

i. [Schedule Your Free Energy Assessment]This may warrant further discussions with the team, this can be flexible but on other programs this would link to some sort of form or contact us page to reach out to a team to get the assessment scheduled.

ii. [Apply for Rebates]This will link to an application document that we will provide you

iii. [Explore Available Rebates]This will link to an incentive guide that we will provide you

iv. [Find a Trade Ally]This will link to a document that we will provide you

1. Commercial

i. [Explore Incentives]This will link to an incentive guide that we will provide you

ii. [Find a Trade Ally]This will link to a document that we will provide you

iii. [Apply Now]This will link to an application that we will provide you.

4. Will there be any images that need to be included? Ideally, we'd love for the pages to include images! We're happy to provide you with some options if that would be easiest.

Thanks so much,

Erica
Tieman

Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, June 10, 2025 12:56 PM
To: Keenan L Sanders <klsanders@aep.com>; Capshaw, Courtney <CCapshaw@trccompanies.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

This is an **External** email. Do not click links or open attachments unless you validate the sender and know the content is safe.

ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Keenan – thanks for getting back so quickly. I'm bringing TRC into this conversation to save us some back and forth since they the experts😊

Erica – would you be able to help answer any questions any of the questions Keenan has asked below?



SARAH M NUSBAUM | CORPORATE COMMS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Keenan L Sanders <klsanders@aep.com>
Sent: Tuesday, June 10, 2025 1:01 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Michelle N Strickland <mstrickland@aep.com>; Tanner S Wolfram <tswolfram@aep.com>
Subject: RE: For Review: EnergyAdvantage Website Content

Hi Sarah

I do have a few questions:

1. Is this a permanent program and the page will be the indefinitely or short term (campaign page)
2. Is the official name of the programs "EnergyAdvantage" or "Home EnergyAdvantage" and "Commercial EnergyAdvantage"?
3. It looks like there are some links missing for a few items. Will they be linking to something or is that just text?
 1. Home program
 - i. [Schedule Your Free Energy Assessment]
 - ii. [Apply for Rebates]
 - iii. [Explore Available Rebates]
 - iv. [Find a Trade Ally]
 1. Commercial
 - i. [Explore Incentives]
 - ii. [Find a Trade Ally]
 - iii. [Apply Now]
4. Will there be any images that need to be included?

Thanks

Keenan

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, June 10, 2025 12:39 PM
To: AEP.COM Updates <aepdotcomupdates@aep.com>
Cc: Michelle N Strickland <mstrickland@aep.com>; Tanner S Wolfram <tswolfram@aep.com>
Subject: FW: For Review: EnergyAdvantage Website Content

Good afternoon –

I just received this information/request from TRC regarding the webpages for our new DSM programs. We discussed this topic a while back when I was trying to figure out where those new pages would live on our website. Will you please review the email below and let me know of anything you will need to assist with this request?

Thank you,

Sarah



SARAH M NUSBAUM | CORPORATE COMMS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, June 10, 2025 12:07 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] For Review: EnergyAdvantage Website Content

Hi Sarah,

Attached please find website content drafts for both programs. Please take a look and let us know if you see any changes or if this is approved.

While you are reviewing content, are you also able to put in a request with your IT team to build out 2 pages for this content to live? Ideally, we'd love for the pages to be built and live by the launch on July 1st. I believe previously it was discussed to build pages under the "Savings" drop down on the website, but we would be open to what you believe makes sense based on your website stats or how various pages perform.



Please let me know if you have any questions or concerns.

Thank you!

Erica Tieman 1000 Clark Avenue, FL 4
Sr. Marketing Manager St. Louis, MO 63102
w 314.898.1130
m 618.340.0773



TRCCOMPANIES.COM

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, September 18, 2025 1:32 PM EDT
To: Keenan L Sanders <klsanders@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
CC: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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Thanks so much!

**Erica
Tieman**
Sr.
Marketing
Manager



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The link has been updated.

<https://www.kentuckypower.com/savings/business/energy-advantage/>

Thanks

Keenan



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Sarah M Nusbaum <smnusbaum@aep.com>
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To: Keenan L Sanders <klsanders@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
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Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
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Thanks

Keenan



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Hi again,

Following up with this one☐

Thaks!
Erica
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Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi all,

On the EnergyAdvantage for Business webpage can you please change the "Apply Now" link to: <https://commercialenergysolutions.kentuckypowergateway.com/>

Thank you!
Erica
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Sarah approved and the changes are live now:

<https://www.kentuckypower.com/savings/home/energy-advantage/>

<https://www.kentuckypower.com/savings/business/energy-advantage/>



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Also, we don't use "click here" on our sites. Is there a different call to action you can use or link a word in the sentence?

Thanks

Keenan



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Subject: [EXTERNAL] Adding Contractor Link to EnergyAdvantage Pages

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We would like to add a link to apply to become a contractor under the "for more information" line and above the "related information" section (yellow area on the screenshot below) on both pages.

For more information, contact us at EnergyAdvantageKentucky@trccompanies.com or 844-657-1230.

 **Related information...**

SAVE ENERGY

TEMPERATURE TRACKER

For the "[at home](#)" page please have it read: Interested in becoming an approved contractor for the Kentucky Power EnergyAdvantage at Home program? [Click here to apply](#).

For the "[for business](#)" page please have it read: Interested in becoming an approved Trade Ally for the Kentucky Power EnergyAdvantage for Business program? [Click here to apply](#)

In case the link gets lost somehow in the send here is the link for them to apply at <https://trc.jotform.com/team/kpco/kentucky-power-trade-ally-app>

Let me know if you have any questions or concerns.
Thank you!

Erica Tieman 1000 Clark Avenue, FL 4
Sr. Marketing Manager St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

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Subject: RE: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

The link has been updated.

<https://www.kentuckypower.com/savings/business/energy-advantage/>

Thanks

Keenan



KEENAN L SANDERS DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Sarah M Nusbaum <smnusbaum@aep.com>
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To: Keenan L Sanders <klsanders@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
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I can make the change but waiting on Sarah to approve.

Thanks

Keenan



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Hi again,

Following up with this one ☐

Thaks!

Erica
Tieman
Sr.
Marketing
Manager



From: Tieman, Erica <ETieman@trccompanies.com>
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Hi all,

On the EnergyAdvantage for Business webpage can you please change the "Apply Now" link to: <https://commercialenergysolutions.kentuckypowergateway.com/>

Thank you!
Erica
Tieman

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Marketing
Manager



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Sarah approved and the changes are live now:

<https://www.kentuckypower.com/savings/home/energy-advantage/>

<https://www.kentuckypower.com/savings/business/energy-advantage/>



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Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi,

Make sense, thanks for that insight! We can use "Apply now" instead if that works.

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Thanks

Keenan



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Hi all,

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For more information, contact us at EnergyAdvantageKentucky@trccompanies.com or 844-657-1230.



Related information...

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For the **"for business" page** please have it read: Interested in becoming an approved Trade Ally for the Kentucky Power EnergyAdvantage for Business program? [Click here to apply](#)

In case the link gets lost somehow in the send here is the link for them to apply at: <https://trc.jotform.com/team/kpco/kentucky-power-trade-ally-app>

Let me know if you have any questions or concerns.

Thank you!

Erica Tieman

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St. Louis, MO 63102

w 314.898.1130

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Hi again,

Following up with this one ♦55357;♦56898;

Thaks!

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Tieman**
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Manager



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Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi all,

On the EnergyAdvantage for Business webpage can you please change the "Apply Now" link to: <https://commercialenergysolutions.kentuckypowergateway.com/>

Thank you!

**Erica
Tieman**
Sr.
Marketing
Manager



From: Keenan L Sanders <klsanders@aep.com>
Sent: Thursday, August 14, 2025 11:18 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Sarah approved and the changes are live now:

<https://www.kentuckypower.com/savings/home/energy-advantage/>

<https://www.kentuckypower.com/savings/business/energy-advantage/>



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, August 13, 2025 9:18 AM
To: Keenan L Sanders <klsanders@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi,

Make sense, thanks for that insight! We can use "Apply now" instead if that works.

Thank you,

Erica
Tieman
Sr.
Marketing
Manager



From: Keenan L Sanders <klsanders@aep.com>
Sent: Wednesday, August 13, 2025 6:08 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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Hi Erica

We can make the change but would need Sarah's approval first.

Also, we don't use "click here" on our sites. Is there a different call to action you can use or link a word in the sentence?

Thanks

Keenan



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, August 12, 2025 3:53 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Keenan L Sanders <klsanders@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] Adding Contractor Link to EnergyAdvantage Pages

Hi all,

When you get a chance, can you please make 2 small additions to the EnergyAdvantage at Home and EnergyAdvantage for Business pages?

We would like to add a link to apply to become a contractor under the "for more information" line and above the "related information" section (yellow area on the screenshot below) on both pages.

For more information, contact us at EnergyAdvantageKentucky@trccompanies.com or 844-657-1230.

 Related information...

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For the **"at home" page** please have it read: Interested in becoming an approved contractor for the Kentucky Power EnergyAdvantage at Home program?[Click here to apply](#).

For the **"for business" page** please have it read: Interested in becoming an approved Trade Ally for the Kentucky Power EnergyAdvantage for Business program?[Click here to apply](#)

In case the link gets lost somehow in the send here is the link for them to apply at <https://trc.jotform.com/team/kpco/kentucky-power-trade-ally-app>

Let me know if you have any questions or concerns.
Thank you!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Friday, September 19, 2025 8:52 AM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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Hi,

Thanks! That makes sense to me! I will do that moving forward.

Thank you,
**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Thursday, September 18, 2025 12:44 PM
To: Tieman, Erica <ETieman@trccompanies.com>; Keenan L Sanders <ksanders@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Thanks.

Erica – moving forward, it seems it could be more efficient for you to just send any updates to me and I will send on to Keenan.

Thank you,

Sarah



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, September 18, 2025 1:32 PM
To: Keenan L Sanders <ksanders@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Thanks so much!

**Erica
Tieman**
Sr.
Marketing
Manager



From: Keenan L Sanders <ksanders@aep.com>
Sent: Thursday, September 18, 2025 11:47 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

The link has been updated.

<https://www.kentuckypower.com/savings/business/energy-advantage/>

Thanks

Keenan



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Wednesday, September 17, 2025 1:30 PM
To: Keenan L Sanders <klsanders@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Yes, please make the change. I didn't know you were waiting on me.

From: Keenan L Sanders <klsanders@aep.com>
Sent: Wednesday, September 17, 2025 1:24:19 PM
To: Tieman, Erica <ETieman@trccompanies.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

I can make the change but waiting on Sarah to approve.

Thanks

Keenan



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, September 17, 2025 1:21 PM
To: Keenan L Sanders <klsanders@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi again,

Following up with this one□

Thaks!

Erica

Tieman

Sr.

Marketing

Manager



From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, August 26, 2025 12:17 PM
To: Keenan L Sanders <klsanders@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi all,

On the EnergyAdvantage for Business webpage can you please change the "Apply Now" link to: <https://commercialenergysolutions.kentuckypowergateway.com/>

Thank you!

Erica
Tieman
Sr.
Marketing
Manager



From: Keenan L Sanders <klsanders@aep.com>
Sent: Thursday, August 14, 2025 11:18 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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Sarah approved and the changes are live now:

<https://www.kentuckypower.com/savings/home/energy-advantage/>

<https://www.kentuckypower.com/savings/business/energy-advantage/>



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
[KLSANDERS@AEP.COM](mailto:klsanders@aep.com) | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, August 13, 2025 9:18 AM
To: Keenan L Sanders <klsanders@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

Hi,

Make sense, thanks for that insight! We can use "Apply now" instead if that works.

Thank you,

Erica
Tieman
Sr.
Marketing
Manager



From: Keenan L Sanders <klsanders@aep.com>
Sent: Wednesday, August 13, 2025 6:08 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] RE: Adding Contractor Link to EnergyAdvantage Pages

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Hi Erica

We can make the change but would need Sarah's approval first.

Also, we don't use "click here" on our sites. Is there a different call to action you can use or link a word in the sentence?

Thanks

Keenan



KEENAN L SANDERS | DIGITAL PRODUCT MGR SR
KLSANDERS@AEP.COM | D:614.716.1935
1 RIVERSIDE PLAZA, COLUMBUS, OH 43215

From: Tieman, Erica <ETieman@trccompanies.com>

Sent: Tuesday, August 12, 2025 3:53 PM

To: Sarah M Nusbaum <smnusbaum@aep.com>; Keenan L Sanders <klsanders@aep.com>

Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>

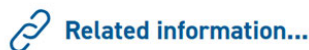
Subject: [EXTERNAL] Adding Contractor Link to EnergyAdvantage Pages

Hi all,

When you get a chance, can you please make 2 small additions to the EnergyAdvantage at Home and EnergyAdvantage for Business pages?

We would like to add a link to apply to become a contractor under the "for more information" line and above the "related information" section (yellow area on the screenshot below) on both pages.

For more information, contact us at EnergyAdvantageKentucky@trccompanies.com or 844-657-1230.



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TEMPERATURE TRACKER

For the "[at home](#)" page please have it read: Interested in becoming an approved contractor for the Kentucky Power EnergyAdvantage at Home program?[Click here to apply](#).

For the "[for business](#)" page please have it read: Interested in becoming an approved Trade Ally for the Kentucky Power EnergyAdvantage for Business program?[Click here to apply](#)

In case the link gets lost somehow in the send here is the link for them to apply at <https://trc.jotform.com/team/kpco/kentucky-power-trade-ally-app>

Let me know if you have any questions or concerns.
Thank you!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, September 24, 2025 9:58 AM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
CC: Voss, Jennifer <JVoss@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Approval for Logo Use on Clothing for TRC Team

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Great, thanks for confirming! We'll get the proofs over to you asap.

**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Wednesday, September 24, 2025 7:24 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Cc: Voss, Jennifer <JVoss@trccompanies.com>
Subject: [EXTERNAL] RE: Approval for Logo Use on Clothing for TRC Team

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That should not be a problem. Thank you for allow us to proof.



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Monday, September 22, 2025 11:34 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Cc: Voss, Jennifer <JVoss@trccompanies.com>
Subject: [EXTERNAL] Approval for Logo Use on Clothing for TRC Team

Hi all,

Can you please confirm for me if we are able to use the Kentucky Power logo on shirts for our new outreach team member? We can send the proof for approval as needed, ensuring we follow the brand guides.

Thank you!
Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



w 314.898.1130
m 618.340.0773

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, July 08, 2026 12:41 PM EDT
To: Stevi N Cobern <sncobern@aep.com>
CC: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: RE: [EXTERNAL] RE: brochures - tracking says delivered last week

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Hi Stevi

The additional 1000 are scheduled for delivery tomorrow!

Thank you.
Deb

From: Stevi N Cobern <sncobern@aep.com>
Sent: Tuesday, July 7, 2026 3:26 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] RE: brochures - tracking says delivered last week

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Thanks. I haven't been in the office much lately but I'll check next time I'm there. I didn't go back to the storeroom today.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, July 7, 2026 12:37 PM
To: Stevi N Cobern <sncobern@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] RE: brochures - tracking says delivered last week



Shipping Tracking Products & Services The UPS Store

Tracking Details

Delivered ✓

1Z24X0950357625177 ⓘ

Wednesday, July 01 Left at the Dock at 10:09 A.M.

Delivered To
ASHLAND, KY US

Received By
HARRIS

[Hide Details](#) ^

Package History

Select Time Zone
Local Time

07/01/2026 10:09 A.M.	Delivered DELIVERED ASHLAND, KY, US
07/01/2026 9:36 A.M.	Out for Delivery Out For Delivery Today Ashland, KY, United States

From: Hill, Deborah
Sent: Tuesday, July 7, 2026 12:36 PM
To: Stevi N Cobern <sncobern@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: brochures - tracking says delivered last week

Stevi

We have tracking info that the first order of 2000 flyers were delivered last week and signed for by "Harris". Have you seen those yet?(Tracking: 1z24x0950357625177).

The additional 1000 have been ordered and we will get you and ETA on those.

Please let m know... thanks!

Deb Hill

Senior Director

dhill@trccompanies.com

252.459.6654

252-801-6861 Cell



From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, July 06, 2026 10:49 AM EDT
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Chamber Event - September 2026

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Ok, thanks. We will probably table for West Va and we'll have some materials there just in case.

Thank you!

From: Ryan L Lake <rlake@aep.com>
Sent: Monday, July 6, 2026 10:37 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] RE: Chamber Event - September 2026

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

We aren't scheduled to be there. I would say an event like that doesn't have a lot of Kentucky people but I could be wrong.



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D: 606.327.2650
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, July 6, 2026 10:35 AM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Chamber Event - September 2026

Hi Ryan

Is this an event that Kentucky Power is already scheduled to participate? Fran was looking at it for West Virginia programs to participate, and we wanted to check with you because of the regional territory served by this Chamber.

[2026 Business After Hours Expo - Huntington Regional Chamber of Commerce](#)

Thank you.

Deb Hill
Senior Director

dhill@trccompanies.com
252.459.6654
252-801-6861 Cell

 **TRC** Member of **WSP**

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, September 30, 2025 11:05 AM EDT
To: Ryan L Lake <rlake@aep.com>; Mary Neal <mneal@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
CC: Tieman, Erica <ETieman@trccompanies.com>; Ryan M Howell <rmhowell@aep.com>
Subject: Re: [EXTERNAL] RE: Chamber Memberships

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Hi Mary

I have a good contact for Floyd County. I was wondering if you had a list of all chambers that Kentucky Power is a member and any guidelines on interacting with the chambers as long as we communicate correctly.

Thank you!

From: Ryan L Lake <rlake@aep.com>
Sent: Tuesday, September 30, 2025 9:59 AM
To: Mary Neal <mneal@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>; Ryan M Howell <rmhowell@aep.com>
Subject: [EXTERNAL] RE: Chamber Memberships

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Ryan Howell would have the information for the Floyd County Chamber.

He is on vacation this week but will be back on Monday.



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Mary Neal <mneal@aep.com>
Sent: Tuesday, September 30, 2025 9:57 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: Chamber Memberships

Based on what I found, our current Chamber memberships include:

Kentucky Chamber of Commerce
Floyd County Chamber of
Commerce
Southeast Kentucky Chamber of Commerce
Northeast Kentucky Chamber of Commerce

Thank you,
Beth



MARY NEAL | EXEC ADMINISTRATIVE ASST
MNEAL@AEP.COM | D:606.327.2611
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, September 30, 2025 9:00 AM
To: Hill, Deborah <DHill@trccompanies.com>; Mary Neal <mneal@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: Chamber Memberships

Sounds like a positive interaction and I'm happy to hear of the potential for more partnering. I don't have a list of Chamber

memberships. Not sure Ryan does either, so I'm bringing in [@Mary Neal](#) since she may pay those dues and might have a list?



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, September 30, 2025 7:41 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Ryan L Lake <rllake@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] Chamber Memberships

Hi Sarah!

We were out in the field yesterday and had a good (very informal) chat with the director of the Floyd County Chamber. She was very welcoming for us to attend events and submit for the newsletter. We also offered a presentation when she had agenda availability which looks like not until 2026. However, she will share info with membership now via the newsletter and she kept some one pagers.

I wanted to check on a few things. Do you have a list of current Chamber memberships you could share, and I also wanted to be sure of any guidelines on how we are approved to engage. We will be sure to communicate with you/Ryan on all interactions and proceed with the appropriate direction and pre-approval from you.

Thank you!
Deb

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Friday, January 16, 2026 9:58 AM EST
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] RE: Consider re-structure of Jan 23 DSM call?

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Ok, sounds good. Thank you.

We are working on our slides for Monday, March 19 monthly call. I assume that is not a holiday for Kentucky Power but let me know since I'm guessing schools out if you prefer, we move the call.

We have had a good response on the Feb 4 in person event. I'll send out a reminder next week for those that have not responded. Looking forward to that!

The residential subcontractor is in territory this week completing homes. They also have narrowed down interviews and plan to hire 2 people with a goal of 4 to run 2 crews all the time with local hires.

Thank you!

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, January 16, 2026 9:51 AM
To: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] RE: Consider re-structure of Jan 23 DSM call?

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

I will bring it back to an hour. We aren't presenting. We are just going to talk with them.



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Friday, January 16, 2026 9:45 AM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Consider re-structure of Jan 23 DSM call?

Hi Ryan

I hope you have big plans for the weekend!

I wanted to check in on the DSM (6-week rotation call) scheduled for next Friday, January 23 with the Mountain Association for DSM updates. That call is scheduled for 2 hours (1pm - 3pm) and we do not need that much time unless you have other agenda items. I wanted to see if we should shorten that time, reschedule from Friday afternoons, or however, we should encourage participation.

When I reviewed the invitation, it looked like no one accepted on their calendars but me. Does it look differently on your end since you originated the invite?

Thank you.
Deb

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, September 30, 2025 9:59 AM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: CRID Number for Mailings

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Hi,

The printer was able to find what he needs ♦55357;♦56898;. He also confirmed for me that this will not impact your budgets at all, nothing is charged to those numbers they are more used for tracking purposes by the postal service.

Thanks!

**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Wednesday, September 24, 2025 1:54 PM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] RE: CRID Number for Mailings

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Thank you for the clarification. I have no idea how the payment structure for our partnership is set up but would be concerned – since the MID is tied to our account – that it could be possible this comes out of my tiny advertising budget, which would definitely overdraw 😊. Can you confirm where the funds for the mailers are allocated? I imagine there's an account specifically set up for DSM, but no one has told me that yet.



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, September 24, 2025 9:57 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: CRID Number for Mailings

Hi,

Thanks for checking - do you guys do any direct mail with your local printer? If so they may have the numbers! Here is what I was able to pull for you for descriptions. The link I sent below has some information as well.

- CRIDs are [Customer Registration IDs](#), unique numeric codes that identify a business at a specific location with the [USPS Business Customer Gateway](#).
- MIDs, or Mailer IDs, are 6- or 9-digit numbers that identify the specific mail owner or service provider to the USPS, with MIDs being assigned based on mail volume.

Thanks!

**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Wednesday, September 24, 2025 7:17 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] RE: CRID Number for Mailings

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Hi – I asked our leadership what the acronyms meant and no one knew. Lol. Can you please explain for us?



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, September 23, 2025 10:23 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] CRID Number for Mailings

Hi ladies,

We are finalizing the print quote to get out the HEA postcard. The printer is asking us to provide a Kentucky Power CRID and MID numbers. Would you guys happen to have that to share with me? <https://postalpro.usps.com/mailing/customer-registration-id>

[Customer Registration ID \(CRID\) | PostalPro](#)

The USPS ® Customer Registration ID (CRID) is a unique number that identifies a specific business location involved in a mailing. In order to submit electronic documentation (and receive Full-Service benefits), customers must have a customer registration ID assigned to their business location.

postalpro.usps.com

Thanks!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, May 13, 2026 9:38 AM EDT
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: Dual Branded Page Mockup
Attachment(s): "AdobeStock_261549899.jpeg", "AdobeStock_349905801.jpeg"

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This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the 'Report to Incidents' button. No button, forward to incidents@aep.com.

Hi,

So sorry for the delay. Attached please find the images!

Thanks!
Erica Tieman
Associate Marketing Director



From: Sarah M Lynch <smnusbaum@aep.com>
Sent: Thursday, April 23, 2026 9:42 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: Dual Branded Page Mockup

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

I like it. Can you all send the homepage banner image and the two images on the new page?



SARAH M LYNCH | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, April 23, 2026 10:09 AM
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: [EXTERNAL] For Review: Dual Branded Page Mockup

Hi Sarah,

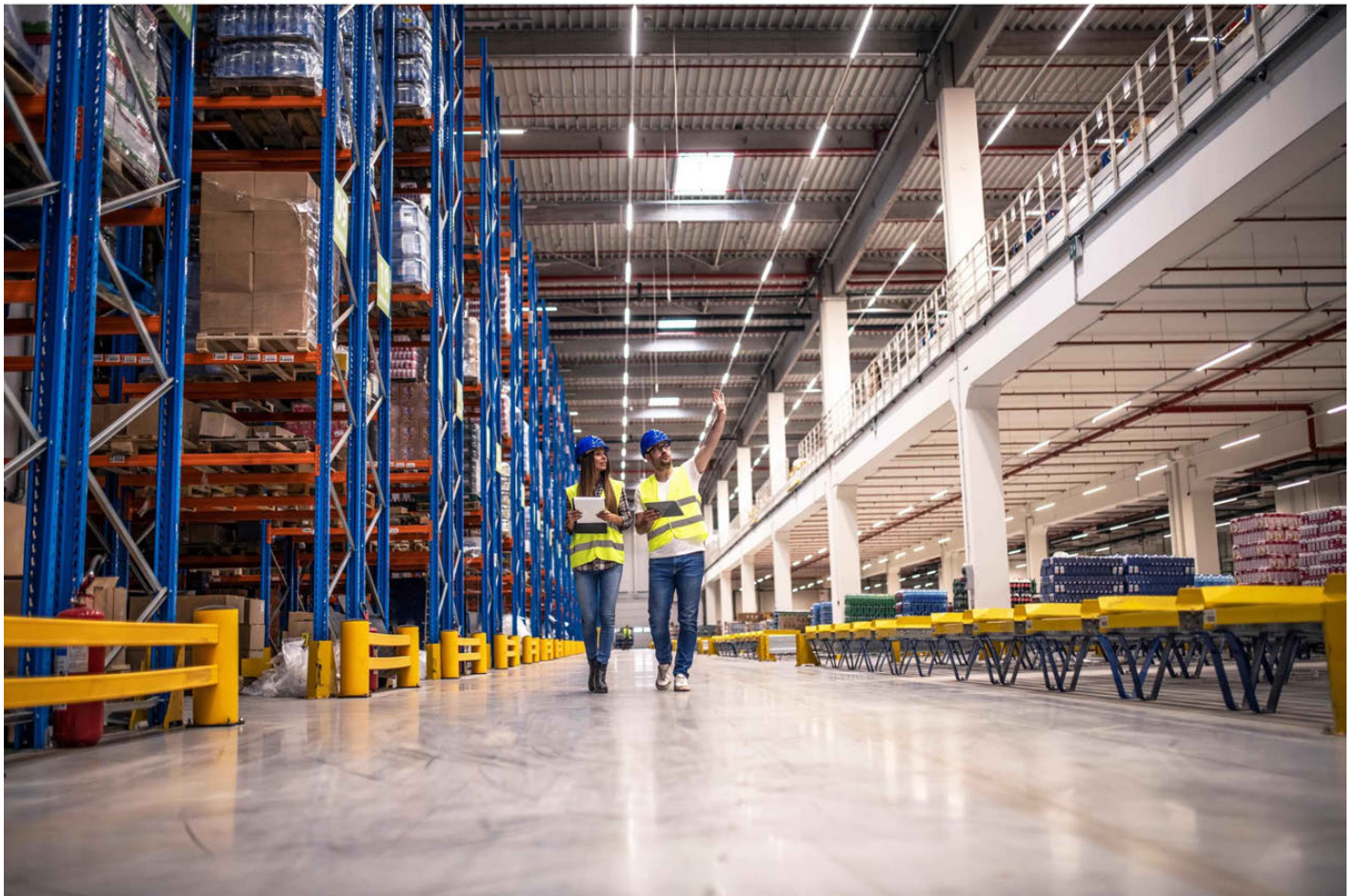
Attached please find a second website mockup showing how both programs could be promoted on the same page.

Let us know if you have any additional needs with this request.

Thanks!
Erica Tieman
Associate Marketing Director

1000 Clark Avenue, FL 4, St. Louis, MO 63102
T 636.378.6857 | C 618.340.0773 | etieman@trccompanies.com
[LinkedIn](#) | [Instagram](#) | TRCcompanies.com







From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, September 23, 2025 2:32 PM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>
CC: Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage at Home Customer Incentive Guide

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Great, thanks for confirming! We'll get these printed and sent your way as well.

Thank you,
**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, September 23, 2025 12:24 PM
To: Tieman, Erica <ETieman@trccompanies.com>
Cc: Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] RE: For Review: EnergyAdvantage at Home Customer Incentive Guide

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Looks good to me. Thanks, Erica!



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Monday, September 22, 2025 11:24 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] For Review: EnergyAdvantage at Home Customer Incentive Guide

Good morning,

We created a "customer facing" version of the incentive guide. The only difference is on the back it says "no cost to homeowner" vs. an incentive dollar amount (that typically a contractor would want to know).

Please let us know if these are approved to print, and we'll get them sent out right away.

Thank you!
**Erica
Tieman**
Sr.
Marketing
Manager



From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, November 13, 2025 9:51 AM EST
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage Door Hanger & Next Emails

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Hi,

Thanks for reviewing and that insight. We will definitely get that added and make sure it's used moving forward. We will swap the links out as well.

Once I get them back from the designer we will get them printed and scheduled out.

Looking forward to chatting tomorrow!

Thanks,

Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, November 11, 2025 9:26 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] RE: For Review: EnergyAdvantage Door Hanger & Next Emails

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Hi Erica! Michelle and I both reviewed the attachments. We think that it's important to point out the electric heat only caveat on every piece. It could be worked in to the copy you've got already or asterisked in small print.

Also, all the links/buttons go to the same page; can you change those, where appropriate, to go to the pages the copy mentions – like for scheduling an appointment, the link would take users to that actual page.

Thanks for the chance to review.

Sarah



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Monday, November 10, 2025 1:01 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] Fw: For Review: EnergyAdvantage Door Hanger & Next Emails

Hi,

Following up on the approvals for the door hanger and emails. Please let me know when you get a chance.

To help keep everything together I am also adding here a draft of the half pager leave behind as well. Please review and let me know if you have any changes or if this is approved to get printed and out to the outreach team.

Thanks!

Erica
Tieman
Sr.
Marketing
Manager



From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Friday, October 31, 2025 11:59 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: For Review: EnergyAdvantage Door Hanger & Next Emails

Hi,

Happy Halloween! Attached please find a door hanger - once approved we will get these printed and the outreach team or TAs can start adding these to doors when they are out.

Also attached please find the next 3 emails for each program. Once these are approved, I can send over the dates/times these would be sent, and we will get them scheduled out.

Looking forward to your feedback, I hope you have a great weekend!

Thanks,

Erica
Tieman
Sr.
Marketing
Manager



From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, August 21, 2025 11:43 AM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>
CC: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage Marketing Materials

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Hi Sarah,

Thanks for the feedback! We'll get the changes for you.

For the variety of images - we can certainly do that for the social posts! We'll work on those as we get more content and images rolling.

For the TA email - Courtney is going to test a test email directly to you here soon. It may go to spam so please check there
55357; 56898;.

Thank you,
**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Thursday, August 21, 2025 9:46 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: EnergyAdvantage Marketing Materials

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Thank you for sharing.

Do you plan on sending additional versions with a variety of images – like for fall and winter? The trees are changing here already and there are some messaging opportunities for this that are most relevant now that we're heading into fall and energy efficiency improvements need to be top of mind for our customers, right?

Here are some edits from me. Michelle may send more if necessary.

Looks like some spacing issues in the first attachment:

When you join our **Trade Ally** or **Contractor Network**, you'll connect with residential and business customers looking for energy efficiency upgrades – and you'll be able to offer them **new financial incentives** that make projects more affordable.

Two programs, twice the opportunity:

- **EnergyAdvantage for Business** – Help small and large businesses cut energy use with efficient lighting, HVAC, and food service equipment.
- **EnergyAdvantage at Home** – Serve residential customers with upgrades like insulation, HVAC, and water heaters.

Why join?

- **Boost your sales** by offering upgrades with built-in incentives
- **Stand out from the competition** with energy-saving solutions
- **Get full program support** – we're here to help!

Getting started is simple.

You'll need a Certificate of Insurance (COI), W-9, and applicable license.

Capitalize the S in Savings

KentuckyPower.com/savings | 84

I suggest changing efficient to "saving" in all the collaterals. No hyphen.



