



An AEP Company

BOUNDLESS ENERGY™

September 8, 2026

City of Overton
P. O. Drawer D
Overton, TX 75684

Dear Mayor Gilbert,

I am writing to share information about temporary customer assistance measures SWEPCO has implemented to help residential customers across Arkansas, Louisiana, and Texas manage higher electric bills following one of the hottest summers on record.

Effective immediately through October 31, 2026 SWEPCO is offering the following temporary support for existing residential customers:

- Pausing required deposits
- Waiving late payment fees for customers who contact SWEPCO for assistance
- Expanding eligibility for the Average Monthly Payment (AMP) program to provide more predictable monthly bills

Customers may also qualify for payment arrangements, Neighbor-to-Neighbor grants, the federal Low Income Home Energy Assistance Program (LIHEAP), and other available resources.

We encourage customers who are concerned about paying their bill to contact SWEPCO as soon as possible.

Customers should call 888-216-3523 to discuss payment and assistance options.

We would appreciate your help in sharing this information with your constituents and community partners. For additional details, please visit [swepco.com/company/news](https://www.swepco.com/company/news).

Thank you for your continued partnership and commitment to the communities we serve.

Sincerely,

A handwritten signature in black ink that reads "Mark A. Robinson". The signature is written in a cursive, flowing style.

Mark A. Robinson
External Affairs Manager
Enclosures