

AES Ohio created this brochure to provide you with information about the services we offer. If you have any questions, you can send an email via our website, [www.aes-ohio.com/email](http://www.aes-ohio.com/email) or call us at 937-331-3900 or 800-433-8500.

## Your electric service

If you're new to the area, call us to establish service. Our customer representatives will ask your name, the address where you wish to establish service and your telephone number. If a customer fails to establish credit worthiness, we have to ask for a security deposit to ensure that unpaid bills do not become a burden for all customers. The deposit is usually a little more than the average monthly bill. If you maintain a good payment record for one year (two years for non-residential accounts), the full deposit amount plus interest will be credited to your account. A guarantor may be provided instead of a deposit. The customer of record is responsible for paying the AES Ohio bill. Call us at least three working days in advance if you need to disconnect or transfer service.

## Installation of service

If you are planning to build a new home, contact us at least two months before you need electric service. We'll send out a AES Ohio representative to your site and conduct an electric survey. Our representative will let you know what you need to do to get your service installed.

## Disconnection and reconnection of service

There are certain situations that may cause AES Ohio to disconnect a customer's service. Some of these include disconnection at the customer's request; fraud, loss or damage; danger; and nonpayment. To have service restored because of non-payment requires payment of the past due amount or any previous pay agreement plus reconnection charge(s). A security deposit or guarantor will be required if no paid deposit or guarantor exists on your account.

Service reconnections are performed on normal business days, Monday-Friday. To reconnect on the same day of your request, you need to pay the full amount due by 3 PM that day. You must call the Customer Solutions Center to notify AES Ohio that you've made the payment and are ready to reconnect. If we receive your call notifying us of payment after 3 PM Monday - Friday, we will not be able to reconnect your service until the next business day.

For safety reasons, we recommend that a responsible adult be home when your service is reconnected. If this is not possible, we can reconnect service only if all breakers are off or fuses are pulled. For your safety, you should turn off all appliances in your home prior to reconnection.

## Material changes in customer equipment

Call AES Ohio as soon as you know that you will need a change in your equipment or in our facilities that serve you. You may be responsible for charges associated with changing the equipment. Some examples of material changes in customer equipment include: upgrading your service, adding three-phase service, relocating facilities and adding facilities.

## Rates

AES Ohio's rates and tariffs are available for review at the company's office upon request, our website at [www.aes-ohio.com](http://www.aes-ohio.com), the PUCO's website at [www.puco.ohio.gov](http://www.puco.ohio.gov) or you may request a copy be sent to you. Information regarding energy efficiency programs can also be found at the company's website at [www.aes-ohio.com/save](http://www.aes-ohio.com/save). Customers may access up to 24 months of usage history and 24 months of payment history free of charge when they sign into [aes-ohio.com](http://aes-ohio.com). Or, they can request this information by calling customer service. Customers may review a copy of the electric service and safety standards on the PUCO's website or obtain a copy from the PUCO upon request.

## Meter installations

AES Ohio will install one meter and metering equipment for each customer premise. Contact AES Ohio as soon as you know that you need a meter installation. Meters we install remain our property. There may be charges that you will be responsible for.

## Protecting your account information

As a part of Ohio Electric Choice, AES Ohio is required to include your name, address and usage information on a list of eligible customers that is made available to other electric service providers. You can remove your name from this list online at [myaes-ohio.com](http://myaes-ohio.com) or by calling AES Ohio and selecting Electric Choice options.

## For more information

If your complaint is not resolved after you have called AES Ohio, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 800-686-7826 (toll free) from 8 AM to 5 PM weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio Consumers' Counsel represents residential utility customers in matters before the PUCO. The OCC can be contacted at 877-742-5622 (toll free) from 8 AM. to 5 PM. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

## AES Ohio customer service

800-433-8500 • TTY 800-750-0750  
PO Box 1247 Dayton, OH 45401 • [www.aes-ohio.com](http://www.aes-ohio.com)

## Public Utilities Commission of Ohio

Consumer Services Department  
800-686-7826 • TTY 800-750-0750  
180 East Broad Street Columbus, OH 43215  
[www.puco.ohio.gov](http://www.puco.ohio.gov)

