

Top things to know about the AES Ohio Electric Security Plan



What?

AES Ohio continues to focus on providing safe, reliable, and sustainable energy solutions, while balancing the need to keep energy costs reasonable. The Public Utilities Commission of Ohio (PUCO) approved the company's Electric Security Plan (ESP) settlement, a three-year comprehensive plan to invest and upgrade its network, strengthen service reliability, provide greater safeguards for price stability and continue investments in local economic development.

Why?

The ESP is a major step in our strategic plan to strengthen our network, ensuring that critical investments are made to benefit customers today and in the future.

- Increase educational outreach of utility assistance and low-income energy efficiency programs, prioritizing communities with a high percentage of disconnections. Translation needs will be addressed.
- Over the three-year term of the ESP, AES Ohio will contribute \$150,000 of shareholder funds to the [Gift of Power](#) program for emergency relief to customers facing disconnection due to financial hardship.
- New and enhanced customer programs such as weatherization assistance, electric vehicles (EVs) and customer education.
- Introduce new programs to address green energy and the growing electrification needs of customers.



Facts

- AES Ohio has the lowest rates among the investor-owned utilities in the state.
- AES Ohio makes significant investments in the Miami Valley. We do not pass on the cost of our community investments or advertising to customers.
- AES Ohio is committed to accelerating the future of energy for our customers while ensuring we meet the needs of reliability, affordability and sustainability.

How will this impact my bill?

In December 2022, the PUCO issued an order in AES Ohio's distribution rate case which sought approval to make recover long-term investments in the reliability of its system. The order authorized an increase to take effect following approval of the AES Ohio Electric Security Plan.

A residential customer using 1,000 kWh a month will see a \$2.71 decrease from the ESP settlement, which will offset the distribution rate increase of \$8.04 for a net increase of \$5.33. This reflects a 3.4% increase for a residential customer using 1,000 kWh a month on AES Ohio's Standard Service Offer (SSO). Both the new ESP settlement and distribution rates will go into effect the first billing cycle in September.

A copy of the filed order is available at <https://dis.puc.state.oh.us/DocumentRecord.aspx?DocID=aac71e3c-39f0-4fa0-9979-fe1f2f2571dc>.



To learn more about AES Ohio's Electric Security Plan, visit aes-ohio.com/esp

Through the AES Ohio Electric Security Plan, we are **making meaningful changes and improvements** that will provide significant benefits to our customers. The most common frequently asked questions are below.

Is AES Ohio going to expand assistance programs or payment plan options to help customers who struggle with affordability issues?

AES Ohio understands increasing bills can be a financial challenge for our customers. We expanded assistance program information and developed a one-stop-shop resource page on our website to include state and federal payment assistance options, applications, and FAQs.

Visit aes-ohio.com/payment-assistance for more information.

I've had an increasing number of outages – how will the electric security plan help my service?

In addition to weather, trees and vegetation are the #1 cause of outages. Approximately 30% of outages in AES Ohio's service territory are caused by tree and vegetation issues. These outages are often lengthy and take more time to fix. Removing the overhang of branches is the first step to improve reliability. We are trying to prevent tree and branch failures by proactively trimming trees on a data-driven cycle. Vegetation is the only asset that is constantly changing. Trees continuously grow while our poles and lines don't move.

Does this rate increase include customers paying for AES Ohio's charitable contributions?

No. AES Ohio invests \$2.4 million annually in charitable contributions in the Miami Valley, funded by AES Ohio shareholder dollars. AES Ohio does not pass on the cost of its community investments or advertising to customers.

What other noticeable benefits will positively impact the service I receive from AES Ohio?

Beyond the various requirements of the ESP, we are currently in year 3 of a 4-year Smart Grid plan to modernize the energy grid, providing you with smarter, more efficient and more reliable seamless service. AES Ohio is implementing new and innovative programs to help customers save money while meeting their ever-changing energy needs driven by new smart technologies.

Read more about Smart Grid and how it will improve your experience with us at aes-ohio.com/smartgrid.

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