



New Digital Solutions coming soon!

AES Ohio is investing in new digital solutions to better serve you. Later this year, we will be undergoing a large system upgrade to replace a 25-year-old customer system with the newest technology. This will serve as a foundation for improving and simplifying the customer experience.

With any large system upgrade, the process can be lengthy, and issues can occur. Our teams are working hard to bring you a better customer experience. We will continue to be here to help you through the process and are eager to elevate your experience with us.



What you can expect:

AES Ohio will be upgrading systems to help simplify and elevate the customer experience. After updates occur later this year, customers will notice:

- Payments and account management will become more flexible and user friendly.
- New account numbers. We will provide instructions for accessing your new account number as information becomes available in the upcoming months.

We are more than just an energy company for our customers – We are partners. As such, we will be communicating frequently to prepare you for this change. We understand change can be hard and we are committed to helping you stay informed and engaged throughout this process.

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aes Ohio