## The Ohio Consumers' Counsel

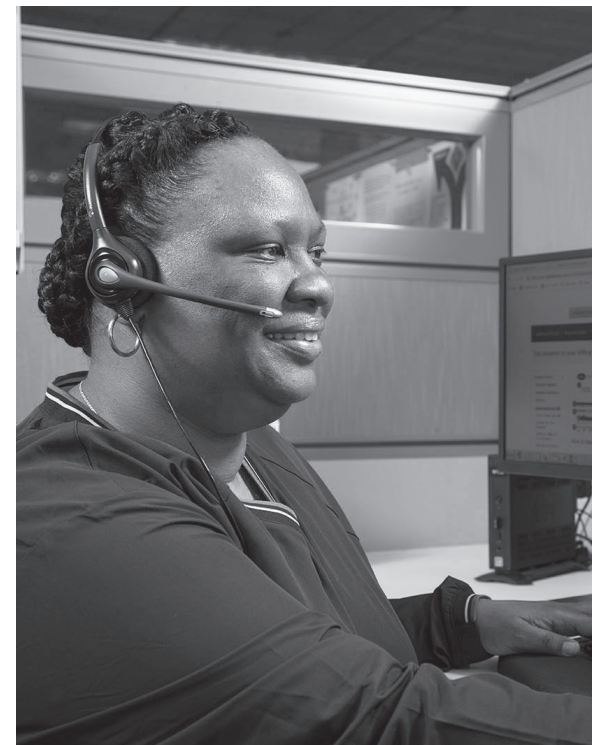
877-742-5622  
65 East State Street, 7th Floor, Columbus, Ohio 43215  
[www.pickocc.org](http://www.pickocc.org)

## Meter testing

Periodically, we test meters to ensure their accuracy. We may need to gain access to the meter to conduct this testing. Customers may request that their meter be tested, free of charge, once in a 36-month period. For each additional test within 36 months, there may be a charge for the test unless the meter proves to be faulty.

## Meter reading

AES Ohio is required to obtain an actual meter reading when you initiate or terminate electric service if the meter has not been read within the preceding 60 days. If the meter has not been read within the preceding 33 to 59 days, you have the option to have an actual meter read at no charge. Customers may also request two actual reads per calendar year, at no charge, if the customer's usage has been estimated for more than two of the preceding, consecutive billing cycles or there are reasonable grounds to believe the meter is malfunctioning.



# Serving You

**aes** Ohio

## Our employees carry ID

All of our employees carry photo identification cards. If you aren't sure if the meter reader or service person is a AES Ohio employee, ask them to present identification and state the reason for the visit. If you're still not sure, call us before allowing the person into your home.

## Call before you dig, 800-362-2764

At least 48 hours before you start any kind of digging or construction on your property, call OHIO811 to check the location of underground utility lines.

## AES Ohio payment options

**Mail** – We provide a self-addressed envelope with your statement to make paying by mail easy. Please allow 5-7 days.

**Pay Agents** – AES Ohio accepts payments at authorized agents throughout our 24 county service territory. Visit [aes-ohio.com/payinperson](http://aes-ohio.com/payinperson) or call 800-433-8500 and select 2 for Billing and Payments to find the location of the agent nearest you.

**MyAES** – Create a profile to manage your account online anytime at [aes-ohio.com](http://aes-ohio.com). Free one-time payments can be made using your checking or savings account. Sign up for E-Bill on MyAES to receive your bill electronically in your email inbox. E-Bill also offers easy-to-use automatic payments and billing and payment notifications by email and text.

**Automatic Payment Plan** – This plan allows you to have your AES Ohio bill amount automatically deducted from your bank account. Customers not enrolled in AES Ohio E-Bill can download a PDF from [aes-ohio.com](http://aes-ohio.com) to enroll.

**KUBRA EZ-PAY®** – Pay your bill over the phone or online with KUBRA EZ-PAY 24 hours a day, 7 days a week. Kubra assesses a \$1.95 service fee for credit and debit card payments (Visa, Mastercard or Discover). Free payments can be made using your checking or savings account. Online payments: visit [aes-ohio.com](http://aes-ohio.com). Phone payments, call: 888-978-0827 to pay by checking/savings account, 888.978.0828 to pay by credit or debit card.

## Payment assistance programs

**Budget Billing** – Budget Billing helps you manage your electric costs by paying the same amount each month. The Budget Billing amount is based on historical usage and may be adjusted to reflect abnormal weather conditions or changes in usage patterns. Customers can learn their monthly budget amount and sign up at [myaes-ohio.com](http://myaes-ohio.com) or by calling AES Ohio and selecting Billing and Payment options.

**Pay Agreements** – AES Ohio offers pay agreements to help customers with past due balances. Options include one-sixth, one-ninth and the winter heating plan.

- Enter into an agreement requiring six equal payments plus your current bill;
- Enter into an agreement requiring nine equal monthly payments plus a budgeted payment amount;
- Enter into an agreement requiring minimum monthly payments of one-third of your account balance (valid only Nov. 1 – April 15)
- Agree to any other extended payment plan that is mutually acceptable to you and AES Ohio.

Visit [aes-ohio.com](http://aes-ohio.com) or call 800-433-8500 and select 2 for Billing and Payments to learn more about your options.

**Third Party Notification** – You may arrange for a third party to be notified if your household faces loss of service. The third party may be a friend, relative, minister or organization. Notice will be sent to both you and the designated third party.

**Medical Certification Program** – If you receive care for a serious medical condition and need help paying your energy bill, you may qualify for this program. You must be a permanent resident and you must be certified by a licensed physician, a local Board of Health physician, physician assistant, clinical nurse specialist, certified nurse practitioner, or certified nurse-midwife. AES Ohio can defer payment for 30 days, up to 90 days per household per year.