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, August 20, 2025 1:40 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] For Review: EnergyAdvantage Marketing Materials

Hi,

Thanks for your time this morning, it was great getting to chat! As promised, attached please find the following for review/approval:

1. TA/Contractor Recruitment Email (PDF)
2. HEI Overview (PDF) -the business one is already approved
3. Social Media Graphics (2 JPGs, one for each program)
4. Launch Postcard Designs (2 PDFs, one for each program)
5. Presentation Template (PowerPoint)

Please take a look and let us know if you have any changes, or if these are approved. Once approved, we'll start the next steps (sending emails, printing collateral, creating other sizes of the social graphics, etc.).

Don't hesitate to reach out with questions!

Thank you!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102

W 314.898.1130



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m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Monday, August 25, 2025 10:52 AM EDT
To: Michelle N Strickland <mstrickland@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage One Pagers

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Great, thank you both for confirming!

Erica
Tieman
Sr.
Marketing
Manager



From: Michelle N Strickland <mstrickland@aep.com>
Sent: Friday, August 22, 2025 12:34 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: EnergyAdvantage One Pagers

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Other than changing the energy-efficient to energy saving, everything else looks good to me.



MICHELLE N STRICKLAND | COMMUNICATIONS REP
MSTRICKLAND@AEP.COM | D:606.327.2608
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Friday, August 22, 2025 12:35 PM
To: Michelle N Strickland <mstrickland@aep.com>
Cc: Tieman, Erica <etieman@trccompanies.com>
Subject: FW: For Review: EnergyAdvantage One Pagers

Michelle – will you please review these and reply with approval or any edits?

Thanks!



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Friday, August 22, 2025 11:32 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Subject: [EXTERNAL] Fw: For Review: EnergyAdvantage One Pagers

Hi,

Adding this back to the top of your inbox. Similar to the other documents, we can swap out "energy-efficient" for "energy saving" but please take a look and let me know if you see any other changes or if these are approved to get printed.

Thank you!
Erica
Tieman
Sr.
Marketing
Manager



From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, August 13, 2025 8:15 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: For Review: EnergyAdvantage One Pagers

Hi Sarah,

Attached please find drafts of "one-pagers" for both programs. The idea is to be able to provide these to contractors, or even customers, as a short "sell sheet" for the programs. Take a look and let us know if you see any changes or if these are approved. I look forward to your feedback.

Thanks!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, June 24, 2025 1:16 PM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>; Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content
Attachment(s): "EnergyAdvantage for Home Image.jpeg", "EnergyAdvantage for Businesses Image.jpeg"

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Hi Sarah,

I hope this answers the question correctly, but the "links" will actually be documents that we'll share with you that customers can download from the website 55357; 56898;. They will be coming soon! We're making minor tweaks to the collateral now and I'll be sharing those asap.

Attached please find 2 images for each of the pages. We can send more, or size them, or send a different file type if needed. Just let us know what your web team needs and we'll be happy to help!

Let me know if you need anything else.

Thank you,
**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, June 24, 2025 11:15 AM
To: Capshaw, Courtney <CCapshaw@trccompanies.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

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I will ask. Are the links ready? Also waiting on images, right?



SARAH M NUSBAUM | CORPORATE COMMS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Capshaw, Courtney <CCapshaw@trccompanies.com>
Sent: Tuesday, June 24, 2025 11:49 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

Hi Sarah.

Can you provide an ETA of when the web pages will go live?

Thanks

Courtney C. Capshaw
Marketing Director

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1144
m 347.640.1792

From: Tieman, Erica <ETieman@trccompanies.com>
Date: Tuesday, June 17, 2025 at 11:13AM
To: Sarah M Nusbaum <smnusbaum@aep.com>, Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

Hi,

Thanks for sending those ideas! My personal preference would be to have them be "EnergyAdvantage at Home" and then tweaking it slightly to "EnergyAdvantage for Businesses" to have less words.

We will work on gathering some images for you!

Thank you,

**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Monday, June 16, 2025 11:14 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Good morning –

I took Keenan out while we're making this decision and on how to name the webpages.

I do know that Amy and Cindy Wiseman both agreed on this as the official program name and tagline **EnergyAdvantage: Saving Energy Starts Here**. It definitely makes sense to have them labeled as "Home" and "Commercial" so designers know what info goes where.

Here are a couple options for the page names that tie into the program name. Can you please let me know if any of these make sense to you or are aligned with what other companies have done? If you can help me decide, I'll send the email on to our web guy, Keenan.

EnergyAdvantage at Home
EnergyAdvantage Home Savings
EnergyAdvantage: Home

EnergyAdvantage for Your Business
EnergyAdvantage Business Savings
EnergyAdvantage: Business

Also, if you wouldn't mind going ahead and sending along any images you have for these webpages, I think that will help move things along for sure.

Thank you!

Sarah



SARAH M NUSBAUM | CORPORATE COMMS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, June 12, 2025 9:22 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Keenan L Sanders <klsanders@aep.com>; Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

Hi,

Thank you both! Nice to e-meet you Keenan. Below please find answers in purple. Let me know if have any other questions or need anything else. Happy to hop on a call if that is easier as well.

1. Is this a permanent program and the page will be the indefinitely or short term (campaign page)? These will be program pages that need to live indefinitely on the website
2. Is the official name of the programs "EnergyAdvantage" or "Home EnergyAdvantage" and "Commercial EnergyAdvantage"? @Sarah M Nusbaum – what are your thoughts on this? I labeled them that way on the document so it was clear which page was for businesses and which was for customers but that wasn't the "official" name.
3. It looks like there are some links missing for a few items. Will they be linking to something or is that just text?
 1. Home program
 - i. [Schedule Your Free Energy Assessment] This may warrant further discussions with the team, this can be flexible but on other programs this would link to some sort of form or contact us page to reach out to a team to get the assessment scheduled.
 - ii. [Apply for Rebates] This will link to an application document that we will provide you
 - iii. [Explore Available Rebates] This will link to an incentive guide that we will provide you
 - iv. [Find a Trade Ally] This will link to a document that we will provide you
 1. Commercial
 - i. [Explore Incentives] This will link to an incentive guide that we will provide you
 - ii. [Find a Trade Ally] This will link to a document that we will provide you
 - iii. [Apply Now] This will link to an application that we will provide you.
4. Will there be any images that need to be included? Ideally, we'd love for the pages to include images! We're happy to provide you with some options if that would be easiest.

Thanks so much,

Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, June 10, 2025 12:56 PM
To: Keenan L Sanders <klsanders@aep.com>; Capshaw, Courtney <CCapshaw@trccompanies.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: EnergyAdvantage Website Content

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ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Keenan – thanks for getting back so quickly. I'm bringing TRC into this conversation to save us some back and forth since they the experts😊

Erica – would you be able to help answer any questions any of the questions Keenan has asked below?



SARAH M NUSBAUM | CORPORATE COMMS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Keenan L Sanders <klsanders@aep.com>
Sent: Tuesday, June 10, 2025 1:01 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Michelle N Strickland <mstrickland@aep.com>; Tanner S Wolfram <tswolfram@aep.com>
Subject: RE: For Review: EnergyAdvantage Website Content

Hi Sarah

I do have a few questions:

1. Is this a permanent program and the page will be the indefinitely or short term (campaign page)

2. Is the official name of the programs "EnergyAdvantage" or "Home EnergyAdvantage" and "Commercial EnergyAdvantage"?
3. It looks like there are some links missing for a few items. Will they be linking to something or is that just text?
 1. Home program
 - i. [Schedule Your Free Energy Assessment]
 - ii. [Apply for Rebates]
 - iii. [Explore Available Rebates]
 - iv. [Find a Trade Ally]
 1. Commercial
 - i. [Explore Incentives]
 - ii. [Find a Trade Ally]
 - iii. [Apply Now]
4. Will there be any images that need to be included?

Thanks

Keenan

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, June 10, 2025 12:39 PM
To: AEP.COM Updates <aepdotcomupdates@aep.com>
Cc: Michelle N Strickland <mstrickland@aep.com>; Tanner S Wolfram <tswolfram@aep.com>
Subject: FW: For Review: EnergyAdvantage Website Content

Good afternoon –

I just received this information/request from TRC regarding the webpages for our new DSM programs. We discussed this topic a while back when I was trying to figure out where those new pages would live on our website. Will you please review the email below and let me know of anything you will need to assist with this request?

Thank you,

Sarah



SARAH M NUSBAUM | CORPORATE COMMS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, June 10, 2025 12:07 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] For Review: EnergyAdvantage Website Content

Hi Sarah,

Attached please find website content drafts for both programs. Please take a look and let us know if you see any changes or if this is approved.

While you are reviewing content, are you also able to put in a request with your IT team to build out 2 pages for this content to live? Ideally, we'd love for the pages to be built and live by the launch on July 1st. I believe previously it was discussed to build pages under the "Savings" drop down on the website, but we would be open to what you believe makes sense based on your website stats or how various pages perform.



Please let me know if you have any questions or concerns.

Thank you!

Erica Tieman
Sr. Marketing Manager



TRCCOMPANIES.COM

1000 Clark Avenue, FL 4
St. Louis, MO 63102

w 314.898.1130
m 618.340.0773





From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, September 24, 2025 9:57 AM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: KPCo Business Card Draft

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Great thank you!

Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Wednesday, September 24, 2025 7:24 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: KPCo Business Card Draft

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Looks good!



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, September 23, 2025 1:56 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: [EXTERNAL] For Review: KPCo Business Card Draft

Hi,

Attached please find a draft of the business cards for our team to use out in the field. Please review and let me know if you have any changes or if this is approved to start using.

Thanks!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, April 14, 2026 4:13 PM EDT
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: KPCo Home Email Follow Up Draft

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Hi Sarah,

What are your thoughts on this? We did a little testing with more images and on mobile they looked really small. With this approach, we'd be able to swap out the images more often as well for a small refresh.



Please let me know if you approve this, and we'll get it added to the email and sent out.

Thanks!
Erica Tieman
Associate Marketing Director



From: Sarah M Lynch <smnusbaum@aep.com>
Sent: Thursday, April 9, 2026 9:45 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] RE: For Review: KPCo Home Email Follow Up Draft

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Still not quite it. See attached for what I'm looking for. AI made that for me as an example. Something like this would look good with the logo right in the middle.



SARAH M LYNCH | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, April 9, 2026 9:59 AM
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: KPCo Home Email Follow Up Draft

Good morning!

Options were limited for a collage of options based on what we offer for the HEA "no cost" incentives, but we did find this

one which is a good match!



For reference here are the measures included:

HOT WATER	DESCRIPTION	UNIT TYPE	INCENTIVE
Low Flow Showerhead ^{1,2}	1.5 GPM Low Flow Showerhead	Showerhead	No Cost to Homeowner
Aerator ^{1,2}	1.0 GPM Low Flow Bathroom Faucet Aerator	Aerator	No Cost to Homeowner
	1.5 GPM Low Flow Kitchen Faucet Aerator	Aerator	No Cost to Homeowner
Hot Water Heater Temperature Setback ²	Electric Domestic Hot Water Heater Temperature Setback	Hot Water Heater	No Cost to Homeowner
INSULATION	DESCRIPTION	UNIT TYPE	INCENTIVE
Pipe Insulation ²	R-3 Insulation of 1/2 thickness on 3/4" DHW Pipe	Per Linear Foot	No Cost to Homeowner
	R-3 Insulation of 1/2 thickness on 1/2" DHW Pipe	Per Linear Foot	No Cost to Homeowner
Hot Water Tank Wrap ^{2,3}	30 - 80 Gallon Domestic Hot Water Heater Tank Wrap	Each	No Cost to Homeowner
Duct Sealing ^{4,5}	Duct Sealing	Per Home	No Cost to Homeowner
AIR SEALING	DESCRIPTION	UNIT TYPE	INCENTIVE
Air Sealing ⁴	Caulking, Sealing, or Polyethylene Tape	Linear Foot	No Cost to Homeowner
	Outlet Gasket on Exterior Walls	Gasket	No Cost to Homeowner
	Switch Gasket on Exterior Walls	Gasket	No Cost to Homeowner
	Door Sweep on Exterior Doors	Each	No Cost to Homeowner
	Window Weatherstripping	Per Linear Foot	No Cost to Homeowner
	Door Weatherstripping on Exterior Doors	Per Linear Foot	No Cost to Homeowner
Air Sealing with Blower Door ^{4, 6, 7}	Whole Home Air Sealing with Blower Door Test. Home must be 15+ years old	Per Home	No Cost to Homeowner
Air sealing projects are eligible for either the the whole home air sealing with blower door incentive or individual air sealing measure incentives (caulking, sealing, or polyethylene outlet gaskets; switch gasket; door sweep; window weatherstripping; door weatherstripping)			
OTHER	DESCRIPTION	UNIT TYPE	INCENTIVE
Advanced Power Strip	Tier 1: Simple Control/Switched Outlets	Each	No Cost to Homeowner
Assessment	Whole Home Assessment	Home	No Cost to Homeowner

Thanks,
Erica Tieman
Associate Marketing Director



From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, April 8, 2026 12:51 PM
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: For Review: KPco Home Email Follow Up Draft

Hi,

Great we'll swap out the image and get this scheduled out.

Makes total sense, and we can definitely do that, and we'll note this preference moving forward. Sometimes it's nice having a human aspect to things, but we'll do it lightly and focus more on the products, or services provided for the customers.

Thanks!

Erica Tieman
Associate Marketing Director



From: Sarah M Lynch <smnusbaum@aep.com>
Sent: Wednesday, April 8, 2026 12:49 PM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: For Review: KPCo Home Email Follow Up Draft

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Totally fine with sending the email.

I do have some issues with the image. I think it's pretty silly and would love a different look. Would like to get away from pictures of people. I don't find them effective or relatable most of the time.

What about a collage of images of the different upgrades/products and service actions the program provides? If I knew of an energy efficiency issue I had in my home and saw a picture of that thing or the work being done to fix a problem like mine, I think that would catch my eye. You think your designer can work on something like that?



SARAH M LYNCH | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, April 8, 2026 1:21 PM
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: [EXTERNAL] For Review: KPCo Home Email Follow Up Draft

Hi Sarah,

The team would like to reach out to roughly 500 customers they have been calling and have not been able to reach with the attached email. Can you please review and let me know if you have any changes, or if have approval to get this out?

Thanks!

Erica Tieman
Associate Marketing Director



From: Voss, Jennifer <JVoss@trccompanies.com>
Sent: Monday, December 15, 2025 1:48 PM EST
To: Sarah M Lynch <smnusbaum@aep.com>; Tieman, Erica <ETieman@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: For Review:: EnergyAdvantage Pull Up Banners / Email Reporting

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Thank you, Sarah!

Jennifer Voss
TRC | Marketing Coordinator
C: 618.664.9551 | jvoss@trccompanies.com

From: Sarah M Lynch <smnusbaum@aep.com>
Sent: Monday, December 15, 2025 9:36 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Cc: Voss, Jennifer <JVoss@trccompanies.com>
Subject: [EXTERNAL] RE: For Review:: EnergyAdvantage Pull Up Banners / Email Reporting

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Thank you, Erica. I think the banners look good.

Let me know if you need anything else.

Sarah



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Friday, December 12, 2025 9:34 AM
To: Sarah M Lynch <smnusbaum@aep.com>; Michelle N Strickland <mstrickland@aep.com>
Cc: Voss, Jennifer <JVoss@trccompanies.com>
Subject: [EXTERNAL] For Review:: EnergyAdvantage Pull Up Banners / Email Reporting

Hi,

Apologies for my delay - attached please find the email report we reviewed earlier this week and then the pull up banners for approval. Please let us know if you have any changes or if the banners are approved to get printed.

I've cc'd in Jennifer to help move the project along while I am out early next week.

Thank you!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, May 04, 2026 9:31 AM EDT
To: Ryan L Lake <rlake@aep.com>
CC: Stevi N Cobern <sncobern@aep.com>
Subject: Re: [EXTERNAL] RE: HEIP Gift Card Campaign - for your consideration

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Ok, thanks for checking into it and please let me know if you need any information to support.

From: Ryan L Lake <rlake@aep.com>
Sent: Monday, May 4, 2026 9:29 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Stevi N Cobern <sncobern@aep.com>
Subject: [EXTERNAL] RE: HEIP Gift Card Campaign - for your consideration

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From my understanding the funds can't come from the DSM program so we will have to check with Amy and Cindy.

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, April 30, 2026 11:31 AM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Finn, Issac <IFinn@trccompanies.com>
Subject: [EXTERNAL] HEIP Gift Card Campaign - for your consideration

Hi Ryan

Hope all is good. We mentioned this briefly before and wanted to gauge your thoughts. The HEIP have slowed down (typically this time of year) and we are thinking it's a good time to request a gift card campaign. The \$25 gift card offer is amazing to create some urgency and get people to sign up for the assessment/direct install. We did a gift card for Virginia Home Performance in 2025 that brought in 433 new projects. We want to keep a strong pipeline for the contractor over the next few months. They have ramped up production, and we need to stay ahead of them.

These are the parameters, and I've asked marketing to mock something up for consideration:

- \$25 gift card
- We will say it is limited to the first 150 customers. (can be less or can decide later to increase if you decide).
- Email the offer to anyone who has not already participated.
- Customer must request the assessment by June 20 (phone or portal).
- Assessment must be scheduled and completed by July 20.
- They are not eligible for the gift card until the assessment is **complete**.
- TRC will issue, track, and report on the gift cards. It's an electronic card that we can track and reissue if needed. Or if the customer is not comfortable with electronic, we can issue card.
- Once the campaign is finished, we will invoice the total amount of gifts with the incentive request by separate line item.

Please let us know if we may answer any questions.

Thank you for your consideration!
Deb

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Thursday, November 13, 2025 3:51 PM EST
To: Shane D Allen <sdallen2@aep.com>; Hill, Deborah <DHill@trccompanies.com>; Ryan L Lake <rlake@aep.com>
Subject: RE: [EXTERNAL] RE: High Usage Accounts - Phone Numbers

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Thank you for this spreadsheet, I will have the Customer Service Reps. Start on these calls right away!

Thank you,
Fran

Fran Phillips
Operations Manager



C301.275.7427 | FPhillips@trccompanies.com
[LinkedIn](#) | [Instagram](#) | [TRCcompanies.com](https://www.trccompanies.com)

From: Shane D Allen <sdallen2@aep.com>
Sent: Thursday, November 13, 2025 3:05 PM
To: Hill, Deborah <DHill@trccompanies.com>; Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: RE: [EXTERNAL] RE: High Usage Accounts - Phone Numbers

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I would start with the ones Red and yellow. The green are large homes that may just be high in nature due to size. The white have not been verified. These were spot checked.

Thanks,



SHANE D ALLEN | KEY ACCOUNT MGR SR
SDALLEN2@AEP.COM | A:8.610.1205
1400 E. MAIN STREET, HAZARD, KY 41701

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, November 12, 2025 3:37 PM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Shane D Allen <sdallen2@aep.com>
Subject: Re: [EXTERNAL] RE: High Usage Accounts - Phone Numbers

The ones marked in red are fine. We can start there.

Our IT asked for phone numbers to be added to the next round of customer accounts when they send the file, but I realize that may not happen with the December update - hopefully there is time to add.

Thanks!

From: Ryan L Lake <rlake@aep.com>
Sent: Wednesday, November 12, 2025 3:34 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Shane D Allen <sdallen2@aep.com>
Subject: RE: [EXTERNAL] RE: High Usage Accounts - Phone Numbers

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Deb,

I spoke with Shane, and he can provide you with the items marked in red by tomorrow. However, compiling a list of all high users will be challenging, as it may be difficult to differentiate between actual high users and large homes.

If you would like the three of us can have a call tomorrow and discuss this a little more.



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, November 12, 2025 3:09 PM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Shane D Allen <sdallen2@aep.com>
Subject: Re: [EXTERNAL] RE: High Usage Accounts - Phone Numbers

Hi - just checking back on this request for phone numbers. Do you think possible to share so we can do additional outreach to these customers.

Thank you!

From: Ryan L Lake <rlake@aep.com>
Sent: Wednesday, November 5, 2025 8:50 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Shane D Allen <sdallen2@aep.com>
Subject: [EXTERNAL] RE: High Usage Accounts - Phone Numbers

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Let me check with Shane.

I don't know who created that list.

Shane,

Is it possible to get a list of phone numbers for Deb?

Thanks,

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, November 5, 2025 6:41 AM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] High Usage Accounts - Phone Numbers

Hi Ryan

Any chance you could post another file of the high usage accounts to include the phone numbers?

I mentioned that we had requested going forward that the phone number being added to the monthly account transfers but I'm not sure when that is possible to start and we have already received the data for November.

Thank you!
Deb

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, June 10, 2026 4:59 PM EDT
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Incentive Batch 20109 dated 5.1.26

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Ryan – received these funds today and payment files are being processed!

Thank you!

From: Ryan L Lake <rlake@aep.com>
Sent: Thursday, June 4, 2026 1:23 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] RE: Incentive Batch 20109 dated 5.1.26

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That will be approved Monday.

I m working on the 2 fan sent today too



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, June 4, 2026 12:47 PM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Incentive Batch 20109 dated 5.1.26

Ryan

We received incentive funds and have distributed them, but we are missing one batch of incentives (which you mentioned may be in queue for approval Monday).

We have not received HEIP Batch 20109 dated 5.1.26 for \$19,484.76.

Thank you!

Deb Hill
Senior Director

dhill@trccompanies.com
252.459.6654
252-801-6861 Cell

TRC Member of **WSP**

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Friday, January 16, 2026 3:06 PM EST
To: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Invoices

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Thanks Ryan!

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, January 16, 2026 1:47 PM
To: Phillips, Francis <FPhillips@trccompanies.com>
Cc: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] RE: Invoices

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Both have been approved.

Thanks,

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Tuesday, January 13, 2026 6:41 PM
To: Ryan L Lake <rlake@aep.com>
Cc: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] Invoices

Hi Ryan,

I just uploaded the invoices for you.

- CESP-010103
- HEIP-020103

Have a great evening!

Fran Phillips
Operations Manager



C301.275.7427 | FPhillips@trccompanies.com
[LinkedIn](#) | [Instagram](#) | TRCcompanies.com

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, July 29, 2025 4:51 PM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>; Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: KPCo Branded PowerPoint Template

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Hi,

Thanks for letting us know!

For the link - it was intentional ♦55357;♦56898; the site is for both to schedule an HEA and for the application, but for tracking purposes we feel its best they have separate buttons.

Also speaking of buttons, when I went to review those links, I noticed that when you click on them, they open up in the same tab. Would it be possible to have all of those links open in a new tab instead?

Thank you!

**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, July 29, 2025 3:46 PM
To: Capshaw, Courtney <CCapshaw@trccompanies.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] RE: KPCo Branded PowerPoint Template

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First, wanted to let you know I'm planning to deliver some external communications tomorrow about the new programs – press release and an email to city officials/stakeholders from our account managers and external affairs managers.

Also, noticed that these two links take users to the same place. Is that on purpose? Or should one of these be different:

START YOUR PROJECTS TODAY!

Improve your home's comfort and energy costs with Kentucky Power.

Schedule Your Free Energy Assessment



Apply for Rebates



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Capshaw, Courtney <CCapshaw@trccompanies.com>
Sent: Tuesday, July 29, 2025 1:06 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: Re: [EXTERNAL] RE: KPCo Branded PowerPoint Template

It will.....but....we're going to take a pass at creating a new template. The one you provided, while fine, is a bit bland or super simple.☺ I'd like to see a bit more color in the template so we'll create a design and share it with you for your review and approval.

Courtney C. Capshaw
Marketing Director

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1144
m 347.640.1792

From: Sarah M Nusbaum <smnusbaum@aep.com>
Date: Tuesday, July 29, 2025 at 10:19AM
To: Capshaw, Courtney <CCapshaw@trccompanies.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: KPCo Branded PowerPoint Template

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Hi – My comms rep shared this with me. Will this work?



SARAH M NUSBAUM COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Capshaw, Courtney <CCapshaw@trccompanies.com>
Sent: Monday, July 28, 2025 10:09 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] KPCo Branded PowerPoint Template

Hi Sarah!

Do you have a branded slide deck that we can use for creating program presentations? If not, we are more than happy to create a new template in the KPCo brand.

Thanks

Courtney C. Capshaw
Marketing Director

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1144
m 347.640.1792

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, August 12, 2025 4:33 PM EDT
To: Sarah M Nusbaum <smnusbaum@aep.com>; Hill, Deborah <DHill@trccompanies.com>
CC: Capshaw, Courtney <CCapshaw@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

This Message Is From an EXTERNAL Sender

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Great, thanks for confirming! I just sent over a bi-weekly meeting invite.

If things pop up, we can move it as needed but this at least gives us a standing time to chat ♦55357;♦56898;. Looking forward to it!

Thank you,
Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, August 12, 2025 3:22 PM
To: Tieman, Erica <ETieman@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Erica, I think 10-10:30 should work. Thanks!

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, August 12, 2025 3:18:18 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

Hi again,

For the meeting do any of these times on Wednesdays work for an ongoing touchbase call?

- 9-9:30 am
- 10-10:30 am
- Sometime between 12 pm and 3 pm

Thanks!
Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Thursday, August 7, 2025 10:40 AM
To: Tieman, Erica <ETieman@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Michelle N Strickland <mstrickland@aep.com>
Subject: RE: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Ok, thanks for letting me know😊 You can include Michelle Strickland, please. Mondays are generally good. 10:30 would work on that day. Wednesdays and Fridays could also work.

Sarah



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Thursday, August 7, 2025 9:23 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Mary Neal <mneal@aep.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

Thanks, Sarah!

For the other pieces - our designer is finalizing her drafts now, then we'll share for review. In the meantime, we were thinking it would be great if we could start a bi-weekly or weekly touchbase marketing call with you. Are there days and times that work best? Is there anyone else on your team who should be invited?

Thank you!

**Erica
Tieman**
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Thursday, August 7, 2025 7:42 AM
To: Hill, Deborah <DHill@trccompanies.com>; Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Mary Neal <mneal@aep.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Beth - would you please provide the address for each service center and supervisor name as a contact for TRC? Thanks!

Deb- I'm thinking 200 copies of each per service center.

Anything on the other tactics you mentioned?

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, August 6, 2025 2:08 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Hi Sarah!

Quick question – just confirming these are the three service centers and requesting contact name and address for each.

How many copies are you thinking per location?

- Ashland
- Hazard
- Pikeville

Thank you.
Deb

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, August 5, 2025 4:57 PM
To: Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Hi – Wanted to check on some things in the thread below; anything you need from me to create the social media assets? Or the email/postcards?

And what did we decide about printing the flyers? If it's in the SOW for TRC to print those and mail our three services centers, that would be great! Just let me know.

Thanks,

Sarah



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Sarah M Nusbaum
Sent: Tuesday, July 29, 2025 10:39 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

Sorry, I missed this! Probably should use which ever you think would be the quickest, right? Would that be local?

Also, we have all the channels! So all of the above, I think would be the correct answer for the second question.

Thanks!



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, July 23, 2025 1:55 PM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

Hi,

Thanks for letting me know! Would you prefer we use your local printer?

As far as social assets, we can certainly create those for you to go along with the launch and campaign email/postcards. What platform sizes do you need? Facebook, LinkedIn, Instagram?

Thanks!
Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Tuesday, July 22, 2025 8:42 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Great! We typically print locally but do not have a preferred printer.

Also, will you be creating social media assets we can use to run ads/sponsored content?



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, July 22, 2025 9:26 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: Re: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

Hi Sarah,

Thanks for checking in! I hope to get you the incentive links today and then I think we can launch☐

Also, quick question for you - do you have a preferred printer you use to print collateral? If not, we have one we have used in Louisville, but we thought we'd check if you had an established company first.

Thanks!
Erica
Tieman
Sr.
Marketing
Manager



From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Monday, July 21, 2025 2:50 PM
To: Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] RE: KPCo Communication Calendar / Campaign Plan

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Hi – Checking in on this to see if there's a date yet?



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Sarah M Nusbaum
Sent: Wednesday, July 16, 2025 10:27 AM
To: Tieman, Erica <ETieman@trccompanies.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: RE: KPCo Communication Calendar / Campaign Plan

Thanks! Do you have word on when the pages should go live?



SARAH M NUSBAUM | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Wednesday, July 16, 2025 10:03 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Capshaw, Courtney <CCapshaw@trccompanies.com>
Subject: [EXTERNAL] KPCo Communication Calendar / Campaign Plan

Good morning!

Following our kick off call, attached please find copies of the communication calendar and campaign plan that were in the presentation.

Let me know if you have any questions or needs. As drafts get finalized, I will share with you for review/approval.

Looking forward to it!

Thank you,

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, March 03, 2026 2:54 PM EST
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: Re: [EXTERNAL] RE: KPCo EnergyAdvantage Website Mockups for Home Page

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Hi,

Right, the savings page doesn't seem very visible, but I thought that's what option 1 fixed, that it makes that page more front and center by adding a big banner for it on the home page. Happy to go back to the designer and work up more options. We can discuss on our call tomorrow too ☎55357;☎56898;

Thanks!
Erica Tieman
Associate Marketing Director



From: Sarah M Lynch <smnusbaum@aep.com>
Sent: Tuesday, March 3, 2026 1:44 PM
To: Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] RE: KPCo EnergyAdvantage Website Mockups for Home Page

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Thanks for sharing! It's just not quite what I was thinking we needed though. I was expecting the design would be a new page that promoted both programs and linked to their own current pages. Is it possible to go back and ask for that? As it is currently on the Savings page, it's just not very visible, right??



SARAH M LYNCH | COMMUNICATIONS MGR
SMNUSBAUM@AEP.COM | D:606.327.2602
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Tuesday, March 3, 2026 1:32 PM
To: Sarah M Lynch <smnusbaum@aep.com>
Subject: [EXTERNAL] KPCo EnergyAdvantage Website Mockups for Home Page

Hi,

Attached please find some website mockups that we discussed previously showing two different options of adding the program information to your homepage.

- The first mock up (page 1) is one long banner that would lead to this [page Savings](#)
- The second mock up (page 2) is 2 smaller banners, which would then lead to each program's specific page.

Let us know your thoughts, and if you need anything else for this request for your web team.

Thank you!
Erica Tieman
Associate Marketing Director

1000 Clark Avenue, FL 4
St. Louis, MO 63102



w 314.898.1130
m 618.340.0773

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, December 08, 2025 7:46 AM EST
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] RE: Sending over info i promised - just wrapping a few things up

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Hi Ryan - good morning.

I was out on Friday for a family funeral and missed your call - catching up today.

Hopefully all goes well with the approval process. I'll let you know when we verify the money in the account to close the loop and issue the checks.

Thank you!

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, December 5, 2025 2:00 PM
To: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] RE: Sending over info i promised - just wrapping a few things up

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I think everything is set. I should know today or Monday. Looks like they have made me the verifier and Tanner the approver.

I'm going to try and verify the two we have in the portal.



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, December 4, 2025 2:06 PM
To: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Sending over info i promised - just wrapping a few things up

Ryan

We are working to close out a few projects, and then I'll send over updated numbers we have closed since we talked on Monday. I'll also send the gift card info.

Do you have an update on the incentive funds being processed? We need to get the contractor paid for those two batches and then soon the University projects.

Thank you!

From: Tieman, Erica <ETieman@trccompanies.com>
Sent: Monday, November 24, 2025 10:41 AM EST
To: AEP.COM Updates <aepdotcomupdates@aep.com>; Sarah M Nusbaum <smnusbaum@aep.com>
CC: Michelle N Strickland <mstrickland@aep.com>
Subject: Re: [EXTERNAL] Updated - RE: Website Change on EnergyAdvantage For Business

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Thanks all for doing this so quickly!

