



## Filing Receipt

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**Control Number - 39275**  
**ItemNumber - 59**

**PUBLIC UTILITY COMMISSION OF TEXAS  
PROJECT NO. 39275  
UTILITY REPORT CONCERNING CRITICAL CARE CUSTOMERS**

**ANNUAL REPORT RELATING TO CRITICAL CARE  
FOR AEP TEXAS INC.  
FOR JANUARY 1, 2021 THROUGH DECEMBER 31, 2021**

**FEBRUARY 22, 2022**

**AEP TEXAS**

**CONTACT PERSON:  
CHERRON RINEHART  
(512) 481-4585**

**(Required by 16 Tex. Admin Code §25.497 (TAC) – Critical Load Industrial Customers, Critical Load Public Safety Customers, Critical Care Residential Customers, and Chronic Condition Residential Customers.)**

**PROJECT NO. 39275 - CRITICAL CARE ANNUAL REPORT  
AEP TEXAS INC.  
REPORT FOR JANUARY 1, 2021 THROUGH DECEMBER 31, 2021**

| <b>16 TAC §25.497(i)</b>                                               | <b>Critical Load Public<br/>Safety Customer</b> | <b>Critical Load Industrial<br/>Customer</b> | <b>Chronic Condition<br/>Residential Customer</b> | <b>Critical Care Residential<br/>Customer</b> | <b>Total</b> |
|------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------|---------------------------------------------------|-----------------------------------------------|--------------|
| <b>Number of Customers</b>                                             | 5676                                            | 2677                                         | 457                                               | 1196                                          | 10,006       |
| <b>Number of Applications<br/>Rejected Due to Incomplete<br/>Forms</b> | 35                                              | 7                                            | 274                                               | 228                                           | 544          |
| <b>Number of Requests from<br/>REPs for Disconnection</b>              | 0                                               | 9                                            | 11                                                | 19                                            | 39           |
| <b>Number of Disconnects for<br/>Non-Pay Completed</b>                 | 0                                               | 0                                            | 0                                                 | 0                                             | 0            |
| <b>Number of Reconnects for<br/>Non-Pay Completed</b>                  | 0                                               | 0                                            | 0                                                 | 0                                             | 0            |