



Who Are We?

- The Office of the Ohio Consumers' Counsel (OCC) is a state agency that advocates for Ohio's residential utility consumers.
- We work to ensure:
 - Affordable utility rates
 - Strong consumer protections
 - Education to help consumers make informed decisions
- Our services are free to Ohio consumers.
- *OCC's goal is to keep consumers connected to essential utility services and keep bills as affordable as possible.*



Demystifying Your Electric Bill



Presented by:
Tonja Stewart Shaw
Senior Outreach and Education Specialist



REVIEW UTILITY BILLS

Carefully review utility bills to track energy usage, rates and energy prices.

The size of monthly electric or natural gas bills is driven by two major components:



Delivery/distribution rates support the operation and maintenance of local utility infrastructure systems. These rates typically remain steady for several years.



Generation/supply charges are driven by wholesale energy markets and can vary greatly over time. These reset several times per year, based on market forces.

Extreme weather can dramatically impact the size of monthly utility bills, even if rates and prices remain stable.



Why Is My Electric Bill so High?

- Electricity is becoming more expensive. Energy production costs have risen year over year, so your rates have increased to match.
- Utilities are raising prices to upgrade aging grid infrastructure and keep up with massive power demands (growing AI data centers).
 - Data centers are extremely energy- and water- intensive.
- Utility generation rates are set through a real-time competitive auction process administered by PJM Interconnection.
 - By law, the utility company must offer the generation (supply) at the price they paid for it with no markup.



What generates our energy?

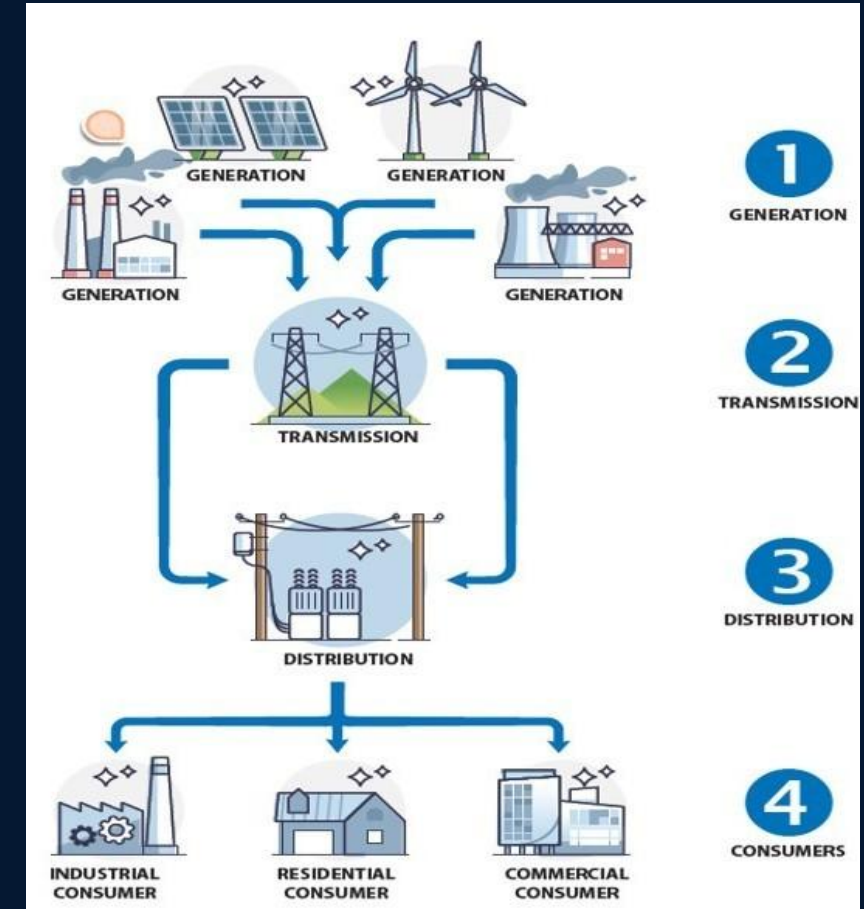
- Natural Gas-45%
- Coal-22%
- Nuclear-21%
- Hydropower-4%
- Wind-3%
- Solar-1%



Key Components of Electric Bill

Four charges that determine your bill:

- Generation/Supplier Service- How the energy is sourced (coal, natural gas, petroleum, renewable energy).
 - A kilowatt-hour-based charge.
- Transmission Service- Moving large amounts of energy over long distances, from the power plants to the electric company.
 - A kilowatt-hour-based charge.
- Distribution Service-Building and operating wires, poles, and substations to deliver electricity on a local level.
 - A kilowatt-hour-based charge.
- Customer Charge- A fixed fee established to pay for the costs associated with electric equipment and maintenance.



