



Be ready. Stay safe.

Summer storms can strike fast with high winds, lightning, and heavy rain.

Safety is always our top priority at AES Ohio. Take a few minutes today to prepare for potential outages and keep your household safe and informed.



Have a plan

- If someone in your home depends on electricity for medical equipment, have a backup plan to ensure their safety during an outage.
- Unplug electronics before storms hit.
- Bookmark our Outage page for quick access during an emergency.



Stay informed

- Update your contact info and notification preferences.
- Use our Outage Map to track restoration progress.
- Follow AES Ohio on Facebook and X for timely updates.



Safety first

- Stay at least 30 feet from downed power lines and always assume they are live.
- Keep refrigerator and freezer doors closed to preserve food.
- If using a portable generator, follow the instructions in the operator's manual and allow for proper ventilation.
- Turn off appliances and leave one light on to signal when power is restored.
- Check on neighbors, especially elderly individuals or those with medical needs.



Support safe restoration

- Give AES Ohio crews plenty of space to work safely.
- Do not approach utility vehicles or equipment.
- Our crews follow strict safety protocols and work 24/7 to restore your power as quickly and safely as possible.



Build Your emergency kit

Keep a storm kit in an easy-to-reach location. Include:

- Flashlights and extra batteries
- Bottled water and non-perishable food
- Medications and a first-aid kit
- Cash, blankets, and a battery-powered or solar radio
- Car phone chargers

Helpful links:



aes-ohio.com/outages
877-4OUTAGE (877-468-8243)

- Report outage & check outage status
- Outage FAQs
- Safety tips



aes-ohio.com/prepare-emergency-kit

- Emergency kit checklist



myprofile.aes-ohio.com/Profile/ManageProfile

- Update contact info
- Notification preferences

Bill assistance is available
to those in need



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 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.



For details on payment assistance programs, please visit aes-ohio.com/payment-assistance.

Supporting you through
every season

Keeping your account up to date is crucial to avoid any late fees or service disruptions. Please ensure your account balance is current. If you've fallen behind on payments, we encourage you to take action as soon as possible.



6-month plan

Pay off your balance with 6 equal payments added to your regular monthly payments.



9-month plan

Your past due balance is split into 9 equal installments and added to your averaged monthly bill.

Business customers qualify for 3-month payment agreements and budget billing is available to small commercial customers.



If you're experiencing financial challenges, [we're here to help](#).

Our Customer Service team can work with you to find options that make payments more manageable, including installment plans and assistance programs.

To make a payment or set up a payment agreement, please log in to your online account or contact Customer Service today at [800-433-8500](tel:800-433-8500).

www.aes-ohio.com

AES Ohio
PO Box 1247
Dayton, OH 45401-1247

Residential [800-433-8500](tel:800-433-8500)
Business [800-253-5801](tel:800-253-5801)
Report an outage 24/7 [877-468-8243](tel:877-468-8243)