**Erica
Tieman**
Sr.
Marketing
Manager



From: AEP.COM Updates <aepdotcomupdates@aep.com>
Sent: Thursday, November 20, 2025 10:37 AM
To: Sarah M Nusbaum <smnusbaum@aep.com>
Cc: Michelle N Strickland <mstrickland@aep.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: [EXTERNAL] Updated - RE: Website Change on EnergyAdvantage For Business

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Updated and posted to production. DA

From: Sarah M Nusbaum <smnusbaum@aep.com>
Sent: Thursday, November 20, 2025 11:00 AM
To: AEP.COM Updates <aepdotcomupdates@aep.com>
Cc: Michelle N Strickland <mstrickland@aep.com>; Tieman, Erica <etieman@trccompanies.com>
Subject: Website Change on EnergyAdvantage For Business

Can you please make this change on the [EnergyAdvantage for Business page](#), as requested by our TRC partner below:

On the [business webpage](#), under "available incentives" can you please add the following line: "The Commercial Energy Solutions Program provides rebates to commercial (non-residential, non-industrial) customers." So the paragraph shown below would read "Incentives are capped at \$25,000 annually per electric service account number per year. Incentives will not exceed the total project cost. Projects above \$10,000 will require pre-approval prior to moving forward with equipment purchase and installation. The Commercial Energy Solutions Program provides rebates to commercial (non-residential, non-industrial) customers."

AVAILABLE INCENTIVES

Click here to view our incentives list. Available measures include:

- LED lighting
- Network lighting controls
- Occupancy sensors
- Daylight controls

Incentives are capped at \$25,000 annually per electric service account number per year. Incentives will not exceed the total project cost. Projects above \$10,000 will require pre-approval prior to moving forward with equipment purchase and installation.

Let me know if you have any questions.

Thanks!

Erica Tieman
Sr. Marketing Manager

1000 Clark Avenue, FL 4
St. Louis, MO 63102



TRCCOMPANIES.COM

w 314.898.1130
m 618.340.0773

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Monday, December 15, 2025 5:25 PM EST
To: Ryan L Lake <rlake@aep.com>
CC: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] Customer from High Bill List

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Hi Ryan,

I emailed the PDF to you through the One Drive. The customer that signed up from the call list for the high bill name is [REDACTED].

Working on invoices, it will probably be tomorrow when I send them through the OneDrive, I will email you as soon as I send them.

Thanks,
Fran

Fran Phillips
Operations Manager



C301.275.7427 | FPhillips@trccompanies.com
[LinkedIn](#) | [Instagram](#) | [TRCcompanies.com](https://www.trccompanies.com)

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Friday, April 10, 2026 2:36 PM EDT
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] [REDACTED], location not showing up
Attachment(s): "FC 215 [REDACTED].pdf"

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the 'Report to Incidents' button. No button, forward to incidents@aep.com.

Hey Ryan,

There is a [REDACTED] in Pikeville that recently completed a lighting conversion. We have their bill, but the account number and address don't pull anything. Do you have any input here? That street does have other accounts on it.

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com

1645 Winchester Ave, Ashland, KY 41101



An AEP Company

Kentucky Power's EnergyAdvantage Programs

TRC is the approved contractor for Kentucky Power's EnergyAdvantage Programs . We can assist you with your energy efficiency project application and work with you to secure your program incentives. This service is at no charge to you.



Non-Payment/Return Mail:
PO BOX 24401

Amount due on or before **\$36,854.47**
April 22, 2026

Bill mailing date is Mar 25, 2026

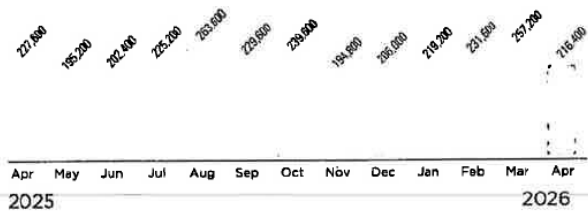
SERVICE ADDRESS:
12897

CY 01

Notes from KPCO:

Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com.

Usage History (kWh):

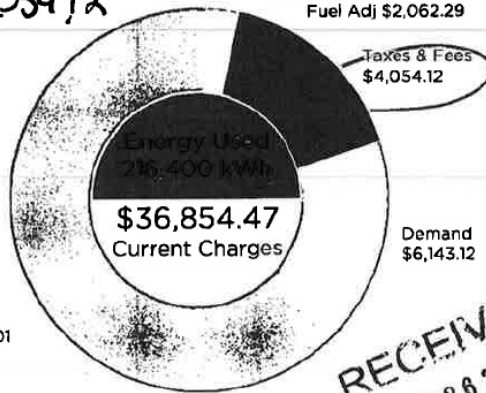


Current bill summary:

Billing from 02/24/26 - 03/25/26 (30 days)

elec = 32800.35
tax = 4054.12

DSM \$124.00
Environmental Surcharge \$1,145.93
Fuel Adj \$2,062.29



Methods of Payment

- kentuckypower.com
- PO Box 371496
Pittsburgh, PA 15250-7496
- 1-800-611-0964 (fee may apply)

Need to get in touch?

Customer Operations Center: 1-888-710-4237
Outages: kentuckypower.com/outages
or 1-800-572-1113

RECEIVED
MAR 26 2025
10889
458

0118876

Please tear on dotted line.

Turn over for important information!

Thank you for your prompt payment. Please include your account number on your check and return this stub with your payment.



Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Make check payable and send to:
KENTUCKY POWER COMPANY
PO BOX 371496
PITTSBURGH, PA 15250-7496



Amount due on or before **\$36,854.47**
April 22, 2026

Payment Amount **\$36,854.47**

Pay \$38,697.19 after 04/22/2026

☐ The HEART program helps low-income customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

003685447003869719010000000000375705752025032404001900002



Service Address:

FOOD CITY #158

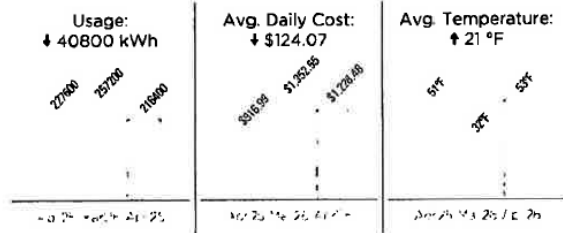


Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 41,929.17
Payment 03/09/26 - Thank You	-41,929.17
Previous Balance Due	\$.00
Current KPCO Charges	
Tariff 240 - Large General Service 03/25/26	
Rate Billing	\$ 20,632.35
Demand Charge	6,143.12
Fuel Adj @ 0.0138500 Per kWh	2,997.14
Fuel Adjustment Credit Non Res	-934.85
Federal Tax Credit @ 0.0005800- Per kWh	-125.51
DSM Adj @ 0.0005730 Per kWh	124.00
Kentucky Economic Development Surcharge	1.00
Purchased Power Adj \$0.0000700/kWh	15.15
Purchased Power Adj \$0.0300000/kW	12.24
Deferred Tax Liability Rider	-54.40
Decommissioning Rider 0.0135000%	2.67
Securitized Surcharge Rider 12.8595000%	2,481.11
Environmental Adj 5.8077000%	1,145.93
Generation Rider	360.40
School Tax	984.01
City's Franchise Fee	984.01
State Sales Tax	2,086.10
Current Balance Due	\$ 36,854.47
Total Balance Due	\$ 36,854.47
Pay \$38,697.19 after 04/22/2026	

Usage Details:

↑↓Values reflect changes between current month and previous month.



Total usage for the past 12 months: 2,692,000 kWh

Average (Avg.) monthly usage: 224,333 kWh

Billed Usage 04/26				
Usage	Power Factor (96.3)	Power Factor Constant (.9611)	Meter Location Comp.	Billed Usage
216,400	-	-	-	216,400 kWh
408,000	-	-	-	408,000 kW
60,800	-	-	-	60,800 kVARh
Contract Capacity = 500.0			High Prev Demand = 476.0	

Meter Read Details:

Meter #435943450					
Previous	Type	Current	Type	Metered	Usage
59665	Actual	59817	Actual	152	60,800 kVARh
19260	Actual	19801	Actual	541	216,400 kWh
-	-	1.020	Actual	1.02	408 kW
Service Period 02/23 - 03/25				Multiplier 400	
Next scheduled read date should be between Apr 27 and Apr 30.					

Notes from KPCO:

Kentucky Power provides online access to customer rate schedules at <https://kentuckypower.com/account/bills/rates/>. You can access a copy of your rates by clicking the "Kentucky Tariffs" link at that website. You can also view rates at our office, or request that a copy be sent to you via U.S. Postal Service or via email by calling customer service at 1-800-572-1113.

Due date does not apply to previous balance due.

*If you pay your electric bill in person, remember to pay only at **AUTHORIZED** pay stations. These locations send notice of your payment immediately to **Kentucky Power** which could prevent service disconnection. Pay stations may charge a fee for this service. Keep your receipt as proof of payment. For a list of authorized pay stations or other payment options, visit our website at www.kentuckypower.com or call the number above.**

To avoid unnecessary delays in crediting your electric payment, please **do not paper clip or staple your check to the bill payment stub**.

Enjoy the benefits of constant connection. Download our mobile app today, at Google Play and iTunes stores.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, April 09, 2026 10:49 AM EDT
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Measure Detail (Complete and In Process) HEIP and CESP 2026
Attachment(s): "HEIP and CESP Complete and In Process Measure Detail 4.9.26.xlsx"

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Ryan

Attached is a query of measures for 2026 (completed and in-process) projects for both CESP and HEIP. I wanted you to be able to see the level of data we are tracking. We need to update a few payments status from last week, but I hope this is helpful.

I'm also going to send an excel that you may want to share that will show each measure (by program) and whether the savings is deemed or calculated. I just gave IT a little more info to query the way I needed to share it.

Thank you!
Deb

	A	B	C	D
1	Parent Project	Parent Site	Program	Sub-Program
2	CES2025_00888		CES	Commercial
3	CES2025_00888		CES	Commercial
4	CES2025_00888		CES	Commercial
5	CES2025_00888		CES	Commercial
6	CES2025_00888		CES	Commercial
7	CES2025_00888		CES	Commercial
8	CES2025_00894		CES	Commercial
9	CES2025_00894		CES	Commercial
10	CES2025_00894		CES	Commercial
11	CES2025_00894		CES	Commercial
12	CES2025_00894		CES	Commercial
13	CES2025_00894		CES	Commercial
14	CES2025_00894		CES	Commercial
15	CES2025_00894		CES	Commercial
16	CES2025_00894		CES	Commercial
17	CES2025_00894		CES	Commercial
18	CES2025_00894		CES	Commercial
19	CES2025_00894		CES	Commercial
20	CES2025_00894		CES	Commercial
21	CES2025_00894		CES	Commercial
22	CES2025_00894		CES	Commercial
23	CES2025_00894		CES	Commercial
24	CES2025_00894		CES	Commercial
25	CES2025_00894		CES	Commercial
26	CES2025_00894		CES	Commercial
27	CES2025_00894		CES	Commercial
28	CES2025_00894		CES	Commercial
29	CES2025_00894		CES	Commercial
30	CES2025_00894		CES	Commercial
31	CES2025_00894		CES	Commercial
32	CES2025_00894		CES	Commercial
33	CES2025_00894		CES	Commercial
34	CES2025_00894		CES	Commercial
35	CES2025_00894		CES	Commercial
36	CES2025_00894		CES	Commercial
37	CES2025_00894		CES	Commercial
38	CES2025_00894		CES	Commercial
39	CES2025_00894		CES	Commercial
40	CES2025_00894		CES	Commercial
41	CES2025_00894		CES	Commercial
42	CES2025_00894		CES	Commercial
43	CES2025_00894		CES	Commercial
44	CES2025_00894		CES	Commercial
45	CES2025_00894		CES	Commercial
46	CES2025_00894		CES	Commercial
47	CES2025_00895		CES	Commercial
48	CES2025_00895		CES	Commercial
49	CES2025_00895		CES	Commercial

CESP Complete and In Process

	E	F
1	Measure Name	End Use
2	008886-Lighting LED 4ft Linear Lamp <= 22W_20251104-12340_1-CES-C-L-2025-8	Lighting
3	008886-Lighting LED 4ft Linear Lamp <= 22W_20251104-12340_2-CES-C-L-2025-8	Lighting
4	008886-Lighting LED 4ft Linear Lamp <= 22W_20251104-12340_3-CES-C-L-2025-8	Lighting
5	008886-Lighting LED 4ft Linear Lamp <= 22W_20251104-12340_4-CES-C-L-2025-8	Lighting
6	CES202-Lighting LED 4ft Linear Lamp <= 22W_20251212-142152	Lighting
7	CES202-Lighting LED 4ft Linear Lamp <= 22W_20251212-142154	Lighting
8	008942-Lighting LED 2ft Linear Lamp <= 10W_20251118-145331_2-CES-C-L-2025-6	Lighting
9	008942-Lighting LED 4ft Linear Lamp <= 22W_20251118-145331_1-CES-C-L-2025-8	Lighting
10	008942-Lighting LED 4ft Linear Lamp <= 22W_20251118-145331_8-CES-C-L-2025-8	Lighting
11	008942-Lighting LED 4ft Linear Lamp <= 22W_20251118-145331_9-CES-C-L-2025-8	Lighting
12	008942-Lighting LED Exterior Fixture <= 30 W_20251118-145331_3-CES-C-L-2025-13	Lighting
13	008942-Lighting LED Recessed, Surface, Pendant Downlight_20251118-145331_12-CES-C-L-2025-11	Lighting
14	008942-Lighting LED Recessed, Surface, Pendant Downlight_20251118-145331_13-CES-C-L-2025-11	Lighting
15	008942-Lighting LED Troffer <= 80W_20251118-145331_10-CES-C-L-2025-5	Lighting
16	008942-Lighting LED Troffer <= 80W_20251118-145331_11-CES-C-L-2025-5	Lighting
17	008942-Lighting LED Troffer <= 80W_20251118-145331_14-CES-C-L-2025-5	Lighting
18	008942-Lighting LED Troffer <= 80W_20251118-145331_15-CES-C-L-2025-5	Lighting
19	008942-Lighting LED Troffer <= 80W_20251118-145331_4-CES-C-L-2025-5	Lighting
20	008942-Lighting LED Troffer <= 80W_20251118-145331_5-CES-C-L-2025-5	Lighting
21	008942-Lighting LED Troffer <= 80W_20251118-145331_6-CES-C-L-2025-5	Lighting
22	008942-Lighting LED Troffer <= 80W_20251118-145331_7-CES-C-L-2025-5	Lighting
23	008942-Lighting Occupancy Sensor Wall Switch_20251118-145331_16-CES-C-L-2025-17	Lighting Controls
24	008942-Lighting Occupancy Sensor Wall Switch_20251118-145331_17-CES-C-L-2025-17	Lighting Controls
25	008942-Lighting Occupancy Sensor Wall Switch_20251118-145331_18-CES-C-L-2025-17	Lighting Controls
26	008943-Lighting LED 3ft Linear Lamp <= 13W_20251118-16302_3-CES-C-L-2025-7	Lighting
27	008943-Lighting LED 4ft Linear Lamp <= 22W_20251118-16302_1-CES-C-L-2025-8	Lighting
28	008943-Lighting LED 4ft Linear Lamp <= 22W_20251118-16302_2-CES-C-L-2025-8	Lighting
29	008943-Lighting LED 4ft Linear Lamp <= 22W_20251118-16302_4-CES-C-L-2025-8	Lighting
30	008943-Lighting LED 4ft Linear Lamp <= 22W_20251118-16302_5-CES-C-L-2025-8	Lighting
31	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_1-CES-C-L-2025-8	Lighting
32	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_2-CES-C-L-2025-8	Lighting
33	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_3-CES-C-L-2025-8	Lighting
34	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_4-CES-C-L-2025-8	Lighting
35	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_7-CES-C-L-2025-8	Lighting
36	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_8-CES-C-L-2025-8	Lighting
37	008944-Lighting LED 4ft Linear Lamp <= 22W_20251118-163619_9-CES-C-L-2025-8	Lighting
38	008944-Lighting LED Recessed, Surface, Pendant Downlight_20251118-163619_10-CES-C-L-2025-11	Lighting
39	008944-Lighting LED Troffer <= 80W_20251118-163619_11-CES-C-L-2025-5	Lighting
40	008944-Lighting LED Troffer <= 80W_20251118-163619_12-CES-C-L-2025-5	Lighting
41	008944-Lighting LED Troffer <= 80W_20251118-163619_13-CES-C-L-2025-5	Lighting
42	008944-Lighting LED Troffer <= 80W_20251118-163619_14-CES-C-L-2025-5	Lighting
43	008944-Lighting LED Troffer <= 80W_20251118-163619_15-CES-C-L-2025-5	Lighting
44	008944-Lighting LED U-Bend Linear Lamp <= 22W_20251118-163619_5-CES-C-L-2025-10	Lighting
45	008944-Lighting LED U-Bend Linear Lamp <= 22W_20251118-163619_6-CES-C-L-2025-10	Lighting
46	008944-Lighting Occupancy Sensor Wall Switch_20251118-163619_16-CES-C-L-2025-17	Lighting Controls
47	008950-Lighting LED 4ft Linear Lamp <= 22W_20251119-12408_1-CES-C-L-2025-8	Lighting
48	008950-Lighting LED Exterior Fixture 31 - 100W_20251119-12408_7-CES-C-L-2025-14	Lighting
49	008950-Lighting LED Exterior Fixture 31 - 100W_20251119-12408_8-CES-C-L-2025-14	Lighting

	G	H	I	J	K
1	Eff Equip Description	Project Status	Project End Date	Current Units	Current Gross Savings kW
2	LED 4ft Linear Lamp <= 22W	7-Completed	2/9/2026	35.000	2432.830400
3	LED 4ft Linear Lamp <= 22W	7-Completed	2/9/2026	15.000	1042.641600
4	LED 4ft Linear Lamp <= 22W	7-Completed	2/9/2026	24.000	1289.084160
5	LED 4ft Linear Lamp <= 22W	7-Completed	2/9/2026	24.000	1289.084160
6	LED 4ft Linear Lamp <= 22W	7-Completed	2/9/2026	24.000	1289.084160
7	LED 4ft Linear Lamp <= 22W	7-Completed	2/9/2026	2.000	107.423680
8	LED 2ft Linear Lamp <= 10W	7-Completed	1/7/2026	22.000	838.021800
9	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	32.000	3715.691700
10	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	64.000	6593.361600
11	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	80.000	7756.896000
12	LED Exterior Fixture <= 30 W	7-Completed	1/7/2026	1.000	223.756000
13	LED Recessed, Surface, Pendant Downlight	7-Completed	1/7/2026	1.000	69.258000
14	LED Recessed, Surface, Pendant Downlight	7-Completed	1/7/2026	7.000	290.883600
15	LED Troffer <= 80W	7-Completed	1/7/2026	2.000	159.293400
16	LED Troffer <= 80W	7-Completed	1/7/2026	6.000	1108.128000
17	LED Troffer <= 80W	7-Completed	1/7/2026	2.000	346.290000
18	LED Troffer <= 80W	7-Completed	1/7/2026	7.000	3151.239000
19	LED Troffer <= 80W	7-Completed	1/7/2026	4.000	2091.591600
20	LED Troffer <= 80W	7-Completed	1/7/2026	35.000	10544.530500
21	LED Troffer <= 80W	7-Completed	1/7/2026	68.000	28021.786800
22	LED Troffer <= 80W	7-Completed	1/7/2026	4.000	540.212400
23	Occupancy Sensor Wall Switch	7-Completed	1/7/2026	2.000	49.865760
24	Occupancy Sensor Wall Switch	7-Completed	1/7/2026	9.000	299.194560
25	Occupancy Sensor Wall Switch	7-Completed	1/7/2026	3.000	74.798640
26	LED 3ft Linear Lamp <= 13W	7-Completed	1/7/2026	8.000	387.844800
27	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	1.000	96.961200
28	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	3.000	207.774000
29	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	18.000	1246.644000
30	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	208.000	12965.097600
31	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	13.000	900.354000
32	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	9.000	872.650800
33	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	116.000	11247.499200
34	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	34.000	2354.772000
35	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	210.000	14544.180000
36	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	152.000	9973.152000
37	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	104.000	9696.120000
38	LED Recessed, Surface, Pendant Downlight	7-Completed	1/7/2026	4.000	290.883600
39	LED Troffer <= 80W	7-Completed	1/7/2026	3.000	529.823700
40	LED Troffer <= 80W	7-Completed	1/7/2026	50.000	6060.075000
41	LED Troffer <= 80W	7-Completed	1/7/2026	157.000	47299.751100
42	LED Troffer <= 80W	7-Completed	1/7/2026	3.000	1236.255300
43	LED Troffer <= 80W	7-Completed	1/7/2026	2.000	277.032000
44	LED U-Bend Linear Lamp <= 22W	7-Completed	1/7/2026	8.000	498.657600
45	LED U-Bend Linear Lamp <= 22W	7-Completed	1/7/2026	4.000	360.141600
46	Occupancy Sensor Wall Switch	7-Completed	1/7/2026	4.000	132.975360
47	LED 4ft Linear Lamp <= 22W	7-Completed	1/7/2026	16.000	1551.379200
48	LED Exterior Fixture 31 - 100W	7-Completed	1/7/2026	1.000	851.994000
49	LED Exterior Fixture 31 - 100W	7-Completed	1/7/2026	1.000	839.085000

CESP Complete and In Process

	L	M
1	Current Gross Savings kW	Current Inc Total
2	0.755755	105.00
3	0.323895	45.00
4	0.400452	72.00
5	0.400452	72.00
6	0.400452	72.00
7	0.033371	6.00
8	0.234788	33.00
9	1.041025	96.00
10	1.847261	192.00
11	2.173248	240.00
12		30.00
13	0.019404	9.00
14	0.081497	63.00
15	0.044629	40.00
16	0.310464	120.00
17	0.097020	40.00
18	0.882882	140.00
19	0.586001	80.00
20	2.954259	700.00
21	7.850858	1360.00
22	0.151351	80.00
23	0.044352	30.00
24	0.266112	135.00
25	0.066528	45.00
26	0.108662	24.00
27	0.027166	3.00
28	0.058212	9.00
29	0.349272	54.00
30	3.632429	624.00
31	0.252252	39.00
32	0.244490	27.00
33	3.151210	348.00
34	0.659736	102.00
35	4.074840	630.00
36	2.794176	456.00
37	2.716560	312.00
38	0.081497	36.00
39	0.148441	60.00
40	1.697850	1000.00
41	13.251962	3140.00
42	0.346361	60.00
43	0.077616	40.00
44	0.139709	24.00
45	0.100901	12.00
46	0.118272	60.00
47	0.434650	48.00
48		35.00
49		35.00

	A	B	C	D
50	CES2025_00895		CES	Commercial
51	CES2025_00895		CES	Commercial
52	CES2025_00895		CES	Commercial
53	CES2025_00895		CES	Commercial
54	CES2025_00895		CES	Commercial
55	CES2025_00895		CES	Commercial
56	CES2025_00895		CES	Commercial
57	CES2025_00895		CES	Commercial
58	CES2025_00895		CES	Commercial
59	CES2025_00897		CES	Commercial
60	CES2025_00903		CES	Commercial
61	CES2026_00956		CES	Commercial
62	CES2026_00916		CES	Commercial
63	CES2026_00925		CES	Commercial
64	CES2026_00925		CES	Commercial
65	CES2026_00927		CES	Commercial
66	CES2026_00927		CES	Commercial
67	CES2026_00929		CES	Commercial
68	CES2026_00929		CES	Commercial
69	CES2026_00938		CES	Commercial
70	CES2026_00945		CES	Commercial
71	CES2026_00946		CES	Commercial
72	CES2026_00948		CES	Commercial
73	CES2026_00965		CES	Commercial
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CESP Complete and In Process

	E	F
50	008950-Lighting LED Troffer <= 80W_20251119-12408_10-CES-C-L-2025-5	Lighting
51	008950-Lighting LED Troffer <= 80W_20251119-12408_2-CES-C-L-2025-5	Lighting
52	008950-Lighting LED Troffer <= 80W_20251119-12408_3-CES-C-L-2025-5	Lighting
53	008950-Lighting LED Troffer <= 80W_20251119-12408_4-CES-C-L-2025-5	Lighting
54	008950-Lighting LED Troffer <= 80W_20251119-12408_5-CES-C-L-2025-5	Lighting
55	008950-Lighting LED Troffer <= 80W_20251119-12408_6-CES-C-L-2025-5	Lighting
56	008950-Lighting LED Troffer <= 80W_20251119-12408_9-CES-C-L-2025-5	Lighting
57	008950-Lighting Occupancy Sensor Wall Switch_20251119-12408_11-CES-C-L-2025-17	Lighting Controls
58	008950-Lighting Occupancy Sensor Wall Switch_20251119-12408_12-CES-C-L-2025-17	Lighting Controls
59	008973-Lighting LED Troffer <= 80W_20251125-102052_1-CES-C-L-2025-5	Lighting
60	009034-Lighting LED Exterior Fixture 31 - 100W_20251208-10525_1-CES-C-L-2025-14	Lighting
61	009561-Lighting LED 4ft Linear Lamp <= 22W_20260303-104623_1-CES-C-L-2025-8	Lighting
62	009165-Lighting LED Recessed, Surface, Pendant Downlight_20260105-114922_1-CES-C-L-2025-11	Lighting
63	009254-Lighting LED Exterior Fixture 101 - 200W_20260116-123352_2-CES-C-L-2025-15	Lighting
64	009254-Lighting LED Troffer <= 80W_20260116-123352_1-CES-C-L-2025-5	Lighting
65	009270-Lighting LED Troffer <= 80W_20260120-124643_1-CES-C-L-2025-5	Lighting
66	009270-Lighting Occupancy Sensor LED Fixture Integrated_20260120-124643_2-CES-C-L-2025-20	Lighting Controls
67	009293-Lighting LED Troffer <= 80W_20260122-93319_1-CES-C-L-2025-5	Lighting
68	009293-Lighting LED Troffer <= 80W_20260122-93319_2-CES-C-L-2025-5	Lighting
69	009384-Lighting LED Troffer <= 80W_20260211-15277_1-CES-C-L-2025-5	Lighting
70	009452-Lighting LED High Bay Fixture <= 200W_20260220-143424_1-CES-C-L-2025-2	Lighting
71	009462-Lighting LED High Bay Fixture <= 200W_20260223-123321_1-CES-C-L-2025-2	Lighting
72	009484-Lighting LED Troffer <= 80W_20260225-11016_1-CES-C-L-2025-5	Lighting
73	009653-Lighting LED Exterior Fixture 101 - 200W_20260312-9357_1-CES-C-L-2025-15	Lighting
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CESP Complete and In Process

	G	H	I	J	K
50	LED Troffer <= 80W	7-Completed	1/7/2026	3.000	529.823700
51	LED Troffer <= 80W	7-Completed	1/7/2026	10.000	1212.015000
52	LED Troffer <= 80W	7-Completed	1/7/2026	34.000	10243.258200
53	LED Troffer <= 80W	7-Completed	1/7/2026	10.000	4120.851000
54	LED Troffer <= 80W	7-Completed	1/7/2026	1.000	380.919000
55	LED Troffer <= 80W	7-Completed	1/7/2026	13.000	1800.708000
56	LED Troffer <= 80W	7-Completed	1/7/2026	7.000	1284.735900
57	Occupancy Sensor Wall Switch	7-Completed	1/7/2026	12.000	398.926080
58	Occupancy Sensor Wall Switch	7-Completed	1/7/2026	1.000	66.487680
59	LED Troffer <= 80W	7-Completed	1/7/2026	42.000	3054.277800
60	LED Exterior Fixture 31 - 100W	7-Completed	1/7/2026	66.000	20447.856000
61	LED 4ft Linear Lamp <= 22W	1-Initiation		396.000	22193.740800
62	LED Recessed, Surface, Pendant Downlight	6-Payment Pending		46.000	4151.509200
63	LED Exterior Fixture 101 - 200W	6-Payment Pending		2.000	1118.780000
64	LED Troffer <= 80W	6-Payment Pending		8.000	4911.667200
65	LED Troffer <= 80W	6-Payment Pending		36.000	1532.417040
66	Occupancy Sensor LED Fixture Integrated	6-Payment Pending		36.000	1671.727680
67	LED Troffer <= 80W	6-Payment Pending		6.000	2592.072000
68	LED Troffer <= 80W	6-Payment Pending		6.000	2592.072000
69	LED Troffer <= 80W	6-Payment Pending		21.000	26533.558800
70	LED High Bay Fixture <= 200W	6-Payment Pending		30.000	23982.750000
71	LED High Bay Fixture <= 200W	6-Payment Pending		14.000	9522.800000
72	LED Troffer <= 80W	6-Payment Pending		15.000	3694.911000
73	LED Exterior Fixture 101 - 200W	6-Payment Pending		24.000	4130.880000
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CESP Complete and In Process

	L	M
50	0.148441	60.00
51	0.339570	200.00
52	2.869852	680.00
53	1.154538	200.00
54	0.106722	20.00
55	0.504504	260.00
56	0.359944	140.00
57	0.354816	180.00
58	0.059136	15.00
59	0.855716	840.00
60		2310.00
61	6.249830	1188.00
62		414.00
63		100.00
64	1.527552	160.00
65	0.399881	720.00
66	1.404540	540.00
67	0.729936	120.00
68	0.729936	120.00
69	4.851000	420.00
70	7.458750	1500.00
71	2.576000	700.00
72	0.815724	300.00
73		1200.00
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	A	B	C	D
1	Parent Project	Parent Site	Program	Sub-Program
2	HER2025_00914		HEI	Rebate
3	HER2025_00914		HEI	Rebate
4	HEI2026_009167		HEI	Direct Install
5	HEI2026_009167		HEI	Direct Install
6	HEI2026_009167		HEI	Direct Install
7	HEI2026_009168		HEI	Direct Install
8	HEI2026_009168		HEI	Direct Install
9	HEI2026_009168		HEI	Direct Install
10	HEI2026_009169		HEI	Direct Install
11	HEI2026_009169		HEI	Direct Install
12	HEI2026_009169		HEI	Direct Install
13	HEI2026_009169		HEI	Direct Install
14	HEI2026_009170		HEI	Direct Install
15	HEI2026_009170		HEI	Direct Install
16	HEI2026_009170		HEI	Direct Install
17	HEI2026_009170		HEI	Direct Install
18	HEI2026_009171		HEI	Direct Install
19	HEI2026_009171		HEI	Direct Install
20	HEI2026_009171		HEI	Direct Install
21	HEI2026_009172		HEI	Direct Install
22	HEI2026_009172		HEI	Direct Install
23	HEI2026_009172		HEI	Direct Install
24	HEI2026_009173		HEI	Direct Install
25	HEI2026_009173		HEI	Direct Install
26	HEI2026_009173		HEI	Direct Install
27	HER2025_00915		HEI	Rebate
28	HER2025_00914		HEI	Rebate
29	HER2025_00914		HEI	Rebate
30	HER2025_00914		HEI	Rebate
31	HEI2025_009041		HEI	Direct Install
32	HEI2025_009041		HEI	Direct Install
33	HEI2025_009041		HEI	Direct Install
34	HEI2025_009041		HEI	Direct Install
35	HEI2025_009042		HEI	Direct Install
36	HEI2025_009042		HEI	Direct Install
37	HEI2025_009042		HEI	Direct Install
38	HEI2025_009042		HEI	Direct Install
39	HEI2025_009043		HEI	Direct Install
40	HEI2025_009043		HEI	Direct Install
41	HEI2025_009043		HEI	Direct Install
42	HEI2025_009043		HEI	Direct Install
43	HEI2025_009044		HEI	Direct Install
44	HEI2025_009044		HEI	Direct Install
45	HEI2025_009044		HEI	Direct Install
46	HEI2025_009044		HEI	Direct Install
47	HEI2025_009047		HEI	Direct Install
48	HEI2025_009047		HEI	Direct Install
49	HEI2025_009047		HEI	Direct Install