AEP Ohio Bill (Sample)



Service Address:



Line Item Charges:

Previous Charges	
Total Amount Due At Last Billing	\$ 125.57
Payment 09/30/25 - Thank You	-125.57
Previous Balance Due	\$.00*
Current AEP Ohio Charges	
Tariff 820 - Residential Service 10/06/25	
Transmission Service	\$ 23.33
Distribution Service	36.78
Customer Charge	10.00
Current Electric Charges	\$ 70.11*



Meter Read Details:

Meter [REDACTED]					
Previous	Type	Current	Type	Metered	Usage
29748	Actual	30405	Actual	657	657 kWh
Service Period 09/05 - 10/06				Multiplier 1	
Next scheduled read date should be between Nov 3 and Nov 6.					

Notes from AEP Ohio:

Price-to-Compare: For tariff 820, in order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than AEP Ohio's price of **\$0.098** per kWh for the same usage that appears on this bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" web site at www.energychoice.ohio.gov.

For Informational Purposes only: The below costs are NOT NEW CHARGES and are approximate values. AEP participates in programs required by the state of Ohio to support energy conservation and to secure renewable energy resources. For more information on energy efficiency programs, please visit www.AEPOhio.com/Save.

Renewable Programs: \$1.19
Energy Efficiency Programs: \$0.00
Peak Demand Reduction Programs: \$0.00

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 aepohio.com.

The Public Utilities Commission of Ohio, in case number 25-771-EL-RDR, approved AEP Ohio's request to adjust its Economic Development Rider (EDR) effective with this bill. The EDR supports industrial customers that retain and increase Ohio jobs. A residential customer using 1,000 kWh of electricity will see



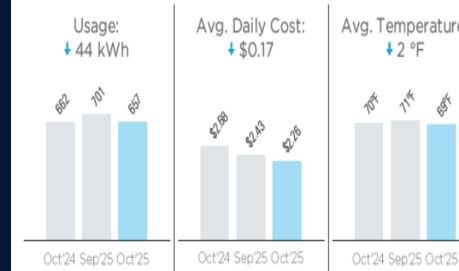
Current Atlantic Energy MD LLC Charges (800-917-9133) Supplier Account Number - AE-389321

Service Delivery Identifier: [REDACTED]	
Energy Charge: 657.00 Kh @ 0.075000000	\$ 49.28
Current Supplier Balance Due	\$ 49.28*

Total Balance Due	\$ 119.39
*Charges make up the "Total Balance Due" The Amount Will Be Deducted From Your Bank Account On October 29, 2025.	

Usage Details:

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



Total usage for the past 12 months: 8,738 kWh

Average (Avg.) monthly usage: 728 kWh

EDR supports industrial customers that retain and increase Ohio jobs. A residential customer using 1,000 kWh of electricity will see an increase of \$0.57 per month.

The Public Utilities Commission, in Case No. 25-735-EL-RDR, approved to adjust the Basic Transmission Cost Rider, effective with this bill. This rider, which is adjusted annually, recovers non-market-based transmission charges. A residential customer using 1,000 kWh per month will see an increase of \$0.18 per month.

In Case No. 23-23-EL-SSO the Public Utilities Commission of Ohio approved adjustments to Ohio Power Company's gridSMART rider. This rider allows the Company to recover costs for grid modernization projects. A residential customer using 1,000 kWh per month will see an increase of \$0.10 per month.

A smart meter is installed on your premises. **If service is disconnected due to non-payment, it will be remotely disconnected and no physical notice will be left at your service address.** On the day of disconnection, service will be shut off after 10 a.m.

As a participant in the AEP Ohio Customer Choice Program, your electric energy is being supplied by **Atlantic Energy MD LLC**. This bill reflects AEP Ohio charges for delivery of the electric and all electric energy supply charges AEP Ohio has received from your supplier as of the Billing Date shown on this bill. For questions about your electric energy supply charges please contact Atlantic Energy MD LLC at (800)917-9133. Please note that failure to pay charges for competitive retail electric services (CRES) may result in loss of those products and services, the cancellation of your contract with the CRES provider and your return to AEP Ohio's Standard Offer for energy supply services.

Due date does not apply to previous balance due.

