Your new account number

AES Ohio recently upgraded to a new customer billing system, and customers now have a new 12-digit account number.

Find your new account number:
- On your bill statement, in the top right corner of the first page
- Log in to your MyAES online portal account at myprofile.aes-ohio.com
- Enter your old account number in our Account Finder: myprofile.aes-ohio.com/Profile/Viewmyaccount

Learn more about our system upgrade:
aes-ohio.com/smart-upgrade

Note:

If you already have a MyAES online portal account, you do not need to create a new portal account. Your account number will be automatically updated in your existing portal account.

You can reach AES Ohio any time, day or night.

Call 800-433-8500 for AES Ohio's self-service phone option 24/7. Customer care agents are available Monday through Friday, 8:00 AM - 5:00 PM.
> TTY-TTD: 800-750-0750
> Business Solutions Center: 800-253-5801

Visit our website at aes-ohio.com or access your MyAES online portal account at myprofile.aes-ohio.com.

Chat with an AES Ohio customer care agent at aes-ohio.com, Monday through Friday, 8:00 AM - 5:00 PM.

To report an outage 24/7, visit aes-ohio.com/outages or call 877-468-8243 (877-4OUTAGE).

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aes Ohio