HEIP Complete and In Process

	E	F
1	Measure Name	End Use
2	009148-HVAC Ductless Heat Pump - Multi Zone_20251231-111641_1-HEI-R-H-2025-12	HVAC
3	009148-HVAC Ductless Heat Pump - Single Zone_20251231-111641_2-HEI-R-H-2025-11	HVAC
4	009167-Air Sealing with Blower Door - Heat Pump_20260105-141638_2-HEI-DI-AS-2025-9	Air Sealing
5	009167-Insulation Duct Sealing_20260105-141638_1-HEI-DI-I-2025-7	Insulation
6	009167-Whole Home Assessment_20260105-141638_3-HEI-DI-O-2025-1	Other
7	009168-Air Sealing with Blower Door - Heat Pump_20260105-14330_1-HEI-DI-AS-2025-9	Air Sealing
8	009168-Insulation Duct Sealing_20260105-14330_2-HEI-DI-I-2025-7	Insulation
9	009168-Whole Home Assessment_20260105-14330_3-HEI-DI-O-2025-1	Other
10	009169-Advanced Power Strip - Tier 1_20260105-15757_1-HEI-DI-O-2025-2	Other
11	009169-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260105-15757_3-HEI-DI-AS-2025-9	Air Sealing
12	009169-Insulation Duct Sealing_20260105-15757_2-HEI-DI-I-2025-7	Insulation
13	009169-Whole Home Assessment_20260105-15757_4-HEI-DI-O-2025-1	Other
14	009170-Advanced Power Strip - Tier 1_20260105-15179_1-HEI-DI-O-2025-2	Other
15	009170-Air Sealing with Blower Door - Heat Pump_20260105-15179_3-HEI-DI-AS-2025-9	Air Sealing
16	009170-Insulation Duct Sealing_20260105-15179_2-HEI-DI-I-2025-7	Insulation
17	009170-Whole Home Assessment_20260105-15179_4-HEI-DI-O-2025-1	Other
18	009171-Air Sealing with Blower Door - Heat Pump_20260105-153211_2-HEI-DI-AS-2025-9	Air Sealing
19	009171-Insulation Duct Sealing_20260105-153211_1-HEI-DI-I-2025-7	Insulation
20	009171-Whole Home Assessment_20260105-153211_3-HEI-DI-O-2025-1	Other
21	009172-Air Sealing with Blower Door - Heat Pump_20260105-154120_2-HEI-DI-AS-2025-9	Air Sealing
22	009172-Insulation Duct Sealing_20260105-154120_1-HEI-DI-I-2025-7	Insulation
23	009172-Whole Home Assessment_20260105-154120_3-HEI-DI-O-2025-1	Other
24	009173-Air Sealing - Caulking, Sealing, or Polyethylene Tape_20260105-154757_2-HEI-DI-AS-2025-1	Air Sealing
25	009173-Insulation Duct Sealing_20260105-154757_1-HEI-DI-I-2025-7	Insulation
26	009173-Whole Home Assessment_20260105-154757_3-HEI-DI-O-2025-1	Other
27	009150-HVAC Air Source Heat Pump - Tier 1 - Split System_20251231-14045_1-HEI-R-H-2025-5	HVAC
28	009144-HVAC Air Source Heat Pump - Tier 1 - Split System_20251230-152752_1-HEI-R-H-2025-5	HVAC
29	009146-HVAC Ductless Heat Pump - Single Zone_20251231-10497_1-HEI-R-H-2025-11	HVAC
30	009147-HVAC Central Air Conditioner - Tier 1 - Split System_20251231-11451_1-HEI-R-H-2025-1	HVAC
31	009041-Advanced Power Strip - Tier 1_20251209-135710_1-HEI-DI-O-2025-2	Other
32	009041-Air Sealing with Blower Door - Heat Pump_20251209-135710_3-HEI-DI-AS-2025-9	Air Sealing
33	009041-Insulation Duct Sealing_20251209-135710_2-HEI-DI-I-2025-7	Insulation
34	009041-Whole Home Assessment_20251209-135710_4-HEI-DI-O-2025-1	Other
35	009042-Advanced Power Strip - Tier 1_20251209-141411_1-HEI-DI-O-2025-2	Other
36	009042-Air Sealing with Blower Door - AC and Electric Resistance Heat_20251209-141411_3-HEI-DI-AS-2025-9	Air Sealing
37	009042-Insulation Duct Sealing_20251209-141411_2-HEI-DI-I-2025-7	Insulation
38	009042-Whole Home Assessment_20251209-141411_4-HEI-DI-O-2025-1	Other
39	009043-Advanced Power Strip - Tier 1_20251209-15232_1-HEI-DI-O-2025-2	Other
40	009043-Air Sealing with Blower Door - AC and Electric Resistance Heat_20251209-15232_3-HEI-DI-AS-2025-9	Air Sealing
41	009043-Insulation Duct Sealing_20251209-15232_2-HEI-DI-I-2025-7	Insulation
42	009043-Whole Home Assessment_20251209-15232_4-HEI-DI-O-2025-1	Other
43	009044-Advanced Power Strip - Tier 1_20251209-155235_1-HEI-DI-O-2025-2	Other
44	009044-Air Sealing with Blower Door - Heat Pump_20251209-155235_3-HEI-DI-AS-2025-9	Air Sealing
45	009044-Insulation Duct Sealing_20251209-155235_2-HEI-DI-I-2025-7	Insulation
46	009044-Whole Home Assessment_20251209-155235_4-HEI-DI-O-2025-1	Other
47	009047-Advanced Power Strip - Tier 1_20251210-8459_1-HEI-DI-O-2025-2	Other
48	009047-Air Sealing with Blower Door - Heat Pump_20251210-8459_3-HEI-DI-AS-2025-9	Air Sealing
49	009047-Insulation Duct Sealing_20251210-8459_2-HEI-DI-I-2025-7	Insulation

	G	H	I	J	K
1	Eff Equip Description	Project Status	Project End Date	Current Units	Current Gross Savings kW
2	Ductless Heat Pump - Multi Zone	7-Completed	2/9/2026	1.000	1618.469050
3	Ductless Heat Pump - Single Zone	7-Completed	2/9/2026	1.000	1318.622720
4	Air Sealing with Blower Door - Heat Pump	7-Completed	2/4/2026	1.000	1872.761720
5	Duct Sealing	7-Completed	2/4/2026	1.000	309.666530
6	Whole Home Assessment	7-Completed	2/4/2026	1.000	
7	Air Sealing with Blower Door - Heat Pump	7-Completed	2/4/2026	1.000	1187.293070
8	Duct Sealing	7-Completed	2/4/2026	1.000	663.273410
9	Whole Home Assessment	7-Completed	2/4/2026	1.000	
10	Advanced Power Strip - Tier 1	7-Completed	2/4/2026	5.000	400.000000
11	Air Sealing with Blower Door - AC and Electric Resistance Heat	7-Completed	2/4/2026	1.000	422.103090
12	Duct Sealing	7-Completed	2/4/2026	1.000	779.957070
13	Whole Home Assessment	7-Completed	2/4/2026	1.000	
14	Advanced Power Strip - Tier 1	7-Completed	2/4/2026	5.000	400.000000
15	Air Sealing with Blower Door - Heat Pump	7-Completed	2/4/2026	1.000	985.903820
16	Duct Sealing	7-Completed	2/4/2026	1.000	507.434720
17	Whole Home Assessment	7-Completed	2/4/2026	1.000	
18	Air Sealing with Blower Door - Heat Pump	7-Completed	2/4/2026	1.000	2016.831870
19	Duct Sealing	7-Completed	2/4/2026	1.000	490.186980
20	Whole Home Assessment	7-Completed	2/4/2026	1.000	
21	Air Sealing with Blower Door - Heat Pump	7-Completed	2/4/2026	1.000	861.371420
22	Duct Sealing	7-Completed	2/4/2026	1.000	662.434410
23	Whole Home Assessment	7-Completed	2/4/2026	1.000	
24	Caulking, Sealing, or Polyethylene Tape (Between Conditioned and Unconditioned Space)	7-Completed	2/4/2026	120.000	386.400000
25	Duct Sealing	7-Completed	2/4/2026	1.000	493.339310
26	Whole Home Assessment	7-Completed	2/4/2026	1.000	
27	Air Source Heat Pump - Tier 1 - Split System	7-Completed	2/4/2026	2.000	2842.402160
28	Air Source Heat Pump - Tier 1 - Split System	7-Completed	2/2/2026	3.000	2612.272860
29	Ductless Heat Pump - Single Zone	7-Completed	2/2/2026	1.000	450.989533
30	Central Air Conditioner - Tier 1 - Split System	7-Completed	2/2/2026	1.000	241.932440
31	Advanced Power Strip - Tier 1	7-Completed	1/2/2026	5.000	400.000000
32	Air Sealing with Blower Door - Heat Pump	7-Completed	1/2/2026	1.000	269.443520
33	Duct Sealing	7-Completed	1/2/2026	1.000	879.823470
34	Whole Home Assessment	7-Completed	1/2/2026	1.000	
35	Advanced Power Strip - Tier 1	7-Completed	1/2/2026	5.000	400.000000
36	Air Sealing with Blower Door - AC and Electric Resistance Heat	7-Completed	1/2/2026	1.000	1347.255390
37	Duct Sealing	7-Completed	1/2/2026	1.000	656.405940
38	Whole Home Assessment	7-Completed	1/2/2026	1.000	
39	Advanced Power Strip - Tier 1	7-Completed	1/2/2026	5.000	400.000000
40	Air Sealing with Blower Door - AC and Electric Resistance Heat	7-Completed	1/2/2026	1.000	542.817120
41	Duct Sealing	7-Completed	1/2/2026	1.000	804.403200
42	Whole Home Assessment	7-Completed	1/2/2026	1.000	
43	Advanced Power Strip - Tier 1	7-Completed	1/2/2026	5.000	400.000000
44	Air Sealing with Blower Door - Heat Pump	7-Completed	1/2/2026	1.000	513.008860
45	Duct Sealing	7-Completed	1/2/2026	1.000	1101.476450
46	Whole Home Assessment	7-Completed	1/2/2026	1.000	
47	Advanced Power Strip - Tier 1	7-Completed	1/2/2026	5.000	400.000000
48	Air Sealing with Blower Door - Heat Pump	7-Completed	1/2/2026	1.000	445.607090
49	Duct Sealing	7-Completed	1/2/2026	1.000	1126.994890

HEIP Complete and In Process

	L	M
1	Current Gross Savings kW	Current Inc Total
2	0.331915	400.00
3	0.358809	200.00
4	0.212583	320.00
5	0.206147	150.00
6		150.00
7	0.172602	320.00
8	0.498426	150.00
9		150.00
10	0.045000	130.00
11	0.172602	320.00
12	0.442390	150.00
13		150.00
14	0.045000	130.00
15	0.172602	320.00
16	0.279027	150.00
17		150.00
18	0.212583	320.00
19	0.288594	150.00
20		150.00
21	0.172602	320.00
22	0.401970	150.00
23		150.00
24	0.000120	90.00
25	0.271277	150.00
26		150.00
27	2.338186	800.00
28	3.507279	1200.00
29	0.308021	200.00
30	0.199581	200.00
31	0.045000	130.00
32	0.212583	320.00
33	0.287436	150.00
34		150.00
35	0.045000	130.00
36	0.172602	320.00
37	0.312644	150.00
38		150.00
39	0.045000	130.00
40	0.172602	320.00
41	0.336264	150.00
42		150.00
43	0.045000	130.00
44	0.212583	320.00
45	0.401970	150.00
46		150.00
47	0.045000	130.00
48	0.172602	320.00
49	0.384301	150.00

	A	B	C	D
50	HEI2025_009047		HEI	Direct Install
51	HEI2025_009048		HEI	Direct Install
52	HEI2025_009048		HEI	Direct Install
53	HEI2025_009048		HEI	Direct Install
54	HEI2025_009048		HEI	Direct Install
55	HEI2026_009282		HEI	Direct Install
56	HEI2026_009282		HEI	Direct Install
57	HEI2026_009282		HEI	Direct Install
58	HEI2026_009282		HEI	Direct Install
59	HEI2026_009303		HEI	Direct Install
60	HEI2026_009303		HEI	Direct Install
61	HEI2026_009303		HEI	Direct Install
62	HEI2026_009303		HEI	Direct Install
63	HEI2026_009304		HEI	Direct Install
64	HEI2026_009304		HEI	Direct Install
65	HEI2026_009304		HEI	Direct Install
66	HEI2026_009304		HEI	Direct Install
67	HEI2026_009305		HEI	Direct Install
68	HEI2026_009305		HEI	Direct Install
69	HEI2026_009305		HEI	Direct Install
70	HEI2026_009305		HEI	Direct Install
71	HEI2026_009447		HEI	Direct Install
72	HEI2026_009447		HEI	Direct Install
73	HEI2026_009447		HEI	Direct Install
74	HEI2026_009448		HEI	Direct Install
75	HEI2026_009448		HEI	Direct Install
76	HEI2026_009448		HEI	Direct Install
77	HEI2026_009448		HEI	Direct Install
78	HEI2026_009460		HEI	Direct Install
79	HEI2026_009460		HEI	Direct Install
80	HEI2026_009460		HEI	Direct Install
81	HEI2026_009460		HEI	Direct Install
82	HEI2026_009460		HEI	Direct Install
83	HEI2026_009461		HEI	Direct Install
84	HEI2026_009461		HEI	Direct Install
85	HEI2026_009461		HEI	Direct Install
86	HEI2026_009463		HEI	Direct Install
87	HEI2026_009463		HEI	Direct Install
88	HEI2026_009463		HEI	Direct Install
89	HEI2026_009464		HEI	Direct Install
90	HEI2026_009464		HEI	Direct Install
91	HEI2026_009464		HEI	Direct Install
92	HEI2026_009464		HEI	Direct Install
93	HEI2026_009464		HEI	Direct Install
94	HEI2026_009465		HEI	Direct Install
95	HEI2026_009465		HEI	Direct Install
96	HEI2026_009465		HEI	Direct Install
97	HEI2026_009508		HEI	Direct Install
98	HEI2026_009508		HEI	Direct Install

HEIP Complete and In Process

	E	F
50	009047-Whole Home Assessment_20251210-8459_4-HEI-DI-O-2025-1	Other
51	009048-Advanced Power Strip - Tier 1_20251210-94512_1-HEI-DI-O-2025-2	Other
52	009048-Air Sealing with Blower Door - Heat Pump_20251210-94512_3-HEI-DI-AS-2025-9	Air Sealing
53	009048-Insulation Duct Sealing_20251210-94512_2-HEI-DI-I-2025-7	Insulation
54	009048-Whole Home Assessment_20251210-94512_4-HEI-DI-O-2025-1	Other
55	009282-Advanced Power Strip - Tier 1_20260121-83729_1-HEI-DI-O-2025-2	Other
56	009282-Air Sealing with Blower Door - Heat Pump_20260121-83729_2-HEI-DI-AS-2025-9	Air Sealing
57	009282-Insulation Duct Sealing_20260121-83729_3-HEI-DI-I-2025-7	Insulation
58	009282-Whole Home Assessment_20260121-83729_4-HEI-DI-O-2025-1	Other
59	009303-Advanced Power Strip - Tier 1_20260123-94623_1-HEI-DI-O-2025-2	Other
60	009303-Air Sealing with Blower Door - Heat Pump_20260123-94623_3-HEI-DI-AS-2025-9	Air Sealing
61	009303-Insulation Duct Sealing_20260123-94623_2-HEI-DI-I-2025-7	Insulation
62	009303-Whole Home Assessment_20260123-94623_4-HEI-DI-O-2025-1	Other
63	009304-Advanced Power Strip - Tier 1_20260123-10231_1-HEI-DI-O-2025-2	Other
64	009304-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260123-10231_3-HEI-DI-AS-2025-9	Air Sealing
65	009304-Insulation Duct Sealing_20260123-10231_2-HEI-DI-I-2025-7	Insulation
66	009304-Whole Home Assessment_20260123-10231_4-HEI-DI-O-2025-1	Other
67	009305-Advanced Power Strip - Tier 1_20260123-10362_1-HEI-DI-O-2025-2	Other
68	009305-Air Sealing with Blower Door - Heat Pump_20260123-10362_3-HEI-DI-AS-2025-9	Air Sealing
69	009305-Insulation Duct Sealing_20260123-10362_2-HEI-DI-I-2025-7	Insulation
70	009305-Whole Home Assessment_20260123-10362_4-HEI-DI-O-2025-1	Other
71	009447-Air Sealing with Blower Door - Heat Pump_20260220-103249_2-HEI-DI-AS-2025-9	Air Sealing
72	009447-Insulation Duct Sealing_20260220-103249_1-HEI-DI-I-2025-7	Insulation
73	009447-Whole Home Assessment_20260220-103249_3-HEI-DI-O-2025-1	Other
74	009448-Advanced Power Strip - Tier 1_20260220-104444_1-HEI-DI-O-2025-2	Other
75	009448-Air Sealing Door Weatherstripping_20260220-104444_2-HEI-DI-AS-2025-6	Air Sealing
76	009448-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260220-104444_3-HEI-DI-AS-2025-9	Air Sealing
77	009448-Whole Home Assessment_20260220-104444_4-HEI-DI-O-2025-1	Other
78	009460-Air Sealing - Outlet Gasket_20260223-105123_3-HEI-DI-AS-2025-2	Air Sealing
79	009460-Air Sealing - Switch Gasket_20260223-105123_4-HEI-DI-AS-2025-3	Air Sealing
80	009460-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260223-105123_2-HEI-DI-AS-2025-9	Air Sealing
81	009460-Insulation Duct Sealing_20260223-105123_1-HEI-DI-I-2025-7	Insulation
82	009460-Whole Home Assessment_20260223-105123_5-HEI-DI-O-2025-1	Other
83	009461-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260223-111656_2-HEI-DI-AS-2025-9	Air Sealing
84	009461-Insulation Duct Sealing_20260223-111656_1-HEI-DI-I-2025-7	Insulation
85	009461-Whole Home Assessment_20260223-111656_3-HEI-DI-O-2025-1	Other
86	009463-Air Sealing with Blower Door - Heat Pump_20260223-113357_1-HEI-DI-AS-2025-9	Air Sealing
87	009463-Insulation Duct Sealing_20260223-113357_2-HEI-DI-I-2025-7	Insulation
88	009463-Whole Home Assessment_20260223-113357_3-HEI-DI-O-2025-1	Other
89	009464-Air Sealing - Caulking, Sealing, or Polyethylene Tape_20260223-114229_3-HEI-DI-AS-2025-1	Air Sealing
90	009464-Air Sealing Door Sweep_20260223-114229_2-HEI-DI-AS-2025-4	Air Sealing
91	009464-Air Sealing Door Weatherstripping_20260223-114229_4-HEI-DI-AS-2025-6	Air Sealing
92	009464-Insulation Duct Sealing_20260223-114229_1-HEI-DI-I-2025-7	Insulation
93	009464-Whole Home Assessment_20260223-114229_5-HEI-DI-O-2025-1	Other
94	009465-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260223-11539_1-HEI-DI-AS-2025-9	Air Sealing
95	009465-Insulation Duct Sealing_20260223-11539_2-HEI-DI-I-2025-7	Insulation
96	009465-Whole Home Assessment_20260223-11539_3-HEI-DI-O-2025-1	Other
97	009508-Advanced Power Strip - Tier 1_20260226-131931_1-HEI-DI-O-2025-2	Other
98	009508-Air Sealing with Blower Door - Heat Pump_20260226-131931_3-HEI-DI-AS-2025-9	Air Sealing

HEIP Complete and In Process

	G	H	I	J	K
50	Whole Home Assessment	7-Completed	1/2/2026	1.000	
51	Advanced Power Strip - Tier 1	7-Completed	1/2/2026	5.000	400.000000
52	Air Sealing with Blower Door - Heat Pump	7-Completed	1/2/2026	1.000	395.229060
53	Duct Sealing	7-Completed	1/2/2026	1.000	1789.291610
54	Whole Home Assessment	7-Completed	1/2/2026	1.000	
55	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
56	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	906.662150
57	Duct Sealing	6-Payment Pending		1.000	1304.409030
58	Whole Home Assessment	6-Payment Pending		1.000	
59	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
60	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	254.011760
61	Duct Sealing	6-Payment Pending		1.000	278.994410
62	Whole Home Assessment	6-Payment Pending		1.000	
63	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
64	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	576.617050
65	Duct Sealing	6-Payment Pending		1.000	518.193960
66	Whole Home Assessment	6-Payment Pending		1.000	
67	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
68	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1020.141070
69	Duct Sealing	6-Payment Pending		1.000	639.832840
70	Whole Home Assessment	6-Payment Pending		1.000	
71	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	735.936520
72	Duct Sealing	6-Payment Pending		1.000	912.984810
73	Whole Home Assessment	6-Payment Pending		1.000	
74	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
75	Door Weatherstripping	6-Payment Pending		2.000	7.540000
76	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	843.153620
77	Whole Home Assessment	6-Payment Pending		1.000	
78	Outlet Gasket	6-Payment Pending		10.000	37.600000
79	Switch Gasket	6-Payment Pending		10.000	37.600000
80	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	1196.604290
81	Duct Sealing	6-Payment Pending		1.000	267.348170
82	Whole Home Assessment	6-Payment Pending		1.000	
83	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	3113.901380
84	Duct Sealing	6-Payment Pending		1.000	372.513030
85	Whole Home Assessment	6-Payment Pending		1.000	
86	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	310.196790
87	Duct Sealing	6-Payment Pending		1.000	496.368520
88	Whole Home Assessment	6-Payment Pending		1.000	
89	Caulking, Sealing, or Polyethylene Tape (Between Conditioned and Unconditioned Spa	6-Payment Pending		9.000	28.980000
90	Door Sweep	6-Payment Pending		2.000	117.120000
91	Door Weatherstripping	6-Payment Pending		50.000	188.500000
92	Duct Sealing	6-Payment Pending		1.000	1170.083470
93	Whole Home Assessment	6-Payment Pending		1.000	
94	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	1780.860180
95	Duct Sealing	6-Payment Pending		1.000	897.887120
96	Whole Home Assessment	6-Payment Pending		1.000	
97	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
98	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	449.200680

HEIP Complete and In Process

	L	M
50		150.00
51	0.045000	130.00
52	0.212583	320.00
53	0.625287	150.00
54		150.00
55	0.045000	130.00
56	0.212583	320.00
57	0.432891	150.00
58		150.00
59	0.045000	130.00
60	0.172602	320.00
61	0.180199	150.00
62		150.00
63	0.045000	130.00
64	0.172602	320.00
65	0.173617	150.00
66		150.00
67	0.045000	130.00
68	0.212583	320.00
69	0.250115	150.00
70		150.00
71	0.212583	320.00
72	0.330257	150.00
73		150.00
74	0.045000	150.00
75	0.000002	6.00
76	0.172602	320.00
77		150.00
78	0.000080	50.00
79	0.000080	50.00
80	0.172602	320.00
81	0.147248	150.00
82		150.00
83	0.212583	320.00
84	0.220872	150.00
85		150.00
86	0.212583	320.00
87	0.257684	150.00
88		150.00
89	0.000009	6.75
90	0.000062	50.00
91	0.000050	150.00
92	0.577188	150.00
93		150.00
94	0.172602	320.00
95	0.279027	150.00
96		150.00
97	0.045000	130.00
98	0.172602	320.00

	A	B	C	D
99	HEI2026_009508		HEI	Direct Install
100	HEI2026_009508		HEI	Direct Install
101	HEI2026_009509		HEI	Direct Install
102	HEI2026_009509		HEI	Direct Install
103	HEI2026_009509		HEI	Direct Install
104	HEI2026_009510		HEI	Direct Install
105	HEI2026_009510		HEI	Direct Install
106	HEI2026_009511		HEI	Direct Install
107	HEI2026_009511		HEI	Direct Install
108	HEI2026_009511		HEI	Direct Install
109	HEI2026_009511		HEI	Direct Install
110	HEI2026_009521		HEI	Direct Install
111	HEI2026_009521		HEI	Direct Install
112	HEI2026_009521		HEI	Direct Install
113	HEI2026_009521		HEI	Direct Install
114	HEI2026_009524		HEI	Direct Install
115	HEI2026_009524		HEI	Direct Install
116	HEI2026_009524		HEI	Direct Install
117	HEI2026_009524		HEI	Direct Install
118	HEI2026_009525		HEI	Direct Install
119	HEI2026_009525		HEI	Direct Install
120	HEI2026_009525		HEI	Direct Install
121	HEI2026_009526		HEI	Direct Install
122	HEI2026_009526		HEI	Direct Install
123	HEI2026_009526		HEI	Direct Install
124	HEI2026_009526		HEI	Direct Install
125	HEI2026_009528		HEI	Direct Install
126	HEI2026_009528		HEI	Direct Install
127	HEI2026_009528		HEI	Direct Install
128	HEI2026_009528		HEI	Direct Install
129	HEI2026_009529		HEI	Direct Install
130	HEI2026_009529		HEI	Direct Install
131	HEI2026_009529		HEI	Direct Install
132	HEI2026_009571		HEI	Direct Install
133	HEI2026_009571		HEI	Direct Install
134	HEI2026_009571		HEI	Direct Install
135	HEI2026_009571		HEI	Direct Install
136	HEI2026_009572		HEI	Direct Install
137	HEI2026_009572		HEI	Direct Install
138	HEI2026_009572		HEI	Direct Install
139	HEI2026_009572		HEI	Direct Install
140	HEI2026_009591		HEI	Direct Install
141	HEI2026_009591		HEI	Direct Install
142	HEI2026_009591		HEI	Direct Install
143	HEI2026_009592		HEI	Direct Install
144	HEI2026_009592		HEI	Direct Install
145	HEI2026_009593		HEI	Direct Install
146	HEI2026_009593		HEI	Direct Install
147	HEI2026_009593		HEI	Direct Install

HEIP Complete and In Process

	E	F
99	009508-Insulation Duct Sealing_20260226-131931_2-HEI-DI-I-2025-7	Insulation
100	009508-Whole Home Assessment_20260226-131931_4-HEI-DI-O-2025-1	Other
101	009509-Air Sealing with Blower Door - Heat Pump_20260226-134039_2-HEI-DI-AS-2025-9	Air Sealing
102	009509-Insulation Duct Sealing_20260226-134039_1-HEI-DI-I-2025-7	Insulation
103	009509-Whole Home Assessment_20260226-134039_3-HEI-DI-O-2025-1	Other
104	009510-Advanced Power Strip - Tier 1_20260226-144035_1-HEI-DI-O-2025-2	Other
105	009510-Whole Home Assessment_20260226-144035_2-HEI-DI-O-2025-1	Other
106	009511-Advanced Power Strip - Tier 1_20260226-15151_1-HEI-DI-O-2025-2	Other
107	009511-Air Sealing with Blower Door - Heat Pump_20260226-15151_3-HEI-DI-AS-2025-9	Air Sealing
108	009511-Insulation Duct Sealing_20260226-15151_2-HEI-DI-I-2025-7	Insulation
109	009511-Whole Home Assessment_20260226-15151_4-HEI-DI-O-2025-1	Other
110	009521-Advanced Power Strip - Tier 1_20260227-11053_1-HEI-DI-O-2025-2	Other
111	009521-Air Sealing with Blower Door - Heat Pump_20260227-11053_3-HEI-DI-AS-2025-9	Air Sealing
112	009521-Insulation Duct Sealing_20260227-11053_2-HEI-DI-I-2025-7	Insulation
113	009521-Whole Home Assessment_20260227-11053_4-HEI-DI-O-2025-1	Other
114	009524-Advanced Power Strip - Tier 1_20260227-115446_1-HEI-DI-O-2025-2	Other
115	009524-Air Sealing with Blower Door - Heat Pump_20260227-115446_3-HEI-DI-AS-2025-9	Air Sealing
116	009524-Insulation Duct Sealing_20260227-115446_2-HEI-DI-I-2025-7	Insulation
117	009524-Whole Home Assessment_20260227-115446_4-HEI-DI-O-2025-1	Other
118	009525-Air Sealing with Blower Door - Heat Pump_20260227-12119_2-HEI-DI-AS-2025-9	Air Sealing
119	009525-Insulation Duct Sealing_20260227-12119_1-HEI-DI-I-2025-7	Insulation
120	009525-Whole Home Assessment_20260227-12119_3-HEI-DI-O-2025-1	Other
121	009526-Advanced Power Strip - Tier 1_20260227-122428_1-HEI-DI-O-2025-2	Other
122	009526-Air Sealing with Blower Door - Heat Pump_20260227-122428_3-HEI-DI-AS-2025-9	Air Sealing
123	009526-Insulation Duct Sealing_20260227-122428_2-HEI-DI-I-2025-7	Insulation
124	009526-Whole Home Assessment_20260227-122428_4-HEI-DI-O-2025-1	Other
125	009528-Advanced Power Strip - Tier 1_20260227-123936_1-HEI-DI-O-2025-2	Other
126	009528-Air Sealing with Blower Door - Heat Pump_20260227-123936_3-HEI-DI-AS-2025-9	Air Sealing
127	009528-Insulation Duct Sealing_20260227-123936_2-HEI-DI-I-2025-7	Insulation
128	009528-Whole Home Assessment_20260227-123936_4-HEI-DI-O-2025-1	Other
129	009529-Air Sealing with Blower Door - Heat Pump_20260227-125242_2-HEI-DI-AS-2025-9	Air Sealing
130	009529-Insulation Duct Sealing_20260227-125242_1-HEI-DI-I-2025-7	Insulation
131	009529-Whole Home Assessment_20260227-125242_3-HEI-DI-O-2025-1	Other
132	009571-Advanced Power Strip - Tier 1_20260304-122944_1-HEI-DI-O-2025-2	Other
133	009571-Air Sealing with Blower Door - Heat Pump_20260304-122944_3-HEI-DI-AS-2025-9	Air Sealing
134	009571-Insulation Duct Sealing_20260304-122944_2-HEI-DI-I-2025-7	Insulation
135	009571-Whole Home Assessment_20260304-122944_4-HEI-DI-O-2025-1	Other
136	009572-Advanced Power Strip - Tier 1_20260304-125113_1-HEI-DI-O-2025-2	Other
137	009572-Air Sealing with Blower Door - Heat Pump_20260304-125113_3-HEI-DI-AS-2025-9	Air Sealing
138	009572-Insulation Duct Sealing_20260304-125113_2-HEI-DI-I-2025-7	Insulation
139	009572-Whole Home Assessment_20260304-125113_4-HEI-DI-O-2025-1	Other
140	009591-Air Sealing with Blower Door - Heat Pump_20260305-12452_2-HEI-DI-AS-2025-9	Air Sealing
141	009591-Insulation Duct Sealing_20260305-12452_1-HEI-DI-I-2025-7	Insulation
142	009591-Whole Home Assessment_20260305-12452_3-HEI-DI-O-2025-1	Other
143	009592-Advanced Power Strip - Tier 1_20260305-14149_1-HEI-DI-O-2025-2	Other
144	009592-Whole Home Assessment_20260305-14149_2-HEI-DI-O-2025-1	Other
145	009593-Advanced Power Strip - Tier 1_20260305-143326_1-HEI-DI-O-2025-2	Other
146	009593-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260305-143326_3-HEI-DI-AS-2025-9	Air Sealing
147	009593-Insulation Duct Sealing_20260305-143326_2-HEI-DI-I-2025-7	Insulation

	G	H	I	J	K
99	Duct Sealing	6-Payment Pending		1.000	504.446400
100	Whole Home Assessment	6-Payment Pending		1.000	
101	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1329.851360
102	Duct Sealing	6-Payment Pending		1.000	1341.968710
103	Whole Home Assessment	6-Payment Pending		1.000	
104	Advanced Power Strip - Tier 1	6-Payment Pending		1.000	80.000000
105	Whole Home Assessment	6-Payment Pending		1.000	
106	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
107	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1757.529750
108	Duct Sealing	6-Payment Pending		1.000	1484.250850
109	Whole Home Assessment	6-Payment Pending		1.000	
110	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
111	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	525.369810
112	Duct Sealing	6-Payment Pending		1.000	403.766590
113	Whole Home Assessment	6-Payment Pending		1.000	
114	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
115	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	360.562840
116	Duct Sealing	6-Payment Pending		1.000	1244.313540
117	Whole Home Assessment	6-Payment Pending		1.000	
118	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	491.465190
119	Duct Sealing	6-Payment Pending		1.000	1062.737940
120	Whole Home Assessment	6-Payment Pending		1.000	
121	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
122	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	634.289720
123	Duct Sealing	6-Payment Pending		1.000	766.862140
124	Whole Home Assessment	6-Payment Pending		1.000	
125	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
126	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	453.455410
127	Duct Sealing	6-Payment Pending		1.000	766.862140
128	Whole Home Assessment	6-Payment Pending		1.000	
129	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	311.880400
130	Duct Sealing	6-Payment Pending		1.000	1157.773780
131	Whole Home Assessment	6-Payment Pending		1.000	
132	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
133	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1672.386410
134	Duct Sealing	6-Payment Pending		1.000	1290.379200
135	Whole Home Assessment	6-Payment Pending		1.000	
136	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
137	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	331.912660
138	Duct Sealing	6-Payment Pending		1.000	1087.007520
139	Whole Home Assessment	6-Payment Pending		1.000	
140	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1149.294560
141	Duct Sealing	6-Payment Pending		1.000	732.099450
142	Whole Home Assessment	6-Payment Pending		1.000	
143	Advanced Power Strip - Tier 1	6-Payment Pending		1.000	80.000000
144	Whole Home Assessment	6-Payment Pending		1.000	
145	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
146	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	1969.942620
147	Duct Sealing	6-Payment Pending		1.000	1197.537500