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



Current Standard Service Offer Rate

- AEP residential “Price to Compare” for the generation supply portion of your bill for the period of June 1, 2026, through June 30, 2026: **\$0.1012/ per kWh**
- AEP residential “Price to Compare” for the generation supply portion of your bill for July 1, 2026, through September 30, 2026: **\$0.1097/ per kWh**



What Are My Options?



Making the Best Energy Choice

There are three different ways to get your energy supply, and “amongst those, there are hundreds of choices”:

- **Standard Offer (Default)**: The utility’s price for electricity for consumers who don’t pick a supplier. Listed as the “Price to Compare” on the electric bill.
 - Market-based price set through a competitive auction process
- **Community or Government Aggregation**: By combining the purchasing power of a large group of individuals, an entity may negotiate favorable prices for the whole group.
- **Energy Marketers**: Consumers may individually select a supplier. The OCC considers this the riskiest option.



Consumer Rights

- Your utility service should not be switched without your permission. This is called "slamming," and it is illegal.
- If you do not choose a supplier, your current utility company will still provide you with service through the Standard Service Offer.
- If a supplier stops supplying you with electricity for any reason, you will be returned to your local utility. You will not lose service.
- Suppliers are required to provide you with information on their generation sources and the by-products created.



Energy Efficiency Tips



Why Energy Efficiency Matters

- Helps keep energy costs more manageable
- Reduces energy waste
- Helps stretch a fixed or limited income



Ways to Reduce Your Energy

- Consider a programmable thermostat
 - Programmable thermostats allow you to automatically adjust the household temperature based on your schedule.
- Lower the thermostat in the winter and raise it in the summer to reduce energy consumption.
 - Have a professional inspect and tune up the air conditioner and furnace once a year.
- Switch to LED Bulbs
 - LEDs use up to 75% less energy than traditional incandescent bulbs and last much longer.
- Seal air leaks
 - Caulk and weatherstrip windows and doors to prevent drafts and reduce heat loss.
- Unplug electronics when not in use.
 - Even when turned off, some electronics continue to draw power in standby mode.



Vampire Energy

Even after you turn off household appliances and electronics, devices left plugged in continue to use power and increase your electric bill.

- Anything that has a remote control, indicator light, or clock (coffee makers, microwaves, TVs) uses vampire energy, which can add up to 5-10 percent to the average home's electric bill.
- On average, a home has 20-40 electronic devices using vampire power.
- The average household spends \$250 every year on vampire energy.
- Power strips can be used to plug multiple devices into one wall outlet.



Steps to Reduce Vampire Energy

- Only connect devices to chargers while they are charging.
- Do not leave chargers plugged into an outlet when not charging.
- Shut down computers instead of logging off.
 - Turn off monitors instead of leaving them in sleep mode.
- Unplug devices that are rarely used or when you will be away from home for several days.





Office of the Ohio Consumers' Counsel
"Your Residential Utility Consumer Advocate"

 HOME
  ABOUT
  ADVOCACY
  ASSISTANCE
  EDUCATION
  UTILITIES
  CONTACT
 A State of Ohio Agency

 English

Need Assistance? Assistance may be available for Ohioans who need help paying their utility bills.

[Find Assistance](#)





MAUREEN WILLIS
 OHIO CONSUMERS' COUNSEL

"The Ohio Consumers' Counsel provides representation where consumers may otherwise have none. Ohioans deserve affordable, reliable, and equal access to utility services that are essential to their well-being. We're here to see you get that. At the Ohio Consumers' Counsel, we put consumers first."

Maureen Willis
Ohio Consumers' Counsel



See how OCC advocates for consumers in our most recent Annual Report →



Governor DeWine signs HB 15, Marking a Win for Ohio Consumers



OCC Newsletter – Fall 2025

In This Issue: Holiday Energy Savings •



Consumer Alert:
AEP Ohio Wants to Raise Your Electric Bill



Consumer Alert:
Aqua Ohio Wants Another Water Rate Increase for Ohio Consumers



Consumer Alert:
Aqua Ohio Wants Another Sewer Rate Increase for Ohio Consumers

OCC's Website

www.occ.ohio.gov



Publications

The Office of the Ohio Consumers' Counsel offers materials featuring consumer information on a variety of topics.

Videos



Utility Assistance – Where to Start

Learn about utility assistance programs provided by a variety of organizations, including the utilities themselves.



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Office of the Ohio Consumers' Counsel

THANK YOU!
QUESTIONS?

