



For over 110 years, you have trusted us to deliver reliable energy services. AES Ohio continues to prioritize and improve your experience with our recent system upgrade. This transformation, years in the making, combines new technology with customer-focused solutions. The foundational elements of this transformation are being rolled out now, and with it, you'll have access to the first new features, including:



More flexible and user-friendly payments and account management



New account numbers on redesigned bills

These changes lay the groundwork for a more efficient energy experience. We're building on this foundation to keep you more connected and informed as we drive toward a seamless energy experience.

Thank you for your continued trust as we push the future of energy forward, together.

Your new account number is here!

AES Ohio recently underwent a system upgrade to better serve you. As a result of the upgrade, you now have a new account number on a redesigned bill.

How to find your new account number:

- Check the top right corner of your new AES Ohio bill statement
- MyAES account: View your account summary in the MyAES portal at myprofile.aes-ohio.com

Note: If you pay your bill through your financial institution's online system, you will need to update your account number with them. If you are enrolled in auto-pay through your MyAES account, no action is needed.

Explore your redesigned bill

Our recent upgrade will lay the foundation for an improved and simplified customer experience. As part of this process, we have introduced a newly redesigned bill with enhanced clarity and convenience.



For a walk-through of the redesigned bill layout video visit aes-ohio.com/smart-upgrade.

Electric Choice Changes

Electric Choice customers have been assigned a Choice Service ID number to use when making changes to your electric generation supplier.

Choice ID's can be found on your redesigned bill in the Metered Electric Services portion or in the MyAES portal on the Electric Choice tab.

Energy in the digital age



AES Ohio creates an even better experience through digital upgrades

Thanks to a well-thought-out digital transformation, AES Ohio customers will soon have simplified services for an easier, more convenient, connected experience.

“Our commitment has always been to power lives seamlessly,” says Tom Raga, president of AES Ohio. “And as the world moves forward, so are we. We are making everything from payments to account management more intuitive and straightforward.”

AES Ohio is also streamlining the process to start and stop service. Additionally, payments and account management will become more flexible and user friendly.

“That is why we are investing in new programs and services to better serve our customers,” says Mary Ann Kabel, corporate communications director for AES Ohio. “For more than 100 years, we have been the trusted provider to deliver reliable energy services, and we don’t take that trust lightly.”

“We work each and every day to serve our customers in new ways – including through these upgrades,” she continues. “It is very important we add value to how our customers interface with us with the least disruption.”

To help customers prepare for the system upgrade and stay on track with their payments, AES Ohio began communicating about the system upgrades earlier this year, and that communication will continue through the transition. The AES Ohio customer service team is ready and available to address any questions.

The world is becoming more digital every day, and AES Ohio is dedicated to evolving with the times to create the best customer experience possible and exceed energy needs.



Learn more at aes-ohio.com/smart-upgrade

www.aes-ohio.com

AES Ohio
PO Box 1247
Dayton, OH 45401-1247

31120-I-0122

Residential 800-433-8500
Business 800-253-5801
Report an outage 24/7 877-468-8243



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