HEIP Complete and In Process

	L	M
99	0.375172	150.00
100		150.00
101	0.212583	320.00
102	0.468966	150.00
103		150.00
104	0.009000	30.00
105		150.00
106	0.045000	130.00
107	0.212583	320.00
108	0.468966	150.00
109		150.00
110	0.045000	130.00
111	0.172602	320.00
112	0.224176	150.00
113		150.00
114	0.045000	130.00
115	0.172602	320.00
116	0.375172	150.00
117		150.00
118	0.172602	320.00
119	0.291521	150.00
120		150.00
121	0.045000	130.00
122	0.172602	320.00
123	0.250409	150.00
124		150.00
125	0.045000	130.00
126	0.172602	320.00
127	0.250409	150.00
128		150.00
129	0.172602	320.00
130	0.413863	150.00
131		150.00
132	0.045000	130.00
133	0.212583	320.00
134	0.669951	150.00
135		150.00
136	0.045000	130.00
137	0.172602	320.00
138	0.360743	150.00
139		150.00
140	0.212583	320.00
141	0.217021	150.00
142		150.00
143	0.009000	30.00
144		150.00
145	0.045000	130.00
146	0.212583	320.00
147	0.391233	150.00

	A	B	C	D
148	HEI2026_009593		HEI	Direct Install
149	HEI2026_009594		HEI	Direct Install
150	HEI2026_009594		HEI	Direct Install
151	HEI2026_009594		HEI	Direct Install
152	HEI2026_009595		HEI	Direct Install
153	HEI2026_009595		HEI	Direct Install
154	HEI2026_009595		HEI	Direct Install
155	HEI2026_009604		HEI	Direct Install
156	HEI2026_009604		HEI	Direct Install
157	HEI2026_009604		HEI	Direct Install
158	HEI2026_009604		HEI	Direct Install
159	HEI2026_009605		HEI	Direct Install
160	HEI2026_009605		HEI	Direct Install
161	HEI2026_009605		HEI	Direct Install
162	HEI2026_009605		HEI	Direct Install
163	HEI2026_009606		HEI	Direct Install
164	HEI2026_009606		HEI	Direct Install
165	HEI2026_009606		HEI	Direct Install
166	HEI2026_009607		HEI	Direct Install
167	HEI2026_009607		HEI	Direct Install
168	HEI2026_009607		HEI	Direct Install
169	HEI2026_009608		HEI	Direct Install
170	HEI2026_009608		HEI	Direct Install
171	HEI2026_009608		HEI	Direct Install
172	HEI2026_009608		HEI	Direct Install
173	HEI2026_009609		HEI	Direct Install
174	HEI2026_009609		HEI	Direct Install
175	HEI2026_009609		HEI	Direct Install
176	HEI2026_009609		HEI	Direct Install
177	HEI2026_009610		HEI	Direct Install
178	HEI2026_009610		HEI	Direct Install
179	HEI2026_009610		HEI	Direct Install
180	HEI2026_009642		HEI	Direct Install
181	HEI2026_009642		HEI	Direct Install
182	HEI2026_009642		HEI	Direct Install
183	HEI2026_009648		HEI	Direct Install
184	HEI2026_009648		HEI	Direct Install
185	HEI2026_009648		HEI	Direct Install
186	HEI2026_009648		HEI	Direct Install
187	HEI2026_009677		HEI	Direct Install
188	HEI2026_009677		HEI	Direct Install
189	HEI2026_009677		HEI	Direct Install
190	HEI2026_009677		HEI	Direct Install
191	HEI2026_009677		HEI	Direct Install
192	HEI2026_009677		HEI	Direct Install
193	HEI2026_009678		HEI	Direct Install
194	HEI2026_009678		HEI	Direct Install
195	HEI2026_009678		HEI	Direct Install
196	HEI2026_009679		HEI	Direct Install

HEIP Complete and In Process

	E	F
148	009593-Whole Home Assessment_20260305-143326_4-HEI-DI-O-2025-1	Other
149	009594-Air Sealing with Blower Door - Heat Pump_20260305-144350_2-HEI-DI-AS-2025-9	Air Sealing
150	009594-Insulation Duct Sealing_20260305-144350_1-HEI-DI-I-2025-7	Insulation
151	009594-Whole Home Assessment_20260305-144350_3-HEI-DI-O-2025-1	Other
152	009595-Air Sealing with Blower Door - Heat Pump_20260305-15212_2-HEI-DI-AS-2025-9	Air Sealing
153	009595-Insulation Duct Sealing_20260305-15212_1-HEI-DI-I-2025-7	Insulation
154	009595-Whole Home Assessment_20260305-15212_3-HEI-DI-O-2025-1	Other
155	009604-Air Sealing Door Sweep_20260306-84326_1-HEI-DI-AS-2025-4	Air Sealing
156	009604-Air Sealing with Blower Door - Heat Pump_20260306-84326_3-HEI-DI-AS-2025-9	Air Sealing
157	009604-Insulation Duct Sealing_20260306-84326_2-HEI-DI-I-2025-7	Insulation
158	009604-Whole Home Assessment_20260306-84326_4-HEI-DI-O-2025-1	Other
159	009605-Advanced Power Strip - Tier 1_20260306-9214_1-HEI-DI-O-2025-2	Other
160	009605-Air Sealing with Blower Door - No AC and Electric Resistance Heat_20260306-9214_3-HEI-DI-AS-2025-9	Air Sealing
161	009605-Insulation Duct Sealing_20260306-9214_2-HEI-DI-I-2025-7	Insulation
162	009605-Whole Home Assessment_20260306-9214_4-HEI-DI-O-2025-1	Other
163	009606-Air Sealing Door Sweep_20260306-91359_1-HEI-DI-AS-2025-4	Air Sealing
164	009606-Insulation Duct Sealing_20260306-91359_2-HEI-DI-I-2025-7	Insulation
165	009606-Whole Home Assessment_20260306-91359_3-HEI-DI-O-2025-1	Other
166	009607-Air Sealing with Blower Door - Heat Pump_20260306-92753_2-HEI-DI-AS-2025-9	Air Sealing
167	009607-Insulation Duct Sealing_20260306-92753_1-HEI-DI-I-2025-7	Insulation
168	009607-Whole Home Assessment_20260306-92753_3-HEI-DI-O-2025-1	Other
169	009608-Air Sealing Door Sweep_20260306-94447_1-HEI-DI-AS-2025-4	Air Sealing
170	009608-Air Sealing with Blower Door - Heat Pump_20260306-94447_3-HEI-DI-AS-2025-9	Air Sealing
171	009608-Insulation Duct Sealing_20260306-94447_2-HEI-DI-I-2025-7	Insulation
172	009608-Whole Home Assessment_20260306-94447_4-HEI-DI-O-2025-1	Other
173	009609-Advanced Power Strip - Tier 1_20260306-9511_1-HEI-DI-O-2025-2	Other
174	009609-Air Sealing with Blower Door - Heat Pump_20260306-9511_3-HEI-DI-AS-2025-9	Air Sealing
175	009609-Insulation Duct Sealing_20260306-9511_2-HEI-DI-I-2025-7	Insulation
176	009609-Whole Home Assessment_20260306-9511_4-HEI-DI-O-2025-1	Other
177	009610-Air Sealing with Blower Door - Heat Pump_20260306-10332_2-HEI-DI-AS-2025-9	Air Sealing
178	009610-Insulation Duct Sealing_20260306-10332_1-HEI-DI-I-2025-7	Insulation
179	009610-Whole Home Assessment_20260306-10332_3-HEI-DI-O-2025-1	Other
180	009642-Air Sealing with Blower Door - Heat Pump_20260310-15413_2-HEI-DI-AS-2025-9	Air Sealing
181	009642-Insulation Duct Sealing_20260310-15413_1-HEI-DI-I-2025-7	Insulation
182	009642-Whole Home Assessment_20260310-15413_3-HEI-DI-O-2025-1	Other
183	009648-Air Sealing with Blower Door - Heat Pump_20260311-84532_2-HEI-DI-AS-2025-9	Air Sealing
184	009648-Insulation 60 Gallon Domestic Hot Water Heater Tank Wrap_20260311-84532_1-HEI-DI-I-2025-5	Insulation
185	009648-Insulation Duct Sealing_20260311-84532_3-HEI-DI-I-2025-7	Insulation
186	009648-Whole Home Assessment_20260311-84532_4-HEI-DI-O-2025-1	Other
187	009677-Advanced Power Strip - Tier 1_20260313-11484_1-HEI-DI-O-2025-2	Other
188	009677-Air Sealing - Outlet Gasket_20260313-11484_2-HEI-DI-AS-2025-2	Air Sealing
189	009677-Air Sealing - Switch Gasket_20260313-11484_3-HEI-DI-AS-2025-3	Air Sealing
190	009677-Air Sealing Door Sweep_20260313-11484_4-HEI-DI-AS-2025-4	Air Sealing
191	009677-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260313-11484_5-HEI-DI-AS-2025-5	Air Sealing
192	009677-Whole Home Assessment_20260313-11484_6-HEI-DI-O-2025-1	Other
193	009678-Air Sealing with Blower Door - Heat Pump_20260313-12646_2-HEI-DI-AS-2025-9	Air Sealing
194	009678-Insulation Duct Sealing_20260313-12646_1-HEI-DI-I-2025-7	Insulation
195	009678-Whole Home Assessment_20260313-12646_4-HEI-DI-O-2025-1	Other
196	009679-Air Sealing with Blower Door - Heat Pump_20260313-124811_1-HEI-DI-AS-2025-9	Air Sealing

	G	H	I	J	K
148	Whole Home Assessment	6-Payment Pending		1.000	
149	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	903.243610
150	Duct Sealing	6-Payment Pending		1.000	1305.160730
151	Whole Home Assessment	6-Payment Pending		1.000	
152	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1602.952000
153	Duct Sealing	6-Payment Pending		1.000	446.477380
154	Whole Home Assessment	6-Payment Pending		1.000	
155	Door Sweep	6-Payment Pending		2.000	117.120000
156	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1011.629990
157	Duct Sealing	6-Payment Pending		1.000	535.772860
158	Whole Home Assessment	6-Payment Pending		1.000	
159	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
160	Air Sealing with Blower Door - No AC and Electric Resistance Heat	6-Payment Pending		1.000	814.095400
161	Duct Sealing	6-Payment Pending		1.000	818.637140
162	Whole Home Assessment	6-Payment Pending		1.000	
163	Door Sweep	6-Payment Pending		2.000	117.120000
164	Duct Sealing	6-Payment Pending		1.000	692.470660
165	Whole Home Assessment	6-Payment Pending		1.000	
166	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	620.664370
167	Duct Sealing	6-Payment Pending		1.000	817.945130
168	Whole Home Assessment	6-Payment Pending		1.000	
169	Door Sweep	6-Payment Pending		2.000	117.120000
170	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1102.116480
171	Duct Sealing	6-Payment Pending		1.000	1224.684680
172	Whole Home Assessment	6-Payment Pending		1.000	
173	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
174	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1688.940840
175	Duct Sealing	6-Payment Pending		1.000	1072.077160
176	Whole Home Assessment	6-Payment Pending		1.000	
177	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1233.317570
178	Duct Sealing	6-Payment Pending		1.000	1101.571840
179	Whole Home Assessment	6-Payment Pending		1.000	
180	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	885.915920
181	Duct Sealing	6-Payment Pending		1.000	648.485760
182	Whole Home Assessment	6-Payment Pending		1.000	
183	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	724.964760
184	60 Gallon Domestic Hot Water Heater Tank Wrap	6-Payment Pending		1.000	273.000000
185	Duct Sealing	6-Payment Pending		1.000	961.527880
186	Whole Home Assessment	6-Payment Pending		1.000	
187	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
188	Outlet Gasket	6-Payment Pending		5.000	18.800000
189	Switch Gasket	6-Payment Pending		5.000	18.800000
190	Door Sweep	6-Payment Pending		2.000	117.120000
191	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	875.987830
192	Whole Home Assessment	6-Payment Pending		1.000	
193	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	642.231220
194	Duct Sealing	6-Payment Pending		1.000	886.286060
195	Whole Home Assessment	6-Payment Pending		1.000	
196	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1016.700210

HEIP Complete and In Process

	L	M
148		150.00
149	0.212583	320.00
150	0.524717	150.00
151		150.00
152	0.172602	320.00
153	0.257684	120.00
154		150.00
155	0.000062	50.00
156	0.212583	320.00
157	0.309221	75.00
158		150.00
159	0.045000	130.00
160		320.00
161	0.168132	150.00
162		150.00
163	0.000062	50.00
164	0.300491	150.00
165		150.00
166	0.172602	320.00
167	0.240188	150.00
168		150.00
169	0.000062	50.00
170	0.172602	320.00
171	0.325532	120.00
172		150.00
173	0.045000	130.00
174	0.212583	320.00
175	0.300491	150.00
176		150.00
177	0.172602	320.00
178	0.403516	150.00
179		150.00
180	0.212583	320.00
181	0.274863	150.00
182		150.00
183	0.172602	320.00
184	0.031100	75.00
185	0.269011	150.00
186		150.00
187	0.045000	150.00
188	0.000040	25.00
189	0.000040	25.00
190	0.000062	50.00
191	0.172602	320.00
192		150.00
193	0.172602	320.00
194	0.537386	150.00
195		150.00
196	0.212583	320.00

	A	B	C	D
197	HEI2026_009679		HEI	Direct Install
198	HEI2026_009679		HEI	Direct Install
199	HEI2026_009684		HEI	Direct Install
200	HEI2026_009684		HEI	Direct Install
201	HEI2026_009684		HEI	Direct Install
202	HEI2026_009684		HEI	Direct Install
203	HEI2026_009684		HEI	Direct Install
204	HEI2026_009684		HEI	Direct Install
205	HEI2026_009685		HEI	Direct Install
206	HEI2026_009685		HEI	Direct Install
207	HEI2026_009685		HEI	Direct Install
208	HEI2026_009685		HEI	Direct Install
209	HEI2026_009685		HEI	Direct Install
210	HEI2026_009692		HEI	Direct Install
211	HEI2026_009692		HEI	Direct Install
212	HEI2026_009692		HEI	Direct Install
213	HEI2026_009692		HEI	Direct Install
214	HEI2026_009692		HEI	Direct Install
215	HEI2026_009697		HEI	Direct Install
216	HEI2026_009697		HEI	Direct Install
217	HEI2026_009697		HEI	Direct Install
218	HEI2026_009698		HEI	Direct Install
219	HEI2026_009698		HEI	Direct Install
220	HEI2026_009698		HEI	Direct Install
221	HEI2026_009698		HEI	Direct Install
222	HEI2026_009698		HEI	Direct Install
223	HEI2026_009744		HEI	Direct Install
224	HEI2026_009744		HEI	Direct Install
225	HEI2026_009744		HEI	Direct Install
226	HEI2026_009744		HEI	Direct Install
227	HEI2026_009745		HEI	Direct Install
228	HEI2026_009745		HEI	Direct Install
229	HEI2026_009745		HEI	Direct Install
230	HEI2026_009746		HEI	Direct Install
231	HEI2026_009746		HEI	Direct Install
232	HEI2026_009746		HEI	Direct Install
233	HEI2026_009747		HEI	Direct Install
234	HEI2026_009747		HEI	Direct Install
235	HEI2026_009747		HEI	Direct Install
236	HEI2026_009749		HEI	Direct Install
237	HEI2026_009749		HEI	Direct Install
238	HEI2026_009749		HEI	Direct Install
239	HEI2026_009749		HEI	Direct Install
240	HEI2026_009757		HEI	Direct Install
241	HEI2026_009757		HEI	Direct Install
242	HEI2026_009757		HEI	Direct Install
243	HEI2026_009758		HEI	Direct Install
244	HEI2026_009758		HEI	Direct Install
245	HEI2026_009758		HEI	Direct Install

HEIP Complete and In Process

	E	F
197	009679-Insulation Duct Sealing_20260313-124811_2-HEI-DI-I-2025-7	Insulation
198	009679-Whole Home Assessment_20260313-124811_3-HEI-DI-O-2025-1	Other
199	009684-Advanced Power Strip - Tier 1_20260316-83823_1-HEI-DI-O-2025-2	Other
200	009684-Air Sealing - Outlet Gasket_20260316-83823_3-HEI-DI-AS-2025-2	Air Sealing
201	009684-Air Sealing - Switch Gasket_20260316-83823_4-HEI-DI-AS-2025-3	Air Sealing
202	009684-Air Sealing with Blower Door - Heat Pump_20260316-83823_5-HEI-DI-AS-2025-9	Air Sealing
203	009684-Insulation 60 Gallon Domestic Hot Water Heater Tank Wrap_20260316-83823_2-HEI-DI-I-2025-5	Insulation
204	009684-Whole Home Assessment_20260316-83823_6-HEI-DI-O-2025-1	Other
205	009685-Air Sealing - Outlet Gasket_20260316-85241_1-HEI-DI-AS-2025-2	Air Sealing
206	009685-Air Sealing - Switch Gasket_20260316-85241_2-HEI-DI-AS-2025-3	Air Sealing
207	009685-Air Sealing with Blower Door - Heat Pump_20260316-85241_4-HEI-DI-AS-2025-9	Air Sealing
208	009685-Insulation Duct Sealing_20260316-85241_3-HEI-DI-I-2025-7	Insulation
209	009685-Whole Home Assessment_20260316-85241_5-HEI-DI-O-2025-1	Other
210	009692-Air Sealing Door Sweep_20260316-154455_2-HEI-DI-AS-2025-4	Air Sealing
211	009692-Air Sealing with Blower Door - Heat Pump_20260316-154455_4-HEI-DI-AS-2025-9	Air Sealing
212	009692-Insulation 60 Gallon Domestic Hot Water Heater Tank Wrap_20260316-154455_1-HEI-DI-I-2025-5	Insulation
213	009692-Insulation Duct Sealing_20260316-154455_3-HEI-DI-I-2025-7	Insulation
214	009692-Whole Home Assessment_20260316-154455_5-HEI-DI-O-2025-1	Other
215	009697-Air Sealing with Blower Door - Heat Pump_20260317-10955_1-HEI-DI-AS-2025-9	Air Sealing
216	009697-Insulation Duct Sealing_20260317-10955_2-HEI-DI-I-2025-7	Insulation
217	009697-Whole Home Assessment_20260317-10955_3-HEI-DI-O-2025-1	Other
218	009698-Advanced Power Strip - Tier 1_20260317-102228_1-HEI-DI-O-2025-2	Other
219	009698-Air Sealing Door Sweep_20260317-102228_2-HEI-DI-AS-2025-4	Air Sealing
220	009698-Air Sealing with Blower Door - Heat Pump_20260317-102228_4-HEI-DI-AS-2025-9	Air Sealing
221	009698-Insulation Duct Sealing_20260317-102228_3-HEI-DI-I-2025-7	Insulation
222	009698-Whole Home Assessment_20260317-102228_6-HEI-DI-O-2025-1	Other
223	009744-Advanced Power Strip - Tier 1_20260324-81433_1-HEI-DI-O-2025-2	Other
224	009744-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260324-81433_3-HEI-DI-AS-2025-9	Air Sealing
225	009744-Insulation Duct Sealing_20260324-81433_2-HEI-DI-I-2025-7	Insulation
226	009744-Whole Home Assessment_20260324-81433_4-HEI-DI-O-2025-1	Other
227	009745-Advanced Power Strip - Tier 1_20260324-83942_1-HEI-DI-O-2025-2	Other
228	009745-Air Sealing with Blower Door - Heat Pump_20260324-83942_2-HEI-DI-AS-2025-9	Air Sealing
229	009745-Whole Home Assessment_20260324-83942_3-HEI-DI-O-2025-1	Other
230	009746-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260324-8488_1-HEI-DI-AS-2025-7	Air Sealing
231	009746-Insulation Duct Sealing_20260324-8488_2-HEI-DI-I-2025-7	Insulation
232	009746-Whole Home Assessment_20260324-8488_3-HEI-DI-O-2025-1	Other
233	009747-Air Sealing with Blower Door - Heat Pump_20260324-92337_2-HEI-DI-AS-2025-9	Air Sealing
234	009747-Insulation Duct Sealing_20260324-92337_1-HEI-DI-I-2025-7	Insulation
235	009747-Whole Home Assessment_20260324-92337_3-HEI-DI-O-2025-1	Other
236	009749-Air Sealing Door Sweep_20260324-94720_1-HEI-DI-AS-2025-4	Air Sealing
237	009749-Air Sealing with Blower Door - Heat Pump_20260324-94720_3-HEI-DI-AS-2025-9	Air Sealing
238	009749-Insulation Duct Sealing_20260324-94720_2-HEI-DI-I-2025-7	Insulation
239	009749-Whole Home Assessment_20260324-94720_4-HEI-DI-O-2025-1	Other
240	009757-Air Sealing with Blower Door - Heat Pump_20260325-91421_2-HEI-DI-AS-2025-9	Air Sealing
241	009757-Insulation Duct Sealing_20260325-91421_1-HEI-DI-I-2025-7	Insulation
242	009757-Whole Home Assessment_20260325-91421_3-HEI-DI-O-2025-1	Other
243	009758-Advanced Power Strip - Tier 1_20260325-93752_1-HEI-DI-O-2025-2	Other
244	009758-Air Sealing - Outlet Gasket_20260325-93752_2-HEI-DI-AS-2025-2	Air Sealing
245	009758-Air Sealing - Switch Gasket_20260325-93752_3-HEI-DI-AS-2025-3	Air Sealing

	G	H	I	J	K
197	Duct Sealing	6-Payment Pending		1.000	957.218310
198	Whole Home Assessment	6-Payment Pending		1.000	
199	Advanced Power Strip - Tier 1	6-Payment Pending		3.000	240.000000
200	Outlet Gasket	6-Payment Pending		10.000	37.600000
201	Switch Gasket	6-Payment Pending		10.000	37.600000
202	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1074.332900
203	60 Gallon Domestic Hot Water Heater Tank Wrap	6-Payment Pending		1.000	273.000000
204	Whole Home Assessment	6-Payment Pending		1.000	
205	Outlet Gasket	6-Payment Pending		10.000	37.600000
206	Switch Gasket	6-Payment Pending		10.000	37.600000
207	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	609.787850
208	Duct Sealing	6-Payment Pending		1.000	981.534160
209	Whole Home Assessment	6-Payment Pending		1.000	
210	Door Sweep	6-Payment Pending		2.000	117.120000
211	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	671.009050
212	60 Gallon Domestic Hot Water Heater Tank Wrap	6-Payment Pending		1.000	273.000000
213	Duct Sealing	6-Payment Pending		1.000	820.202120
214	Whole Home Assessment	6-Payment Pending		1.000	
215	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	2269.068980
216	Duct Sealing	6-Payment Pending		1.000	317.244160
217	Whole Home Assessment	6-Payment Pending		1.000	
218	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
219	Door Sweep	6-Payment Pending		2.000	117.120000
220	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1053.379880
221	Duct Sealing	6-Payment Pending		1.000	1095.073420
222	Whole Home Assessment	6-Payment Pending		1.000	
223	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
224	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	813.216540
225	Duct Sealing	6-Payment Pending		1.000	976.558850
226	Whole Home Assessment	6-Payment Pending		1.000	
227	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
228	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	382.922350
229	Whole Home Assessment	6-Payment Pending		1.000	
230	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	760.102370
231	Duct Sealing	6-Payment Pending		1.000	1503.773440
232	Whole Home Assessment	6-Payment Pending		1.000	
233	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1351.989790
234	Duct Sealing	6-Payment Pending		1.000	544.028080
235	Whole Home Assessment	6-Payment Pending		1.000	
236	Door Sweep	6-Payment Pending		2.000	117.120000
237	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	317.927450
238	Duct Sealing	6-Payment Pending		1.000	413.417370
239	Whole Home Assessment	6-Payment Pending		1.000	
240	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	607.927820
241	Duct Sealing	6-Payment Pending		1.000	459.853970
242	Whole Home Assessment	6-Payment Pending		1.000	
243	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
244	Outlet Gasket	6-Payment Pending		10.000	37.600000
245	Switch Gasket	6-Payment Pending		10.000	37.600000

HEIP Complete and In Process

	L	M
197	0.192151	150.00
198		150.00
199	0.027000	90.00
200	0.000080	50.00
201	0.000080	50.00
202	0.172602	320.00
203	0.031100	75.00
204		150.00
205	0.000080	50.00
206	0.000080	50.00
207	0.172602	320.00
208	0.288226	150.00
209		150.00
210	0.000062	50.00
211	0.172602	320.00
212	0.031100	75.00
213	0.224176	150.00
214		150.00
215	0.172602	320.00
216	0.210543	150.00
217		150.00
218	0.045000	80.00
219	0.000062	50.00
220	0.172602	320.00
221	0.306374	150.00
222		150.00
223	0.045000	130.00
224	0.172602	320.00
225	0.368289	150.00
226		150.00
227	0.045000	150.00
228	0.172602	320.00
229		150.00
230	0.172602	320.00
231	0.571648	150.00
232		150.00
233	0.212583	320.00
234	0.317150	150.00
235		150.00
236	0.000062	50.00
237	0.172602	320.00
238	0.237341	150.00
239		150.00
240	0.212583	320.00
241	0.282128	150.00
242		150.00
243	0.045000	130.00
244	0.000080	50.00
245	0.000080	50.00

	A	B	C	D
246	HEI2026_009758		HEI	Direct Install
247	HEI2026_009758		HEI	Direct Install
248	HEI2026_009758		HEI	Direct Install
249	HEI2026_009759		HEI	Direct Install
250	HEI2026_009759		HEI	Direct Install
251	HEI2026_009759		HEI	Direct Install
252	HEI2026_009760		HEI	Direct Install
253	HEI2026_009760		HEI	Direct Install
254	HEI2026_009760		HEI	Direct Install
255	HEI2026_009760		HEI	Direct Install
256	HEI2026_009761		HEI	Direct Install
257	HEI2026_009761		HEI	Direct Install
258	HEI2026_009761		HEI	Direct Install
259	HEI2026_009761		HEI	Direct Install
260	HEI2026_009812		HEI	Direct Install
261	HEI2026_009812		HEI	Direct Install
262	HEI2026_009812		HEI	Direct Install
263	HEI2026_009812		HEI	Direct Install
264	HEI2026_009813		HEI	Direct Install
265	HEI2026_009813		HEI	Direct Install
266	HEI2026_009813		HEI	Direct Install
267	HEI2026_009814		HEI	Direct Install
268	HEI2026_009814		HEI	Direct Install
269	HEI2026_009814		HEI	Direct Install
270	HEI2026_009821		HEI	Direct Install
271	HEI2026_009821		HEI	Direct Install
272	HEI2026_009821		HEI	Direct Install
273	HEI2026_009821		HEI	Direct Install
274	HEI2026_009821		HEI	Direct Install
275	HEI2026_009822		HEI	Direct Install
276	HEI2026_009822		HEI	Direct Install
277	HEI2026_009822		HEI	Direct Install
278	HEI2026_009835		HEI	Direct Install
279	HEI2026_009835		HEI	Direct Install
280	HEI2026_009835		HEI	Direct Install
281	HEI2026_009836		HEI	Direct Install
282	HEI2026_009836		HEI	Direct Install
283	HEI2026_009836		HEI	Direct Install
284	HEI2026_009836		HEI	Direct Install
285	HEI2026_009837		HEI	Direct Install
286	HEI2026_009837		HEI	Direct Install
287	HEI2026_009837		HEI	Direct Install
288	HEI2026_009838		HEI	Direct Install
289	HEI2026_009838		HEI	Direct Install
290	HEI2026_009838		HEI	Direct Install
291	HEI2026_009840		HEI	Direct Install
292	HEI2026_009840		HEI	Direct Install
293	HEI2026_009840		HEI	Direct Install
294	HEI2026_009841		HEI	Direct Install

HEIP Complete and In Process

	E	F
246	009758-Air Sealing Door Sweep_20260325-93752_4-HEI-DI-AS-2025-4	Air Sealing
247	009758-Air Sealing with Blower Door - Heat Pump_20260325-93752_5-HEI-DI-AS-2025-9	Air Sealing
248	009758-Whole Home Assessment_20260325-93752_6-HEI-DI-O-2025-1	Other
249	009759-Air Sealing with Blower Door - Heat Pump_20260325-94947_2-HEI-DI-AS-2025-9	Air Sealing
250	009759-Insulation Duct Sealing_20260325-94947_1-HEI-DI-I-2025-7	Insulation
251	009759-Whole Home Assessment_20260325-94947_3-HEI-DI-O-2025-1	Other
252	009760-Advanced Power Strip - Tier 1_20260325-10132_1-HEI-DI-O-2025-2	Other
253	009760-Air Sealing Door Sweep_20260325-10132_2-HEI-DI-AS-2025-4	Air Sealing
254	009760-Air Sealing with Blower Door - Heat Pump_20260325-10132_3-HEI-DI-AS-2025-9	Air Sealing
255	009760-Whole Home Assessment_20260325-10132_4-HEI-DI-O-2025-1	Other
256	009761-Air Sealing Door Sweep_20260325-10189_1-HEI-DI-AS-2025-4	Air Sealing
257	009761-Air Sealing with Blower Door - Heat Pump_20260325-10189_3-HEI-DI-AS-2025-9	Air Sealing
258	009761-Insulation Duct Sealing_20260325-10189_2-HEI-DI-I-2025-7	Insulation
259	009761-Whole Home Assessment_20260325-10189_4-HEI-DI-O-2025-1	Other
260	009812-Advanced Power Strip - Tier 1_20260331-151120_1-HEI-DI-O-2025-2	Other
261	009812-Air Sealing Door Sweep_20260331-151120_2-HEI-DI-AS-2025-4	Air Sealing
262	009812-Air Sealing with Blower Door - Heat Pump_20260331-151120_3-HEI-DI-AS-2025-9	Air Sealing
263	009812-Whole Home Assessment_20260331-151120_4-HEI-DI-O-2025-1	Other
264	009813-Air Sealing with Blower Door - Heat Pump_20260331-153814_1-HEI-DI-AS-2025-9	Air Sealing
265	009813-Insulation Duct Sealing_20260331-153814_2-HEI-DI-I-2025-7	Insulation
266	009813-Whole Home Assessment_20260331-153814_3-HEI-DI-O-2025-1	Other
267	009814-Air Sealing with Blower Door - Heat Pump_20260331-154459_2-HEI-DI-AS-2025-9	Air Sealing
268	009814-Insulation Duct Sealing_20260331-154459_1-HEI-DI-I-2025-7	Insulation
269	009814-Whole Home Assessment_20260331-154459_3-HEI-DI-O-2025-1	Other
270	009821-Advanced Power Strip - Tier 1_20260401-81552_1-HEI-DI-O-2025-2	Other
271	009821-Air Sealing - Caulking, Sealing, or Polyethylene Tape_20260401-81552_4-HEI-DI-AS-2025-1	Air Sealing
272	009821-Air Sealing - Outlet Gasket_20260401-81552_2-HEI-DI-AS-2025-2	Air Sealing
273	009821-Air Sealing - Switch Gasket_20260401-81552_3-HEI-DI-AS-2025-3	Air Sealing
274	009821-Whole Home Assessment_20260401-81552_5-HEI-DI-O-2025-1	Other
275	009822-Air Sealing with Blower Door - Heat Pump_20260401-82759_1-HEI-DI-AS-2025-9	Air Sealing
276	009822-Insulation Duct Sealing_20260401-82759_2-HEI-DI-I-2025-7	Insulation
277	009822-Whole Home Assessment_20260401-82759_3-HEI-DI-O-2025-1	Other
278	009835-Air Sealing with Blower Door - Heat Pump_20260403-111755_1-HEI-DI-AS-2025-9	Air Sealing
279	009835-Insulation Duct Sealing_20260403-111755_2-HEI-DI-I-2025-7	Insulation
280	009835-Whole Home Assessment_20260403-111755_3-HEI-DI-O-2025-1	Other
281	009836-Advanced Power Strip - Tier 1_20260403-121756_1-HEI-DI-O-2025-2	Other
282	009836-Air Sealing with Blower Door - Heat Pump_20260403-121756_3-HEI-DI-AS-2025-9	Air Sealing
283	009836-Insulation Duct Sealing_20260403-121756_2-HEI-DI-I-2025-7	Insulation
284	009836-Whole Home Assessment_20260403-121756_4-HEI-DI-O-2025-1	Other
285	009837-Air Sealing with Blower Door - AC and Electric Resistance Heat_20260403-122826_1-HEI-DI-AS-2025-9	Air Sealing
286	009837-Insulation Duct Sealing_20260403-122826_2-HEI-DI-I-2025-7	Insulation
287	009837-Whole Home Assessment_20260403-122826_3-HEI-DI-O-2025-1	Other
288	009838-Air Sealing with Blower Door - Heat Pump_20260403-123657_2-HEI-DI-AS-2025-9	Air Sealing
289	009838-Insulation Duct Sealing_20260403-123657_1-HEI-DI-I-2025-7	Insulation
290	009838-Whole Home Assessment_20260403-123657_3-HEI-DI-O-2025-1	Other
291	009840-Air Sealing with Blower Door - Heat Pump_20260403-13235_2-HEI-DI-AS-2025-9	Air Sealing
292	009840-Insulation Duct Sealing_20260403-13235_1-HEI-DI-I-2025-7	Insulation
293	009840-Whole Home Assessment_20260403-13235_3-HEI-DI-O-2025-1	Other
294	009841-Air Sealing with Blower Door - Heat Pump_20260403-135441_2-HEI-DI-AS-2025-9	Air Sealing

