3782 to report the issue. The AEP Energy Customer Care Team will work to resolve the issue as quickly as possible.

## Earning Reward Dollars

Q: How do I earn Reward Dollars?

A: Once you have enrolled with AEP Energy, you will begin earning Reward Dollars within one month of your start date to put towards your purchases. The amount of Reward Dollars awarded will depend on your price plan. AEP Energy may elect to change the values awarded at our sole discretion. However, we will communicate with you by email in advance to notify you of the changes should they occur.

## Using Reward Dollars

Q: How do I redeem my Reward Dollars?

A: Simply redeem your Reward Dollars by logging into your AEP Energy online account and then clicking the "Shop Now" button on the top right corner of your Account Home page. You will click-through to AEP Energy Reward Store where you may begin shopping. Reward Dollars will be applied to your total, including taxes and shipping, at checkout.

Q: Where can I find my Reward Dollars balance?

A: You can view your Reward Dollars balance by logging into your AEP Energy online account. Your Reward Dollar balance will appear on the top right corner of your Account Home page.

Q: Can I still purchase products from Reward Store if I don't have enough Reward Dollars?

A: Yes, the Reward Store accepts different forms of payment such as Visa, MasterCard, American Express, JCB, Discover, and Diners Club for standalone purchases or purchases combined with the redemption of Reward Dollars.

Q: Will my Reward Dollars expire?

A: Yes. If you are no longer an AEP Energy customer for a continuous period of four months, your unused Reward Dollars will expire and will no longer be valid. If you remain a customer of AEP Energy, your Reward Dollars will expire thirty-six months from when they were awarded, or the last time you redeemed Reward Dollars, whichever is later. Otherwise, your Reward Dollars will not expire if a purchase or redemption is made using your Reward Store account within thirty-six months from the date that you last earned a Reward Dollar.

Q: How soon can I expect to receive my products?

A: Orders are typically shipped within 2-6 business days after the order is placed. You will receive an order confirmation email that contains details regarding your order.

Q: How do I view my order history?

A: You can view your order information in the order confirmation email that will be sent to you. You can also view your order confirmation by logging into your online account and accessing Reward Store. All your orders will be available for viewing.

Q: If I return a product that was purchased using Reward Dollars, how will I be refunded?

A: If you return a product that was purchased using Reward Dollars, the amount for the product cost and tax (shipping cost is excluded) will be issued back to your account in Reward Dollar credits.