



AEP'S 2021
**GRI STANDARDS
REPORT**



2021 GRI Report

AEP's 2021 Corporate Accountability Report has been prepared in accordance with the GRI Standards Core Option and reflects data for the 2020 performance year. All Standards below are based on the most recent set of GRI Standards published. AEP discloses additional information through the GRI Electric Utility Sector Supplement, providing industry-specific information.

The GRI Standards are a voluntary reporting framework used by organizations around the world as a basis for sustainability reporting. AEP uses the GRI Framework as a supplement to our Corporate Accountability Report (CAR), providing additional detail on data and programs that are relevant to stakeholders but not necessarily covered in the CAR. For this reason, many of the GRI Standard are linked to sections of the CAR as a response along with other annual financial company-wide disclosure documents. Links to other AEP websites and company documents are also used to support our responses. For those Standards not supported by the CAR or other company websites and document, the detail is contained within the appendix section of this report.

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| GRI Indicator | GRI Data Requests | AEP Response |
|------------------------------|--|---|
| Organization overview | | |
| GRI 102-1 | Name of the Organization | American Electric Power Company Inc. |
| GRI 102-2 | Activities, Brands, Products, and Services | Electricity Generation, Transmission, and Distribution AEP Businesses AEP Facts |
| GRI 102-3 | Location of Headquarters | 1 Riverside Plaza Columbus, Ohio 43215-2373 614 716-1000 AEP Facts |
| GRI 102-4 | Location of Operations | Regulated States Served: Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, Virginia, West Virginia AEP Facts |
| GRI 102-5 | Ownership and Legal Form | 2020 Form 10-K Pdf Pg. 1 and 14-17 |
| GRI 102-6 | Markets Served | Regulated Utilities: Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, Virginia, West Virginia AEP Businesses |
| GRI 102-7 | Scale of the Organization | Number of employees: Approx. 16,800 Net Revenues: \$14.9 Billion AEP Facts 2020 Form 10-K |
| GRI 102-8 | Information on Employees and Other Workers | See appendix 1 *EEO-1 Report included on page 16 |
| GRI 102-9 | Supply Chain | Supply Chain Management |
| GRI 102-11 | Precautionary Principle or Approach | Risk Management Carbon & Climate |

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|-------------------|---|---|
| GRI 102-12 | External Initiatives | Economic Impact Community Impact Diversity Equity & Inclusion Leadership Diversity |
| GRI 102-13 | Membership of Associations | Political Engagement Regulatory |
| GRI 102-14 | Statement From Senior Decision-maker | Message From the Chairman |
| GRI 102-15 | Key Impacts, Risks, and Opportunities | 2020 Form 10-K pg. 34-52 Risk Management Carbon & Climate |
| GRI 102-16 | Values, Principles, Standards, and Norms Of Behavior | AEP's Principles of Business Conduct pg. 4-9 |
| GRI 102-17 | Mechanism for Advice and Concerns about Ethics | AEP's Principles of Business Conduct pg. 46-47 |
| Governance | | |
| GRI 102-18 | Governance Structure | Board Facts & FAQ Board Committees AEP Leadership |
| GRI 102-19 | Delegating Authority | Strategy Board Facts & FAQs |
| GRI 102-20 | Executive-Level Responsibility for Economic, Environmental, and Social Topics | AEP Leadership Board Statement |
| GRI 102-21 | Consulting Stakeholders on Economic, Environmental, and Social Topics | Stakeholder Engagement |
| GRI 102-22 | Composition of the Highest Governance Body and its Committees | Board of Directors |
| GRI 102-23 | Chair of the Highest Governance Body | Nicholas K. Akins, Chairman, President, and CEO Board of Directors |
| GRI 102-24 | Nominating and Selecting the Highest Governance Body | 2021 Proxy Statement |
| GRI 102-25 | Conflicts of Interest | AEP's Principles of Corporate Governance pg. 13-15 |
| GRI 102-26 | Role of the Highest Governance Body in Setting Purpose, Values, and Strategy | Board Statement |

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| GRI 102-27 | Collective Knowledge of Highest Governance Body | 2021 Proxy Statement pg. 4-11 |
| GRI 102-28 | Evaluating the Highest Governance Body's Performance | AEP's Principles of Corporate Governance |
| GRI 102-29 | Identifying and Managing Economic, Environmental and Social Impacts | AEP's Climate Impact Analysis Risk Management 2020 Form 10-K |
| GRI 102-30 | Effectiveness of Risk Management Process | Risk Management |
| GRI 102-31 | Review of Economic, Environmental and Social Topics | Materiality |
| GRI 102-32 | Highest Governance Body's Role in Sustainability Reporting | Sustainability/ESG Governance Board Statement Message From the Chairman |
| GRI 102-33 | Communicating Critical Concerns | AEP's Principles of Business Conduct pg. 44-47 |
| GRI 102-34 | Nature and Total Number of Critical Concerns | 2021 Proxy Statement 2020 Form 10-K |
| Annual Compensation | | |
| GRI 102-35 | Remuneration Policies | 2021 Proxy Statement pg. 31 |
| GRI 102-36 | Process for Determining Remuneration | 2021 Proxy Statement pg. 31 |
| GRI 102-37 | Stakeholders Involvement in Remuneration | 2021 Proxy Statement pg. 31 |
| GRI 102-38 | Annual Total Compensation Ratio | 2021 Proxy Statement pg. 68 |
| GRI 102-39 | Percentage Increase in Annual Total Compensation Ratio | 2021 Proxy Statement pg. 68 |
| Stakeholder Engagement | | |
| GRI 102-40 | List of Stakeholder Groups | Stakeholder Engagement |
| GRI 102-41 | Collective Bargaining Coverage | Labor Relations |
| GRI 102-42 | Identifying and Selecting Stakeholders | Stakeholder Engagement |
| GRI 102-43 | Approach to Stakeholder Engagement | Stakeholder Engagement |
| GRI 102-44 | Key Topics and Concerns Raised | Stakeholder Engagement Materiality |

| Materiality and Topic Boundaries | | |
|---|--|---|
| GRI 102-45 | Entities Included in the Consolidated Financial Statements | AEP Businesses 2020 Form 10-K Pdf pg. 1 |
| GRI 102-46 | Defining Report Content and Topic Boundaries | Sustainability/ESG Governance Materiality Stakeholder Engagement |
| GRI 102-47 | List of Material Topics | Materiality |
| GRI 102-48 | Restatements of Information | No Significant Restatements |
| GRI 102-49 | Changes in Reporting | No Significant Changes |
| GRI 102-50 | Reporting Period | January 1, 2020 – December 31, 2020 *Unless otherwise stated |
| GRI 102-51 | Date of Most Recent Report | AEP's 2021 Corporate Accountability Report Released May 19, 2021 |
| GRI 102-52 | Reporting Cycle | Sustainability/ESG Governance |
| GRI 102-53 | Contact Point for Questions Regarding the Report | Sandra Nessing: smnessing@aep.com Melissa Tominack: matominack@aep.com Madeline Miller: mjmillier5@aep.com |
| GRI 102-54 | Claims of Reporting in Accordance with the GRI Standards | GRI Core Option |
| GRI 102-55 | GRI Content Index | This table is the GRI Index for AEP pg.3-13 |
| GRI 102-56 | External Assurance | Audit Statement Board Statement |
| 103-1 | Explanation of the Material Topic and its Boundary | Materiality |
| Economic Impact | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Economic Performance | Message From the Chairman 2020 Form 10-K Annual Report pg. 1 Strategy |
| 201-1 | Direct Economic Value Generated And Distributed | Economic Impact Regulatory Appendix 2 |
| 201-2 | Financial Implications And Other Risks And Opportunities Due To Climate Change | AEP's Climate Impact Analysis Carbon & Climate |

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| 201-3 | Defined Benefit Plan Obligations and Other Retirement Plans | Caring for Our Workforce Benefits COVID-19 Response |
| GRI 202-1 | Ratio of Standard Entry Level Wage by Gender Compared to Local Minimum Wage | See appendix 3 |
| GRI 202-2 | Proportion of Senior Management Hired From The Local Community | See appendix 4 |
| GRI 103-1, 103-2, 103-3 Management Approach | Indirect Economic Impacts | Economic Impact AEP's Climate Impact Analysis Pg. 78 |
| GRI 203-1 | Infrastructure Investments and Services Supported | Technology & Innovation |
| GRI 203-2 | Significant Indirect Economic Impacts | Economic Impact Appendix 2 |
| GRI 103-1, 103-2, 103-3 Management Approach | Procurement Practices | See appendix 5 |
| GRI 204-1 | Proportion Of Spending On Local Suppliers | Supply Chain Management |
| Ethics & Compliance | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Anti-corruption | AEP's Anti-Corruption Policy AEP's Principles of Business Conduct pg.13-24 |
| GRI 205-1 | Operations Assessed for Risks Related to Corruption | AEP's Anti-Corruption Policy Ethics and Compliance AEP's Principles of Business Conduct Pg. 13-20 |
| GRI 205-2 | Communication and Training about Anti-Corruption Policies and Procedures | Ethics and Compliance AEP's Principles of Business Conduct pg. 13-24, 46-47 |
| GRI 103-1, 103-2, 103-3 Management Approach | Anti-competitive Behavior | AEP's Anti-Corruption Policy AEP's Principles of Business Conduct pg. 17- 26 |
| GRI 206-1 | Legal Actions for Anti-Competitive Behavior, Anti-trust and Monopoly Practices | 2020: There were no relevant controversies, no legal actions pending or completed during this reporting period for anti-competitive behavior or violations of anti-trust and monopoly legislation. AEP's Anti-Corruption Policy AEP's Principles of Business Conduct pg. 17-26 |

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| GRI 207-1 | Approach to tax | 2020 Form 10-K Pg. 95-100, 116, 125 |
| Materials | | |
| GRI 301-1 | Materials Used by Weight or Volume | Waste |
| GRI 301-2 | Recycled Input Materials Used | Waste |
| Facility Energy Consumption | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Energy Management Approach | Energy Management Renewables |
| GRI 302-1 | GRI 302-1 Energy Consumption Within the Organization | See Appendix 6 |
| GRI 302-4 | GRI 302-4 Reduction of Energy Consumption | Energy Management |
| Water | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Water Management Approach | Water 2020 CDP Water Report |
| GRI 303-1 | Water Withdrawal by Source | 2020 CDP Water Report pg. 11-12 |
| GRI 303-2 | Water Sources Significantly Affected By Withdrawal of Water | 2020 CDP Water Report pg. 10 |
| GRI 303-3 | Water Recycled and Reused | ESG Data Center: Environmental Performance - Water Section |
| Biodiversity | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Biodiversity Management Approach | See appendix 7 |
| GRI 304-1 | Operational Sites Owned, Leased, Managed In, or Adjacent To, Protected Areas and Areas of High Biodiversity Value Outside Protected Areas | See appendix 8 |
| GRI 304-2 | Significant Impacts of Activities, Products, and Services on Biodiversity | See appendix 9 |
| GRI 304-3 | Habitats Protected or Restored | See appendix 10 |
| GRI 304-4 | IUCN Red List Species and National Conservation List Species with Habitats in Areas Affected by Operations | See appendix 11 |
| Emissions | | |

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| GRI 103-1, 103-2, 103-3 Management Approach | Emissions Management Approach | Carbon & Climate AEP's Climate Impact Analysis |
| GRI 305-1 | Direct (Scope 1) GHG Emissions | ESG Data Center: Emissions Section |
| GRI 305-2 | Energy Indirect (Scope 2) GHG Emissions | ESG Data Center: Emissions Section |
| GRI 305-3 | Other Indirect (Scope 3) GHG Emissions | ESG Data Center: Emissions Section |
| GRI 305-4 | GHG Emissions Intensity | ESG Data Center: Emissions Section |
| GRI 305-5 | Reduction of GHG Emissions | ESG Data Center: Emissions Section |
| GRI 305-7 | Nitrogen Oxides (NOx), Sulfur Oxides (SOx), and Other Significant Air Emissions | ESG Data Center: Emissions Section |
| Waste | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Effluents and Waste Management Approach | Waste |
| GRI 306-1 | Water Discharge by Quality and Destination | See appendix 12 2020 CDP Water Report page 13, 55-61 |
| GRI 306-2 | Waste by Type and Disposal Method | AEP's TRI Reports Waste ESG Data Center: Waste Section |
| GRI 306-3 | Significant Spills | |
| GRI 306-4 | Transport of Hazardous Waste | |
| GRI 306-5 | Water Bodies Affected by Water Discharges and/or Runoff | 2020 CDP Water Report pg. page 13, 55-61 |
| Environmental Compliance | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Environmental Compliance Management Approach | AEP's Climate Impact Analysis Environmental Regulations & Compliance EHS Policy & Philosophy |
| GRI 307-1 | Non-Compliance with Environmental Laws and Regulations | Environmental Regulations & Compliance |
| GRI 103-1, 103-2, 103-3 Management Approach | Supplier Environmental Assessment Management Approach | See appendix 13 |
| Employment: Benefits and Health & Safety | | |

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| GRI 103-1, 103-2, 103-3 Management Approach | Employment Management Approach | Human Capital Management Labor Relations Workforce Planning & Development Caring for our Workforce |
| GRI 401-1 | New Employee Hires and Employee Turnover | See appendix 14 Human Capital Management Workforce Planning & Development Future Talent Pipeline |
| GRI 401-2 | Benefits Provided to Full-Time Employees that are Not Provided to Temporary or Part-Time Employees | Caring for our Workforce Benefits |
| GRI 401-3 | Parental Leave | See appendix 15 |
| GRI 103-1, 103-2, 103-3 Management Approach | Management Approach: Labor/Management Relations | Culture Human Capital Management Labor Relations Workforce Planning & Development Caring for our Workforce |
| GRI 402-1 | Minimum Notice periods regarding Operational Changes | AEP's Climate Impact Analysis Pg. 74 |
| GRI 103-1, 103-2, 103-3 Management Approach | Occupational Health and Safety Management Approach | Safety & Health Safety & Health Initiatives Workforce Safety & Security Public Safety |
| GRI 403-1 | Workers Representation in Formal Joint Management "Worker Health and Safety Committees | Safety & Health Initiatives |
| GRI 403-2 | Types of Injury and Rates of Injury, Occupational Diseases, Lost Days, and Absenteeism, and Number of Work-Related Fatalities | Safety & Health ESG Data Center : Safety & Health Section |
| GRI 403-3 | Workers with High Incidence or High Risk of Diseases Related to their Occupation | Safety & Health Safety & Health Initiatives Workforce Safety & Security |
| GRI 403-4 | Health and Safety Topics Covered in Formal Agreements with Trade Unions | Safety & Health Safety & Health Initiatives Workforce Safety & Security |
| Workforce Development | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Training and Education Management Approach | Human Capital Management Workforce Planning & Development Future Talent Pipeline |
| GRI 404-1 | Average Hours of Training Per Year Per Employee | See appendix 16 Future Talent Pipeline Workforce Planning & Development |