	G	H	I	J	K
246	Door Sweep	6-Payment Pending		2.000	117.120000
247	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	771.370760
248	Whole Home Assessment	6-Payment Pending		1.000	
249	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	557.469450
250	Duct Sealing	6-Payment Pending		1.000	465.300180
251	Whole Home Assessment	6-Payment Pending		1.000	
252	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
253	Door Sweep	6-Payment Pending		2.000	117.120000
254	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	566.350290
255	Whole Home Assessment	6-Payment Pending		1.000	
256	Door Sweep	6-Payment Pending		2.000	117.120000
257	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	818.534810
258	Duct Sealing	6-Payment Pending		1.000	1327.641100
259	Whole Home Assessment	6-Payment Pending		1.000	
260	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
261	Door Sweep	6-Payment Pending		2.000	117.120000
262	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	574.427060
263	Whole Home Assessment	6-Payment Pending		1.000	
264	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1491.657580
265	Duct Sealing	6-Payment Pending		1.000	490.767080
266	Whole Home Assessment	6-Payment Pending		1.000	
267	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	578.845510
268	Duct Sealing	6-Payment Pending		1.000	917.897040
269	Whole Home Assessment	6-Payment Pending		1.000	
270	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
271	Caulking, Sealing, or Polyethylene Tape (Between Conditioned and Unconditioned Spaces)	6-Payment Pending		150.000	483.000000
272	Outlet Gasket	6-Payment Pending		5.000	18.800000
273	Switch Gasket	6-Payment Pending		5.000	18.800000
274	Whole Home Assessment	6-Payment Pending		1.000	
275	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	2206.824310
276	Duct Sealing	6-Payment Pending		1.000	981.534160
277	Whole Home Assessment	6-Payment Pending		1.000	
278	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1179.247960
279	Duct Sealing	6-Payment Pending		1.000	1263.756990
280	Whole Home Assessment	6-Payment Pending		1.000	
281	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
282	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1115.489890
283	Duct Sealing	6-Payment Pending		1.000	401.022260
284	Whole Home Assessment	6-Payment Pending		1.000	
285	Air Sealing with Blower Door - AC and Electric Resistance Heat	6-Payment Pending		1.000	924.273450
286	Duct Sealing	6-Payment Pending		1.000	929.435180
287	Whole Home Assessment	6-Payment Pending		1.000	
288	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	1802.560530
289	Duct Sealing	6-Payment Pending		1.000	664.714550
290	Whole Home Assessment	6-Payment Pending		1.000	
291	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	550.679130
292	Duct Sealing	6-Payment Pending		1.000	376.472650
293	Whole Home Assessment	6-Payment Pending		1.000	
294	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	469.061510

HEIP Complete and In Process

	L	M
246	0.000062	50.00
247	0.172602	320.00
248		150.00
249	0.172602	320.00
250	0.282128	150.00
251		150.00
252	0.045000	150.00
253	0.000062	50.00
254	0.212583	320.00
255		150.00
256	0.000062	50.00
257	0.172602	320.00
258	0.384301	150.00
259		150.00
260	0.045000	150.00
261	0.000062	50.00
262	0.172602	320.00
263		150.00
264	0.172602	320.00
265	0.144113	150.00
266		150.00
267	0.212583	320.00
268	0.334975	150.00
269		150.00
270	0.045000	150.00
271	0.000150	112.50
272	0.000040	25.00
273	0.000040	25.00
274		150.00
275	0.172602	320.00
276	0.288226	150.00
277		150.00
278	0.172602	320.00
279	0.432891	150.00
280		150.00
281	0.045000	130.00
282	0.212583	320.00
283	0.220872	150.00
284		150.00
285	0.172602	320.00
286	0.325532	150.00
287		150.00
288	0.212583	320.00
289	0.403040	150.00
290		150.00
291	0.172602	320.00
292	0.220872	150.00
293		150.00
294	0.172602	320.00

	A	B	C	D
295	HEI2026_009841		HEI	Direct Install
296	HEI2026_009841		HEI	Direct Install
297	HEI2026_009842		HEI	Direct Install
298	HEI2026_009842		HEI	Direct Install
299	HEI2026_009842		HEI	Direct Install
300	HEI2026_009843		HEI	Direct Install
301	HEI2026_009843		HEI	Direct Install
302	HEI2026_009844		HEI	Direct Install
303	HEI2026_009844		HEI	Direct Install
304	HEI2026_009844		HEI	Direct Install
305	HEI2026_009844		HEI	Direct Install
306	HEI2026_009845		HEI	Direct Install
307	HEI2026_009845		HEI	Direct Install
308	HEI2026_009845		HEI	Direct Install
309	HEI2026_009845		HEI	Direct Install
310	HEI2026_009846		HEI	Direct Install
311	HEI2026_009846		HEI	Direct Install
312	HEI2026_009846		HEI	Direct Install
313	HEI2026_009846		HEI	Direct Install
314	HEI2026_009849		HEI	Direct Install
315	HEI2026_009849		HEI	Direct Install
316	HEI2026_009849		HEI	Direct Install
317	HEI2026_009849		HEI	Direct Install
318	HER2026_00924		HEI	Rebate
319	HER2026_00929		HEI	Rebate
320	HER2026_00929		HEI	Rebate
321	HER2026_00932		HEI	Rebate
322	HER2026_00937		HEI	Rebate
323	HER2026_00939		HEI	Rebate

	E	F
295	009841-Insulation Duct Sealing_20260403-135441_1-HEI-DI-I-2025-7	Insulation
296	009841-Whole Home Assessment_20260403-135441_3-HEI-DI-O-2025-1	Other
297	009842-Air Sealing with Blower Door - Heat Pump_20260403-14530_2-HEI-DI-AS-2025-9	Air Sealing
298	009842-Insulation Duct Sealing_20260403-14530_1-HEI-DI-I-2025-7	Insulation
299	009842-Whole Home Assessment_20260403-14530_3-HEI-DI-O-2025-1	Other
300	009843-Advanced Power Strip - Tier 1_20260403-14149_1-HEI-DI-O-2025-2	Other
301	009843-Whole Home Assessment_20260403-14149_2-HEI-DI-O-2025-1	Other
302	009844-Advanced Power Strip - Tier 1_20260406-12326_1-HEI-DI-O-2025-2	Other
303	009844-Air Sealing with Blower Door - Heat Pump_20260406-12326_3-HEI-DI-AS-2025-9	Air Sealing
304	009844-Insulation Duct Sealing_20260406-12326_2-HEI-DI-I-2025-7	Insulation
305	009844-Whole Home Assessment_20260406-12326_4-HEI-DI-O-2025-1	Other
306	009845-Air Sealing with Blower Door - Heat Pump_20260406-124553_1-HEI-DI-AS-2025-9	Air Sealing
307	009845-Insulation 60 Gallon Domestic Hot Water Heater Tank Wrap_20260406-124553_3-HEI-DI-I-2025-5	Insulation
308	009845-Insulation Duct Sealing_20260406-124553_2-HEI-DI-I-2025-7	Insulation
309	009845-Whole Home Assessment_20260406-124553_4-HEI-DI-O-2025-1	Other
310	009846-Air Sealing with Blower Door - Heat Pump_20260406-155239_3-HEI-DI-AS-2025-9	Air Sealing
311	009846-Insulation 60 Gallon Domestic Hot Water Heater Tank Wrap_20260406-155239_1-HEI-DI-I-2025-5	Insulation
312	009846-Insulation Duct Sealing_20260406-155239_2-HEI-DI-I-2025-7	Insulation
313	009846-Whole Home Assessment_20260406-155239_4-HEI-DI-O-2025-1	Other
314	009849-Advanced Power Strip - Tier 1_20260407-94857_1-HEI-DI-O-2025-2	Other
315	009849-Air Sealing with Blower Door - Heat Pump_20260407-94857_2-HEI-DI-AS-2025-9	Air Sealing
316	009849-Insulation Duct Sealing_20260407-94857_3-HEI-DI-I-2025-7	Insulation
317	009849-Whole Home Assessment_20260407-94857_4-HEI-DI-O-2025-1	Other
318	009248-Hot Water Heat Pump Water Heater_20260114-11459_1-HEI-R-HW-2025-1	Hot Water
319	009297-HVAC Air Source Heat Pump - Tier 1 - Split System_20260122-11139_1-HEI-R-H-2025-5	HVAC
320	HER202-HVAC Smart Thermostat_20260122-122013	HVAC
321	009320-HVAC Air Source Heat Pump - Tier 2 - Single Package_20260127-14041_1-HEI-R-H-2025-8	HVAC
322	009378-HVAC Air Source Heat Pump - Tier 2 - Split System_20260210-151954_1-HEI-R-H-2025-7	HVAC
323	009392-Insulation Attic Insulation - Heat Pump_20260212-92445_1-HEI-R-I-2025-3	Insulation

	G	H	I	J	K
295	Duct Sealing	6-Payment Pending		1.000	1127.158120
296	Whole Home Assessment	6-Payment Pending		1.000	
297	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	849.049430
298	Duct Sealing	6-Payment Pending		1.000	931.539780
299	Whole Home Assessment	6-Payment Pending		1.000	
300	Advanced Power Strip - Tier 1	6-Payment Pending		1.000	80.000000
301	Whole Home Assessment	6-Payment Pending		1.000	
302	Advanced Power Strip - Tier 1	6-Payment Pending		4.000	320.000000
303	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	884.935420
304	Duct Sealing	6-Payment Pending		1.000	1004.618330
305	Whole Home Assessment	6-Payment Pending		1.000	
306	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	443.636030
307	60 Gallon Domestic Hot Water Heater Tank Wrap	6-Payment Pending		1.000	273.000000
308	Duct Sealing	6-Payment Pending		1.000	424.453630
309	Whole Home Assessment	6-Payment Pending		1.000	
310	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	246.829740
311	60 Gallon Domestic Hot Water Heater Tank Wrap	6-Payment Pending		1.000	273.000000
312	Duct Sealing	6-Payment Pending		1.000	321.545380
313	Whole Home Assessment	6-Payment Pending		1.000	
314	Advanced Power Strip - Tier 1	6-Payment Pending		5.000	400.000000
315	Air Sealing with Blower Door - Heat Pump	6-Payment Pending		1.000	504.807020
316	Duct Sealing	6-Payment Pending		1.000	1062.211630
317	Whole Home Assessment	6-Payment Pending		1.000	
318	Heat Pump Water Heater	6-Payment Pending		1.000	5188.123860
319	Air Source Heat Pump - Tier 1 - Split System	6-Payment Pending		1.000	380.624054
320	Smart Thermostat	6-Payment Pending		1.000	799.463782
321	Air Source Heat Pump - Tier 2 - Single Package	6-Payment Pending		1.000	1845.541860
322	Air Source Heat Pump - Tier 2 - Split System	6-Payment Pending		5.000	13375.246050
323	Attic Insulation - Heat Pump	6-Payment Pending		1.000	603.695444

	L	M
295	0.535961	150.00
296		150.00
297	0.212583	320.00
298	0.275153	150.00
299		150.00
300	0.009000	30.00
301		150.00
302	0.036000	120.00
303	0.172602	320.00
304	0.310397	150.00
305		150.00
306	0.172602	320.00
307	0.031100	75.00
308	0.282128	150.00
309		150.00
310	0.172602	320.00
311	0.031100	75.00
312	0.206147	150.00
313		150.00
314	0.045000	130.00
315	0.172602	320.00
316	0.372036	150.00
317		150.00
318	17.068443	500.00
319	0.130536	400.00
320	0.111266	50.00
321	-0.073407	500.00
322	1.090909	500.00
323	0.090226	230.00

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
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2	BE	BES	CCIP	CES	HEI	HP	SB										
3	Commerci	Custom	Direct Inst	ENERGY	Rebate	Residential											

	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH
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2																	
3																	

	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY
1	Parent%20Project&mts_parents	siteid=Parent%20Site&mts_program	main=Program&mts_programsub=Sub-Program&mts_name=Measure%20Name&mts_enduse=End%20Use&mts														
2																	
3																	

	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BJ	BK	BL	BM	BN	BO	BP
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2																	
3																	

	BQ	BR	BS	BT	BU	BV	BW	BX	BY	BZ	CA	CB	CC	CD	CE	CF	CG
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2																	
3																	

	CH	CI	CJ	CK	CL	CM	CN	CO	CP	CQ	CR	CS	CT	CU	CV	CW	CX
1	&mts_currentsavingskwh=Current%20Gross%20Savings%20kWh&mts_currentsavingskw=Current%20Gross%20Savings%20kW&mts_currentinctotal=Current%20Inc%20Total																
2																	
3																	

	CY
1	
2	
3	

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, March 16, 2026 6:08 PM EDT
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Old Rebate Program - Research

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Hi Ryan

We have a Kentucky Power customer who reported their heat pump was stolen, but the rebate is at least 4 years old. Do you maintain docs on any old programs that could be accessed by account number? She has to have a serial number for the police report. She mentioned the rebate was around \$400.

I know it's a long shot but just checking... Customer's name is [REDACTED].

Thanks
Deb

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Tuesday, April 14, 2026 4:23 PM EDT
To: Shearer, Denise <DShearer@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>; Phillips, Francis <FPhillips@trccompanies.com>
CC: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Re: Eligible [REDACTED] accounts not showing up in Captures

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Hey Denise,

Ryan said as long as they have that "DSM adj" line on their bill, they qualify. So these accounts should all be good.

The name for the account is the [REDACTED] and so on. Address is [REDACTED].

Not sure why they did not sync.

Thanks!

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com

1645 Winchester Ave, Ashland, KY 41101



Kentucky Power's EnergyAdvantage Programs

TRC is the approved contractor for Kentucky Power's EnergyAdvantage Programs . We can assist you with your energy efficiency project application and work with you to secure your program incentives. This service is at no charge to you.

From: Shearer, Denise <DShearer@trccompanies.com>
Sent: Tuesday, April 14, 2026 12:32 PM
To: Finn, Issac <IFinn@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>; Phillips, Francis <FPhillips@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: RE: Eligible [REDACTED] accounts not showing up in Captures

All, hi! I've checked Captures and am not finding any site records for any of the five accounts you sent. I'm not finding an "account start" date anywhere on the invoices, so I'm not able to say why they weren't in the latest KPCo account data extract received on 4/1/26. Maybe that's something Ryan can check on?

In the meantime, I'll create Site records for them, but I need to know which name on the invoices KPCo considers the "Account/Site Name" – the one in Red or the one in Green (see example, below)? When validating the account from the KPCo KY portal, the account # and account name must match what's in KPCO's database. Please let me know – thanks!

KENTUCKY POWER
Non-Payment/Return Mail:
PO BOX 24401
CANTON, OH 44701-4401

Amount due on or before April 13, 2026 **\$44,408.80**
Bill mailing date is Mar 20, 2026

Notes from KPCO:
Thank you for being a paperless customer! Sign up for billing and outage alerts to stay informed. You can manage your account by logging in at kentuckypower.com

Usage History (kWh):

Month	Usage (kWh)
Mar 2025	27,381
Apr 2025	25,946
May 2025	30,120
Jun 2025	19,246
Jul 2025	28,407
Aug 2025	14,556
Sep 2025	13,100
Oct 2025	16,228
Nov 2025	21,740
Dec 2025	20,200
Jan 2026	16,710
Feb 2026	16,888
Mar 2026	18,440

Current bill summary:
Billing from 02/10/26 - 03/11/26 (30 days)
elec = 34,523.67
tax = 4885.13

DSM \$151.36
Environmental Surcharge \$814.18
Fuel Adj \$4,593.74

Energy Used: 364,100 kWh
\$44,408.80
Current Charges

Taxes & Fees \$4,885.13

Electric Service \$27,064.23

Demand \$6,900.16

RECEIVED
MAR 23 2025

Methods of Payment
kentuckypower.com
PO Box 371496
Pittsburgh, PA 15250-7496
1-800-611-0964 (fee may apply)

Need to get in touch?
Customer Operations Center: 1-888-710-4237
Outages: kentuckypower.com/outages
or 1-800-572-1113

0118701

Turn over for important information!

Amount due on or before April 13, 2026 **\$44,408.80**

I'm not seeing anywhere on the invoices

Denise J Shearer
Sr. AET Project Manager/Editor/Test
TRC Advanced Energy

TRC Rockville, MD
T301.695.5561 | C301.695.5561 | dshearer@trccompanies.com
[Linkedin](#) | [Instagram](#) | [TRCcompanies.com](#)

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Monday, April 13, 2026 2:17 PM
To: Shearer, Denise <DShearer@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>; Phillips, Francis <FPhillips@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: Re: Eligible [REDACTED] accounts not showing up in Captures

Hey Denise!

Sure thing, please see attached. (Numbers are store location names).

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com
1645 Winchester Ave, Ashland, KY 41101



Kentucky Power's EnergyAdvantage Programs

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From: Shearer, Denise <DShearer@trccompanies.com>
Sent: Monday, April 13, 2026 1:31 PM
To: Finn, Issac <IFinn@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>; Phillips, Francis <FPhillips@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: RE: Eligible [REDACTED] accounts not showing up in Captures

Issac, hi, can you please send me the list of [REDACTED] account numbers that you can't find in Captures?

Denise J Shearer
Sr. AET Project Manager/Editor/Test
TRC Advanced Energy



Rockville, MD
T301.695.5561 | C301.695.5561 | dshearer@trccompanies.com
[LinkedIn](#) | [Instagram](#) | TRCcompanies.com

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Monday, April 13, 2026 9:12 AM
To: Hill, Deborah <DHill@trccompanies.com>; Phillips, Francis <FPhillips@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Shearer, Denise <DShearer@trccompanies.com>
Subject: Eligible [REDACTED] accounts not showing up in Captures

Hey Deb,

We have six [REDACTED] locations that have sent a copy of their bills. Ryan said they are in his system and should qualify **but they are not in Captures.**

Three of them just finished conversion projects and are ready to be entered. How do we proceed? Fran asked if we should ask Denis to put the account in Captures?

I am also wondering if this is something we can look more into. If Captures isn't accurate, it will hurt my ability to verify customer eligibility.

Thanks!
Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com
1645 Winchester Ave, Ashland, KY 41101



Kentucky Power's EnergyAdvantage Programs

TRC is the approved contractor for Kentucky Power's EnergyAdvantage Programs . We can assist you with your energy efficiency project application and work with you to secure your program incentives. This service is at no charge to you.

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Monday, February 09, 2026 12:13 PM EST
To: Ryan L Lake <rlake@aep.com>
CC: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] Residential Outbound Calls
Attachment(s): "KY Residential Outbound Customer Calls 2.9.26.xlsx"

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Hi Ryan,

Please see the attached spreadsheet of the residential outbound calls. The customers in yellow highlight signed up for an HEA.

Thank you,
Fran

Fran Phillips
Operations Manager



C301.275.7427 | FPhillips@trccompanies.com
[LinkedIn](#) | [Instagram](#) | [TRCcompanies.com](https://www.trccompanies.com)

	A	B	C	D	E
1	Activity Type	Regarding	Utility	Created On	Created By
2	Phone Call		AEP KY	2/4/2026 17:08	Danisha Adams
3	Phone Call		AEP KY	2/4/2026 17:06	Danisha Adams
4	Phone Call		AEP KY	2/4/2026 17:02	Danisha Adams
5	Phone Call		AEP KY	2/4/2026 16:58	Sharlina Jones
6	Phone Call		AEP KY	2/4/2026 16:58	Danisha Adams
7	Phone Call		AEP KY	2/4/2026 16:50	Sharlina Jones
8	Phone Call		AEP KY	2/4/2026 16:47	Sharlina Jones
9	Phone Call		AEP KY	2/4/2026 16:26	Danisha Adams
10	Phone Call		AEP KY	2/4/2026 16:15	Sharlina Jones
11	Phone Call		AEP KY	2/4/2026 16:15	Danisha Adams
12	Phone Call		AEP KY	2/4/2026 16:11	Danisha Adams
13	Phone Call		AEP KY	2/4/2026 16:07	Sharlina Jones
14	Phone Call		AEP KY	2/4/2026 16:07	Danisha Adams
15	Phone Call		AEP KY	2/4/2026 16:04	Danisha Adams
16	Phone Call		AEP KY	2/4/2026 16:00	Sharlina Jones
17	Phone Call		AEP KY	2/4/2026 15:59	Danisha Adams
18	Phone Call		AEP KY	2/4/2026 15:56	Sharlina Jones
19	Phone Call		AEP KY	2/4/2026 15:56	Danisha Adams
20	Phone Call		AEP KY	2/4/2026 15:51	Danisha Adams
21	Phone Call		AEP KY	2/4/2026 15:47	Danisha Adams
22	Phone Call		AEP KY	2/4/2026 15:38	Sharlina Jones
23	Phone Call		AEP KY	2/4/2026 15:33	Danisha Adams
24	Phone Call		AEP KY	2/4/2026 15:29	Danisha Adams
25	Phone Call		AEP KY	2/4/2026 15:18	Danisha Adams
26	Phone Call		AEP KY	2/4/2026 15:16	Danisha Adams
27	Phone Call		AEP KY	2/4/2026 15:11	Danisha Adams
28	Phone Call		AEP KY	2/4/2026 15:00	Danisha Adams
29	Phone Call		AEP KY	2/4/2026 14:17	Danisha Adams
30	Phone Call		AEP KY	2/4/2026 14:06	Danisha Adams
31	Phone Call		AEP KY	2/4/2026 14:04	Danisha Adams
32	Phone Call		AEP KY	2/3/2026 17:22	Danisha Adams
33	Phone Call		AEP KY	2/3/2026 17:19	Danisha Adams
34	Phone Call		AEP KY	2/3/2026 17:18	Danisha Adams
35	Phone Call		AEP KY	2/3/2026 17:16	Danisha Adams
36	Phone Call		AEP KY	2/3/2026 16:54	Danisha Adams
37	Phone Call		AEP KY	2/3/2026 16:31	Danisha Adams
38	Phone Call		AEP KY	2/3/2026 16:19	Sharlina Jones
39	Phone Call		AEP KY	2/3/2026 16:16	Sharlina Jones
40	Phone Call		AEP KY	2/3/2026 16:15	Sharlina Jones
41	Phone Call		AEP KY	2/3/2026 16:06	Sharlina Jones
42	Phone Call		AEP KY	2/3/2026 16:05	Danisha Adams

F	
1	Description
2	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
3	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. The customer was not interested.
4	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment and they were not interested.
5	Left VM
6	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
7	Number is disconnected
8	Left VM
9	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
10	Number disconnected
11	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
12	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
13	Google voice did not connect.
14	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
15	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
16	Google Voice released call
17	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
18	Left Vm
19	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
20	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
21	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
22	Left VM
23	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
24	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
25	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
26	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
27	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
28	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. They are not interested in the program. One of the numbers c
29	Customer called wanting to inquire about the free energy assessment. I went through the application with her and we submitted it for her free energy assessment
30	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. He was interested in the energy assessment, so we complete
31	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
32	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
33	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
34	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
35	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
36	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
37	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
38	Left VM
39	Left VM
40	No answer
41	Business not residential
42	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.

	G	H	I
1	Name (Regarding) (Sites)	Call From	
2		Danisha Adams	
3		Danisha Adams	
4		Danisha Adams	
5		Sharlina Jones	
6		Danisha Adams	
7		Sharlina Jones	
8		Sharlina Jones	
9		Danisha Adams	
10		Sharlina Jones	
11		Danisha Adams	
12		Danisha Adams	
13		Sharlina Jones	
14		Danisha Adams	
15		Danisha Adams	
16		Sharlina Jones	
17		Danisha Adams	
18		Sharlina Jones	
19		Danisha Adams	
20		Danisha Adams	
21		Danisha Adams	
22		Sharlina Jones	
23		Danisha Adams	
24		Danisha Adams	
25		Danisha Adams	
26		Danisha Adams	
27		Danisha Adams	
28		Danisha Adams	
29		Danisha Adams	
30		Danisha Adams	
31		Danisha Adams	
32		Danisha Adams	
33		Danisha Adams	
34		Danisha Adams	
35		Danisha Adams	
36		Danisha Adams	
37		Danisha Adams	
38		Sharlina Jones	
39		Sharlina Jones	
40		Sharlina Jones	
41		Sharlina Jones	
42		Danisha Adams	

	A	B	C	D	E
43	Phone Call		AEP KY	2/3/2026 16:04	Sharlina Jones
44	Phone Call		AEP KY	2/3/2026 16:03	Danisha Adams
45	Phone Call		AEP KY	2/3/2026 16:02	Sharlina Jones
46	Phone Call		AEP KY	2/3/2026 16:00	Danisha Adams
47	Phone Call		AEP KY	2/3/2026 15:57	Danisha Adams
48	Phone Call		AEP KY	2/3/2026 15:56	Sharlina Jones
49	Phone Call		AEP KY	2/3/2026 15:46	Danisha Adams
50	Phone Call		AEP KY	2/3/2026 15:41	Sharlina Jones
51	Phone Call		AEP KY	2/3/2026 15:39	Sharlina Jones
52	Phone Call		AEP KY	2/3/2026 15:36	Sharlina Jones
53	Phone Call		AEP KY	2/3/2026 15:34	Sharlina Jones
54	Phone Call		AEP KY	2/3/2026 15:31	Sharlina Jones
55	Phone Call		AEP KY	2/3/2026 15:18	Sharlina Jones
56	Phone Call		AEP KY	2/3/2026 15:09	Sharlina Jones
57	Phone Call		AEP KY	2/3/2026 14:37	Danisha Adams
58	Phone Call		AEP KY	2/3/2026 14:33	Danisha Adams
59	Phone Call		AEP KY	2/3/2026 12:45	Danisha Adams
60	Phone Call		AEP KY	2/3/2026 12:09	Danisha Adams
61	Phone Call		AEP KY	2/3/2026 11:53	Danisha Adams
62	Phone Call		AEP KY	2/3/2026 11:50	Danisha Adams
63	Phone Call		AEP KY	2/3/2026 11:36	Danisha Adams
64	Phone Call		AEP KY	2/3/2026 11:21	Danisha Adams
65	Phone Call		AEP KY	2/3/2026 11:16	Danisha Adams
66	Phone Call		AEP KY	2/3/2026 11:12	Danisha Adams
67	Phone Call		AEP KY	2/3/2026 11:09	Danisha Adams
68	Phone Call		AEP KY	2/3/2026 10:41	Danisha Adams
69	Phone Call		AEP KY	2/3/2026 10:39	Danisha Adams
70	Phone Call		AEP KY	2/3/2026 10:36	Danisha Adams
71	Phone Call		AEP KY	2/3/2026 10:34	Danisha Adams
72	Phone Call		AEP KY	2/3/2026 10:32	Danisha Adams
73	Phone Call		AEP KY	2/3/2026 10:06	Sharlina Jones
74	Phone Call		AEP KY	2/3/2026 9:47	Sharlina Jones
75	Phone Call		AEP KY	2/2/2026 17:54	Danisha Adams
76	Phone Call		AEP KY	2/2/2026 17:52	Danisha Adams
77	Phone Call		AEP KY	2/2/2026 17:49	Danisha Adams
78	Phone Call		AEP KY	2/2/2026 17:46	Danisha Adams
79	Phone Call		AEP KY	2/2/2026 17:43	Danisha Adams
80	Phone Call		AEP KY	2/2/2026 17:39	Danisha Adams
81	Phone Call		AEP KY	2/2/2026 17:34	Danisha Adams
82	Phone Call		AEP KY	2/2/2026 17:23	Sharlina Jones
83	Phone Call		AEP KY	2/2/2026 17:21	Sharlina Jones
84	Phone Call		AEP KY	2/2/2026 17:19	Sharlina Jones

	F
43	Business not residential
44	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
45	Google voice customer released call
46	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
47	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
48	No answer
49	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
50	GOOGLE VOICE-Not connected
51	LEFT VM
52	No number
53	No answer
54	Customer not interested
55	Disconnected number
56	Answered and did not say anything
57	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
58	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
59	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
60	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
61	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. The customer was not interested in the energy assessment.
62	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
63	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
64	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
65	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
66	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
67	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
68	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
69	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone. Both number on file were dialed
70	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
71	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
72	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
73	Customer stated that the bill is always expensive and they just had an assessment of their home.
74	No answer
75	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
76	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
77	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
78	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. No one answered the phone.
79	Customer was contacted regarding The Kentucky Power Energy Advantage at Home Program and the free energy assessment. The customer expressed that they were not interested and w
80	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. They were not interested.
81	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. They were not interested in participating.
82	Google voice hung up
83	Customer hung up
84	business not residential

	G	H	I
43		Sharlina Jones	
44		Danisha Adams	
45		Sharlina Jones	
46		Danisha Adams	
47		Danisha Adams	
48		Sharlina Jones	
49		Danisha Adams	
50		Sharlina Jones	
51		Sharlina Jones	
52		Sharlina Jones	
53		Sharlina Jones	
54		Sharlina Jones	
55		Sharlina Jones	
56		Sharlina Jones	
57		Danisha Adams	
58		Danisha Adams	
59		Danisha Adams	
60		Danisha Adams	
61		Danisha Adams	
62		Danisha Adams	
63		Danisha Adams	
64		Danisha Adams	
65		Danisha Adams	
66		Danisha Adams	
67		Danisha Adams	
68		Danisha Adams	
69		Danisha Adams	
70		Danisha Adams	
71		Danisha Adams	
72		Danisha Adams	
73		Sharlina Jones	
74		Sharlina Jones	
75		Danisha Adams	
76		Danisha Adams	
77		Danisha Adams	
78		Danisha Adams	
79		Danisha Adams	
80		Danisha Adams	
81		Danisha Adams	
82		Sharlina Jones	
83		Sharlina Jones	
84		Sharlina Jones	

