

∞ New Year, New Upgrades



As the world changes and adapts to new technologies, so do we. That's why we have invested in new programs and services to better serve you. For more than 100 years, you have trusted us to deliver reliable energy services and we don't take that trust lightly. We work each and every day to serve you in new ways – including through these new upgrades.

Working with you, we're improving lives by delivering greener, smarter energy solutions right here in the Miami Valley. Through our digital transformation, AES Ohio will improve your experience with enhanced reliability and efficiency while providing personalized seamless service.

To learn more about our smart grid digital transformation, visit



www.aes-ohio.com/aes-ohio-smart-grid

Building a smart energy future



Electric aviation

Joby, a company developing electric vertical take-off and landing (eVTOL) aircraft for commercial passenger service, is building its first scaled aircraft production facility in Dayton. AES Ohio plays an important role in serving Joby to advance the future of electric aviation.

Joby Ohio's new assembly-line manufacturing facility will build, test and fly eVTOL air taxis used for commercial passenger operations. The aircraft, designed to accommodate a pilot and four passengers, will be capable of achieving speeds of up to 200 miles per hour over a 100-mile range. Joby plans to operate the aircraft as part of aerial ridesharing networks in cities and communities around the world.



To learn more about AES Ohio is powering efforts to support green customer choices, visit aes-ohio.com/sustainability

Enhancing the electric grid



LineVision completed an installation of its patented non-contact sensors on transmission towers owned by AES Ohio as part of a joint project to assess how Grid-Enhancing Technologies (GETs), like Dynamic Line Ratings (DLR), may increase transmission capacity on the power grid. The data gathered will be used to evaluate how the transmission network can be optimized to safely maximize capacity and integrate renewable power generation. DLRs are calculated using real-time field measurements and conductor position to determine the maximum carrying capacity of the transmission line, enabling grid operators like AES to dynamically optimize power flow on the grid. With this project, AES will be able to extract more value from their existing assets, better serving their customers.

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.

More Ohioans are now 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): 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): Provides eligible Ohioans with assistance to improve the energy efficiency of their homes and reduce their energy costs.

For the shortest wait times, utilize our phone self-service options

You can reach AES Ohio anytime, day or night, seven days a week by calling us at 800-433-8500 or online. Through our automated phone system, you can explore several self-service options. Please have your AES Ohio account number ready.



For more information, please visit aes-ohio.com/contact-us.

Additionally, AES Ohio has several other assistance options available

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 begins January 16, 2024 through April 15, 2024.



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



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.

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 2024. 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 tips visit aes-ohio.com/energy-savings-tips



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