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| GRI 404-2 | Programs for Upgrading Employee Skills and Transition Assistance Programs | Human Capital Management Workforce Planning & Development Future Talent Pipeline |
| GRI 404-3 | Percentage of Employees Receiving Regular Performance and Career Development Reviews | See appendix 17 |
| Diversity & Inclusion | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Diversity and Equal Opportunity Management Approach | Diversity Equity & Inclusion Leadership Diversity |
| GRI 405-1 | Diversity of Governance Bodies and Employees | AEP Leadership Board of Directors ESG Data Center : Governance Section |
| GRI 405-2 | Ratio of Basic Salary and Remuneration of Women to Men | See appendix 18 |
| GRI 103-1, 103-2, 103-3 Management Approach | Non-discrimination Management Approach | AEP's Principles of Business Conduct Pg. 8 Diversity Equity & Inclusion |
| GRI 406-1 | Incidents of Discrimination and Corrective Actions Taken | See appendix 19 |
| Labor Practices & Decent work | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Freedom of Association and Collective Bargaining Management Approach | Labor Relations |
| GRI 407-1 | Operations and Suppliers in which the Right To Freedom of Association and Collective Bargaining May Be At Risk | Labor Relations AEP's Principles of Business Conduct pg. 15, 22 |
| GRI 103-1, 103-2, 103-3 Management Approach | Child Labor Management Approach | See appendix 20 |
| GRI 103-1, 103-2, 103-3 Management Approach | Forced or Compulsory Labor Management Approach | |
| GRI 103-1, 103-2, 103-3 Management Approach | Security Practices Management Approach | Enterprise Security Workforce Safety & Security |
| Human Rights | | |
| GRI 410-1 | Security Personnel Trained in Human Rights Policies or Procedures | Ethics & Compliance |
| GRI 103-1, 103-2, 103-3 Management Approach | Human Rights Assessment Management Approach | AEP's Principles of Business Conduct pg. 8, 11 |

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| GRI 412-1 | Operations That Have Been Subject to Human Rights Reviews or Impact Assessments | Culture AEP's Principles of Business Conduct pg. 8, 11 |
| GRI 412-2 | Employee Training on Human Rights Policies or Procedures | Ethics & Compliance |
| Community Impacts | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Local Communities Management Approach | Community Impact Volunteerism AEP's Climate Impact Analysis Pg. 74 |
| GRI 413-1 | Operations with Local Community Engagement, Impact Assessments, and Development Programs | Community Impact Volunteerism AEP's Climate Impact Analysis Pg. 74 |
| GRI 413-2 | Operations with Significant Actual and Potential Negative Impacts on Local Communities | 2020 CDP Water Survey pg. 78 |
| GRI 103-1, 103-2, 103-3 Management Approach | Supplier Social Assessment Management Approach | See appendix 21 Business to Business |
| GRI 103-1, 103-2, 103-3 Management Approach | Public Policy Management Approach | Regulatory |
| GRI 415-1 | Political Contribution | Regulatory |
| GRI 103-1, 103-2, 103-3 Management Approach | Customer Health and Safety Management Approach | Public Safety |
| Product Responsibility | | |
| GRI 103-1, 103-2, 103-3 Management Approach | Marketing and Labeling Management Approach | Customer Engagement AEP Businesses |
| Customer Privacy | | |
| GRI 103-1, 103-2, 103-3 Management Approach | GRI 103-1, 103-2, 103-3 Management Approach | See appendix 22 Security |
| GRI 418-1 | Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data | |
| GRI 103-1, 103-2, 103-3 Management Approach | Socioeconomic Compliance Management Approach | Economic Impact Regulatory |
| Electric Utility Sector Disclosures | | |
| GRI EU1 | Installed Capacity | ESG Data Center : Energy Section |

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| GRI EU2 | Net Energy Output | ESG Data Center : Energy Section |
| GRI EU3 | Number of Customer Accounts | ESG Data Center : Customer Section |
| GRI EU4 | Length of Electrical Lines | ESG Data Center : Grid Reliability Section |
| EU-MA EU-DMA | Aspect Availability and Reliability | ESG Data Center : Grid Reliability Section |
| GRI EU 10 | Planned Capacity | Strategy AEP's Climate Impact Analysis |
| EU-MA EU-DMA | Aspect: Research and Development | Technology & Innovation |
| EU-MA EU-DMA | Aspect: Plant Decommissioning | AEP's Climate Impact Analysis Pg. 74 Cook Nuclear Plant |
| GRI EU 11 | Average Generation Efficiency | See appendix 23 |
| GRI EU 12 | Total Distribution and Transmission Losses | See Appendix 24 |
| GRI EU 13 | Biodiversity Offset Habitats | Wildlife Protection See appendix 6 and 9 |
| GRI EU 15 | Employees Eligible to Retire | ESG Data Center : Workforce |
| GRI EU 18 | Contractor H&S Training | Safety & Health Initiatives |
| GRI EU 22 | Population Displacement and Compensation | See Appendix 25 |
| GRI EU 25 | Public Injuries and Fatalities | See appendix 26 |
| EU-MA EU-DMA | Aspect: Demand-Side Management | Customers Customer Engagement Customer Assistance |
| EU-MA EU-DMA | Aspect: Disaster/Emergency Planning and Response | Risk Management Message From the Chairman |
| EU-MA EU-DMA | Aspect: Access | ESG Data Center : Customer Section |
| GRI EU 26 | Unserved Population | Technology and Innovation Economic Impact |
| GRI EU 27 | Disconnections for Non-Payment | See appendix 27 |
| GRI EU 28 | Power Outage Frequency | ESG Data Center : Grid Reliability Section |
| GRI EU 29 | Average Power Outage Duration | |
| GRI EU 30 | Average Plant Availability Factor | |
| EU-MA EU-DMA | Aspect: Provision of Information | See appendix 28 |

2021 GRI Report Appendix

Appendix 1: GRI 102-8 Information on Employees and Other Workers

| Reg/Temp | Full/Part | Male | Female | Total |
|---------------------------------------|------------|--------|--------|---------------|
| Regular | Full-time | 13,535 | 3,299 | 16,834 |
| Regular | Part-time* | 1 | 22 | 23 |
| Temporary (Not including Contractors) | Full-time | 3 | 3 | 6 |
| Temporary (Not including Contractors) | Part-time | 0 | 1 | 1 |

* Note: Because of the types of jobs AEP hires for, we have generally found it to be more effective and efficient to fill full-time positions to accomplish the work we are trying to achieve.

| State | Male | Female |
|-------|-------|--------|
| AR | 332 | 28 |
| CA | 8 | 10 |
| DC | 2 | 5 |
| HI | 4 | 1 |
| IL | 87 | 30 |
| IN | 864 | 184 |
| KS | 1 | 1 |
| KY | 348 | 49 |
| LA | 505 | 225 |
| MI | 1,016 | 185 |
| MN | 1 | 1 |
| MO | 0 | 1 |
| NE | 2 | 1 |
| OH | 4,335 | 1,462 |
| OK | 1,330 | 339 |
| PA | 13 | 2 |
| TN | 64 | 12 |
| TX | 2,136 | 340 |
| VA | 920 | 131 |
| WV | 1,571 | 318 |

2019 EEO-1 Report (summary data):

| JOB CATEGORIES | Male | Female | Male | | | | | | Female | | | | | | Total |
|---------------------|----------|----------|-------|-------|------------------|-------|-----------------|----------|--------|-------|------------------|-------|-----------------|----------|-------|
| | Hispanic | Hispanic | White | Black | Pacific Islander | Asian | Native American | 2+ Races | White | Black | Pacific Islander | Asian | Native American | 2+ Races | |
| EXEC/SENIOR MGRS | 6 | 1 | 159 | 8 | 0 | 6 | 1 | 1 | 36 | 2 | 0 | 1 | 1 | 0 | 222 |
| FIRST/MID-LVL MGRS. | 106 | 17 | 2073 | 79 | 0 | 34 | 35 | 20 | 406 | 33 | 0 | 18 | 5 | 7 | 2833 |
| PROFESSIONALS | 212 | 73 | 3125 | 212 | 1 | 187 | 38 | 56 | 1113 | 143 | 1 | 80 | 19 | 26 | 5286 |
| TECHNICIANS | 78 | 9 | 1103 | 55 | 0 | 12 | 22 | 19 | 82 | 10 | 0 | 1 | 5 | 1 | 1397 |
| SALES WORKERS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ADMIN SUPPORT | 11 | 96 | 138 | 31 | 0 | 3 | 3 | 6 | 618 | 190 | 1 | 6 | 15 | 16 | 1134 |
| CRAFT WORKERS | 455 | 6 | 3867 | 178 | 3 | 3 | 93 | 41 | 117 | 14 | 0 | 1 | 1 | 0 | 4779 |
| OPERATIVES | 41 | 1 | 272 | 19 | 0 | 2 | 7 | 8 | 20 | 2 | 0 | 0 | 1 | 0 | 373 |
| LABORERS & HELPERS | 2 | 0 | 33 | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 40 |
| SERVICE WORKERS | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 7 | 2 | 0 | 0 | 0 | 0 | 13 |
| 2019 TOTAL | 912 | 203 | 10773 | 585 | 4 | 247 | 200 | 151 | 2399 | 397 | 2 | 107 | 47 | 50 | 16077 |
| PREVIOUS YEAR TOTAL | 916 | 204 | 11320 | 630 | 0 | 256 | 195 | 46 | 2499 | 410 | 0 | 109 | 47 | 9 | 16641 |

Notes:

1. Data as of Oct. 31, 2020

Appendix 2: GRI 201-1 Direct Economic Value Generated and Distributed and GRI Significant Indirect Economic Impacts

Capital Spend:

The capital spend impacts reflect the impact the capital spending by the operating companies and transmission companies in 2020. The capital spend is depicted in the direct output. The direct impacts reflect the spend by the AEP entities in a number of categories. Direct employment is estimated based on the various spends. Value added can be interpreted as the GDP contributions for direct, indirect and induced activities on the table. Direct value added represents the impact the capital spends. Indirect value added is the impact on the economy of purchases by businesses in the direct spend activities. This can be viewed as the effects on the supply chain for the direct purchases. The induced value added represents the impacts on the economy of purchases by workers in direct and indirect categories.

AEP's 2020 capital spending created or supported 22,089 direct jobs, 4,678 indirect jobs and 7,335 induced jobs. The total job impacts is estimated to 34,102. These jobs created a total compensation of \$1,870 million. The impact to gross regional impact is estimated to be \$2,874 million.

| AEP Capital Spend Impact | | | | |
|--------------------------|------------|-----------------|-----------------|-----------------|
| Impact | Employment | Labor Income | Value Added | Output |
| Direct | 21,975 | \$1,272,551,328 | \$1,976,449,111 | \$3,446,785,209 |
| Indirect | 5,396 | \$288,109,832 | \$480,513,292 | \$964,248,207 |
| Induced | 7,508 | \$319,356,551 | \$582,360,403 | \$1,050,679,506 |

| | | | | |
|--------------|---------------|------------------------|------------------------|------------------------|
| Total | 34,879 | \$1,880,017,713 | \$3,039,322,807 | \$5,461,712,923 |
|--------------|---------------|------------------------|------------------------|------------------------|

Operations:

Revenues for the entities within AEP is reflected in the direct output section in the impacts table. The employment and labor income are estimated based on activities in the various regions. The operations impact reflects the impact AEP has on the economy in the various regions. The operations represents the services provided by AEP entities to a variety of customers, direct employment is estimated by the relationship with revenues (output) for the various entities. Direct value added for operations is the impact on GDP due to AEP entities normal operations. The induced value added reflects the supply chain impacts.

| AEP Capital Spend Impact | | | | |
|---------------------------------|-------------------|------------------------|-------------------------|-------------------------|
| Impact | Employment | Labor Income | Value Added | Output |
| Direct | 12,496 | \$1,858,778,609 | \$6,727,836,277 | \$16,393,987,624 |
| Indirect | 15,595 | \$1,857,441,799 | \$4,886,926,051 | \$10,903,822,759 |
| Induced | 17,957 | \$822,039,541 | \$1,503,206,099 | \$2,678,994,314 |
| Total | 45,887 | 4,\$538,259,787 | \$13,117,968,266 | \$29,976,804,536 |

Appendix 3: GRI 202-1 Ratio of Standard Entry Level Wage by Gender Compared to Local Minimum Wage

| State | Minimum Wage- 2020 | Female | | Male | |
|---------------|---------------------------|---------------------------|----------------|---------------------------|----------------|
| | | Starting Rate 2020 | Percent | Starting Rate 2020 | Percent |
| Ohio | \$8.80 | \$14.00 | 159% | \$13.00 | 148% |
| Michigan | \$9.65 | \$21.63 | 224% | \$20.26 | 210% |
| Indiana | \$7.25 | \$17.79 | 245% | \$17.79 | 245% |
| Virginia | \$7.25 | \$27.14 | 374% | \$20.26 | 279% |
| West Virginia | \$8.75 | \$15.00 | 171% | \$16.50 | 189% |
| Kentucky | \$7.25 | \$18.75 | 259% | \$17.79 | 245% |
| Tennessee | \$7.25 | \$35.58 | 491% | | 0% |
| Texas | \$7.25 | \$26.44 | 365% | \$17.48 | 241% |
| Oklahoma | \$7.25 | \$15.50 | 214% | \$15.50 | 214% |
| Arkansas | \$11.00 | | 0% | \$19.00 | 173% |
| Louisiana | \$7.25 | \$15.50 | 214% | \$16.00 | 221% |

*These numbers are based on a range of the ratios of the paid wage to the minimum wage. Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.