**Percentage of Income Payment Plan (PIPP Plus)** – Ohio's PIPP Plus program can help you maintain your energy service by allowing you to pay only a percentage of your income year-round for your energy use. PIPP Plus is available to customers who have a gross yearly household income at or below 150 percent of the federal poverty guidelines. Incentives are provided for making payments on time. To determine if you are eligible for PIPP Plus contact your local Energy Assistance Provider (EAP) which can be found at [www.energyhelp.ohio.gov](http://www.energyhelp.ohio.gov) or by calling the Home Energy Assistance Program (HEAP) office at 800-282-0880.

Ohio's Graduate PIPP Plus program is a transition assistance program for previous PIPP customers. Incentives are provided for making payments on time. Ohio's Post-PIPP is a program available for closed accounts. It provides an opportunity to have a portion of the unpaid PIPP Plus debt forgiven when customers make payments over 12 months following the final bill.

**Home Energy Assistance Program (HEAP)**

800-282-0880 – HEAP provides assistance paying your winter heating bill depending on the size of your household, your total income and the type of heating fuel you need.

**Emergency Home Energy Assistance Program (EHEAP)**

800-282-0880 – From November 1 to March 31, if you are unable

to pay your energy bill or have less than a 10-day supply of heating fuel, EHEAP may provide funds to continue or restore your service for up to 30 days. You may also be able to use the funds to help repair a heating system.

**AES Ohio's Gift of Power Program**

Gift of Power funding is available to customers who are having difficulty paying their winter heating bills and are at the point of disconnect. Program dates start in January (the day after Martin Luther King Day) and runs through April 15. Contact The Salvation Army at 937-528-5120 to apply or go to our website at [www.aes-ohio.com/gift](http://www.aes-ohio.com/gift) for more information.

## Ohio electric choice

**Competitive Retail Electric Service Providers** – Customers can obtain a list of competitive retail electric service providers by contacting AES Ohio at 800-929-8646 at [aes-ohio.com/supplierlist](http://aes-ohio.com/supplierlist). Customers may also visit the Apples to Apples website at [energychoice.ohio.gov](http://energychoice.ohio.gov) to view and compare their available offers.

**Alternative Supplier Default, Switching Cost** – Customers returning to AES Ohio's standard offer due to default, abandonment, slamming or certification rescission of an alternative generation supplier will not be liable for costs associated with the switch.

## Peak Load Contribution (PLC) for non-residential customers

**Capacity** – A component of generation supply charges may be related to capacity. Capacity represents the need to ensure adequate resources to support the reliability and stability of the electric grid to meet consumers' demand. Each customer has a Peak Load Contribution (PLC), which is a measure of that customer's demand during the zonal peak from the prior year. If a new account is established for a non-residential customer due to a change in ownership or federal tax ID, a default PLC will be used for that account until sufficient data is available to calculate a customer-specific PLC for a subsequent delivery year (June 1 to May 31). The customer may contact AES Ohio to dispute a default PLC.

## Cancellation rights

If a change in generation supplier is initiated for a residential customer or small commercial customer, AES Ohio will send a notice confirming the change. The customer has a right to cancel any change in supplier within seven calendar days after the notice has been sent by calling AES Ohio at the telephone number on the notice.

## In the event of slamming

If a customer's electric bill reflects a supplier not chosen by the customer, the customer should call the PUCO to initiate a slamming investigation. If the PUCO determines that the customer's service was changed without authorization: the customer will be switched back to their previous supplier without charge to the customer; the customer's account will be credited for any switching fees resulting from the customer being switched without proper authorization; and the customer will be credited or reimbursed for any charges in excess of what the customer would have paid absent the unauthorized change in electric service provider, excluding distribution charges.

If a customer participates in government aggregation, the customer's generation will be different than AES Ohio. In this case, the customer would have been switched by their local government unless that customer affirmatively "opted-out" of the program.

## Confidentiality

AES Ohio treats customer information with confidentiality. We will not disclose a customer's account number, social security number or customer energy usage data that is more granular than monthly historical consumption data without the customer's written consent. The only exceptions are consumer credit evaluation, collection and credit reporting, alternative supplier credit and collections, participation in the Home Energy Assistance Program (HEAP), the Emergency Home Energy Assistance Program (EHEAP) and programs funded by the universal service fund, such as PIPP Plus, governmental aggregation and as ordered by the PUCO, another government agency or the courts. The PUCO is not prohibited from accessing records or business activities that would allow it to effectively monitor customer calls to AES Ohio's call center.

## Environmental disclosure

Customers may obtain a copy of AES Ohio's approximate generation resource mix and environmental characteristics on our website at [www.aes-ohio.com/disclosures](http://www.aes-ohio.com/disclosures) or by requesting a hard copy.