

Appalachian Power Customer Portal Frequently Asked Questions

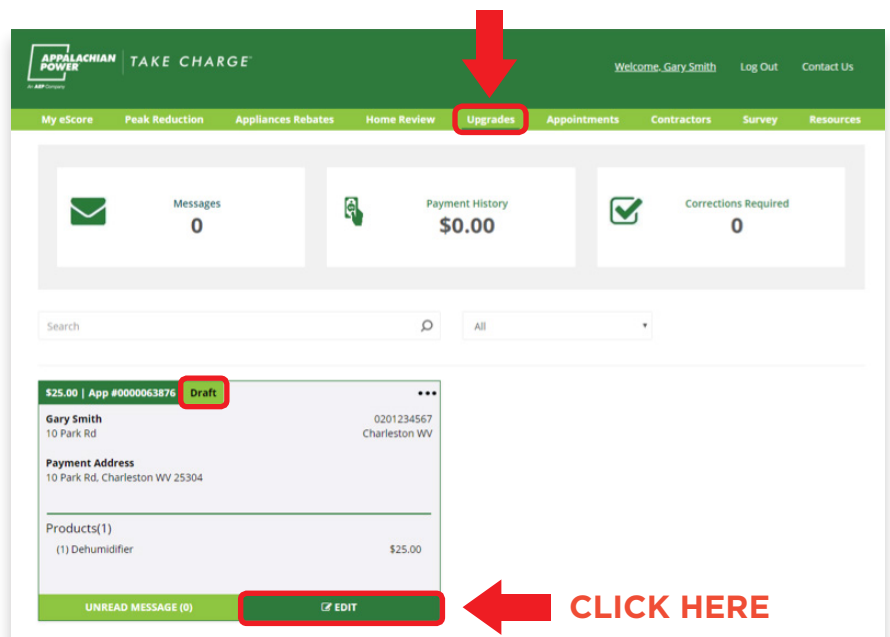


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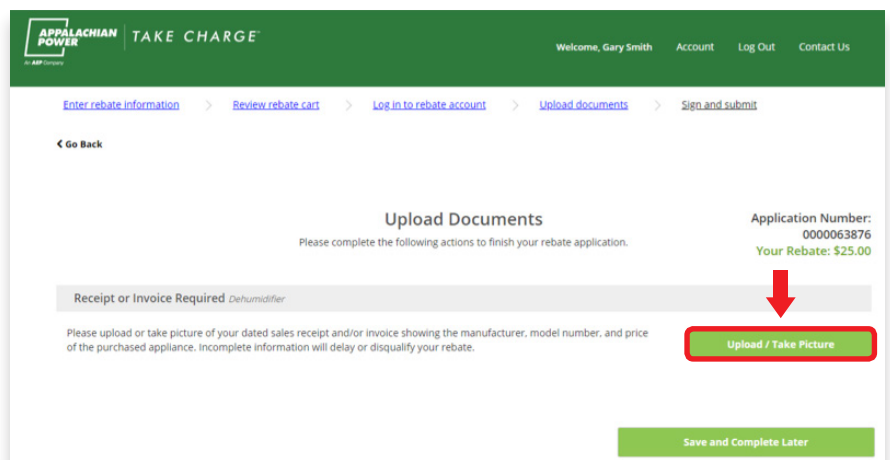
How do I complete my saved application in the Portal?

If you were unable to complete your online application for any reason, please return to the Upgrades tab and edit the existing draft instead of starting a new application. This will prevent duplicate submissions and streamline your application processing.

1. Log in to your rebate account.
2. Click on Upgrades in the ribbon header.
3. Your saved application will appear in Draft status. Click Edit.