Presented by:

Tonja Stewart Shaw

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SOPEC

Sustainable Ohio Public Energy Council





Formed in 2014 as a **Regional Council of Governments** under Chapter 167 of Ohio Revised Code.



SOPEC is governed by the members we serve.

General Assembly & Board of Directors made up of representatives from our member communities & political subdivisions.



Dayton, Ohio



Athens, Ohio



Cleveland, Ohio

sopec-oh.gov



SOPEC membership: Over **50** communities & political subdivisions throughout Ohio, including Athens, Chillicothe, Cleveland, Dayton, Gahanna, Galena, Huber Heights, Oxford, Riverside, Upper Arlington, Dayton Metro Library, Five Rivers MetroParks, Stark Area Regional Transit Authority & Stark Library.



Collective buying power: SOPEC is AEP Energy's 2nd largest customer in Ohio.

- Over 1.2 TWh (1,200,000,000 kWh) per year of annual load.



Transparency: Subject to Public Records & Sunshine Laws. Audited every 2 years.



Shared Energy Office

Standard SOPEC Membership Benefits:



Administrative Services: Filings, notices, annual & market monitoring reports.



Legal Services & Government Relations: In-house & outside counsel, regulatory/energy law assistance, local/regional/state advocacy, and grant writing support.



Technical Services: Energy markets analysis, PV solar assessments, Power-BI & data analytics, SolSmart & EPA Green Power Partnership support, group solar RFPs (on-site & off-site PPA), & creative program design.



Education, Marketing, & Communications Services



Electric Aggregation Program: Fixed-term, competitive rates for 100% renewable energy, net metering, & dedicated SOPEC Customer Care call center.

DICKINSON WRIGHT^{PLLC}



2nd largest customer in Ohio



Since January of 2024, SOPEC has received or supported more than

\$26 million

in federal, state, and private grants for our members



100%

renewable energy supply for our CCA programs.

All while saving over \$40 Million
collectively for our member
communities since June of 2021.

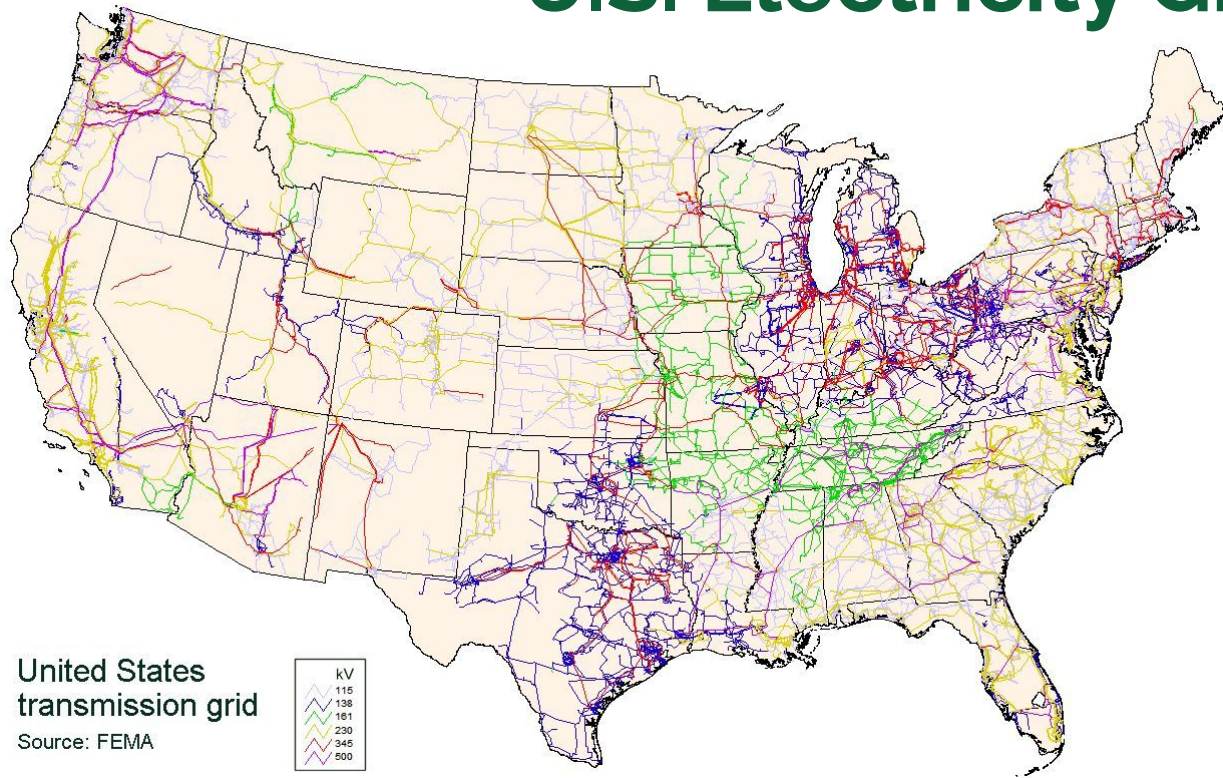
Upper Arlington Electric Aggregation Program Updates