	A	B	C	D	E
85	Phone Call		AEP KY	2/2/2026 17:16	Sharlina Jones
86	Phone Call		AEP KY	2/2/2026 17:15	Sharlina Jones
87	Phone Call		AEP KY	2/2/2026 17:12	Sharlina Jones
88	Phone Call		AEP KY	2/2/2026 17:11	Sharlina Jones
89	Phone Call		AEP KY	2/2/2026 16:54	Danisha Adams
90	Phone Call		AEP KY	2/2/2026 16:54	Sharlina Jones
91	Phone Call		AEP KY	2/2/2026 16:53	Sharlina Jones
92	Phone Call		AEP KY	2/2/2026 16:53	Sharlina Jones
93	Phone Call		AEP KY	2/2/2026 16:51	Sharlina Jones
94	Phone Call		AEP KY	2/2/2026 16:44	Danisha Adams
95	Phone Call		AEP KY	2/2/2026 16:42	Danisha Adams
96	Phone Call		AEP KY	2/2/2026 16:38	Danisha Adams
97	Phone Call		AEP KY	2/2/2026 16:20	Danisha Adams
98	Phone Call		AEP KY	2/2/2026 16:18	Danisha Adams
99	Phone Call		AEP KY	2/2/2026 15:54	Danisha Adams
100	Phone Call		AEP KY	2/2/2026 15:22	Danisha Adams
101	Phone Call		AEP KY	2/2/2026 15:18	Danisha Adams
102	Phone Call		AEP KY	2/2/2026 15:05	Danisha Adams
103	Phone Call		AEP KY	2/2/2026 15:02	Danisha Adams
104	Phone Call		AEP KY	2/2/2026 14:49	Danisha Adams
105	Phone Call		AEP KY	2/2/2026 14:40	Danisha Adams
106	Phone Call		AEP KY	2/2/2026 14:32	Danisha Adams
107	Phone Call		AEP KY	2/2/2026 14:24	Danisha Adams
108	Phone Call		AEP KY	2/2/2026 14:21	Danisha Adams
109	Phone Call		AEP KY	2/2/2026 13:56	Sharlina Jones
110	Phone Call		AEP KY	2/2/2026 12:35	Danisha Adams
111	Phone Call		AEP KY	2/2/2026 12:12	Sharlina Jones
112	Phone Call		AEP KY	2/2/2026 12:10	Sharlina Jones
113	Phone Call		AEP KY	2/2/2026 12:09	Sharlina Jones
114	Phone Call		AEP KY	2/2/2026 12:08	Sharlina Jones
115	Phone Call		AEP KY	2/2/2026 12:06	Sharlina Jones
116	Phone Call		AEP KY	2/2/2026 12:05	Sharlina Jones
117	Phone Call		AEP KY	2/2/2026 12:04	Sharlina Jones
118	Phone Call		AEP KY	2/2/2026 12:02	Sharlina Jones
119	Phone Call		AEP KY	2/2/2026 12:01	Sharlina Jones
120	Phone Call		AEP KY	2/2/2026 12:00	Sharlina Jones
121	Phone Call		AEP KY	2/2/2026 11:58	Sharlina Jones
122	Phone Call		AEP KY	2/2/2026 11:50	Sharlina Jones
123	Phone Call		AEP KY	2/2/2026 11:28	Sharlina Jones
124	Phone Call		AEP KY	2/2/2026 11:22	Sharlina Jones
125	Phone Call		AEP KY	2/2/2026 11:18	Sharlina Jones
126	Phone Call		AEP KY	2/2/2026 11:15	Sharlina Jones

	F
85	NO answer
86	Left VM
87	Hung up
88	Not interested
89	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
90	Not interested
91	No answer
92	Left VM
93	Disconnected
94	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
95	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
96	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
97	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
98	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
99	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
100	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
101	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. While explaining the program to the customer they hung up the phone on me.
102	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
103	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
104	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
105	I tried contacting the customer using both numbers on file regarding the Kentucky Power Energy Advantage at Home Program, but no one answered.
106	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
107	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program and they were not interested.
108	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
109	No answer
110	The customer believed they had submitted an application for a energy assessment but they didn't. I helped her complete the application to receive the home energy assessment.
111	Discounted call
112	No answer
113	No answer
114	Disconnected number
115	No answer
116	No VM
117	Disconnected
118	Google voice
119	Not interested
120	Business not residential
121	No answer
122	No answer
123	Busy tone
124	No contact information
125	No answer
126	No VM

	G	H	I
85		Sharlina Jones	
86		Sharlina Jones	
87		Sharlina Jones	
88		Sharlina Jones	
89		Danisha Adams	
90		Sharlina Jones	
91		Sharlina Jones	
92		Sharlina Jones	
93		Sharlina Jones	
94		Danisha Adams	
95		Danisha Adams	
96		Danisha Adams	
97		Danisha Adams	
98		Danisha Adams	
99		Danisha Adams	
100		Danisha Adams	
101		Danisha Adams	
102		Danisha Adams	
103		Danisha Adams	
104		Danisha Adams	
105		Danisha Adams	
106		Danisha Adams	
107		Danisha Adams	
108		Danisha Adams	
109		Sharlina Jones	
110		Danisha Adams	
111		Sharlina Jones	
112		Sharlina Jones	
113		Sharlina Jones	
114		Sharlina Jones	
115		Sharlina Jones	
116		Sharlina Jones	
117		Sharlina Jones	
118		Sharlina Jones	
119		Sharlina Jones	
120		Sharlina Jones	
121		Sharlina Jones	
122		Sharlina Jones	
123		Sharlina Jones	
124		Sharlina Jones	
125		Sharlina Jones	
126		Sharlina Jones	

	A	B	C	D	E
127	Phone Call		AEP KY	2/2/2026 11:14	Sharlina Jones
128	Phone Call		AEP KY	2/2/2026 11:01	Sharlina Jones
129	Phone Call		AEP KY	2/2/2026 11:00	Sharlina Jones
130	Phone Call		AEP KY	2/2/2026 10:58	Sharlina Jones
131	Phone Call		AEP KY	2/2/2026 10:55	Sharlina Jones
132	Phone Call		AEP KY	2/2/2026 10:50	Sharlina Jones
133	Phone Call		AEP KY	2/2/2026 10:49	Sharlina Jones
134	Phone Call		AEP KY	2/2/2026 10:48	Sharlina Jones
135	Phone Call		AEP KY	2/2/2026 10:46	Sharlina Jones
136	Phone Call		AEP KY	2/2/2026 10:39	Sharlina Jones
137	Phone Call		AEP KY	2/2/2026 10:38	Sharlina Jones
138	Phone Call		AEP KY	2/2/2026 10:37	Sharlina Jones
139	Phone Call		AEP KY	2/1/2026 23:44	Sharlina Jones
140	Phone Call		AEP KY	2/1/2026 23:42	Sharlina Jones
141	Phone Call		AEP KY	2/1/2026 23:41	Sharlina Jones
142	Phone Call		AEP KY	2/1/2026 23:41	Sharlina Jones
143	Phone Call		AEP KY	2/1/2026 23:40	Sharlina Jones
144	Phone Call		AEP KY	2/1/2026 23:39	Sharlina Jones
145	Phone Call		AEP KY	2/1/2026 23:38	Sharlina Jones
146	Phone Call		AEP KY	2/1/2026 23:37	Sharlina Jones
147	Phone Call		AEP KY	2/1/2026 23:36	Sharlina Jones
148	Phone Call		AEP KY	2/1/2026 23:36	Sharlina Jones
149	Phone Call		AEP KY	2/1/2026 23:34	Sharlina Jones
150	Phone Call		AEP KY	2/1/2026 23:32	Sharlina Jones
151	Phone Call		AEP KY	2/1/2026 23:32	Sharlina Jones
152	Phone Call		AEP KY	2/1/2026 23:31	Sharlina Jones
153	Phone Call		AEP KY	2/1/2026 23:30	Sharlina Jones
154	Phone Call		AEP KY	2/1/2026 23:30	Sharlina Jones
155	Phone Call		AEP KY	2/1/2026 23:29	Sharlina Jones
156	Phone Call		AEP KY	2/1/2026 23:29	Sharlina Jones
157	Phone Call		AEP KY	2/1/2026 23:27	Sharlina Jones
158	Phone Call		AEP KY	2/1/2026 23:27	Sharlina Jones
159	Phone Call		AEP KY	2/1/2026 23:26	Sharlina Jones
160	Phone Call		AEP KY	2/1/2026 23:25	Sharlina Jones
161	Phone Call		AEP KY	2/1/2026 23:25	Sharlina Jones
162	Phone Call		AEP KY	2/1/2026 23:24	Sharlina Jones
163	Phone Call		AEP KY	2/1/2026 23:23	Sharlina Jones
164	Phone Call		AEP KY	2/1/2026 23:22	Sharlina Jones
165	Phone Call		AEP KY	#####	Danisha Adams
166	Phone Call		AEP KY	#####	Danisha Adams
167	Phone Call		AEP KY	#####	Danisha Adams
168	Phone Call		AEP KY	#####	Danisha Adams

	F
127	CB
128	No answer
129	No answer
130	No answer
131	Number disconnected
132	Left VM
133	Left VM
134	Google Voice
135	Google Voice
136	Disconnected number
137	Customer released call
138	No VM
139	No answer
140	Caller hung up
141	No number
142	Disconnected
143	Left VM
144	Call back Monday per the customers request
145	Number disconnected
146	No answer
147	Mailbox full
148	Number disconnected
149	Business not residential
150	Number disconnected
151	Caller hung up
152	Left Vm
153	Not in service
154	Mailbox is full
155	Left VM
156	Left Vm
157	Number disconnected
158	Caller hung up
159	Left VM
160	Not in service
161	Mailbox full
162	Left VM
163	Left VM SJ
164	Did not ring
165	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
166	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. Customer was not interested at the moment and stated they will reach out if they change their mind.
167	Attempted to contact customer regarding the Kentucky Power Energy Advantage at Home Program but there was not a number on file.
168	I attempted to contact the customer regarding the Kentucky Power Energy Advantage at Home Program, but the customer did not have a number on file.

	G	H	I
127		Sharlina Jones	
128		Sharlina Jones	
129		Sharlina Jones	
130		Sharlina Jones	
131		Sharlina Jones	
132		Sharlina Jones	
133		Sharlina Jones	
134		Sharlina Jones	
135		Sharlina Jones	
136		Sharlina Jones	
137		Sharlina Jones	
138		Sharlina Jones	
139		Sharlina Jones	
140		Sharlina Jones	
141		Sharlina Jones	
142		Sharlina Jones	
143		Sharlina Jones	
144		Sharlina Jones	
145		Sharlina Jones	
146		Sharlina Jones	
147		Sharlina Jones	
148		Sharlina Jones	
149		Sharlina Jones	
150		Sharlina Jones	
151		Sharlina Jones	
152		Sharlina Jones	
153		Sharlina Jones	
154		Sharlina Jones	
155		Sharlina Jones	
156		Sharlina Jones	
157		Sharlina Jones	
158		Sharlina Jones	
159		Sharlina Jones	
160		Sharlina Jones	
161		Sharlina Jones	
162		Sharlina Jones	
163		Sharlina Jones	
164		Sharlina Jones	
165		Danisha Adams	
166		Danisha Adams	
167		Danisha Adams	
168		Danisha Adams	

	A	B	C	D	E
169	Phone Call		AEP KY	#####	Danisha Adams
170	Phone Call		AEP KY	#####	Danisha Adams
171	Phone Call		AEP KY	#####	Danisha Adams
172	Phone Call		AEP KY	#####	Danisha Adams
173	Phone Call		AEP KY	#####	Danisha Adams
174	Phone Call		AEP KY	#####	Danisha Adams
175	Phone Call		AEP KY	#####	Danisha Adams
176	Phone Call		AEP KY	#####	Danisha Adams
177	Phone Call		AEP KY	#####	Danisha Adams
178	Phone Call		AEP KY	#####	Danisha Adams
179	Phone Call		AEP KY	#####	Danisha Adams
180	Phone Call		AEP KY	#####	Danisha Adams
181	Phone Call		AEP KY	#####	Danisha Adams
182	Phone Call		AEP KY	#####	Danisha Adams
183	Phone Call		AEP KY	#####	Danisha Adams
184	Phone Call		AEP KY	#####	Danisha Adams
185	Phone Call		AEP KY	#####	Danisha Adams
186	Phone Call		AEP KY	#####	Danisha Adams
187	Phone Call		AEP KY	#####	Danisha Adams
188	Phone Call		AEP KY	#####	Danisha Adams
189	Phone Call		AEP KY	#####	Danisha Adams
190	Phone Call		AEP KY	#####	Danisha Adams
191	Phone Call		AEP KY	#####	Danisha Adams
192	Phone Call		AEP KY	#####	Danisha Adams
193	Phone Call		AEP KY	#####	Danisha Adams
194	Phone Call		AEP KY	#####	Danisha Adams
195	Phone Call		AEP KY	#####	Sharlina Jones
196	Phone Call		AEP KY	#####	Sharlina Jones
197	Phone Call		AEP KY	#####	Danisha Adams
198	Phone Call		AEP KY	#####	Danisha Adams
199	Phone Call		AEP KY	#####	Sharlina Jones
200	Phone Call		AEP KY	#####	Sharlina Jones
201	Phone Call		AEP KY	#####	Danisha Adams
202	Phone Call		AEP KY	#####	Sharlina Jones
203	Phone Call		AEP KY	#####	Danisha Adams
204	Phone Call		AEP KY	#####	Sharlina Jones
205	Phone Call		AEP KY	#####	Sharlina Jones
206	Phone Call		AEP KY	#####	Sharlina Jones
207	Phone Call		AEP KY	#####	Danisha Adams
208	Phone Call		AEP KY	#####	Sharlina Jones
209	Phone Call		AEP KY	1/30/2026 9:59	Sharlina Jones
210	Phone Call		AEP KY	1/30/2026 9:58	Sharlina Jones

	F
169	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
170	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
171	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
172	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program and no one answered the phone.
173	Customer did not answer the phone. They were being contacted to be informed about the Kentucky Power Energy Advantage at Home Program.
174	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
175	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
176	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
177	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I attempted to call both numbers on file for the customer one of th
178	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
179	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. They are currently not interested but will call back if they become interested.
180	Customer was attempted to be contacted regarding the Kentucky Power Energy Advantage at Home Program, but the phone number seems to be disconnected.
181	Customer called to complete Energy assessment application. I helped the customer complete this application.
182	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
183	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
184	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program they were not interested in the energy assessment.
185	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. Could not leave a voicemail mailbox was full.
186	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
187	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program they were not interested.
188	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. Could not leave a voicemail it was full.
189	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
190	Customer had no number on file to be contacted to be informed about the Kentucky Power Energy Advantage at Home Program.
191	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
192	Contacted the customer and they were not interested in the energy assessment or the program.
193	Contacted the customer regarding the free energy assessment and the customer expressed that they were not interested.
194	Tried contacting the customer regarding the Kentucky Power Energy Advantage at Home Program but the phone number comes up as being disconnected.
195	Disconnected number
196	Did not ring
197	Customer's both numbers on file were contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
198	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
199	Disconnected number.
200	Google Voice left VM
201	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
202	Left VM
203	Both numbers on file for the customer were contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
204	Left VM
205	Mailbox is full.
206	Business account not residential.
207	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
208	business account not residential.
209	Spoke with someone and he stated we had the wrong number
210	Google voice did not connect the call.

	G	H	I
169		Danisha Adams	
170		Danisha Adams	
171		Danisha Adams	
172		Danisha Adams	
173		Danisha Adams	
174		Danisha Adams	
175		Danisha Adams	
176		Danisha Adams	
177		Danisha Adams	
178		Danisha Adams	
179		Danisha Adams	
180		Danisha Adams	
181		Danisha Adams	
182		Danisha Adams	
183		Danisha Adams	
184		Danisha Adams	
185		Danisha Adams	
186		Danisha Adams	
187		Danisha Adams	
188		Danisha Adams	
189		Danisha Adams	
190		Danisha Adams	
191		Danisha Adams	
192		Danisha Adams	
193		Danisha Adams	
194		Danisha Adams	
195		Sharlina Jones	
196		Sharlina Jones	
197		Danisha Adams	
198		Danisha Adams	
199		Sharlina Jones	
200		Sharlina Jones	
201		Danisha Adams	
202		Sharlina Jones	
203		Danisha Adams	
204		Sharlina Jones	
205		Sharlina Jones	
206		Sharlina Jones	
207		Danisha Adams	
208		Sharlina Jones	
209		Sharlina Jones	
210		Sharlina Jones	

	A	B	C	D	E
211	Phone Call		AEP KY	1/30/2026 9:57	Sharlina Jones
212	Phone Call		AEP KY	1/30/2026 9:56	Sharlina Jones
213	Phone Call		AEP KY	1/30/2026 8:08	Sharlina Jones
214	Phone Call		AEP KY	#####	Danisha Adams
215	Phone Call		AEP KY	#####	Danisha Adams
216	Phone Call		AEP KY	#####	Danisha Adams
217	Phone Call		AEP KY	#####	Danisha Adams
218	Phone Call		AEP KY	#####	Danisha Adams
219	Phone Call		AEP KY	#####	Danisha Adams
220	Phone Call		AEP KY	#####	Danisha Adams
221	Phone Call		AEP KY	#####	Danisha Adams
222	Phone Call		AEP KY	#####	Danisha Adams
223	Phone Call		AEP KY	#####	Danisha Adams
224	Phone Call		AEP KY	#####	Danisha Adams
225	Phone Call		AEP KY	#####	Danisha Adams
226	Phone Call		AEP KY	#####	Danisha Adams
227	Phone Call		AEP KY	#####	Danisha Adams
228	Phone Call		AEP KY	#####	Danisha Adams
229	Phone Call		AEP KY	#####	Danisha Adams
230	Phone Call		AEP KY	#####	Danisha Adams
231	Phone Call		AEP KY	#####	Danisha Adams
232	Phone Call		AEP KY	#####	Danisha Adams
233	Phone Call		AEP KY	#####	Danisha Adams
234	Phone Call		AEP KY	#####	Danisha Adams
235	Phone Call		AEP KY	#####	Danisha Adams
236	Phone Call		AEP KY	#####	Danisha Adams
237	Phone Call		AEP KY	#####	Danisha Adams
238	Phone Call		AEP KY	#####	Danisha Adams
239	Phone Call		AEP KY	#####	Danisha Adams
240	Phone Call		AEP KY	#####	Danisha Adams
241	Phone Call		AEP KY	#####	Danisha Adams
242	Phone Call		AEP KY	#####	Danisha Adams

	F
211	Number disconnected
212	This site is a business account not residential.
213	Emailed customer with information about the program again.
214	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. I helped them complete the application to receive an at home assessment.
215	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
216	The number on file for customer comes up as disconnected.
217	Called customer and no answered. Automated system appeared. Must call during business hours 9am-4pm
218	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
219	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
220	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
221	I spoke to the customer, and they were not interested in the program.
222	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
223	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
224	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
225	Both numbers on phone were dialed. Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
226	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
227	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
228	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
229	Both numbers on file were dialed to contact the customer regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone.
230	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
231	Attempted to call customer regarding the Kentucky Power Energy Advantage at Home Program. Number provided comes up as incorrect.
232	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail. One of the numbers provided was disconnected
233	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail. The other number I called as well was out of se
234	I called both of the numbers the customer had on file to inform them about the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
235	Spoke to the customer regarding the Kentucky Power Energy Advantage at Home Program. Got her signed up for the home assessment.
236	Spoke to customer regarding the Kentucky Power Energy Advantage at Home Program and the free assessment. Customer stated they were not interested in it.
237	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
238	No number is on file. Customer cannot be contacted to be informed of the Kentucky Power Energy Advantage at Home Program.
239	Customer was contacted regarding the Kentucky Power Energy Advantage at Home Program. No one answered the phone. I left a voicemail.
240	Contacted the customer and no one answered. I called both numbers on file. A voicemail was left.
241	Customer was contacted regarding new Kentucky program. No one answered the phone, so I left a message.
242	Called customer to inform them of the new program and no one answered. A voicemail was left.

	G	H	I
211		Sharlina Jones	
212		Sharlina Jones	
213		Sharlina Jones	
214		Danisha Adams	
215		Danisha Adams	
216		Danisha Adams	
217		Danisha Adams	
218		Danisha Adams	
219		Danisha Adams	
220		Danisha Adams	
221		Danisha Adams	
222		Danisha Adams	
223		Danisha Adams	
224		Danisha Adams	
225		Danisha Adams	
226		Danisha Adams	
227		Danisha Adams	
228		Danisha Adams	
229		Danisha Adams	
230		Danisha Adams	
231		Danisha Adams	
232		Danisha Adams	
233		Danisha Adams	
234		Danisha Adams	
235		Danisha Adams	
236		Danisha Adams	
237		Danisha Adams	
238		Danisha Adams	
239		Danisha Adams	
240		Danisha Adams	
241		Danisha Adams	
242		Danisha Adams	

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Tuesday, December 16, 2025 2:47 PM EST
To: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] [REDACTED] Lights not qualified

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Hey Ryan,

It seems [REDACTED] lights they put in are not DLC or EnergyStar certified.

Utilitech
SH1280-WHG-36LF3-U
SH1279-AL3-46LF7-U

I will let them know but just wanted to keep you updated.

Issac Finn -Associate Outreach Consultant

 859-417-2802 | IFinn@trccompanies.com

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, January 05, 2026 3:33 PM EST
To: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Weekly Call Notes 1.5.26

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Hi Ryan - I sent this earlier directly from One Note, but it doesn't appear to be sending like it did before. Hopefully this format works. I have a few things to update in yellow.

I will also send a follow-up on planning for the February meeting.

Thanks
Deb

HEIP

Hiring Local team - Interviews in Process

December 29/30 -- 7 homes completed - preparing to invoice

Jan 14/15 - scheduling now to max 8-10 homes. Pool of 72 requests and will add more in territory days for scheduling.

Rebate Applications - preparing to invoice 5 with additional 5 in review

Project Number	Name (Parent Site) (Sites)	Current Gross Savings kWh	Current Gross Savings kW	Current Incentive Total
HER2025_009144		2,612.27	3.51	\$1,200.00
HER2025_009146		450.99	0.31	\$200.00
HER2025_009147		241.93	0.20	\$200.00
HER2025_009148		2,937.09	0.69	\$600.00
HER2025_009150		2,842.40	2.34	\$800.00
		9,084.68	7.04	\$3,000.00

Truck Magnets - white truck, sending request to Sarah for approval

2026 - Planning By Month

- Does not consider kWh for rebate applications
- Does not consider rollover kWh/Incentive \$'s from 2025

	2026- HEIP	
	kWh	Incentives
Annual	539,305	\$ 217,383.00
Monthly	44,942.08	\$ 18,115.25
Per Home (2025 Average)	1667	\$ 743.00
Per Month to meet Goal	26.96	24.38122476
	27 homes per month	

Deb add here

By month

Oct

Nov

Dec

Commercial

HVAC measures have been updated in Captures. Will communicate with Marketing for email announcement. Also, included kitchen measures for 2027

Ready to invoice (1)

Project Number	Name (Parent Site) (Sites)	Project Type	Current Gross Savings kWh	Current Incentive Total	Estimated Installation Completion Date
CEB2026_009165	HUTAMERICAN GROUP LLC	Lighting	4,151.51	\$414.00	1/9/2026

Pre-Pipeline/Applications/Leads

- anticipate project - in discussion re: installation timeline
expect project by early February
- installed- estimated 2000+ kWh - completed post inspection
- Ashland - working with Facilities Director
- installed - waiting on W9

	2026- Commercial	
	kWh	Incentives
Annual	2,947,015	\$ 317,995.00
Monthly	245,584.58	\$ 26,499.58
Per Project (2025 Average)	35000	\$ 2,275.00
Per Month to meet Goal	7.02	11.6481685
	7 projects month	
	project size will vary	

General -

Incentive Checks - up to date

- HEIP - 10/15, 11/21, 12/15
- CES - 11/20, 12/15

Feb visit dates - presentation and lunch meeting

Location

Feb 2-6 (Ryan good all week)

Feb 9-13 (Ryan in territory Wed/Thursday)

Location - Ashland,

Ryan, Misty , Paula, Rich, Shane, Sarah, Tanner, Ryan Howell, Drew Mack (National Accts), Amy

Check with Issac - always say Kentucky Power! Deb - schedule pitch run through with Issac

Next steps - schedule Chamber lunch and learn

Research Home and Garden Shows - Festivals -

Larger Outreach to Chambers Membership

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Wednesday, April 01, 2026 4:08 PM EDT
To: Finn, Issac <IFinn@trccompanies.com>; Ryan L Lake <rlake@aep.com>
CC: Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] confirm eligibility for CES

This Message Is From an EXTERNAL Sender

This is an **EXTERNAL** email. **STOP. THINK** before you click links or open attachments. If suspicious, please click the **'Report to Incidents'** button. No button, forward to incidents@aep.com.

Hi Ryan,

Josh, with Mountain Associates emailed in asking if the below account number was eligible. This account number is not in the system, can you confirm for us? I see an account for that address, but it is not the same account number or account name.

Please let us know.

Thank you,
Fran

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Wednesday, April 1, 2026 4:02 PM
To: Phillips, Francis <FPhillips@trccompanies.com>
Subject: Fw: [EXTERNAL] confirm eligibility for CES

Issac Finn -Associate Outreach Consultant

 859-417-2802 | IFinn@trccompanies.com

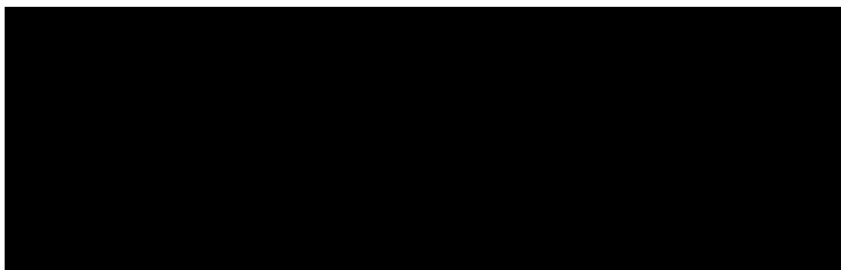
From: Josh Bills <josh@mtassociation.org>
Sent: Wednesday, April 1, 2026 8:03:40 AM
To: Energy Advantage Kentucky <EnergyAdvantageKentucky@trccompanies.com>
Cc: Finn, Issac <IFinn@trccompanies.com>
Subject: RE: [EXTERNAL] confirm eligibility for CES

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Thanks Fran,
Here is info. from bill. Hopefully, this will help. Large General Service Tariff 240

Service Address:



Non-Payment/Return Mail:

PO BOX 24401
CANTON, OH 44701-4401

Bill mailing date is Mar 10, 2026

CY 06

Notes from KPCO:

Make this bill the last one sent in the mail! Go paperless and get email alerts when your bill is ready. Sign up at AEPPIPaperless.com!

Thanks again!



Josh Bills
Senior Energy Analyst

EMAIL: josh@mtassociation.org
OFFICE: (859) 893-6123
SITE: mtassociation.org

From: Energy Advantage Kentucky <EnergyAdvantageKentucky@trccompanies.com>
Sent: Tuesday, March 31, 2026 1:30 PM
To: Josh Bills <josh@mtassociation.org>
Cc: Finn, Issac <IFinn@trccompanies.com>
Subject: RE: [EXTERNAL] confirm eligibility for CES
Importance: High

[EXTERNAL SENDER]

I have two accounts for [REDACTED] but the account number you gave is not the account number for those two accounts. One account is [REDACTED] and the other account is [REDACTED].

Let us know how we can help.

Thanks,
Fran

From: Josh Bills <josh@mtassociation.org>
Sent: Tuesday, March 31, 2026 12:10 PM
To: Energy Advantage Kentucky <EnergyAdvantageKentucky@trccompanies.com>
Subject: [EXTERNAL] confirm eligibility for CES

Can you confirm eligibility for Account [REDACTED] for CES rebates. They are looking to do an extensive LED lighting upgrade. Account name is: [REDACTED].

Thanks!



Josh Bills
Senior Energy Analyst

EMAIL: josh@mtassociation.org
OFFICE: (859) 893-6123
SITE: mtassociation.org

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Monday, February 16, 2026 9:11 PM EST
To: Richard D Chriscinske <rdchriscinske@aep.com>; Hill, Deborah <DHill@trccompanies.com>
CC: Ryan L Lake <rlake@aep.com>
Subject: RE: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

This Message Is From an EXTERNAL Sender

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I have tried to reach out 3 times to [REDACTED]; it just goes to VM where I have left messages. There are two separate accounts listed at [REDACTED] with two different account numbers. [REDACTED] and [REDACTED]. The account numbers are off by the last number otherwise identical. If you would give her my phone number [REDACTED] or email address FPhillips@trccompanies.com, I would love to be able to help her.

Thank you,
Fran

Fran Phillips
Operations Manager



C301.275.7427 | FPhillips@trccompanies.com
[LinkedIn](#) | [Instagram](#) | [TRCcompanies.com](#)

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Monday, February 16, 2026 7:29 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

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I will check my notes in the morning...

If I remember correctly, her son is moving into the home and I believe his last name is [REDACTED].

It was my understanding that [REDACTED] owns the home though - she mentioned that she was trying to give her son a fresh start during our conversation. Note: I did give [REDACTED] a heads up that you would reach out, so I am unsure why she won't respond.

If you have any questions, please reach out.

Thanks,
Rich

Get [Outlook for iOS](#)

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, February 16, 2026 5:35:47 PM
To: Richard D Chriscinske <rdchriscinske@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>; Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

Hi Rich

Fran has contacted this customer three times by phone but no return call yet. Do you happen to have an email address?

There are actually two accounts at this address - neither are [REDACTED]. Those last names are [REDACTED].

Do you have any other info that would be helpful to know who to contact?

Fran - please let us know if I mis-typed any of the details above.

Thank you.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, February 12, 2026 4:51 PM
To: Richard D Chriscinske <rdchriscinske@aep.com>
Subject: Re: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

Hi.

Fran contacted the customer and left her number, but we have not heard back yet. We will try again tomorrow if no response.

Thank you.

Get [Outlook for iOS](#)

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, February 12, 2026 9:35:59 AM
To: Richard D Chriscinske <rdchriscinske@aep.com>
Subject: Re: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

Yes, will do.

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Thursday, February 12, 2026 9:35 AM
To: Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

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Deb,

Can you please update me after you contact the customer.

Thanks,
Rich

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, February 12, 2026 9:22 AM
To: Richard D Chriscinske <rdchriscinske@aep.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

Wonderful, thank you Rich. We will reach out this morning.

It was so nice to meet you yesterday!
Deb

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Thursday, February 12, 2026 9:12 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Customer: [REDACTED] // [REDACTED]

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Deb,

I have a contact that is interested in an energy audit at the above-mentioned address – she has usage concerns at this location.

Note: [REDACTED] mentioned that she has several other properties including a former commercial that may also be an opportunity.

Please contact [REDACTED] at your earliest convenience.

If you have any questions, please reach out.

Thanks,

Rich



RICHARD D CHRISCINSKE | KEY ACCOUNT
MANAGER
RDCHRISCINSKE@AEP.COM | D:606.436.1304 | C:606.216.8009
1400 E. MAIN STREET, HAZARD, KY 41701

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Thursday, January 29, 2026 12:01 PM EST
To: Ryan L Lake <rlake@aep.com>; Hill, Deborah <DHill@trccompanies.com>
CC: Shane D Allen <sdallen2@aep.com>
Subject: RE: [EXTERNAL] DSM Customer

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Hi Ryan,

One of our CSRs called the below customer [REDACTED]; she talked to him about the program and the customer told the CSR he is not interested in the Home Energy Assessment.