Appendix 4: GRI 202-2 Proportion of Senior Management Hired From the Local Community

While the selection of staff and senior management is based on a range of considerations, it is the company's policy to try to fill vacancies from within the organization. Leadership, knowledge,

performance and diversity are some of the factors considered in making selection decisions. Every effort is made to promote from within the organization; however, there are instances when the uniqueness of job requirements or skills necessitate expanding outreach to areas outside of the company or our service territory. During 2020, three company executives were selected from outside of the organization and service territory:

- Senior Vice President, Chief Information & Technology Officer
- Vice President, Transmission Asset Strategy & Policy
- Vice President, Infrastructure, Operations & Support

* Local is defined as the AEP service territory, which includes portions of 11 states and senior management/executive includes Vice President, Senior Vice President, Executive Vice President and Operating Company Presidents.

Appendix 5: GRI 103-1, 103-2, 103-3 Management Approach: Procurement Practices

AEP seeks to maintain relationships with suppliers who are good stewards of the environment, ethically and morally responsible, focused on diversity, equity and inclusion, and maintain an unwavering focus on safety and health. AEP manages procurement from a category management approach with business unit facing support. The Procurement Policy establishes governance for competitive bidding and proper oversight controls. The purpose of AEP's management approach is to build fiduciary responsibility into the business processes that surround decisions and activities that have an influence on cost, quality, and delivery of goods and/or services as well as ensure that AEP's values are supported and/or furthered during these activities. AEP released a new Supplier Code of Conduct in 2020 reflecting expectations for suppliers to uphold AEP's values around safety and health, environmental performance, ethics and compliance, anti-bribery, human dignity, diversity and inclusion, and security. Suppliers are also accountable and responsible to adhere to all federal, state, and local laws and requirements.

No aspect of AEP operations is more important than the health and safety of people. Zero Harm is at the heart of everything we do at AEP. It means we believe all occupational illnesses and injuries are preventable because we care that everyone goes home in the same condition than when they came to work. The AEP requirements are used in conjunction with the applicable AEP General Terms and Conditions for work performed across the AEP System. These requirements reflect AEP's minimum expectations regarding safety, health, and environmental practices and may exceed the requirements of federal, state, and local regulatory agencies. Contractor's safety performance is monitored and evaluated during the performance of the contract by AEP's representative. If warranted by a contractor's poor safety performance, AEP may require the contractor to develop a safety improvement plan.

AEP's Supplier Diversity program is a proactive business program which encourages the use of minority-owned, women-owned, veteran-owned, LGBT-owned, service disabled veteran-owned, historically underutilized business, and SBA-defined small business vendors as suppliers.

By 2023, AEP seeks to generate a pool of diverse strategic suppliers and business partners that reflect the customers we serve by reaching a 13% diverse spend.

Appendix 6: GRI 302-1 Energy Consumption within the Organization, GRI 302-4 Reduction of Energy Consumption

Within our own operations, we take measures to reduce energy consumption. We reduced our kilowatt-hour (kWh) usage, normalized for weather, by approximately 35% in 2020, compared with the 2007 baseline, in nearly 280 buildings. This resulted in approximately \$6.7 million in cost savings.

We achieved these energy consumption reductions mostly through equipment investments, such as new lighting, heating and cooling systems, along with employee education.

| ASSIGN TO | BASELINE (2007) | ACTUAL USAGE (2020) | (DECREASE)/INCREASE | % kWh REDUCTION |
|--------------------|------------------------|----------------------------|----------------------------|------------------------|
| 1RP/Arena | 28,647,262 | 14,254,200 | (14,393,062) | -50.24% |
| APCO/KPCO | 36,142,370 | 21,317,602 | (14,824,768) | -41.02% |
| Corpus | 22,205,387 | 14,563,773 | (7,641,614) | -34.41% |
| I&M | 20,960,161 | 12,262,112 | (8,698,049) | -41.50% |
| Ohio | 54,934,161 | 42,092,208 | (12,841,953) | -23.38% |
| Tulsa | 29,902,938 | 20,515,440 | (9,387,498) | -31.39% |
| Grand Total | 192,792,279 | 125,005,335 | (67,786,944) | -35.16% |

Appendix 7: GRI 103-1, 103-2, 103-3 Management Approach: Biodiversity

Many of AEP's business decisions involve finding the right balance between environmental protection and economics. Compromises are often necessary, yet it can be difficult to please all stakeholders involved. AEP is not immune to these issues and strives to balance the needs of our stakeholders with the need to protect the environment.

AEP investors, business partners, suppliers, capital providers, customers and employees increasingly want to know about the direct impacts of AEP's operations, as well as broader environmental, social and governance (ESG) issues and trends. AEP has a robust process for determining material sustainability issues and disclosure and defines ESG issues as those that reflect our most relevant economic, environmental and social impacts and contributions. They are important because they can: 1) have a significant impact on the company's finances and/or operations; 2) have or may have significant impact on the environment or society now or in the future; and/or 3) substantially influence the assessments, decisions and actions of our stakeholders. Of importance to all AEP stakeholders is our commitment to addressing climate change and executing a strategy to transform our business for a clean energy future, which includes addressing issues of biodiversity.

In 2018, AEP authored a chapter in the book, "Sustainable Electricity II: A Conversation on Tradeoffs," that examines how some of those tradeoffs have played out for AEP over time. The book describes the many challenges we have faced with while managing a 60,000-acre tract of land in Southeastern Ohio, and how we achieved a balance between the needs of the local community with other stakeholders. The book also includes case studies of how AEP resolves some of the toughest choices facing electric power companies today (see link to book).

As we build and maintain new and existing infrastructure across our service territory, such as transmission or renewable generation facilities, we are mindful of the potential impacts we may have on wildlife. This includes species protected under the Endangered Species Act (ESA), the Migratory Bird Treaty Act and the Bald and Golden Eagle Protection Act. As careful stewards of the ecological richness of our geographies, we take the necessary steps to ensure wildlife protection. We remain committed to protecting the habitats in which we live and operate.

AEP owns or manages the land around its power generating and transmission facilities. System-wide, AEP owns in fee, around 232,747 acres. This includes power plant sites, office buildings, substations, transmission and distribution lines, as well as coal fields yet to be mined, lands that have been mined, residential structures, river access and various other sites. AEP also operates electric transmission and distribution lines throughout its service territories in Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, West Virginia, and Virginia. Renewable wind and solar facilities are also owned and operated in California, Florida, New Jersey, New Hampshire, New York, Ohio, Colorado, Vermont, New Mexico, Iowa, Rhode Island, Illinois, Nebraska, Hawaii, Indiana, Michigan, Minnesota, Nevada, Oklahoma and Texas.

Avoiding protected lands and areas of biodiversity, while also avoiding visual and cultural resources, is of great importance during new generation or transmission line siting. Some company properties are located adjacent to protected areas or areas of high biodiversity. These areas are designed, regulated or managed to achieve specific conservation objectives, are recognized for important biodiversity features, are a priority for conservation, or have been identified as areas of high biodiversity value. High biodiversity areas include national parks and forests and habitat for federal and state endangered species. If forested, freshwater or wetland ecosystem areas must be disturbed during the construction of new facilities, efforts are made to minimize the amount of habitat that is impacted. Once construction starts, areas of high ecological value that are disturbed are replaced or restored through compensatory mitigation.

AEP is committed to operational excellence and complying with all applicable environmental regulations, while being good stewards of natural resources. One way we check on our compliance is through internal audits. Audits provide additional focus on controlling risks and providing assurance that robust compliance processes are developed and implemented systemwide. In 2020, we conducted 20 audits of environmental compliance, which included inspections at 31 locations.

Environmental audits may reveal potential gaps in performance that are related to regulatory requirements and company procedures or policies. These could include areas such as recordkeeping, inspection criteria, training topics and equipment configuration. Auditors also recognize practices that go beyond regulatory requirements to bring about robust and sustained compliance. Although reports are site-specific, we aggregate and share results and best practices across our entire system to improve performance across AEP.

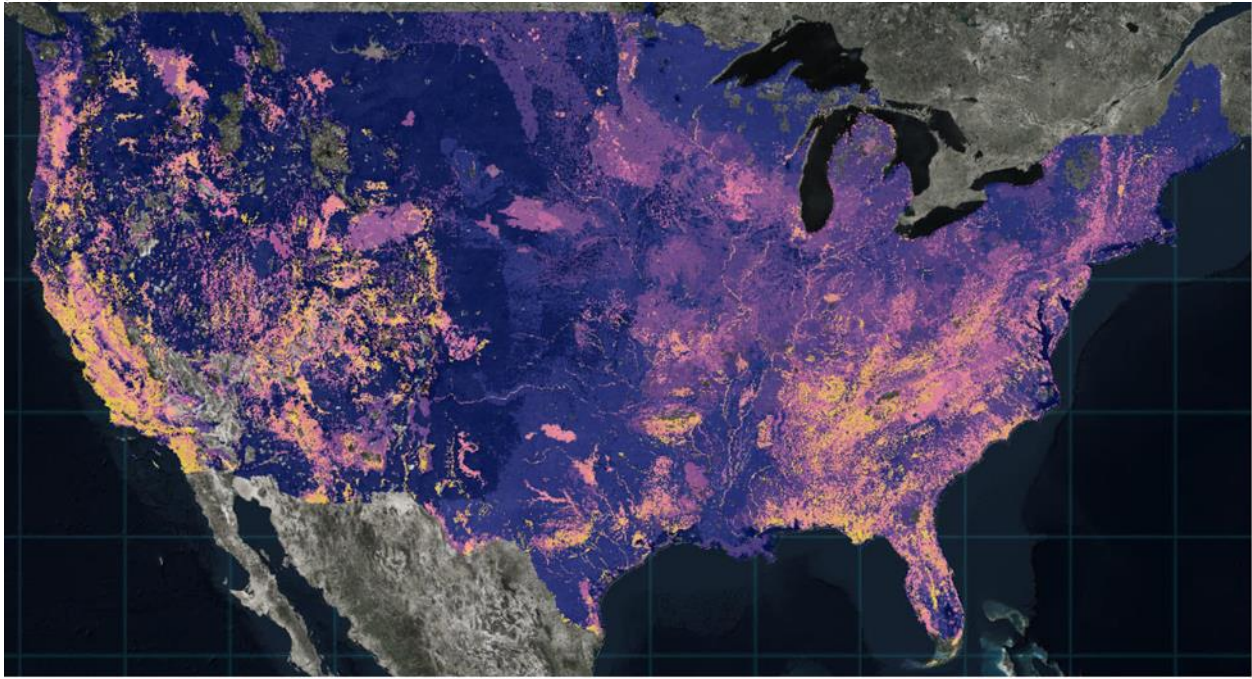
Appendix 8: GRI 304-1 Operational Sites Owned, Leased, Managed In, or Adjacent to, Protected Areas and Areas of High Biodiversity Value Outside Protected Areas

AEP owns or manages the land around its power generating and transmission facilities. Systemwide, AEP owns in fee, around 262,200 acres. This includes power plant sites, office

buildings, substations, transmission and distribution lines, as well as coal fields yet to be mined, lands that have been mined, residential structures, river access and various other sites.

Land owned near the power plants directly supports the generation of electricity, serves as a buffer to these operations, and is often leased for agriculture. AEP also operates electric transmission and distribution lines throughout its service territories in Arkansas, Indiana, Kentucky, Louisiana, Michigan, Ohio, Oklahoma, Tennessee, Texas, West Virginia, and Virginia. Of AEP's nearly 40,000-mile transmission network, approximately 917 miles, or less than 3 percent, traverse federal or state lands. While many of the properties through which these lines cross have no special designation, some of them are protected for their ecological value.

To help determine which AEP steam electric facilities are located near areas of high biodiversity, we used the Nature Serve Map of Biodiversity Importance (MoBI), which uses outputs from habitat suitability models for 2,216 of the most imperiled species in the lower 48 United States. The inputs include habitat models for species listed as endangered or threatened under the Endangered Species Act or those that have been identified by NatureServe as critically imperiled (Global Conservation Status of "G1") or imperiled ("G2"). These maps cover the contiguous 48 states. A major advantage of the MoBI maps is that the diversity of animals *and* plants is analyzed. An example map is provided below. Areas of high biodiversity are indicated by yellow and orange, while lower biodiversity is indicated by dark purple and blue.



AEP generation facilities were "mapped" onto the following three maps, which highlight areas with concentrations of imperiled species within the lower 48 states:

- Summed range-size rarity of imperiled species in the United States
- Richness of Imperiled Species in the United States
- Protection-weighted Range-size Rarity of Imperiled Species in the United States

Diversity ranges of low, medium and high were determined and those facilities near areas of “high” diversity, as well as those located near existing protected areas (Gap Status of 1 or 2 - managed for biodiversity) from the U.S. Protected Areas database, were identified. An example of this mapping exercise for the Conesville and Dresden Plants is provided below. Note that facilities are in areas of high biodiversity as well as located near protected areas of high biodiversity.



Some company properties are located adjacent to protected areas or areas of high biodiversity value. These areas are designed, regulated or managed to achieve specific conservation objectives, are recognized for important biodiversity features, are a priority for conservation, or have been identified as areas of high biodiversity value. High biodiversity areas include national parks and forests and habitat for federal and state endangered species.

