

## Top things to know about the AES Ohio Electric Security Plan



## How will this impact my bill?

In December 2022, the PUCO issued an order in AES Ohio's distribution rate case which sought approval to make recover long-term investments in the reliability of its system. The order authorized an increase to take effect following approval of the AES Ohio Electric Security Plan.

A residential customer using 1,000 kWh a month will see a \$2.71 decrease from the ESP settlement, which will offset the distribution rate increase of \$8.04 for a net increase of \$5.33. This reflects a 3.4% increase for a residential customer using 1,000 kWh a month on AES Ohio's Standard Service Offer (SSO). Both the new ESP settlement and distribution rates will go into effect the first billing cycle in September.

## What?

AES Ohio continues to focus on providing safe, reliable, and sustainable energy solutions, while balancing the need to keep energy costs reasonable. The Public Utilities Commission of Ohio (PUCO) approved the company's Electric Security Plan (ESP) settlement, a three-year comprehensive plan to invest and upgrade its network, strengthen service reliability, provide greater safeguards for price stability and continue investments in local economic development.

## Why?

The ESP is a major step in our strategic plan to strengthen our network, ensuring that critical investments are made to benefit customers today and in the future.

- Increase educational outreach of utility assistance and low-income energy efficiency programs, prioritizing communities with a high percentage of disconnections. Translation needs will be addressed.
- Over the three-year term of the ESP, AES Ohio will contribute \$150,000 of shareholder funds to the Gift of Power program for emergency relief to customers facing disconnection due to financial hardship.
- New and enhanced customer programs such as weatherization assistance, electric vehicles (EVs) and customer education.
- Introduce new programs to address green energy and the growing electrification needs of customers.



## Facts

- AES Ohio has the lowest rates among the investor-owned utilities in the state.
- AES Ohio makes significant investments in the Miami Valley. We do not pass on the cost of our community investments or advertising to customers.
- AES Ohio is committed to accelerating the future of energy for our customers while ensuring we meet the needs of reliability, affordability and sustainability.



To learn more about AES Ohio's Electric Security Plan, visit [aes-ohio.com/esp](https://aes-ohio.com/esp)

# Keeping the power on with Smart Grid



## Smart Grid improves reliability and efficiency

**AES Ohio works around the clock to provide our customers with safe and reliable power.**

However, there are still power interruptions. Sometimes these are caused by Mother Nature, sometimes by traffic accidents or crews digging into electrical lines and, on occasion, equipment can fail. In the years to come, AES Ohio's Smart Grid will be able to reduce the number of customers impacted by outages, and when there is an outage, reduce the amount of time to restore power.

### How does the Smart Grid keep the power on?

Most of the traditional distribution grid is built using a "hub-and-spoke" pattern. The Smart Grid can connect the "spokes" to enable multiple distribution paths. When facing an issue like a tree falling on a line, a lightning strike, or a short circuit, Smart Grid technologies collectively called "distribution automation" can sense the problem and automatically reroute power around it. This can mean the difference between a lengthy outage and a momentary one where the only sign something is happening is that lights flicker.



Learn more about how smart grid keeps the power on, visit [aes-ohio.com/keeping-power](https://aes-ohio.com/keeping-power)

"Live Chat" is available on the AES Ohio website

With live chat, you can connect with a customer care representative online at the moment you have a question on billing and payment, and other AES Ohio services. Live chat is easy and readily accessible by clicking the "Chat" tab on the upper right of every web page.

This feature is available Monday through Friday, 8:00 AM to 5:00 PM.



Visit [aes-ohio.com](https://aes-ohio.com)

## Help your Ohio neighbors stay warm give the Gift of Power



Annually, AES Ohio offers emergency relief funding to customers who are facing disconnection and cannot pay their electric bills.

You have the power to make a difference! By donating to Gift of Power, you will help to keep the power on for those in need. Every dollar donated will be administered by The Salvation Army to assist friends, families and neighbors. Help us pay it forward by giving to the Gift of Power program.

Since 2015, AES Ohio has donated more than \$1.2 million dollars to warm the homes and hearts of our neighbors in Ohio. Along with customer and employee donations the Gift of Power program has helped more than 4,000 families keep their lights on.



Consider making a donation to Gift of Power at [aes-ohio.com/gift-power](https://aes-ohio.com/gift-power)

[www.aes-ohio.com](https://www.aes-ohio.com)

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