4. The draft application will open, allow you to upload any required documents and complete the process.



Appalachian Power Customer Portal

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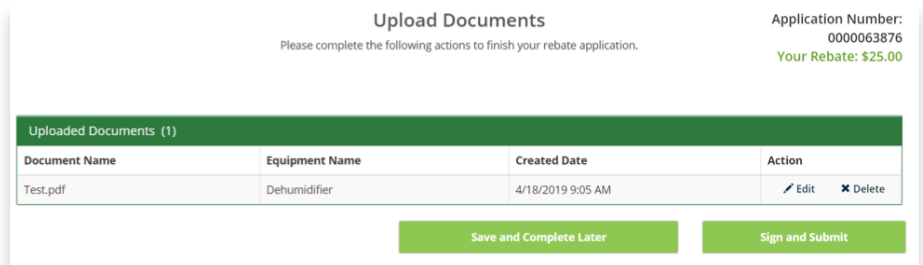
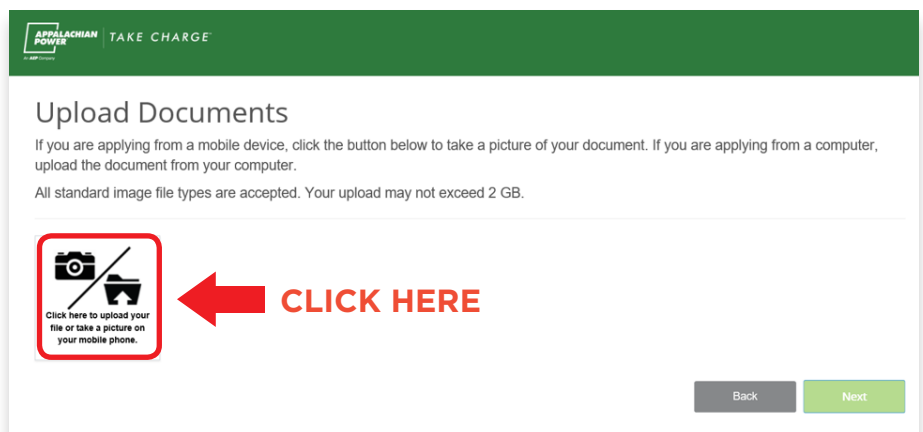


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How do I upload documents?

The online application will prompt you when a document is required. Examples may include sales receipts, utility bills and signed landlord consent forms. Attaching electronic copies of required documents to your online application is simple and easy!

1. On the Upload Documents screen, click on the icon to take a picture of your document with your mobile device. The same icon will allow you to upload a file or image from your computer.
2. You may attach multiple individual files by repeating step 1. When you are finished, click Next.
3. If you happen to make a mistake, you can change or delete the attached file on the next screen.
4. If no changes are needed, click Next and proceed with completing the application.



Alternatively, you can mail documents to:

Appalachian Power Company
3100 West Rd., Building 3, Suite 200
East Lansing, MI 48823

Incomplete applications cannot be processed until all required information is provided.

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How can I edit my contact information?

If you would like to confirm or change your rebate mailing address after creating your login, follow these easy steps.

1. Click on the Welcome link in the right-hand corner of the screen to open your account information.
2. Under “My Information” review the Account Holder and Rebate Payment Information associated with your Portal login.
3. To make changes, click the Edit button, update the appropriate contact information and click Save.

The screenshot displays the 'My Information' page in the Appalachian Power Customer Portal. At the top right, a green navigation bar contains the text 'Welcome - Gary Smith' with a red arrow pointing to it, alongside 'Log Out' and 'Contact Us'. Below this is a secondary navigation bar with links: 'My eScore', 'Peak Reduction', 'Appliances Rebates', 'Home Review', 'Upgrades', 'Appointments', 'Contractors', 'Survey', and 'Resources'. The main content area is titled 'My Information' and features two buttons: 'Edit' (highlighted with a red arrow) and 'Change Password'. Below the buttons are two sections: 'Account Holder Information' and 'Rebate Payment Information'. The 'Account Holder Information' section contains a table with the following data:

Account Holder First Name	Account Holder Last Name	Telephone Number	Appalachian Power Account Number
Gary	Smith	(303) 555-2233	0201234567
Installation Address	City	State	Zip
10 Park Rd	Charleston	WV	25304

The 'Rebate Payment Information' section contains a table with the following data:

Who will receive the rebate?			
Account Holder			
First Name	Last Name	Mailing Phone	
Gary	Smith	(303) 555-2233	
Mailing Address	Mailing City	Mailing State	Mailing Zip
10 Park Rd	Charleston	WV	25304

At the bottom right of the page, it says 'Software Powered by CLEARresult'.

Have additional questions?
Call us at **888-261-4567**.