Land owned, leased, managed in, adjacent to, or containing, protected areas and areas of high Biodiversity as of December 31, 2020

| Type of facility owned, leased or managed | Number of Sites | Adjacent Property Biodiversity Descriptions | Potential Impacts |
|---|-----------------|---|-------------------|
|---|-----------------|---|-------------------|

| | | | |
|---------------------------------|------------------|---|---|
| Steam Electric | 10 | Unique forest, prairie and avian habitats; rare plants, fish and freshwater mussels; federally designated critical habitats | Entrainment, impingement, thermal discharges; avian impacts; habitat alteration |
| Retired Steam Electric | 2 | River refuge and National wildlife refuge | No impacts |
| Hydroelectric Projects | 6 | Unique wetland and avian habitats; rare fish, freshwater mussels, invertebrates and unique plant species | Flow alteration, land inundation, disruption of fish passage, turbine mortality |
| Transmission lines | 917 miles | Federally designated critical habitat and National wildlife refuges; other federal or state lands | Avian impacts |
| Wind Farms | 2 | Fed designated critical habitat | Avian and bat impacts |
| Forests/Tree Plantations | 1 | Preserve for exotic rare and endangered species | No impacts |
| Other | 1 | State Wildlife Area; mixed forest, bushlands, and wetlands | No impacts |

Source Information - AEP Hydro Operations data; AEP Real Estate Asset Management data; ArcGIS and ESRI mapping tools; NatureServe and state Natural Heritage Programs ([The Map of Biodiversity Importance \[esri.com\]](http://www.esri.com)); USGS PAD-US maps (<https://www.usgs.gov/core-science-systems/science-analytics-and-synthesis/gap/data-tools>); IUCN-USGS “protected areas” definitions; WERS staff records (power plant sites, T&D line routes); National Forest maps; federal threatened and endangered species lists and habitat listings.

Appendix 9: GRI 304-2 Significant Impacts of Activities, Products, and Services on Biodiversity

Impacts of Power Plant and Transmission Line Construction

Construction of pollution control equipment and associated landfills at power plant sites can result in the loss of wetland and riparian areas near several power plant sites. The construction of new transmission lines can have similar impacts. However, these losses are permitted under the Corps of Engineers’ 404 program and mitigated by the company, often on a two to one, three to one, or higher basis. Impacts to endangered species habitat are avoided, but if they must occur, they are similarly mitigated through in lieu fees to regulatory agencies, the conservation of mitigation habitat, or habitat conservation through Habitat Conservation Plans, as administered by the U.S. Fish and Wildlife Service.

Hydroelectric Generation

AEP operates several hydroelectric projects that are adjacent to or contain areas of high biodiversity. The potential impacts of these facilities includes alteration of stream and wetland areas by inundation, fluctuation of river flows and reservoir levels, blockage of upstream and downstream fish movement, and turbine-induced mortality. The alteration of river and stream flow regimes as a result of dam operation can make otherwise suitable riverine habitat unfit for aquatic invertebrates, fish, amphibians, and other riparian-dependent species. Fluctuating stream flows and water levels can also reduce the area suitable for fish spawning and can subject fish eggs to dehydration.

The blockage of both upstream and downstream fish movement by dams, diversion structures, turbines, spillways, and waterways can affect fish populations. Organisms passing over dam

spillways or through hydroelectric turbines can be injured by strikes or impacts with solid objects, rapid pressure changes, abrasion with rough structures and the shearing effects of turbulent water. In addition, fish that pass through trash racks and into turbines become susceptible to turbine-induced mortality.

Migrating fish may be prevented from moving upstream if their passage is blocked by the dams. AEP operates the Niagara and Smith Mountain hydroelectric projects on the Roanoke River, which contains the Roanoke Log perch, a federally endangered fish species. The dams restrict the movements of these fish, potentially isolating the populations and preventing genetic mixing.

While there are many potential hydroelectric environmental impacts, all of these are assessed and if necessary, mitigated, during the FERC Licensing process. Every AEP hydroelectric project has successfully completed this process.

Impacts of Wind Generation

During 2019, AEP owned and operated two wind facilities, Trent Mesa near Sweetwater, Texas, and Desert Sky near Iraan, Texas, that are near federally designated critical habitat for certain bird species. These facilities have the potential to impact large raptors, such as golden eagles, and smaller birds, while migrating in large flocks. To avoid avian-bird interactions, turbine design and wind farm siting have taken avian issues into consideration very early in the process. In recent years, bats have come to the wind industry's attention and studies to grasp the dimension of this issue continue. Because of deaths of endangered bats, some wind farms must curtail operations when bats are active.

Cooling Water Intake (Impingement and Entrainment) Impacts on Biodiversity

At AEP's generating facilities that utilize a once-through cooling water heat transfer system, large quantities of water are withdrawn from large rivers, man-made impoundments, or (in the case of D.C. Cook Plant), from adjacent Lake Michigan. The potential impacts on local biodiversity are impingement (fish irreversibly contacted upon intake screens) and entrainment (the passage of small fish and fish eggs through the condenser cooling system. Section 316(b) of the Clean Water Act requires that the placement and operation of cooling water intake systems meet Best Technology Available for minimizing adverse environmental impact (often interpreted to be synonymous with the most cost-effective means of minimizing fish entrainment and impingement).

AEP has monitored the fish populations near several facilities utilizing once-through cooling for many decades. These studies indicate that the year-to-year fluctuation in population size for key species has no correlation to the rates of impingement and/or entrainment.

As an outcome of the final 316(b) and other rulemakings, AEP has closed several once-through cooled facilities and may be required to retrofit improved fish protection equipment at the remaining once-through cooled facilities. Such changes will lower the rates of impingement and/or entrainment of vulnerable fish species.

Climate Change

AEP minimizes the impacts of its operations on the environment, however, the company also recognizes that some impacts may arise that do not have a direct remedy. Of particular note,

and in a much larger and more general sense, the company recognizes its possible contribution to global climate change and its potential impacts. For more than a decade, AEP has engaged various stakeholders on the impacts, risks and opportunities associated with climate change. Today, AEP's transition to a clean energy economy is making good progress as the path forward begins to come into sharper focus. In 2021, AEP announced revised intermediate and long-term CO₂ emission reduction goals, based on the output of the company's integrated resource plans, which take into account economics, customer demand, regulations, grid reliability and resiliency, and reflect the company's current business strategy. The intermediate goal is an 80% reduction from 2000 CO₂ emission levels from AEP generating facilities by 2030; the long-term goal is net-zero CO₂ emissions from AEP generating facilities by 2050. AEP's total estimated CO₂ emissions in 2020 were approximately 44 million metric tons, a nearly 74% reduction from AEP's 2000 CO₂ emissions baseline. AEP published a new report in 2021 on the results of a [Climate Change Scenario Analysis](#).

Appendix 10: GRI 304-3 Habitats Protected or Restored

AEP works in partnership with various community groups, conservation organizations, and environmental agencies to preserve, restore, and enhance existing habitats. This work encompasses many activities, including the reforestation and reclamation of former mine sites, the restoration of impacted wetlands and river corridors, the protection of unique habitats, the enhancement of wildlife areas and reservoirs, and the management of tree plantations to encourage wildlife. The following habitat protection and restoration examples are split between those required by law and those that were done on a voluntary basis. The acreage values are current as of the end of 2019.

Required by Regulation

Wetland and Habitat Mitigations

Wetland and habitat mitigations involve setting aside habitats to replace those that were unavoidably lost due to the construction of AEP facilities. These mitigation projects have been approved by the Corps of Engineers, the U.S. Fish and Wildlife Service, and/or state environmental agencies. Over the past several years, AEP has established over 1,600 acres for mitigation purposes, mostly at steam electric, transmission, and hydroelectric projects (see Table below).

In 2019, we began implementing the approved HCP across portions of three states for the American burying beetle (ABB). In 2019, the ABB was listed as endangered; however, in 2020 the listing was downgraded to threatened. The 30-year ITP/HCP allows us to use pre-approved practices through a regional, programmatic approach to minimize impacts to the beetle and its habitat and to encourage its recovery. The HCP covers portions of Arkansas, Oklahoma and northern Texas where we currently have operations or the potential for future development.

New Source Review Consent Decree Projects

On December 10, 2007, the U.S. District Court for the Southern District of Ohio entered a Consent Decree between AEP, the U.S. Department of Justice on behalf of the U.S. Environmental Protection Agency, eight states and 13 environmental organizations, regarding alleged violations of the New Source Review provisions of the Clean Air Act. Pursuant to the

Consent Decree, AEP provided \$10 million for the acquisition and/or restoration of ecologically significant areas in Indiana, Kentucky, Ohio, North Carolina, Pennsylvania, Virginia and West Virginia. In addition, AEP provided \$3 million in Project Dollars to fund nitrogen impact mitigation projects in the Chesapeake Bay watershed. AEP has made biodiversity protection and enhancement key factors in the selection of projects to meet this obligation. As of December 31, 2017, nearly 20,900 acres have been purchased or protected as part of this program.

Protected Shorelines

Hydroelectric project reservoirs in western Virginia often include important resources that are of value to the local communities and need to be protected. These resources include recreational opportunities, scenic beauty, outstanding water quality, fish and wildlife habitat, and wetlands. As part of the FERC requirements for three hydroelectric projects, AEP has agreed to protect 118 miles of shoreline habitat to provide these resources.

Enhanced Reservoirs

AEP has enhanced nearly 6,300 acres of company-managed reservoirs (see Table below). In compliance with the requirements of FERC license renewals, wildlife management plans have been negotiated at many hydroelectric projects, which require the installation and monitoring of duck boxes and nesting structures within the pools above each dam. These activities support ducks, bluebirds, purple martins, kestrels, owls, ospreys and bald eagles. Work is also done to improve the sport fishing opportunities in the reservoirs upstream of the projects. Efforts include the construction of bush pile fish attractors in the river pools and fish stocking.

Voluntary Protections and Donations

Conservation Areas:

Over 84,450 acres have been set aside as part of AEP's corporate stewardship program to protect unique habitats (see Table below). These include areas such as the Nipissing Dune Trail at the Cook Energy Information Center, a prairie at the Darby Plant, a 24 acre nature preserve to protect the Kentucky silver bell, a rare tree species near the AEP Cook Coal Terminal in southern Illinois, and the eagle watch pavilion at the Flint Creek Plant.

The Flint Creek Power Plant in northwest Arkansas has been home to the Eagle Watch Nature Trail for 20 years. SWEPCO Lake, the coal-fueled power plant's reservoir, attracts wintering American bald eagles, making it a perfect place for bird watching. The 65-acre area opened to the public in 1999, and includes a trail and pavilions to provide a safe place from which to view visiting American Bald eagles and other species.

In 2018, Plant staff and volunteers built a new walkway to a viewing pavilion that extends out over a marshy section of the lake frequented by eagles and many other birds and wildlife. Groups, such as the Northwest Arkansas Audubon Society, visit the site to view birds and other wildlife along the quarter-mile walking trail. Current and retired plant employees lead field trips and coordinate many other activities at the site.

Flint Creek was awarded Conservation Certification by the Wildlife Habitat Council (WHC) in 2018, in recognition of the plant's commitment to environmental stewardship. We received the certification for habitat enhancement programs, including tall grass prairie restoration, nesting

boxes, pollinator garden landscapes and other bird habitat improvements. Flint Creek has held certification under the WHC's Corporate Lands for Learning and Wildlife at Work programs since 2004 and 2005, respectively, and since 2016 when the two programs were combined into the Conservation Certification.

Other examples include work with The Nature Conservancy in the 1990's to help develop a 37,000 acre Tall Grass Prairie in Oklahoma and work with the U.S. Fish & Wildlife Service to acquire the Bahia Grande property in Texas to re-flood and restore an 11,000-acre wetland.

Wildlife Management Areas

Up to 23,967 acres, including properties that have been set aside as wildlife management areas at the retired Conesville, Breed, and Poston Plants, are currently managed for the support of hunting, fishing and wildlife. Donations have also been made to state wildlife management areas in Ohio to allow for the expansion of land holdings (see Table below).

Enhanced Reservoirs

The Southwestern Electric Power Company, a subsidiary of AEP, has been involved in the creation of fish habitat in two SWEPCO power plant reservoirs (Welsh and Pirkey), resulting in nearly 2,400 acres of enhanced fish habitat. This work included the installation of wood duck nesting boxes and other habitat enhancements.

Reforestation/Mine Reclamation and Forest Management

AEP's commitment to trees and forest preservation is strong. Since the 1940s, AEP has planted tens of million trees in the United States on land owned by the company or under agreement with other owners. This total includes 15 million trees planted on 20,000 acres of company land between 1996 and 2000 as part of the Department of Energy's Climate Challenge program. These trees will create a new "carbon sink," which is intended to capture or "sequester" carbon dioxide, a greenhouse gas, thereby reducing the potential for global climate change.

Through AEP's ReCreation Land program, Ohio land that was once surface mined for coal has been ecologically reclaimed as outdoor recreation area for the public to enjoy. Throughout the history of this program, AEP has planted over 63 million trees, created 380 campsites, and established 350 lakes and ponds stocked for fishing for an estimated 100,000 visitors each year.

For many decades AEP has had a cooperative agreement with the Ohio Department of Natural Resources, allowing citizens to use the ReCreation land for public use. With the electric market deregulation in Ohio and the reduction of coal mining in this area, AEP no longer has a future business need for this land. On July 17, 2018, AEP completed the sale of a portion of the land to create a new state park named in honor of Jesse Owens, turning it over to the State of Ohio. At more than 13,000 acres, the Jesse Owens State Park and Wildlife Area is poised to become one of the State's largest parks once future sales are complete, attracting hundreds of thousands of visitors each year for fishing, canoeing, hiking, camping and other outdoor activities.

The transfer of land to the Ohio Department of Natural Resources (ODNR) was part of our ReCreation Land program, which seeks to ecologically reclaim Ohio land that was once surface-

mined for coal.

In 2018, we received an Electric Power Research Institute (EPRI) Energy and Environment Sector Technology Transfer Award for our work in assessing the ecological value of the remaining property acreage set aside for the Jesse Owens State Park and Wildlife Area. Moving forward, we will apply the results of this work to estimate the potential eco-value of remaining ReCreation Land property and to make decisions regarding the divestment of the property for future environmental mitigations and eco-asset transactions.

AEP also supports the establishment of tree plantations by providing and planting trees on company, government-owned, not-for-profit, and private properties. The government-owned and not-for-profit properties are "protected, restored and managed," while the private properties are considered to be "restored."