- Upper Arlington's program began January 2024
- Features **100% renewable energy** by default
- Approximately **\$2.8 million** in cumulative savings (through May 2026) compared to the AEP Ohio standard service offer (SSO) rate (often referred to as the "Price-to-Compare" (PTC)).

- Total customer enrollment:
 - **10,741** (Residential: 10,325 – Small business: 416)
 - Percentage of eligible customers enrolled: **95%**
 - Net metered (solar) customers: **201**
 - Total customers “stepping down” to brown rate: **8**
- New rates:
 - SOPEC “Green” Rate: **11.162 cents/kWh** (June 2026-May 2027)
 - Traditional “Brown” Rate: **10.927 cents/kWh** (June 2026-May 2027)
 - AEP Ohio Standard Service Offer (SSO): **10.9688 cents/kWh** (July-Sept)

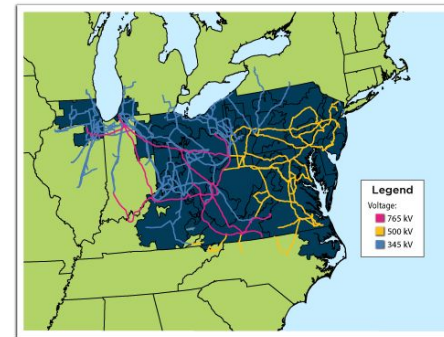
U.S. Electricity Grid



U.S. electric system (power “grid”): Complex interconnected network bringing power to millions of homes & businesses via high voltage transmission lines & local distribution lines.

Our Region of the Grid - PJM Interconnection

- **PJM Interconnection** → company operating electricity grid for our region, from New Jersey to North Carolina & Illinois to D.C.
- **“Wall Street meets Air Traffic Control”**: PJM coordinates flow of electricity from generators to local utilities across high-voltage transmission lines.
 - Operators of Stock Exchange for Energy
 - Air Traffic Controllers for the Transmission Grid
- PJM's control room is nerve center of high-voltage electric grid.
- Local utilities distribute power directly to consumers.



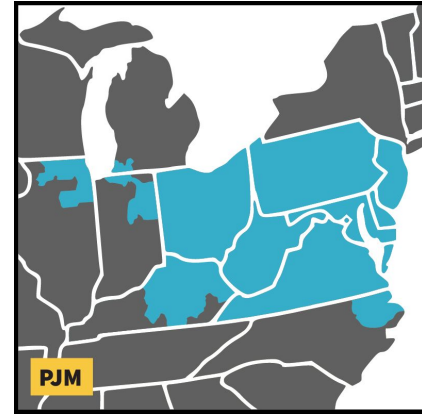
**Source: PJM - Map depicts the "spine" of the grid in the PJM region.*



**Source: PJM*

Understanding Rate Increases & Current Energy Market

- Energy prices are rising across the PJM Interconnection.
 - PJM spans from Chicago to the East Coast.
 - PJM operates a competitive wholesale electricity market & manages the reliability of its transmission grid, including all of Ohio.
- **Capacity charges** (a key component of the supply rate) have risen dramatically across PJM regional grid.
 - Capacity charges fund the power plants that are called upon to run during times of peak electric usage, for example, on the hottest summer days.
 - Like insurance against power outages— ensure that there is enough electricity available during periods of peak electricity usage.
 - PJM runs an auction to purchase this electricity from power plants that can meet emergency demand.
 - These capacity prices at auction have increased significantly.



- **Increases in capacity charges** largely attributed to higher demand from **data centers**, retirements of older power plants, & delays in bringing new generation online.
- Severe winter weather (which reduced natural gas storage levels), followed closely by conflicts with Venezuela and Iran, brought **significant additional volatility to energy markets** this spring.
- While capacity charges are outside of our control, SOPEC's **fixed-term rate** structure helps ensure residents and small businesses see **stability and predictability** on their electric bills.

