



The most damaging winter weather is freezing rain and high winds, which can take down power lines and trees. There are precautions you can take to ensure your **family is prepared**.



Think Safety First

- Always assume fallen or sagging electrical wires are live and dangerous. Don't go near a downed power line and report it at aes-ohio.com/outages or call **877-4OUTAGE (877-468-8243)**.
- Ensure all supplemental sources of heat and portable generators have proper ventilation.
- Gas and wood-burning fireplaces emit carbon monoxide. Make sure you have a functioning carbon monoxide detector to detect the odorless gas.
- Turn off all heat producing appliances, like the stove, during an outage, in case you are not home when power is restored.
- For the safety of our crews and your own safety, please stay away from utility crews and do not approach their work area or their vehicles.

Be Prepared

- Prepare an emergency kit with essential supplies to help you during the outage. Include an emergency radio (battery powered or wind-up), water, non-perishable food, flashlights, and a first aid kit.
- Prepare an emergency backup plan if someone in your home has a special medical condition. AES Ohio can note medical conditions on customers' accounts, but we cannot guarantee priority restoration.
- Plan for your pets. Your cat or dog should be protected from cold weather and have access to water. For extreme cold, bring pets inside or into a garage or outbuilding.
- Visit ready.gov/plan and the American Red Cross for assistance with emergency planning.
- For more information about winter safety and preparedness, visit aes-ohio.com/outages.



Access all our safety tips at aes-ohio.com/safety-tips

What you need to know about winter bill assistance

Unsure of where to turn for help paying your utility bills? We understand the process of applying for assistance can be confusing. We are here to help you receive the support you need.

Ohioans are eligible for electric assistance from the Ohio Department of Development (ODOD) and Public Utilities Commission of Ohio (PUCO).

Percentage of Income Payment Plus (PIPP): The program allows participants to pay a percentage of their gross income toward their utility bills, instead of the total amount of current charges.

Graduate PIPP Plus: If you have been on PIPP Plus and your income now exceeds the program limits or you wish to leave the program, Graduate PIPP Plus may be able to help you transition and reduce your debt.

Home Energy Assistance Program (HEAP): HEAP is a federally funded program that provides eligible Ohioans assistance with their home energy bills.

Home Energy Assistance Winter Crisis Program (HEAP Winter Crisis Program): This program helps income-eligible Ohioans that are threatened with disconnection, have been disconnected or have less than a 25% supply of bulk fuel in their tank maintain their utility service.

Home Weatherization Assistance Program (HWAP): The HWAP program provides eligible Ohioans with assistance to improve the energy efficiency of their homes and reduce their energy costs.



Winterize your home with a smart thermostat

Instant rebates available on AES Ohio Marketplace

Find the right smart thermostat for your home this winter. Begin your smart new year with this easy upgrade to help you save on energy costs while maximizing your comfort and control.



Energy efficient and smart home products:
Visit aesohiomarketplace.com.

Additional assistance options available through AES Ohio

Pay Agreements: We have pay agreements available to help customers with past due balances.

Budget Billing: The program evens out seasonal highs and lows so you pay the same amount each month. Residential customers can view their budget amounts and enroll online.

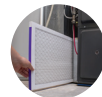
Gift of Power: AES Ohio provides emergency relief funding to customers who are facing disconnection and cannot pay their electric bills. The application period runs mid-January through April 15, annually.



For more information, visit:
aes-ohio.com/payment-assistance

Add energy efficiency to your smart New Year's resolutions

Start your smart new year by making a commitment to save energy and money. AES Ohio is encouraging customers to make the resolution to be energy efficient in 2025. Here are a few tips to help get you started.



Change or clean your furnace air filter once a month. Dust and dirt make your unit work harder.



Avoid using space heaters. They are expensive to operate and dangerous.



Open curtains and blinds during the day to let the warm sun in. Keep curtains and blinds closed at night to keep cold air out.



Insulate water pipes (especially hot water pipes) to help prevent them from freezing and from heat escaping.



When using the fireplace, turn down the temperature in other rooms.



For more energy saving tips, visit:
aes-ohio.com/energy-savings-tips

www.aes-ohio.com

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



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