AEP domestically has thousands of acres of forestland under forest management. The primary focus of this program is to maintain the long-term productivity of existing forest assets by following a management philosophy of sustainable forestry on property that will remain in forest cover for the foreseeable future. This will be accomplished by providing guidance, direction, coordination and oversight of all company forest management activities. The forest resource is maintained in a steady state by balancing forest growth with timber harvests. Following this philosophy is necessary for the credible reporting of active forest management activities. The AEP Forest Management Program emphasizes sound contributions to ecological and wildlife habitat, and its commitment to enhanced recreational use.

In addition to managing all of AEP's forest ownerships under the long-term sustained yield guidelines, AEP is an active participant in the American Forest Foundation's American Tree Farm Program. This program is a national effort to encourage and recognize excellent forestry on private lands that are committed to sustained production of renewable forest products under a multiple use management approach. Sustainable forestry means managing forests to meet the needs of the present without compromising the ability of future generations to meet their own needs by practicing a land stewardship ethic which integrates the reforestation, managing, growing, nurturing and harvesting of trees for useful products with the conservation of soil, air and water quality, wildlife and fish habitat and aesthetics.

Habitat Protected or Restored

| Habitat Restored, Protected or Enhanced | Reason for Protection/Restoration | Habitat Acreage | Habitat Designation/Use | Habitat characteristics |
|---|-----------------------------------|-----------------|-------------------------|-------------------------|
| Required by Regulation | | | | |

| Habitat Restored, Protected or Enhanced | Reason for Protection/Restoration | Habitat Acreage | Habitat Designation/Use | Habitat characteristics |
|--|--|------------------------|--|---|
| Habitat Mitigations | Corp. permits, USFWS HCP requirements | 955 | Stream watersheds, American burying beetle habitat | Grasslands, upland forests |
| Wetland Mitigations | Corp. permits, FERC requirements | 708 | wetland/stream mitigation | wetlands, shorelines, streams |
| NSR Conservation Areas | Consent Decree | 20,888 | conservation and recreation areas | forests, prairies, grass lands, marine wetlands and forests, lake dunes, stream and river corridors, bird habitat |
| Protected Streams | Consent Decree | 21 miles | conservation area | warm-water fishery |
| Protected Shorelines | FERC requirement | 118 miles | resource protection area | Wetlands, streams, fish and wildlife habitat |
| Enhanced Reservoirs | FERC requirement | 6,294 | enhanced reservoir, recreation | duck boxes, nesting structures, salmon fishery, vegetation control, fish habitat |
| Voluntary Protections and Donations | | | | |
| Conservation Areas | Corporate stewardship | 84,455 | enhanced habitats, wildlife refuge | bird, forest and prairie habitat, wetlands, dunes |
| Conservation Stream | Corporate stewardship | 4 miles | conservation area | stream headwaters |
| Wildlife Management Areas | Corporate stewardship | 23,967 | hunting/fishing | wildlife/forest habitat |
| Enhanced Reservoirs | Corporate stewardship | 2,398 | enhanced reservoir, recreation | fish habitat |
| Reclaimed Forests | Reforestation/mine reclamation | 88,320 | tree plantation, recreation | wildlife/forest habitat |

Source Information - AEP ReCreation Land records; AEP report, "Beyond Environmental Compliance," AEP System Environmental Performance reports; WERS staff records; AEP Wildlife Habitat Council

Appendix 11: GRI 304-4 IUCN Red List Species and National Conservation List Species with Habitats in Areas Affected by Operations

In lieu of the IUCN Red List, AEP has created a list of federally threatened and endangered species that may be present near company facilities. A report provided by NatureServe (2015) was used as the initial basis for this response. This report provides a summary of priority, at-risk, species in proximity to power plants and transmission lines managed by AEP.

The data used to generate this report were current as of December, 2014 and "at-risk" species are defined as those that are either federally-listed, are candidate, proposed or petitioned for listing under the U.S. Endangered Species Act (ESA), and/or are globally ranked by NatureServe as Critically Imperiled (G1/T1) or Imperiled (G2/T2). The analysis used Platt's

spatial data of power plants and transmission lines (>69kV) and identified species within three miles of the company's electric power infrastructure.

AEP also conducts its own analyses on the occurrence of protected species on a project-specific and company-wide basis. For example, AEP now notes the occurrence of two additional species within its service territory that have been both been recently listed as threatened (Candy darter) or endangered (Rusty-patched bumble bee). Due to the acquisition of a wind farm in Hawaii, four more species (Blackburn's sphinx moth, Hawaiian petrel, Hawaiian goose, and the Hawaiian hoary bat), which are all endangered and the subject of an HCP, are noted by AEP. Excluding state-listed species, a total of 96 endangered or threatened species are likely to be present within a 3-mile buffer of an AEP power plant or transmission line (see Table below).

| Taxonomic Group | Number of Species |
|--------------------------|--------------------------|
| Freshwater mussels | 27 |
| Fish | 13 |
| Bats | 6 |
| Birds | 11 |
| Mammals (excluding bats) | 4 |
| Flowering plants | 23 |
| Insects | 4 |
| Reptiles | 6 |
| Snails | 1 |
| Crustacea | 1 |

The top species, based on their distribution with AEP's service territory, include the plants Peters Mountain Mallow, South Texas Ragweed, Black Lace Cactus and Slender Rushpea, the invertebrate Virginia Fringed Mountain Snail, and three species of fish (Table 5). The next group of species includes freshwater mussels, plants and fish, as well as the Mitchell's Satyr butterfly (Table 5).

Table 5. Priority Listed Threatened and Endangered Species

| Between 50-100% of their Global Distribution within the Area of Analysis | | |
|---|--|------------------------|
| <i>Common Name</i> | <i>Scientific Name</i> | <i>Taxonomic Group</i> |
| Peters Mountain Mallow | <i>Iliamna corei</i> | Flowering plant |
| Virginia Fringed Mountain Snail | <i>Polygyriscus virginianus</i> | Snail |
| South Texas Ragweed | <i>Ambrosia cheiranthifolia</i> | Flowering plant |
| Black Lace Cactus | <i>Echinocereus reichenbachii</i> var. <i>albertii</i> | Flowering plant |
| Slender Rushpea | <i>Hoffmannseggia tenella</i> | Flowering plant |
| Devils River Minnow | <i>Dionda diabolic</i> | Fish |
| Benton County Cave Crayfish | <i>Cambarus aculabrum</i> | Crustacean |
| Diamond Darter | <i>Crystallaria cincotta</i> | Fish |
| Virginia Fringed Mountain Snail | <i>Polygyriscus virginianus</i> | Crustacean |
| Species with 15-35% of their Distribution within the Area of Analysis | | |
| Ouachita Rock Pocketbook | <i>Arkansia wheeleri</i>) | Freshwater mussel |
| Texas Ayenia | <i>Ayenia limitaris</i> | Flowering plant |

| | | |
|----------------------------|--------------------------------|-------------------|
| Zapata Bladderpod | <i>Lesquerella thamnophila</i> | Flowering plant |
| Duskytail Darter | <i>Etheostoma percnurum</i> | Fish |
| Leon Springs Pupfish | <i>Cyprinodon bovinus</i> | Fish |
| Texas Poppy-mallow | <i>Callirhoe scabriuscula</i> | Flowering plant |
| Candy Darter | <i>Etheostoma osburni</i> | Fish |
| Leopard Darter | <i>Percina pantherina</i> | Fish |
| Mitchell's Satyr butterfly | <i>Neonympha mitchellii</i> | Insect |
| Rusty-patched Bumble bee | <i>Bombus affinis</i> | Insect |
| Ashy Dogweed | <i>Thymophylla tephroleuca</i> | Flowering plant |
| Star Cactus | <i>Astrophytum asterias</i> | Flowering plant |
| Neosho Mucket | <i>Lampsilis rafinesqueana</i> | Freshwater mussel |
| Roanoke Logperch | <i>Percina rex</i> | Fish |
| Walker's Manihot | <i>Manihot walkerae</i> | Flowering plant |
| Clubshell | <i>Pleurobema clava</i> | Freshwater mussel |
| Rayed Bean | <i>Villosa fabalis</i> | Freshwater mussel |
| Catspaw | <i>Epioblasma obliquata</i> | Freshwater mussel |
| Purple Bean | <i>Villosa perpurpurea</i> | Freshwater mussel |

Maps were created to illustrate the distribution of the at-risk species and help identify “hot spots” or areas where there the species are located (Figures 5 and 6). These hot spots are opportunities for targeting more effective mitigation or recovery efforts. For example, including “imperiled” species in recovery and management plans can help AEP avoid actions that could inadvertently have a negative impact on the species, thereby avoiding further declines and possible future listings. In addition, many studies have shown that developing a recovery or management plan using a regional multi-species approach is much more likely to have long-term success in achieving conservation goals (Environmental Law Institute et al. 2011). This ecosystem approach has also been promoted by U.S. regulatory and land management agencies (Brown 2006).

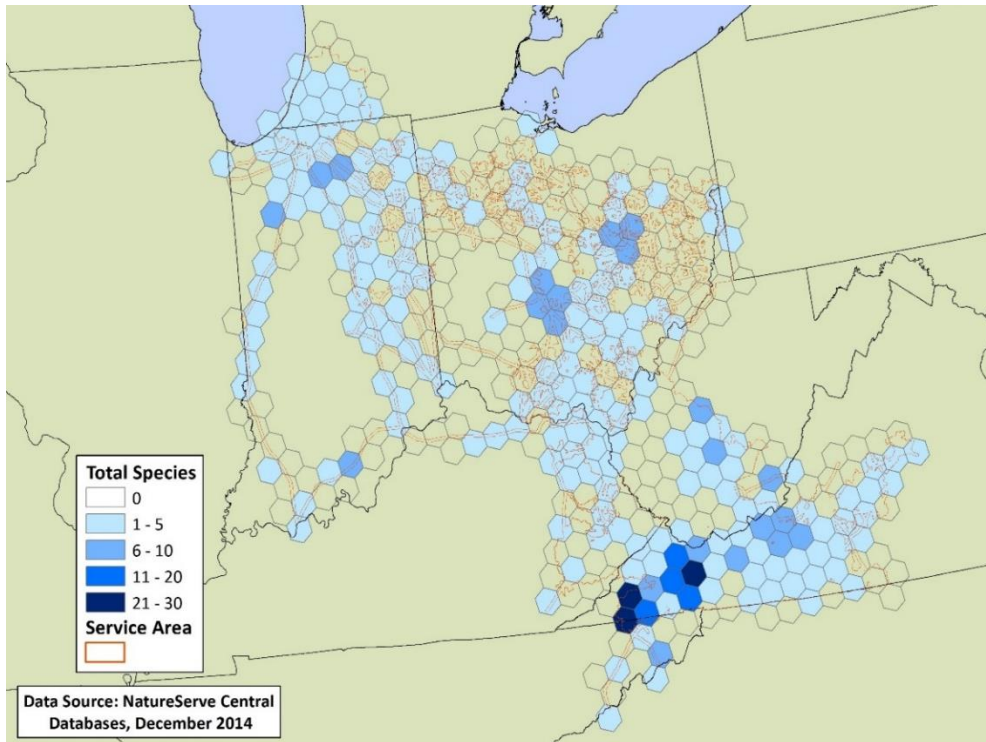


Figure 5: Species by 250 square mile hexagon with ESA status or globally ranked G1/T1-G2/T2 and occur within the Midwestern states of the area of analysis.

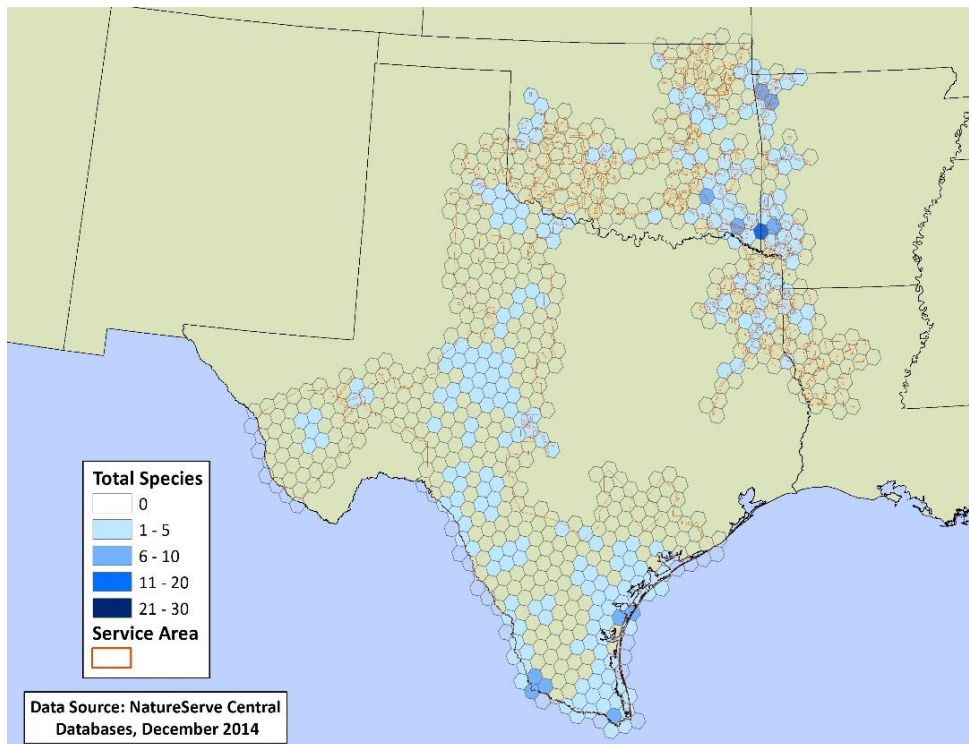


Figure 6: Species by 250 square mile hexagon with ESA status or globally ranked G1/T1-G2/T2 and occur within the southeastern states of the area of analyses.

