

Upgrading our systems to serve you better

AES Ohio is investing in new digital solutions to better serve our customers. Beginning **August 28, 2024**, at 5:00 PM ET, we will be upgrading our 25-year-old customer system with new technology. This upgrade requires limited operations, with our new system set to go live on **September 4, 2024**. We will continue to phase in new features over time, all designed to further benefit our customers. This upgrade will improve and simplify your customer experience, making interactions with AES Ohio more efficient and user-friendly.



Payment changes

During the system upgrade from **August 28 to September 4**, online and phone options will be unavailable. Pay-in-person payments made during this time will be posted after **September 4**.

Additionally, as part of the system upgrade, customers will receive a new bill layout designed to enhance clarity and convenience. For a preview and detailed explanation, visit aes-ohio.com/smart-upgrade.

Enrollment updates

Enrollment in budget billing, pay agreements and preferred due date selection will be unavailable during the system upgrade, from **August 28 to September 4**.

If you are interested in participating in budget billing, signing up for pay agreements or choosing a preferred due date for your bill, please call our customer service team at 800-433-8500.

New account numbers

Your account number will change with your next bill after September 4. Find your new account number by visiting your MyAES portal at myprofile.aes-ohio.com or refer to your next bill.



Need more information?



To learn more about the system upgrade, please visit: aes-ohio.com/smart-upgrade or scan the QR-code.

For questions or assistance, please contact our customer service team at 800-433-8500 or via web chat at aes-ohio.com, Monday to Friday, 8:00 AM to 5:00 PM, excluding holidays.

Para una versión en español de esta hoja informativa, por favor visite: aes-ohio.com/actualizacion-sistema