

New digital solutions this fall

AES Ohio is investing in new digital solutions to better serve you. We will undergo a system upgrade to replace a 25-year-old customer system with new technology. This will serve as a foundation for improving and simplifying your experience.

System upgrades are now scheduled to take place during the fall of 2024. To prepare our customers, we are committed to providing timely communications to keep you informed.



For more information on the impact to you, visit our website: aes-ohio.com/smart-upgrade



Reminder

You will receive a new account number after the upgrade occurs. Instructions will be provided as information becomes available.





AES Ohio will be upgrading systems to help simplify and elevate the customer experience. After upgrades occur later this year, you will notice:

- **Payments and account management** will become more flexible and user friendly.
- **New account numbers** with instructions to access in the upcoming months.

We've dedicated additional resources and customer care agents to help answer any questions you may have. Understanding that change can be difficult, we are committed to helping you stay informed and engaged throughout this process.