AEP is also working with the U.S. Fish and Wildlife Service (USFWS) on a Habitat Conservation Plan (HCP) for the American burying beetle. This beetle is listed as endangered and the HCP is a mechanism by which AEP can comply with the ESA. The HCP deals with potential impacts from our transmission and distribution operations, maintenance, and construction activities over the next 30 years. The federal permit associated with the HCP will help AEP continue to operate efficiently to provide safe and reliable electricity to meet the energy needs of our customers, while assisting in the conservation of the ABB and its habitat.

Simultaneously, AEP is working with USFWS on a 30-year system-wide, programmatic HCP dealing with about 15 other species potentially affected by the Company's transmission construction activities, including the federally endangered Indiana bat, whooping crane, red-cockaded woodpecker, eastern Mississauga rattlesnake, and rusty patched bumble bee. This HCP is currently in the drafting stage, and is anticipated to bring predictability and efficiency to the consultation and mitigation process with USFWS while providing tangible benefits to the covered bat, bird, plant and other terrestrial species in all eleven states in which AEP traditionally operates.

In August 2014, the USFWS received a petition to list the monarch butterfly under the ESA due to its notable decline in recent years. After finding it appropriate to review whether the monarch butterfly needs protection, a decision is due by the end of 2020 on listing it as threatened or endangered. During the summer, monarchs are found throughout the United States, particularly in areas where milkweed, their host plant, is available. Each year, monarchs undertake a multi-generational migration of thousands of miles to and from overwintering and breeding areas. These areas significantly overlap AEP's generation and transmission network.

An ESA listing for the butterfly could affect our ability to build new or replace old infrastructure, and affect our vegetation maintenance activities. As a result, we joined a conservation initiative with the USFWS to develop a Candidate Conservation Agreement with Assurances (CCAA). A CCAA is a formal agreement between the USFWS and one or more parties to address the conservation needs of a candidate species, before the species becomes listed as endangered or threatened. Property managers voluntarily commit to conservation actions that will help stabilize or restore the species and possibly avoid a listing. AEP continues to coordinate with the University of Illinois-Chicago, as well as other power companies, oil and gas companies and state departments of transportation on the development of the collaborative monarch CCAA, which was finalized in April 2020.

AEP has also joined the EPRI Power in Pollinators Initiative, which seeks to address issues of concern regarding important pollinator species, such as bees, beetles, butterflies and other insects. Pollinating insects are necessary to support production of many of our food crops, such as apples, tomatoes and watermelon. Many of these insects are under stress and AEP is working with EPRI and other electric utilities to find ways to support and protect pollinating insects, birds, and other associated wildlife.

Source Information – Nature Serve. 2015. American Electric Power: Species Prioritization Brief. Prepared by NatureServe for the Electric Power Research Institute, April 14, 2015; Environmental Law Institute, et al. 2011. A practitioner's handbook: Optimizing conservation and improving mitigation through the use of progressive approaches. Presented by Cambridge Systematics to the National Cooperative Highway Research Program Project 25-25, Task 67; Brown, J.W. 2006. "Eco-Logical: An ecosystem approach to developing infrastructure projects." Cambridge, Massachusetts: U.S. Department of Transportation; AEP 2020 Corporate Accountability Report.

Appendix 12: GRI 306-1 Water Discharge by Quality and Destination

AEP engages with the City of Lawton in Oklahoma, which supplies water to the AEP Comanche Plant through its municipal POTW. In the past, AEP has had water quality issues that impacted its use in a power plant. We also engage with the City of Gentry, which discharges its treated wastewater into Flint Creek's primary ash pond. This is done in lieu of directly discharging to Little Flint Creek, however, this wastewater can cause problems due to nutrients that can produce algae blooms, creating compliance problems for AEP. The discharge of the ash pond is directed to SWEPCO Lake, which is the cooling pond for the plant. Being a once through cooled system, the water in the lake, and consequently the water discharged from the ponds, is recycled multiple times, reused within the plant, and then discharged again into the lake. It is therefore imperative that this water be suitable for use

We have met with the City of Lawton to begin the contract renewal process and we will be emphasizing the quality of the water which they supply from their POTW to the AEP Comanche Plant. The city is working to ensure a continued supply of good quality water. With regards to the Flint Creek Plant and the City of Gentry, AEP is planning to initiate a sampling program to determine if the city's effluent contains elevated levels of metals, specifically cyanide and mercury, which could affect AEP's compliance program. AEP has had discussions with the city about these potential problems and looks forward to continued cooperation.

Appendix 13: GRI 103-1, 103-2, 103-3 Management Approach: Supplier Environmental Assessment

AEP has general contract language requiring adherence to all laws and regulations in its standard terms and conditions. In addition, contracts for all major construction contractors supporting Transmission projects and Generation projects include a Contractor Environmental Requirements Document (CERD) to which the contractor must adhere. Distribution Procurement is including the CERD in all new applicable construction contracts. This document is a supplement to AEP's standard terms and conditions. Transmission contractors are also required to view an environmental orientation video ahead of working on a project site and annually thereafter. Based on the type of work performed, some contractors and consultants must also undergo an assessment of their environmental skills, experience and qualifications before approved to perform environmental-related scope. For contracts supporting projects and other Generation work, contractors are also required under the CERD to participate in a site-specific Environmental Work Compliance Assessment at the project or facility level.

Appendix 14: GRI 401-1 New Employee Hires and Employee Turnover

Hires in 2020

| State | Gender | Active Employees | Total Hires | Hires Under 30 | % Hires Under 30 | Hires 30 to 50 | % Hires 30 to 50 | Hires Over 50 | % Hires Over 50 |
|-------|--------|------------------|-------------|----------------|------------------|----------------|------------------|---------------|-----------------|
| AR | M | 332 | 17 | 10 | 58.82% | 7 | 41.18% | 0 | 0% |
| AR | F | 28 | 0 | 0 | 0% | 0 | 0.0% | 0 | 0% |
| CA | M | 5 | 4 | 0 | 0% | 4 | 100% | 0 | 0% |
| CA | F | 10 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| DC | M | 2 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| DC | F | 5 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| FL | M | 3 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| FL | F | 2 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| IL | M | 101 | 2 | 2 | 100% | 0 | 0% | 0 | 0% |
| IL | F | 35 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| IN | M | 877 | 34 | 12 | 35.29% | 21 | 61.76% | 1 | 2.94% |
| IN | F | 192 | 5 | 1 | 20% | 4 | 80% | 0 | 0% |
| KS | M | 0 | 1 | 0 | 0% | 1 | 100% | 0 | 0% |
| KS | F | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| KY | M | 349 | 17 | 10 | 58.82% | 6 | 35.29% | 1 | 5.88% |
| KY | F | 52 | 2 | 1 | 50% | 1 | 50% | 0 | 0% |
| LA | M | 614 | 15 | 9 | 60% | 4 | 26.67% | 2 | 13.33% |
| LA | F | 236 | 11 | 1 | 9.09% | 10 | 90.91% | 0 | 0% |
| MD | M | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MD | F | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MI | M | 1,051 | 30 | 17 | 56.67% | 13 | 43.33% | 0 | 0% |
| MI | F | 189 | 7 | 2 | 28.57% | 5 | 71.43% | 0 | 0% |
| MN | M | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MN | F | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MO | M | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MO | F | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| NC | M | 3 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| NC | F | 2 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| NE | M | 19 | 2 | 0 | 0% | 2 | 100% | 0 | 0% |
| NE | F | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| OH | M | 4,476 | 181 | 77 | 42.54% | 85 | 46.96% | 19 | 10.50% |
| OH | F | 1,522 | 87 | 25 | 28.74% | 49 | 56.32% | 13 | 14.94% |
| OK | M | 1,327 | 77 | 49 | 63.64% | 27 | 35.06% | 1 | 1.30% |
| OK | F | 341 | 21 | 5 | 23.81% | 13 | 61.90% | 3 | 14.29% |

| | | | | | | | | | |
|----|---|-------|----|----|--------|----|--------|---|--------|
| OR | M | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| OR | F | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| PA | M | 14 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| PA | F | 2 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| SC | M | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| SC | F | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| TN | M | 67 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| TN | F | 10 | 2 | 1 | 50% | 1 | 50% | 0 | 0% |
| TX | M | 2,208 | 78 | 47 | 60.26% | 30 | 38.46% | 1 | 1.28% |
| TX | F | 349 | 10 | 4 | 40% | 5 | 50% | 1 | 10% |
| VA | M | 930 | 51 | 29 | 56.86% | 20 | 39.22% | 2 | 3.92% |
| VA | F | 134 | 5 | 4 | 80% | 1 | 20% | 0 | 0% |
| WA | M | 1 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| WA | F | 0 | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| WV | M | 1,650 | 38 | 18 | 47.37% | 18 | 47.37% | 2 | 5.26% |
| WV | F | 319 | 18 | 5 | 27.78% | 9 | 50% | 4 | 22.22% |

Terminations in 2020

| State | Gender | Total Terminations | Terms Under 30 | % Terms Under 30 | Terms 30 to 50 | % Terms 30 to 51 | Terms Over 50 | %Terms Over 50 |
|-------|--------|--------------------|----------------|------------------|----------------|------------------|---------------|----------------|
| AR | M | 21 | 1 | 4.76% | 6 | 28.57% | 14 | 66.67% |
| AR | F | 1 | 0 | 0% | 0 | 0% | 1 | 100% |
| CA | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| CA | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| DC | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| DC | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| FL | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| FL | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| GA | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| GA | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| HI | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| HI | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| IL | M | 15 | 2 | 13.33% | 5 | 33.33% | 8 | 53.33% |
| IL | F | 4 | 1 | 25% | 2 | 50% | 1 | 25% |
| IN | M | 48 | 6 | 12.50% | 11 | 22.92% | 31 | 64.58% |
| IN | F | 17 | 0 | 0% | 5 | 29.41% | 12 | 70.59% |
| KS | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |

| | | | | | | | | |
|----|---|-----|----|--------|----|--------|-----|--------|
| KS | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| KY | M | 21 | 1 | 4.76% | 2 | 9.52% | 18 | 85.71% |
| KY | F | 7 | 1 | 14.29% | 1 | 14.29% | 5 | 71.43% |
| LA | M | 132 | 10 | 7.58% | 57 | 43.18% | 65 | 49.24% |
| LA | F | 21 | 0 | 0% | 11 | 52.38% | 10 | 47.62% |
| MD | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MD | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MI | M | 69 | 5 | 7.25% | 13 | 18.84% | 51 | 73.91% |
| MI | F | 12 | 2 | 16.67% | 3 | 25% | 7 | 58.33% |
| MN | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MN | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MO | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| MO | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| NC | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| NC | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| NE | M | 20 | 0 | 0% | 9 | 45% | 11 | 55% |
| NE | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| OH | M | 346 | 36 | 10.40% | 88 | 25.43% | 222 | 64.16% |
| OH | F | 155 | 16 | 10.32% | 43 | 27.74% | 96 | 61.94% |
| OK | M | 81 | 13 | 16.05% | 21 | 25.93% | 47 | 58.02% |
| OK | F | 24 | 2 | 8.33% | 6 | 25% | 16 | 66.67% |
| OR | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| OR | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| PA | M | 1 | 0 | 0% | 0 | 0% | 1 | 100% |
| PA | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| SC | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| SC | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| TN | M | 2 | 0 | 0% | 1 | 50% | 1 | 50% |
| TN | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| TX | M | 157 | 11 | 7.01% | 33 | 21.02% | 113 | 71.97% |
| TX | F | 24 | 3 | 12.50% | 3 | 12.50% | 18 | 75% |
| VA | M | 58 | 6 | 10.34% | 6 | 10.34% | 46 | 79.31% |
| VA | F | 5 | 0 | 0% | 0 | 0% | 5 | 100% |
| WA | M | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| WA | F | 0 | 0 | 0% | 0 | 0% | 0 | 0% |
| WV | M | 118 | 15 | 12.71% | 20 | 16.95% | 83 | 70.34% |
| WV | F | 24 | 4 | 16.67% | 6 | 25.00% | 14 | 58.33% |

Turnover in 2020

| State | Gender | Turnover Under 30 | Turnover 30 to 50 | Turnover Over 50 |
|-------|--------|-------------------|-------------------|------------------|
| AR | M | 0.30% | 1.81% | 4.22% |
| AR | F | 0% | 0% | 3.57% |
| CA | M | 0% | 0% | 0% |
| CA | F | 0% | 0% | 0% |
| DC | M | 0% | 0% | 0% |
| DC | F | 0% | 0% | 0% |
| FL | M | 0% | 0% | 0% |
| FL | F | 0% | 0% | 0% |
| GA | M | 0% | 0% | 0% |
| GA | F | 0% | 0% | 0% |
| HI | M | 0% | 0% | 0% |
| HI | F | 0% | 0% | 0% |
| IL | M | 1.98% | 4.95% | 7.92% |
| IL | F | 2.86% | 5.71% | 2.86% |
| IN | M | 0.68% | 1.25% | 3.53% |
| IN | F | 0% | 2.60% | 6.25% |
| KS | M | 0% | 0% | 0% |
| KS | F | 0% | 0% | 0% |
| KY | M | 0.29% | 0.57% | 5.16% |
| KY | F | 1.92% | 1.92% | 9.62% |
| LA | M | 1.63% | 9.28% | 10.59% |
| LA | F | 0% | 4.66% | 4.24% |
| MD | M | 0% | 0% | 0% |
| MD | F | 0% | 0% | 0% |
| MI | M | 0.48% | 1.24% | 4.85% |
| MI | F | 1.06% | 1.59% | 3.70% |
| MN | M | 0% | 0% | 0% |
| MN | F | 0% | 0% | 0% |
| MO | M | 0% | 0% | 0% |
| MO | F | 0% | 0% | 0% |
| NC | M | 0% | 0% | 0% |
| NC | F | 0% | 0% | 0% |
| NE | M | 0% | 47.37% | 57.89% |
| NE | F | 0% | 0.00% | 0% |
| OH | M | 0.80% | 1.97% | 4.96% |
| OH | F | 1.05% | 2.83% | 6.31% |
| OK | M | 0.98% | 1.58% | 3.54% |

| | | | | |
|----|---|-------|-------|-------|
| OK | F | 0.59% | 1.76% | 4.69% |
| OR | M | 0% | 0% | 0% |
| OR | F | 0% | 0% | 0% |
| PA | M | 0% | 0% | 7.14% |
| PA | F | 0% | 0% | 0% |
| SC | M | 0% | 0% | 0% |
| SC | F | 0% | 0% | 0% |
| TN | M | 0% | 1.49% | 1.49% |
| TN | F | 0% | 0% | 0% |
| TX | M | 0.50% | 1.49% | 5.12% |
| TX | F | 0.86% | 0.86% | 5.16% |
| VA | M | 0.65% | 0.65% | 4.95% |
| VA | F | 0% | 0% | 3.73% |
| WA | M | 0% | 0% | 0% |
| WA | F | 0% | 0% | 0% |
| WV | M | 0.91% | 1.21% | 5.03% |
| WV | F | 1.25% | 1.88% | 4.39% |

Appendix 15: GRI 401-3 Number and retention rates of employees entitled to, that took, and that returned to work from parental leave

| Metric | Male | Female |
|--|--------|--------|
| Report the number of employees by gender that were entitled to parental leave. | 13,760 | 3,340 |
| Report the number of employees by gender that took parental leave. | 554 | 65 |
| Report the number of employees who returned to work after parental leave ended, by gender. | 552 | 61 |

| Return To Work Rate | | |
|---------------------|----------------|--|
| Male: 100% | Female: 98% | This rate was determined by dividing the total number of employees who had returned to work by the total number of employees who had taken parental leave. |

| Retention Rate | | |
|----------------|----------------|--|
| Male: 99% | Female: 88% | This rate was determined by taking the number of parental leaves that began during the months of January through March of 2020 and dividing by the number of employees still employed at AEP as of April 2021. |

The Parental Bonding Leave Program offers 80 hours of paid time off within a "rolling" 26-pay period timeframe (approximately one year) to eligible fathers, mothers, domestic partners, and

adoptive parents who wish to take time off to care for a newborn or newly adopted child, or provide support for his or her family following birth or adoption.