How Do We Insulate Ourselves from a Changing & Volatile Energy Market?



Community Choice Aggregation: Cleaner energy, local control & competitive rates.



Reduce Energy Consumption: Change habits & make energy efficiency upgrades.



On-site Solar: Offset your energy consumption by producing solar energy.

- **Net-Metering:** Billing mechanism that local utility company (or if SOPEC aggregation program) credits solar energy system owners for the surplus electricity that they add back to the grid.
- **Get Off the Rollercoaster!**
 - Stop relying on a global commodity like natural gas for electricity.
 - Convert to local renewable energy.





SOPEC's Top 10 Tips for Energy Efficiency at Home

1

Turn off the lights when you leave a room. Even better, rely on natural light whenever possible and use LED bulbs.



2

Use a programmable thermostat and set it back 7° - 10°F from its occupied setting while you're away.



3

Wash clothes in cold water. Up to 90% of the energy consumed in washing is used to heat the water. Many detergents are designed to work well in cold water.



4

Adjust your thermostat to at least one degree closer to the outside temperature compared to your normal setting. If you keep your thermostat set at 68°F in the winter, set it 67°F. If you keep your thermostat set at 72°F in the summer, set it 73°F. Each degree will save approximately 2% of annual electricity costs.

5

Unplug appliances that are not in use. Many appliances continue to use electricity even when switched off.



6

Turn your water heater down to 120°F.

7

Change the direction of your ceiling fan seasonally.

8



Dress for the weather! Put on a sweater before you turn up the heat.

10

Keep your home cooler by closing curtains or blinds during the hottest part of the day.



9



Use a power strip to easily switch off power to multiple devices like your computer, printer and speakers.

Additional efficiency strategies:

- Install adequate insulation in your attic, walls, basement, crawl spaces and floors.
- Change your furnace filter as recommended. Dirty filters force your cooling system to work harder, using more energy in the process.
- Caulk, weatherstrip or seal cracks around doors and windows.
- When shopping for new appliances, look for models with ENERGY STAR certification.

Visit the Energy Savings Hub for more tips and rebate info:



Learn more about energy efficiency at
<https://www.sopec-oh.gov/energy-efficiency-residential>
or by scanning the QR code.



Find more sustainability tips on our website:

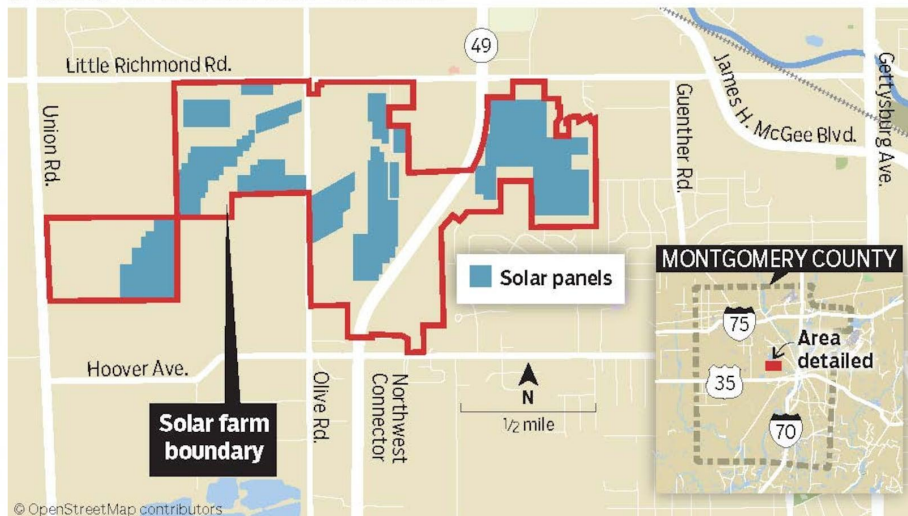
www.sopec-oh.gov

Gem City Solar Project

Overview

Gem City Solar project moving forward

Construction of a solar farm that's been approved by Dayton city officials and the Montgomery County commission is expected to begin next year. The property will be more than 260 acres.



Size: **49.9 MW**



Location: **In Dayton City Limits,**
Little Richmond Road & State
Route 49



Impact: **Can power up to 14,000
homes**



Status: **Approved in 2023 for
zoning**



Contact us

Learn more about SOPEC at www.sopec-oh.gov or by scanning the QR code.

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Follow us on social media!