Thank you,
Fran

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, January 23, 2026 4:11 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Shane D Allen <sdallen2@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] DSM Customer

Deb,

Can you please put this customer on the top of the reach out list.

[REDACTED]

One of our legislative members reached out to us about a high bill.

[REDACTED]

Thanks,

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D: 606.327.2650 | C: 606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Tuesday, February 03, 2026 2:23 PM EST
To: Ryan L Lake <rlake@aep.com>
CC: Shane D Allen <sdallen2@aep.com>
Subject: Re: [EXTERNAL] DSM Lead

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Been trying to reach out the past two weeks, unable to get in contact. Left a VM on day this email was received.

Just wanted to update.

Thanks!

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, January 23, 2026 10:09 AM
To: Finn, Issac <IFinn@trccompanies.com>
Cc: Shane D Allen <sdallen2@aep.com>
Subject: [EXTERNAL] DSM Lead

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Issac,

Can you please reach out to this customer about our DSM programs.

Shane gave him the 1-800 number, but I would like us to reach out to him too.

[REDACTED]

He is opening a [REDACTED] [REDACTED] in Pikeville.

Thanks,

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Wednesday, March 04, 2026 4:48 PM EST
To: Richard D Chriscinske <rdchriscinske@aep.com>; Hill, Deborah <DHill@trccompanies.com>
CC: Ryan L Lake <rlake@aep.com>; Finn, Issac <IFinn@trccompanies.com>
Subject: RE: [EXTERNAL] Energy Advantage for Business [REDACTED] // Energy Advantage at Home - [REDACTED]
[REDACTED] Account: [REDACTED] Address: [REDACTED]

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Hi Richard,

I just wanted to let you know that the customer [REDACTED] was called and signed up for a Home Assessment.

Thank you,
Fran

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Wednesday, March 4, 2026 1:59 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Finn, Issac <IFinn@trccompanies.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Energy Advantage for Business [REDACTED] // Energy Advantage at Home - [REDACTED]
Account: [REDACTED]

This is an **External** email. Do not click links or open attachments unless you validate the sender and know the content is safe.

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Deb,

I made an in person visit to [REDACTED] this morning and discussed the DSM programs...

- Energy Advantage for Business
 - [REDACTED] owns several stores (gas stations) in the area and would like to be contacted (I mentioned that Issac would reach out).
 - He mentioned that he has already updated his lighting but would like to look at a potential upgrade of their HVAC's.
 - Energy Advantage at Home
 - [REDACTED] would like to be contacted about his residence also (I mentioned that Francis would most likely contact him about his home).
 - [REDACTED]
- Contact:** [REDACTED]

Please contact [REDACTED] at your earliest convenience.
If you have any questions, please reach out.

Thanks,
Rich



RICHARD D CHRISCINSKE KEY ACCOUNT MANAGER
RDCHRISCINSKE@AEP.COM | D:606.436.1304
1400 E. MAIN STREET, HAZARD, KY 41701

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Monday, March 16, 2026 4:04 PM EDT
To: Hill, Deborah <DHill@trccompanies.com>; Shane D Allen <sdallen2@aep.com>
CC: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] FW: [REDACTED] - survey 20125956

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Understood Deb, let me know if you need me.

Thanks!

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com

1645 Winchester Ave, Ashland, KY 41101



Kentucky Power's EnergyAdvantage Programs

TRC is the approved contractor for Kentucky Power's EnergyAdvantage Programs . We can assist you with your energy efficiency project application and work with you to secure your program incentives. This service is at no charge to you.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, March 16, 2026 3:53 PM
To: Shane D Allen <sdallen2@aep.com>; Finn, Issac <IFinn@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] FW: [REDACTED] - survey 20125956

Thanks, Shane. We'll check the account number and reach out.

Issac - Please let Fran research first and have the Call Center call. It sounds like a request for a Home Energy Audit.

Appreciate the email.
Deb

From: Shane D Allen <sdallen2@aep.com>
Sent: Monday, March 16, 2026 3:48 PM
To: Finn, Issac <IFinn@trccompanies.com>; Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] FW: [REDACTED] - survey 20125956

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Can one of you reach out to this customer about our DSM program?

[REDACTED]

Thanks,



SHANE D ALLEN | KEY ACCOUNT MGR SR
SDALLEN2@AEP.COM | D:606.436.1205 | C:606.671.0898
1400 E. MAIN STREET, HAZARD, KY 41701

From: KY Medallia <ky_medallia@aep.com>
Sent: Monday, March 16, 2026 3:43 PM
To: Amy J Elliott <ajelliott@aep.com>; Richard D Chriscinske <rdchriscinske@aep.com>; Misty A Baker <mabaker1@aep.com>; Paula A Gwinn <pagwinn@aep.com>; Shane D Allen <sdallen2@aep.com>
Subject: FW: [REDACTED] - survey 20125956

Would you have someone from the energy audit team reach out to this customer to set up an appointment?

Thank you,
Angie



ANGIE WRIGHT | CUSTOMER OPERATIONS MGR
AMWRIGHT@AEP.COM | D:304.562.4567 | C:304.964.3073
ONE AEP WAY, HURRICANE, WV 25526

From: APCO Medallia <apco_medallia@aep.com>
Sent: Monday, March 16, 2026 3:42 PM
To: KY Medallia <ky_medallia@aep.com>
Subject: FW: [REDACTED] - survey 20125956



ANGIE WRIGHT | CUSTOMER OPERATIONS MGR
AMWRIGHT@AEP.COM | D:304.562.4567 | C:304.964.3073
ONE AEP WAY, HURRICANE, WV 25526

From: Karren Devers <kdevers@aep.com>
Sent: Monday, March 16, 2026 10:10 AM
To: APCO Medallia <apco_medallia@aep.com>
Subject: RE: [REDACTED] - survey 20125956

Of course!

I was not able to reach the customer to confirm whether he actually made contact with the Energy Department so, it is very possible that misdialed. However, he was definitely trying to get in touch with the energy audit program to help him complete the application he received.

From: APCO Medallia <apco_medallia@aep.com>
Sent: Monday, March 16, 2026 8:46 AM
To: Karren Devers <kdevers@aep.com>
Subject: RE: [REDACTED] - survey 20125956

Thanks, Karren. Are you saying that the customer states he was speaking with the energy audit program and that person hung up on him?



ANGIE WRIGHT | CUSTOMER OPERATIONS MGR
AMWRIGHT@AEP.COM | D:304.562.4567 | C:304.964.3073
ONE AEP WAY, HURRICANE, WV 25526

From: Karren Devers <kdevers@aep.com>
Sent: Monday, March 16, 2026 9:40 AM
To: APCO Medallia <apco_medallia@aep.com>
Subject: [REDACTED] - survey 20125956

Hello there.

Customers was is trying to reach the home energy audit program and his comments are in regards to the rep he reached there.

Can the customer be put in place with someone that can assist him with his application.

Comment



Reason for Key Metric Score

I called Friday afternoon late. She said she couldn't help me that I needed to call a different number. I asked for that different number. She just hung up on me.

Other - text input

Questions concerning the home energy audit program

Thanks.



KARREN DEVERS | CUSTOMER OPERATIONS SUPV
KDEVERS@AEP.COM | A: 8.720.5856
212 E 6TH ST, TULSA, OK 74119

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Friday, December 19, 2025 11:39 AM EST
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] High Bill

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Thanks, Ryan!

Have a great holiday!

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, December 19, 2025 8:59 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] High Bill

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De,

Here is the last of the high bills from the Pikeville area.

If you have any questions, please let me know.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Thursday, January 29, 2026 11:54 AM EST
To: Ryan L Lake <rlake@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] High Usage

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Hi Ryan,

I had one of the CSRs call the below customer [REDACTED], the phone number given was disconnected but there was an email address in the site record. The CSR emailed the customer and has not heard back.

Would you happen to have another phone number for this customer?

Thank you,
Fran

From: Ryan L Lake <rlake@aep.com>
Sent: Monday, January 26, 2026 11:06 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] High Usage

Deb,

Can you please have the call center reach out to this customer about DSM.

[REDACTED] 08/29/25 [REDACTED] ACTIVE
[REDACTED] 020 022 RSW-RS 10 54R
[REDACTED] H

We found this to be one of our "high usage" customer.

Thanks,

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D: 606.327.2650 | C: 606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, December 09, 2025 2:17 PM EST
To: Ryan L Lake <rlake@aep.com>
CC: Shane D Allen <sdallen2@aep.com>
Subject: Re: [EXTERNAL] Numbers

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Thanks

From: Ryan L Lake <rlake@aep.com>
Sent: Tuesday, December 9, 2025 2:14 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Shane D Allen <sdallen2@aep.com>
Subject: RE: [EXTERNAL] Numbers

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Deb,

Here are so of the high bills from the Pikeville.

Name, address and phone numbers



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, December 9, 2025 1:30 PM
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] Numbers

We had some people say not interested and a few bad numbers (expected). We left 5 voice mails and have follow-up scheduled for those.

We did not have anyone sign up, but that was a shorter list, so we'll keep trying!

Issac is out in the area with flyers, and we do have really good open rates on emails. It just takes a few times for people to act.

Thanks for the support!
Deb

From: Ryan L Lake <rlake@aep.com>
Sent: Tuesday, December 9, 2025 1:22 PM
To: Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] Numbers

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Sure, I can send you some more. How did the first list go?



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, December 9, 2025 1:20 PM
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] Numbers

Hi Ryan

Sorry to be messy - we are trying to add a few residential.

Commercial
241,494 kWh achieved
19% of 2025 kWh goal

Residential
33,581 kWh achieved
17.5% of 2025 kWh goal

I'll keep you posted on invoices and funding in account.

We are still working to get people on the schedule.

Do you have more high energy users to send over for outbound calls?

Thanks.
Deb

From: Ryan L Lake <rlake@aep.com>
Sent: Tuesday, December 9, 2025 1:13 PM
To: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] Numbers

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Deb,

Just wanted to see if Fran was able to send the numbers. I haven't received anything yet.

Thanks,

Ryna



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Friday, June 19, 2026 6:56 AM EDT
To: Stevi N Cobern <sncobern@aep.com>
CC: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] One-page printouts for EnergyAdvantage at Home

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Perfect. We'll get those to you. Erica or Lauren will let us know when shipment is scheduled. Have a great weekend.

From: Stevi N Cobern <sncobern@aep.com>
Sent: Thursday, June 18, 2026 5:17 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] One-page printouts for EnergyAdvantage at Home

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Thanks Deb. This option will be perfect. I think that is all we need for the events. We are participating in several school readiness fairs where we will provide some type of school supplies and will be including paperwork on several customer programs we provide such as EnergyAdvantage at Home.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, June 18, 2026 3:43 PM
To: Stevi N Cobern <sncobern@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>; Tieman, Erica <ETieman@trccompanies.com>
Subject: RE: [EXTERNAL] One-page printouts for EnergyAdvantage at Home

Hi Stevi

That's amazing! Is there anything we can do to support the events?

I've attached the ½ pager flyer. We've had good luck with this format and its more cost effective, but I want to make sure it fits your audience. Do you prefer the full one page with all the incentives listed?

I've copied Erica so she will have shipping info below for the final decision/order.

Thank you!

From: Stevi N Cobern <sncobern@aep.com>
Sent: Thursday, June 18, 2026 2:02 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] One-page printouts for EnergyAdvantage at Home

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Hi Deb,

I'm working to schedule some events in late July and August and would like to have copies of the one-page printouts for EnergyAdvantage at Home available for the events. Can you send me 2000 copies please?

My shipping address is:
12333 Kevin Avenue
Ashland, KY 41102

Thanks,

Stevi



STEV N COBERN | DIST OPS CUST SUPPT MGR
SNCOBERN@AEP.COM | D:606.327.2618 | C:606.385.0388
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Friday, February 20, 2026 10:44 AM EST
To: Stevi N Cobern <sncobern@aep.com>; Hill, Deborah <DHill@trccompanies.com>
CC: Ryan L Lake <rlake@aep.com>
Subject: RE: [EXTERNAL] Question for Commission Response

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Good morning,

We called [REDACTED], and the phone rang for a minute, then stopped ringing. An email was sent to the customer, waiting to hear back. I will let you know if the customer answers back.

Thank you,
Fran

From: Stevi N Cobern <sncobern@aep.com>
Sent: Friday, February 20, 2026 8:57 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: RE: [EXTERNAL] Question for Commission Response

The contact number we have is [REDACTED] or email address [REDACTED]. Please just handle this how you are handling all the others.

The usage is high, with 6000-7000 kWh usually the peak winter usage.

Can you please let me know the outcome of the contact, such as if you leave a message or are able to speak with someone?

Thanks,

Stevi

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Friday, February 20, 2026 8:16 AM
To: Stevi N Cobern <sncobern@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] Question for Commission Response

Hi Stevi

No, this customer was not on our list to call, but we do have an email for them in Captures. Do you happen to have a phone number, and we can reach out to them first thing this morning.

Let me know what you need for the Commission.

We missed seeing you last week. Talk soon.
Deb

From: Stevi N Cobern <sncobern@aep.com>
Sent: Thursday, February 19, 2026 1:54 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Question for Commission Response

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Hi Deb,

The list that Ryan provided with accounts using more than 4,000 kWh should have included [REDACTED] at [REDACTED] in [REDACTED]. Can you please confirm this customer is on your list and if you have contacted/tried to contact them yet?

We are working on a response to the Commission and want to include if we already have tried to contact them or if we will be soon.

We also have new data requests in our DSM case. I need to go through them, but I know there may be some that I need to send to you. I'll get them out asap.

Thanks,

Stevi



STEVIE N COBERN | REGULATORY CONSULTANT PRIN
SNCBERN@AEP.COM | A:8.627.2618
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Thursday, February 19, 2026 4:12 PM EST
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] RE: Big corporate targets

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Sounds good, thanks Ryan.

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com

From: Ryan L Lake <rlake@aep.com>
Sent: Thursday, February 19, 2026 3:50:17 PM
To: Finn, Issac <IFinn@trccompanies.com>
Subject: [EXTERNAL] RE: Big corporate targets

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I'm good with you reaching out to [REDACTED] but let me talk to [REDACTED] about the [REDACTED].

Thanks,

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Thursday, February 19, 2026 2:11 PM
To: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Big corporate targets

Hey Ryan,

I would like to target the [REDACTED] and [REDACTED]. How would you like me to approach, and do you have contacts?

I will also contact [REDACTED].

Issac Finn -Associate Outreach Consultant

C 859-417-2802 | IFinn@trccompanies.com
1645 Winchester Ave, Ashland, KY 41101



Kentucky Power's EnergyAdvantage Programs

TRC is the approved contractor for Kentucky Power's EnergyAdvantage Programs. We can assist you with your energy efficiency project application and work with you to secure your program incentives. This service is at no charge to you.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, December 11, 2025 11:13 AM EST
To: Ryan L Lake <rlake@aep.com>
CC: Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] RE: Incentive Funds for Kentucky Projects - Status?

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We will invoice tomorrow. We are trying to add in [REDACTED] but will submit tomorrow either way.

Thank you.

From: Ryan L Lake <rlake@aep.com>
Sent: Thursday, December 11, 2025 10:22 AM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] RE: Incentive Funds for Kentucky Projects - Status?

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I will work on that today. I know one was sent for payment, but we are still having issues with the second one getting approved.

Did you send anymore to be approved ?



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, December 11, 2025 8:08 AM
To: Ryan L Lake <rlake@aep.com>
Cc: Phillips, Francis <FPhillips@trccompanies.com>
Subject: [EXTERNAL] Incentive Funds for Kentucky Projects - Status?

Hi Ryan

Do you have any expected dates on the transfer to the Citizens account? Are you able to see any updates in your system that you can share? We have 2 payments that we need to make to the residential subcontractor and then pay the commercial projects on the last invoice.

I wanted to make sure of the process and anticipated dates so we could be sure to get the payments made before the holidays.

We are scheduled to talk with the subcontractor today to follow up on all customers that they have been attempting contact for assessment/direct install.

Thank you.

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Thursday, November 06, 2025 10:11 AM EST
To: Ryan L Lake <rlake@aep.com>
CC: Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] RE: Phillips, Francis shared "NOVEMBER 2024 SOUTH SHORE" with you

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Hi Ryan,

Thank you for this, I was unaware this was an industrial company, it makes sense why they are not in the system. I will certainly let you know if any more companies are interested. I will also let the customer know, at this time, the program does not offer incentives to industrial customers.

Thank you,
Fran

From: Ryan L Lake <rlake@aep.com>
Sent: Thursday, November 6, 2025 9:23 AM
To: Phillips, Francis <FPhillips@trccompanies.com>
Cc: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] RE: Phillips, Francis shared "NOVEMBER 2024 SOUTH SHORE" with you

Fran,

I spoke with Lerah and the Company has not offered an industrial DSM program since December 1999 due to lack of participation and interest.

In our most recent DSM case (2024-00115) the Company had GDS conduct a sensitivity analysis within its market potential study to determine DSM program savings if industrial customers were eligible to participate in future energy programs. The results of this were consistent with the prior statement: industrial programs were not recommended by GDS due to the ability and likelihood of industrial customers opting out of DSM in favor of their own energy efficiency measures. Consequently, the Company did not pursue any Industrial DSM programs in its most recent case.

Nonetheless, it is important for us to know if there is renewed interest from our Industrial customers. We would greatly appreciate you letting us know if any others reach out.

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLAKE@AEP.COM | D: 606.327.2650 | C: 606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Thursday, November 6, 2025 8:18 AM
To: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Phillips, Francis shared "NOVEMBER 2024 SOUTH SHORE" with you



Phillips, Francis shared a file with you

Hi Ryan, I received an email with this KY Power bill saying they can't fill out an application because the account wasn't found in the system. I checked the system and I can't find it either. Below is the name and address, the account number is on the bill, would you look into this?

[REDACTED]

Thank you,
Fran



NOVEMBER 2024 SOUTH SHORE



This link only works for the direct recipients of this message.

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From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, September 25, 2025 8:58 AM EDT
To: Tanner S Wolfram <tswolfram@aep.com>
CC: Ryan L Lake <rlake@aep.com>; Mary Neal <mneal@aep.com>
Subject: RE: [EXTERNAL] RE: Programs check in - few questions & updates

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Good morning

I wanted to follow-up and let you know that we have on site meeting with [REDACTED] and Josh on Monday morning.

Have a great day!
Deb

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, September 23, 2025 6:55 PM
To: Tanner S Wolfram <tswolfram@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Mary Neal <mneal@aep.com>
Subject: Re: [EXTERNAL] RE: Programs check in - few questions & updates

Hello

Thank you for the meeting invite for Friday. We will get all of the updates prepared and look forward to catching up.

I will reach out to both the [REDACTED] and Mountain Association to request meetings for early next week.

We did research and did not find anything in Captures (or email) for [REDACTED]. It doesn't appear anything was ever started but hopefully we can meet with them next week and change that! I'm thinking after re-reading the email from [REDACTED] where Josh Bills had communicated her prior contact that she may have completed the interest form for the Custom Commerical Lighting Service program since Josh specifically mentions "design" but either way we are excited to talk with them next week!

Thank you!
Deb

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Tuesday, September 23, 2025 2:32 PM
To: Tanner S Wolfram <tswolfram@aep.com>
Cc: Ryan L Lake <rlake@aep.com>; Mary Neal <mneal@aep.com>
Subject: Re: [EXTERNAL] RE: Programs check in - few questions & updates

Sounds great!

I'll check on the [REDACTED] and whatever I find out we'll make a point to see them next week. Let me work on that schedule a bit and send over options to get together next week.

I look forward to meeting everyone!
Deb

From: Tanner S Wolfram <tswolfram@aep.com>
Sent: Tuesday, September 23, 2025 2:04 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Mary Neal <mneal@aep.com>
Subject: [EXTERNAL] RE: Programs check in - few questions & updates

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Hey Deb!

Yes, I can make myself available. I think we are also going to pull another member of the team in to be the primary contact on the DSM programs, that is Ryan Lake (rlake@aep.com).

For the invoices, I am currently receiving and approving them so I think we are ok there. I do think, moving forward, if you want to copy Beth Neal (mneal@aep.com) on the invoices, she may take over the input on those going forward as well.

Updates sound good as well. Is there any way I can just get an overall status update on the programs? We have a meeting with some of the interested stakeholders and was hoping to provide an update (maybe like participation, interest, audits completed, etc).

Also, we did get a note from the Mountain Association (one of our interested stakeholders), they had a customer sign up but hadn't heard back, so, if possible, can we look into that one to see where it is? Customer is [REDACTED].

For the touchpoint meetings, I would include Ryan Lake, Stevi Cobern, Beth Neal Sarah and her team, and me for now as we transition everything over.

Let me know if you have any questions or would like to discuss anything further!

Tanner



TANNER S WOLFFRAM | DIR REGULATORY SVCS
TSWOLFFRAM@AEP.COM | D:606.327.2617
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, September 17, 2025 2:15 PM
To: Tanner S Wolfram <tswolffram@aep.com>
Subject: [EXTERNAL] RE: Programs check in - few questions & updates

Hi Tanner

Just checking in! I wanted to let you know that I will be there working in territory for an outreach blitz with another team member on September 29 – October 1. I'm happy to stop by the office to catch up. I'll make the same offer to Sarah to see who is available.

I sent some questions below and just wanted to follow-up to see if you had any updates or needed anything. I wanted to see about scheduling some regular check in calls.

We submitted an invoice last month (not due yet!) but we didn't copy anyone but the Accounts Payable email. Did you have someone you wanted me to copy on those or any general correspondence?

A few updates – our residential subcontractor is Earthright Mid-Atlantic. They have crews in territory and are scheduling with customers. We are getting ready to mail out postcards inviting more customers to participate and our marketing team is working closely with Sarah on emails and other program materials.

Program collateral (Commercial and Residential) is being printed/shipped now to service centers and headquarters. We are ready to do in person outreach throughout the territory. I have an engineer who will be in the field for commercial outreach in October/November and a new team member starting who will be in the field daily. I look forward to making these introductions.

Please let me know if you need anything!

Deb

From: Hill, Deborah
Sent: Wednesday, August 20, 2025 3:01 PM
To: Tanner S Wolfram <tswolfram@aep.com>
Subject: Programs check in - few questions & updates

Hi Tanner

Hope all is good with you. It's almost football season so I know you will be happy!

I wanted to check things and get some things on the calendar.

Tammy mentioned we may be getting new contact at Kentucky Power. She suggested I continue to copy Malcolm/APCo for consistency and support if needed. I wanted to see if you had identified this new contact and I would like to set up recurring meeting for updates and program stats. I'll send over suggestions for check in calls to see what works. I also need to request Captures id/passwords and schedule demo.

Sarah and Website team have been great. We're pushing a few more items to her today that we just finalized. We'll also be printing materials to ship to Service Centers. Also, with the materials finalized we're ready to reach out to Mountain Association and others.

We need to send over TRC July invoices. Will you be approving those and should I copy anyone else on your team?

We are getting ready to do a big push on signing up Trade Allies. Looking forward to getting the commercial program kicked off strong. We have a follow up call next week with a regional healthcare facility.

We have some activity in the residential program and will work on additional outreach to increase those numbers. I have a subcontractor ready to roll but ran into question on insurance levels so working through that with TRC legal and I'll send you update asap. I meet with TRC legal again tomorrow morning.

We have a good foundation and will be submitting projects soon!

Please let me know if you need anything.

Deb

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Friday, October 24, 2025 3:42 PM EDT
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] RE: [REDACTED] site visit

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Yes, that will work fine for me.

Thanks Ryan.

From: Ryan L Lake <rlake@aep.com>
Sent: Friday, October 24, 2025 3:37 PM
To: Finn, Issac <IFinn@trccompanies.com>
Subject: RE: [EXTERNAL] RE: [REDACTED] site visit

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Can you meeting Monday at 130p?



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Friday, October 24, 2025 1:51 PM
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] RE: [REDACTED] site visit

Afternoon Ryan,

I've tried a few times but have been unable to get ahold of Ann, left a voicemail and an email.

Get [Outlook for iOS](#)

From: Ryan L Lake <rlake@aep.com>
Sent: Tuesday, October 21, 2025 11:25:46 AM
To: Finn, Issac <IFinn@trccompanies.com>
Subject: [EXTERNAL] RE: Safe Harbor site visit

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Sure,

[REDACTED] contact information is

[REDACTED]

I'm open on both days.

Ryan



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D:606.327.2650 | C:606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Finn, Issac <IFinn@trccompanies.com>
Sent: Tuesday, October 21, 2025 11:12 AM
To: Ryan L Lake <rllake@aep.com>
Subject: [EXTERNAL] [REDACTED] site visit

Afternoon Ryan,

Would the 27th or 31st sometime after 12pm work for you?

Also, what is the address for [REDACTED]? I see a few [REDACTED] accounts in captures for Ashland, but they have different addresses. Do you want me to reach out to [REDACTED] to get it scheduled?

Thanks!

Issac Finn - Associate Outreach Consultant
C 859-417-2802 | IFinn@trccompanies.com



Kentucky Power's EnergyAdvantage Programs

Approved contractor for Kentucky Power's EnergyAdvantage Programs . We can assist you with your energy efficiency project application and work with you to secure your program incentives. This service is at no charge to you.

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Thursday, November 13, 2025 10:53 AM EST
To: Ryan L Lake <rlake@aep.com>
Subject: Re: [EXTERNAL] RE: Update call scheduled for Monday - keep on the calendar?

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Sounds good. I will follow up

Get [Outlook for iOS](#)

From: Ryan L Lake <rlake@aep.com>
Sent: Thursday, November 13, 2025 8:43:08 AM
To: Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] RE: Update call scheduled for Monday - keep on the calendar?

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We don't have to meet this week since we talked last week. If we have anything new just let me know.

Do we know if Issac was able to get a hold of [REDACTED]? [REDACTED] from the [REDACTED] might be another location for Issac to visit. I was at there location this week and we talked a little bit about the programs that are available.

I think we can make it optional for the KAM but I will have to talk with Amy and see when she wants them to join.

As for the bach, whatever you think is best.



RYAN L LAKE | EXTERNAL AFFAIRS MANAGER
RLLAKE@AEP.COM | D: 606.327.2650 | C: 606.646.9148
1645 WINCHESTER AVENUE, ASHLAND, KY 41101

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Wednesday, November 12, 2025 9:35 PM
To: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Update call scheduled for Monday - keep on the calendar?

Hi Ryan

We have an update call scheduled for Monday afternoon with TRC and you, Sarah, and Tanner.

We are happy to do whatever works best for you and your schedule. I wanted to check since we just reviewed the presentation with the account reps. We can certainly be ready for Monday, but I want to be sure to use your time wisely and not on repeat.

We'll be closing a incentive batch early next week so we can update all charts with kWh/savings to goal after that closing. Would you like me to push it out a week?

Sarah has her marketing update call with Erica on Friday this week.

How often would you like to include the account reps? Should they be added as "optional" on our monthly calls or do you prefer a separate call?

I'm not usually so full of questions... we just need to find the frequency that is best for you and we'll run with it!

Thanks
Deb

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Monday, February 23, 2026 9:43 AM EST
To: Richard D Chriscinske <rdchriscinske@aep.com>
CC: Ryan L Lake <rlake@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Subject: RE: [EXTERNAL] Residential Customer: [REDACTED]

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Good morning,

Sharlina, one of our Customer Service reps., signed [REDACTED] up this morning for an Energy Advantage at Home assessment!
Thank you,
Fran

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Friday, February 20, 2026 4:04 PM
To: Phillips, Francis <FPhillips@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>; Hill, Deborah <DHill@trccompanies.com>
Subject: [EXTERNAL] Residential Customer: [REDACTED]

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Francis,

[REDACTED] would like to be contacted about the Energy Advantage at Home...
She has experienced high usage this winter.

[REDACTED]
If you have any questions, please reach out.

Thanks,
Rich



RICHARD D CHRISCINSKE | KEY ACCOUNT MANAGER
RDCHRISCINSKE@AEP.COM | D:606.436.1304
1400 E. MAIN STREET, HAZARD, KY 41701

From: Hill, Deborah <DHill@trccompanies.com>
Sent: Monday, February 16, 2026 5:37 PM EST
To: Richard D Chriscinske <rdchriscinske@aep.com>
CC: Ryan L Lake <rlake@aep.com>; Phillips, Francis <FPhillips@trccompanies.com>
Subject: Re: [EXTERNAL] Residential customer: [REDACTED]

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Thank you for the information! We will reach out to this customer and let you know the outcome.

Deb

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Monday, February 16, 2026 4:44 PM
To: Hill, Deborah <DHill@trccompanies.com>
Cc: Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Residential customer: [REDACTED]

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Deb,

Another contact for the Energy Advantage at Home...

[REDACTED]

I reached out to the customer due to a Medallia Survey – elderly customer has concerns about energy efficiency related to high usage.

If you have any questions, please reach out.

Thanks,
Rich



RICHARD D CHRISCINSKE | KEY ACCOUNT MANAGER
RDCHRISCINSKE@AEP.COM | D:606.436.1304
1400 E. MAIN STREET, HAZARD, KY 41701

From: Phillips, Francis <FPhillips@trccompanies.com>
Sent: Tuesday, February 17, 2026 4:18 PM EST
To: Richard D Chriscinske <rdchriscinske@aep.com>
CC: Hill, Deborah <DHill@trccompanies.com>; Ryan L Lake <rlake@aep.com>
Subject: RE: [EXTERNAL] Residential Customer: [REDACTED]

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Rich,

Thank you, we will call this customer.

Fran

From: Richard D Chriscinske <rdchriscinske@aep.com>
Sent: Tuesday, February 17, 2026 3:50 PM
To: Phillips, Francis <FPhillips@trccompanies.com>
Cc: Hill, Deborah <DHill@trccompanies.com>; Ryan L Lake <rlake@aep.com>
Subject: [EXTERNAL] Residential Customer: [REDACTED]

This is an **External** email. Do not click links or open attachments unless you validate the sender and know the content is safe.

ALWAYS hover over the link to preview the actual URL/site and confirm its legitimacy.

Francis,

[REDACTED] would like to be contacted about the Energy Advantage at Home...

This customer came via social media, and he had incredibly high usage (7684 kWh). I have enrolled him in the AMP program, and he is interested in an energy audit.

Note: The customer reached out by [REDACTED]. FYI – customer was previously on the Code Red list in 2015 but has since been cleared.

If you have any questions, please reach out.

Thanks,

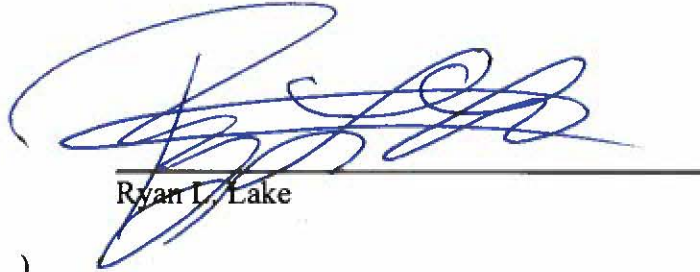
Rich



RICHARD D CHRISCINSKE | KEY ACCOUNT MANAGER
RDCHRISCINSKE@AEP.COM | D:606.436.1304
1400 E. MAIN STREET, HAZARD, KY 41701

VERIFICATION

The undersigned, Ryan L. Lake, being duly sworn, deposes and says he is an External Affairs Manager for Kentucky Power, that he has personal knowledge of the matters set forth in the foregoing responses and the information contained therein is true and correct to the best of his information, knowledge, and belief.

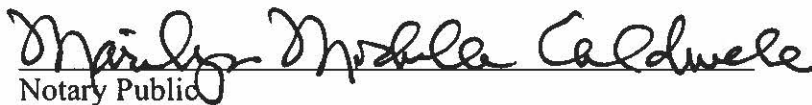


Ryan L. Lake

Commonwealth of Kentucky)
County of Boyd)

Case No. 2025-00365

Subscribed and sworn to before me, a Notary Public in and before said County and State, by Ryan L. Lake, on July 16, 2026.


Notary Public

My Commission Expires May 5, 2027

Notary ID Number KYNP71841