Full-time employees actively at work at the time of birth/adoption, and at the time leave is requested and taken, are eligible for paid parental bonding leave. If the birth mother is an AEP employee, her time off in connection with the birth of the child is covered under the AEP Sick Leave Policy. Parental Bonding Leave is a separate benefit that may be used in addition to sick leave, subject to the guidelines below.

Up to 80 hours of Parental Bonding Leave may be taken at any time, in full workday intervals, within the 26 pay periods (approximately one year) following adoption or birth, subject to supervisory approval.

Parental Bonding Leave runs concurrently with 12-week leave benefits under FMLA. Employees are required to take paid leave prior to unpaid leave under FMLA.

AEP's sick pay plan provides paid time off for childbirth and recovery, as well as for prenatal care and diagnostics prior to the birth of your child.

The standard leave period for maternity leave is six weeks after childbirth. If you experience complications requiring additional time off, you will be asked to provide supporting documentation to AEP's Integrated Disability Management (IDM) Recovery Center. While on maternity leave, you'll receive either 100% or 60% of your pay based on your years of service, up to a maximum of 1,040 hours of sick pay within the last 26 pay periods.

In addition to sick leave, you may use other paid time off such as vacation, personal days, and parental bonding leave to extend your time off. Also, if you qualify for leave under the Family Medical Leave Act (FMLA), you may take any remaining unpaid leave available.

Appendix 16: GRI 404-1 Average Hours of Training

| Employee Category | Hours | Student Count | Average Hours |
|--------------------------------|-------------------|----------------------|----------------------|
| Administrative Support Workers | 17,484.26 | 1,182 | 14.79 |
| Craft Workers | 351,435.53 | 4,854 | 72.40 |
| Executive/Sr Level Officials | 4,415.6 | 233 | 18.95 |
| First/Mid Level Officials | 127,085.09 | 2,950 | 43.08 |
| Laborers and Helpers | 2,467.93 | 45 | 54.84 |
| No EEO-1 Reporting | 29,880.95 | 1,269 | 23.55 |
| Operatives | 21,994.47 | 430 | 51.15 |
| Professionals | 158,646.78 | 5,683 | 27.92 |
| Service Workers | 735.75 | 13 | 56.60 |
| Technicians | 61,353.70 | 1,491 | 41.15 |
| Total | 775,500.06 | | |

| GENDER | Hours | Student Count | Average Hours |
|--------------|----------------|---------------|---------------|
| F | 78,428.2 | 3,603 | 21.77 |
| M | 697,071.9 | 14,547 | 47.92 |
| Total | 775,500 | 18,150 | / |

Appendix 17: GRI 404-3 Percentage of Employees Receiving Regular Performance and Career Development Reviews

| Gender | Employees With Performance Coaching Forms | Total Employees | % of Employees With Performance Coaching Forms |
|--------------|---|-----------------|--|
| M | 9,101 | 13,539 | 67.22% |
| F | 2,984 | 3,325 | 89.74% |
| Total | 12,085 | 16,864 | 71.66% |

Appendix 18: GRI 405-2 Ratio of Basic Salary and Remuneration of Women to Men

| Employee Category | State | Female Avg. Salary | Male Avg. Salary | Female/Male % Average Salary | Female Average Remuneration | Male Average Remuneration | Female/Male % Average Remuneration |
|------------------------------|-------|--------------------|------------------|------------------------------|-----------------------------|---------------------------|------------------------------------|
| Executive/Sr Level Officials | IL | \$0 | \$272,229 | 0% | \$0 | \$1,033,527 | 0% |
| Executive/Sr Level Officials | IN | \$0 | \$256,330 | 0% | \$0 | \$820,722 | 0% |
| Executive/Sr Level Officials | KY | \$0 | \$227,573 | 0% | \$0 | \$699,511 | 0% |
| Executive/Sr Level Officials | LA | \$0 | \$250,357 | 0% | \$0 | \$801,844 | 0% |
| Executive/Sr Level Officials | MI | \$256,399 | \$269,662 | 95% | \$803,484 | \$1,028,992 | 78% |
| Executive/Sr Level Officials | OH | \$247,197 | \$281,995 | 88% | \$832,186 | \$1,107,282 | 75% |
| Executive/Sr Level Officials | OK | \$260,670 | \$218,928 | 119% | \$912,212 | \$618,549 | 147% |
| Executive/Sr Level Officials | TX | \$401,086 | \$246,952 | 162% | \$1,566,493 | \$667,600 | 235% |
| Executive/Sr Level Officials | VA | \$190,443 | \$215,447 | 88% | \$532,149 | \$635,640 | 84% |
| Executive/Sr Level Officials | WV | \$0 | \$259,470 | 0% | \$0 | \$829,580 | 0% |

| | | | | | | | |
|----------------------------------|----|-----------|-----------|------|-----------|-----------|------|
| First/Mid Level Officials | AR | \$122,502 | \$116,079 | 106% | \$283,044 | \$262,973 | 108% |
| First/Mid Level Officials | IL | \$121,902 | \$123,515 | 99% | \$292,888 | \$290,227 | 101% |
| First/Mid Level Officials | IN | \$107,379 | \$114,147 | 94% | \$237,348 | \$266,069 | 89% |
| First/Mid Level Officials | KY | \$112,467 | \$108,565 | 104% | \$256,593 | \$260,343 | 99% |
| First/Mid Level Officials | LA | \$118,890 | \$127,698 | 93% | \$273,098 | \$296,686 | 92% |
| First/Mid Level Officials | MI | \$125,301 | \$129,790 | 97% | \$290,052 | \$311,334 | 93% |
| First/Mid Level Officials | OH | \$135,994 | \$128,140 | 106% | \$324,328 | \$305,542 | 106% |
| First/Mid Level Officials | OK | \$124,637 | \$123,265 | 101% | \$285,548 | \$284,225 | 100% |
| First/Mid Level Officials | TX | \$123,093 | \$119,500 | 103% | \$279,646 | \$276,190 | 101% |
| First/Mid Level Officials | VA | \$118,239 | \$113,595 | 104% | \$269,537 | \$264,202 | 102% |
| First/Mid Level Officials | WV | \$102,434 | \$115,289 | 89% | \$228,245 | \$268,112 | 85% |
| Professionals | AR | \$74,927 | \$97,625 | 77% | \$160,132 | \$213,303 | 75% |
| Professionals | IL | \$84,311 | \$85,147 | 99% | \$182,543 | \$179,615 | 102% |
| Professionals | IN | \$76,644 | \$91,969 | 83% | \$165,047 | \$202,422 | 82% |
| Professionals | KY | \$76,489 | \$90,758 | 84% | \$164,141 | \$199,764 | 82% |
| Professionals | LA | \$83,268 | \$98,928 | 84% | \$180,706 | \$219,599 | 82% |
| Professionals | MI | \$92,787 | \$112,085 | 83% | \$202,968 | \$250,083 | 81% |
| Professionals | OH | \$88,362 | \$98,704 | 90% | \$190,669 | \$215,379 | 89% |
| Professionals | OK | \$83,030 | \$97,195 | 85% | \$178,232 | \$212,554 | 84% |
| Professionals | TX | \$85,852 | \$92,747 | 93% | \$184,908 | \$204,353 | 90% |
| Professionals | VA | \$78,711 | \$91,662 | 86% | \$168,918 | \$200,104 | 84% |
| Professionals | WV | \$80,087 | \$99,594 | 80% | \$172,850 | \$218,919 | 79% |
| Technicians | AR | \$87,235 | \$87,132 | 100% | \$195,209 | \$197,256 | 99% |
| Technicians | IN | \$66,268 | \$75,006 | 88% | \$147,817 | \$170,265 | 87% |
| Technicians | KY | \$72,637 | \$74,133 | 98% | \$161,529 | \$170,488 | 95% |
| Technicians | LA | \$70,469 | \$78,898 | 89% | \$151,830 | \$176,602 | 86% |
| Technicians | MI | \$83,105 | \$89,847 | 92% | \$190,447 | \$205,982 | 92% |
| Technicians | OH | \$63,071 | \$74,199 | 85% | \$135,292 | \$166,466 | 81% |
| Technicians | OK | \$71,072 | \$79,560 | 89% | \$151,524 | \$180,797 | 84% |
| Technicians | TX | \$62,407 | \$80,050 | 78% | \$134,706 | \$183,386 | 73% |
| Technicians | VA | \$73,619 | \$71,546 | 103% | \$162,412 | \$158,292 | 103% |

| | | | | | | | |
|---------------------------------------|----|----------|----------|------|-----------|-----------|------|
| Technicians | WV | \$79,286 | \$81,122 | 98% | \$176,054 | \$183,066 | 96% |
| Administrative Support Workers | AR | \$51,932 | \$0 | 100% | \$108,528 | \$0 | 100% |
| Administrative Support Workers | IL | \$46,890 | \$41,716 | 112% | \$108,276 | \$87,794 | 123% |
| Administrative Support Workers | IN | \$53,409 | \$49,307 | 108% | \$113,304 | \$105,293 | 108% |
| Administrative Support Workers | KY | \$49,298 | \$0 | 100% | \$104,575 | \$0 | 100% |
| Administrative Support Workers | LA | \$46,066 | \$43,752 | 105% | \$98,538 | \$91,957 | 107% |
| Administrative Support Workers | MI | \$55,047 | \$51,584 | 107% | \$118,403 | \$109,503 | 108% |
| Administrative Support Workers | OH | \$47,640 | \$42,686 | 112% | \$99,971 | \$88,974 | 112% |
| Administrative Support Workers | OK | \$46,838 | \$43,164 | 109% | \$98,481 | \$89,945 | 109% |
| Administrative Support Workers | TX | \$49,100 | \$47,603 | 103% | \$103,869 | \$100,089 | 104% |
| Administrative Support Workers | VA | \$54,249 | \$46,537 | 117% | \$114,749 | \$97,556 | 118% |
| Administrative Support Workers | WV | \$45,325 | \$42,924 | 106% | \$95,665 | \$90,234 | 106% |
| Craft Workers | AR | \$79,456 | \$83,513 | 95% | \$174,033 | \$191,055 | 91% |
| Craft Workers | IL | \$0 | \$70,810 | 0% | \$0 | \$176,194 | 0% |
| Craft Workers | IN | \$64,876 | \$74,727 | 87% | \$143,001 | \$177,762 | 80% |
| Craft Workers | KY | \$63,856 | \$75,219 | 85% | \$136,458 | \$182,329 | 75% |
| Craft Workers | LA | \$69,504 | \$81,277 | 86% | \$159,274 | \$202,236 | 79% |
| Craft Workers | MI | \$71,364 | \$82,259 | 87% | \$168,688 | \$196,231 | 86% |
| Craft Workers | OH | \$65,516 | \$76,122 | 86% | \$143,874 | \$179,581 | 80% |
| Craft Workers | OK | \$81,234 | \$82,951 | 98% | \$190,194 | \$194,153 | 98% |

| | | | | | | | |
|-----------------------------|----|----------|----------|------|-----------|-----------|------|
| Craft Workers | TX | \$65,209 | \$80,645 | 81% | \$145,783 | \$192,220 | 76% |
| Craft Workers | VA | \$70,571 | \$77,767 | 91% | \$153,003 | \$179,028 | 85% |
| Craft Workers | WV | \$76,956 | \$78,414 | 98% | \$177,200 | \$183,786 | 96% |
| Operatives | AR | \$0 | \$76,297 | 0% | \$0 | \$174,794 | 0% |
| Operatives | IL | \$0 | \$67,645 | 0% | \$0 | \$178,014 | 0% |
| Operatives | IN | \$60,986 | \$47,756 | 128% | \$128,082 | \$104,096 | 123% |
| Operatives | KY | \$50,461 | \$49,265 | 102% | \$112,469 | \$114,522 | 98% |
| Operatives | LA | \$54,558 | \$62,615 | 87% | \$114,044 | \$139,964 | 81% |
| Operatives | MI | \$65,374 | \$64,059 | 102% | \$135,524 | \$138,544 | 98% |
| Operatives | OH | \$50,345 | \$49,034 | 103% | \$106,863 | \$104,958 | 102% |
| Operatives | OK | \$56,722 | \$58,088 | 98% | \$120,070 | \$122,959 | 98% |
| Operatives | TX | \$62,483 | \$63,497 | 98% | \$135,798 | \$140,322 | 97% |
| Operatives | VA | \$32,947 | \$47,166 | 70% | \$70,367 | \$102,092 | 69% |
| Operatives | WV | \$64,563 | \$46,221 | 140% | \$144,084 | \$102,957 | 140% |
| Laborers and Helpers | TX | \$35,277 | \$42,578 | 83% | \$72,511 | \$91,485 | 79% |
| Laborers and Helpers | WV | \$47,052 | \$46,976 | 100% | \$94,104 | \$98,889 | 95% |
| Service Workers | LA | \$38,418 | \$0 | 100% | \$81,963 | \$0 | 100% |
| Service Workers | WV | \$45,327 | \$47,052 | 96% | \$96,539 | \$101,393 | 95% |
| No EEO-1 Reporting | OH | \$0 | \$32,094 | 0% | \$0 | \$64,414 | 0% |
| No EEO-1 Reporting | WV | \$0 | \$19,604 | 0% | \$0 | \$39,358 | 0% |

Appendix 19: GRI 406-1 Incidents of Discrimination and Corrective Actions Taken

For purposes of this report, any charge of discrimination is treated as an "incident." In 2020, no incidents were filed with the EEOC or applicable state agency.

Appendix 20: GRI 103-1, 103-2, 103-3 Management Approach: Child Labor, and GRI 103-1, 103-2, 103-3 Management Approach: Forced or Compulsory Labor

AEP requires all Employees and supplier/contractors to adhere to all laws and regulations as stated in either the Principles of business conduct or standard terms and conditions.

No aspect of AEP operations is more important than the health and safety of people. Zero Harm is at the heart of everything we do at AEP. It means we believe all occupational illnesses and injuries are preventable because we care that everyone goes home in the same or better condition than when they came to work. These requirements reflect AEP's minimum expectations regarding safety, health, and environmental practices and may exceed the requirements of federal, state, and local regulatory agencies.

Appendix 21: GRI 103-1, 103-2, 103-3 Management Approach: Supplier Social Assessment

At AEP, we believe in doing the right thing every time for our customers, each other and our future. We expect all employees to uphold the highest of ethical standards and that management is one of uncompromising integrity. We expect the same from our suppliers.

AEP values its relationships with our suppliers, energy providers, and other organizations looking to do business with us and we want to be as transparent as possible in our expectations of them. AEP's Supplier Code of Conduct acts as a guide for suppliers in carrying out their responsibilities and defines both the ethical and legal standards by which they must operate.

Our Supplier Code of Conduct is a guidepost as we strive to build a diverse pool of suppliers focused on inclusion of others and powering a new and brighter future for our customers and communities.

Please visit AEP's [Supplier Code of Conduct](#) and [Supply Chain Management](#) webpage to learn more.

Appendix 22: GRI 103-1, 103-2, 103-3 Management Approach: and GRI 418-1 Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data

AEP has not had substantiated complaints concerning breaches, nor experienced incidents of loss, regarding customer or consumer data from our network in 2020.

AEP continues to work with our third party vendors to ensure that best practices around data protection are performed.

Appendix 23: GRI EU11 Average Generation Efficiency

By State:

| State | 2020 Average Generation Efficiency (%) | | | |
|-------|--|-------|---------|-----------|
| | Coal | Gas | Nuclear | All Fuels |
| AR | 34.7% | 28.5% | | 34.6% |
| IN | 34.4% | | | 34.4% |
| KY | | 34.5% | | 34.5% |
| LA | | 47% | | 47% |

| | | | | |
|----|-------|-------|-------|-------|
| MI | | | 33.2% | 33.2% |
| OH | 32.6% | 50% | | 45.4% |
| OK | 32% | 35.5% | | 34.6% |
| TX | 30.2% | 28.7% | | 30% |
| VA | | 30.3% | | 30.3% |
| WV | 33.6% | 27.6% | | 33.6% |

By Operating Company:

| Operating Company | 2020 Average Generation Efficiency (%) | | | |
|-------------------|--|-------|---------|-----------|
| | Coal | Gas | Nuclear | All Fuels |
| APCO | 34% | 47.5% | | 36.5% |
| I&M | 34.4% | | 33.2% | 33.4% |
| KPCO | 31.9% | 34.5% | | 32.4% |
| GENCO | 32.6% | | | 32.6% |
| PSO | 31.5% | 35.5% | | 33.9% |
| SWEPCO | 32.1% | 41.6% | | 34.4% |

Generation Efficiency Data Notes:

1. Figures include AEP-operated plants only.
2. Figures are based on net generation and measured fuel usage.
3. Figures for coal also include some energy from secondary startup fuel (oil or gas).
4. In regards to confidence level, the average generation figures listed are based on metered energy output (generator) and metered energy input (fuel consumption and heating value for fossil units; reactor calorific heat for nuclear units). The instruments used for these measurements are maintained and calibrated. We do not have a specific uncertainty value available.

Appendix 24: GRI EU12 Total Distribution and Transmission Losses

Losses and energy unaccounted for at the jurisdiction, state and company level are provided. These losses reflect what occurred in 2020. No estimate of technical / non-technical losses have been developed.

| | Sales (GWh) | Energy Requirements (GWh) | Losses (GWh) | Loss Percentage |
|---------------------------|-------------|---------------------------|--------------|-----------------|
| Jurisdiction Level | | | | |
| APCo Virginia | 15,613 | 16,741 | 1,128 | 6.70% |
| APCo West Virginia | 11,933 | 12,970 | 1,037 | 8.00% |
| I&M Indiana | 17,674 | 19,007 | 1,333 | 7.00% |
| I&M Michigan | 2,966 | 3,282 | 316 | 9.60% |
| Kingsport Power | 1,661 | 1,700 | 39 | 2.30% |
| Kentucky Power | 5,193 | 5,576 | 383 | 6.90% |
| Ohio Power | 41,748 | 44,527 | 2,779 | 6.20% |
| PSO | 17,711 | 18,781 | 1,071 | 5.70% |
| SWEPCO-Arkansas | 4,353 | 4,529 | 176 | 3.90% |
| SWEPCO-Louisiana | 6,198 | 6,681 | 482 | 7.20% |

| | | | | |
|-------------------------------------|----------------|----------------|---------------|--------------|
| SWEPCO-Texas | 7,611 | 8,058 | 447 | 5.50% |
| TCC | 25,810 | 27,200 | 1,389 | 5.10% |
| TNC | 6,139 | 6,478 | 339 | 5.20% |
| Wheeling Power | 4,362 | 4,468 | 106 | 2.40% |
| AEP Total | 168,973 | 179,999 | 11,026 | 6.10% |
| State Level | | | | |
| Arkansas | 4,353 | 4,529 | 176 | 3.90% |
| Indiana | 17,674 | 19,007 | 1,333 | 7.00% |
| Kentucky | 5,193 | 5,576 | 383 | 6.90% |
| Louisiana | 6,198 | 6,681 | 482 | 7.20% |
| Michigan | 2,966 | 3,282 | 316 | 9.60% |
| Ohio | 41,748 | 44,527 | 2,779 | 6.20% |
| Oklahoma | 17,711 | 18,781 | 1,071 | 5.70% |
| Tennessee | 1,661 | 1,700 | 39 | 2.30% |
| Texas | 39,561 | 41,736 | 2,176 | 5.20% |
| Virginia | 15,613 | 16,741 | 1,128 | 6.70% |
| West Virginia | 16,295 | 17,438 | 1,143 | 6.60% |
| AEP Total | 168,973 | 179,999 | 11,026 | 6.10% |
| Company | | | | |
| AEP Ohio | 41,748 | 44,527 | 2,779 | 6.20% |
| AEP Texas | 31,949 | 33,678 | 1,728 | 5.10% |
| Appalachian Power Company | 29,246 | 31,412 | 2,165 | 6.90% |
| Indiana Michigan Power Company | 20,640 | 22,289 | 1,649 | 7.40% |
| Kentucky Power Company | 5,193 | 5,576 | 383 | 6.90% |
| Kingsport Power Company* | 1,661 | 1,700 | 39 | 2.30% |
| Public Service Company of Oklahoma | 17,711 | 18,781 | 1,071 | 5.70% |
| Southwestern Electric Power Company | 18,163 | 19,268 | 1,105 | 5.70% |
| Wheeling Power Company | 4,362 | 4,468 | 106 | 2.40% |
| AEP Total | 169,012 | 179,999 | 10,987 | 6.10% |

*Note: Kingsport Power included APCo total.

Appendix 25: GRI EU 22 Population Displacement and Compensation

When, in the course of expanding or creating new generation or transmission facilities, AEP finds it necessary to acquire property, the company seeks to ensure that no economic displacement occurs. If properties are purchased for company use, AEP endeavors to enter into

purchase agreements that compensate property owners in a fashion that precludes economic displacement.

We consider a person/people displaced once the purchase transaction has closed and the property is in AEP's name. In many cases, AEP continues to allow the property owner to continue living on or use the premises (with a lease agreement) up to the date we begin actually utilizing the site. Nevertheless, we consider the landowner/family displaced as of the date the property changes hands.

| Company | Closed Transactions in 2020 | Number of People Displaced in 2020 |
|---|------------------------------------|---|
| AEP Indiana Michigan Transmission Company, Inc. | 3 | 0 |
| AEP Kentucky Transmission Company, Inc. | 1 | 0 |
| AEP Ohio Transmission Company, Inc. | 9 | 0 |
| AEP Oklahoma Transmission Company, Inc. | 3 | 0 |
| AEP Texas Central Company | 6 | 0 |
| AEP Texas Central Company | 10 | 0 |
| AEP Texas North Company | 4 | 0 |
| AEP Texas North Company | 12 | 1 |
| AEP West Virginia Transmission Company, Inc. | 5 | 6 |
| Appalachian Power Company | 9 | 7 |
| Appalachian Power Company | 4 | 0 |
| Electric Transmission Texas, LLC | 1 | 0 |
| Indiana Michigan Power Company | 7 | 4 |
| Indiana Michigan Power Company | 8 | 4 |
| Kentucky Power Company | 4 | 0 |
| Ohio Power Company | 4 | 2 |
| Ohio Power Company | 8 | 3 |
| Public Service of Oklahoma | 3 | 0 |
| Public Service of Oklahoma | 1 | 0 |
| Public Service of Oklahoma | 2 | 0 |
| Southwestern Electric Power Company | 5 | 0 |
| Southwestern Electric Power Company | 1 | 0 |
| Southwestern Electric Power Company | 3 | 0 |
| Southwestern Electric Power Company-TX | 5 | 0 |
| AEP Total | 118 | 27 |

Appendix 26: GRI EU25 Public Injuries and Fatalities

| Public Fatality Breakdown | 2020 Data |
|---|------------------|
| Total number of public fatalities | 13 |
| Number of fatalities to members of the public due to Electrical contact with assets | 5 |
| Number of fatalities to members of the public due to Electrical contact with unintentional energized metallic object | 0 |
| Number of fatalities to members of the public due to Collision with poles | 4 |
| Number of fatalities to members of the public due to Pole-related (collapse or maintenance) | 0 |
| Number of fatalities to members of the public due to Auto accidents | 0 |
| Number of fatalities to members of the public due to Drowning | 0 |
| Number of fatalities to members of the public due to Natural Gas | 0 |
| Number of fatalities to members of the public due to Other | 4 |

| Public Injury Breakdown | 2020 Data |
|---|------------------|
| Total number of public injuries | 45 |
| Number of injuries to members of the public due to Electrical contact with assets | 15 |
| Number of injuries to members of the public due to Electrical contact with unintentional energized metallic object | 0 |
| Number of injuries to members of the public due to Collision with poles | 3 |
| Number of injuries to members of the public due to Pole-related (collapse or maintenance) | 0 |
| Number of injuries to members of the public due to Auto accidents | 17 |
| Number of injuries to members of the public due to Natural Gas | 0 |
| Number of injuries to members of the public due to Other | 10 |

| Public Health and Safety Legal Cases | 2020 Data |
|--|------------------|
| Number of health and safety legal Cases with members of the public involved | 9 |

Appendix 27: GRI EU27 Disconnections for Non-Payment

| 2020 Customer Disconnects | |
|--|---------|
| Total Number of Residential Customer Disconnects | 252,456 |
| Total number of Residential Reconnects within 7 Days | 197,963 |
| Total Number of Customer Disconnects | 265,204 |
| Total Number of reconnects within 7 days | 206,391 |

* Credit-related service terminations were suspended during a portion of the year due to COVID-19 mitigation. This activity was initiated again in some areas in a limited manner.

Appendix 28: EU-MA EU-DMA - Aspect: Provision of Information

AEP utilizes multiple communication channels to address the needs of all customer classes. For example, AEP provides a toll free TDD (Telecommunications Device for the Deaf) service that is available 24/7 for hearing impaired. All customers are able to access their AEP operating company website to perform a variety of functions: view bill, sign up for paperless billing, account balance information, payment and usage history, start/stop service, update phone number, mailing address, report power outages and make payments on their American Electric Power 2018 GRI Report 62 accounts. AEP allows for multiple payment options. Customers take advantage of our Third Party vendors offering translation in a variety of languages. AEP also prints Braille bills for the visually impaired. The monthly customer bill messaging and inserts notify customers of many energy efficiency programs and other products and services.

- Customers are able to communicate with AEP via online, social media, IVR, phone, email, mail and fax
- A TDD message is displayed on bills.
- All websites give access to the above stated functions.
- Customers are able to make payments by phone, mail, at authorized payment stations, electronically through their financial institution, through their operating company website or by participating in a checkless payment plan.
- Our Third Party Vendor, Language Select, translates bills in a variety of languages. Braille bills are processed through a vendor – The League of the Blind and Disabled.
- The Regulatory, Marketing, Energy Efficiency Programs and Corporate Communications groups submit bill messages and inserts.