

Welcome home



aes Ohio

Create Your Online Account

Visit us at aes-ohio.com to set up your online account. You will need your AES Ohio account number and your mailing address zip code. It's the quickest and easiest way to manage your account at your convenience.

With an AES online account, you can:

- Check balance & pay bills
- Enroll in E-Bill
- View usage & payment history
- Report an outage
- Transfer or stop service
- Update contact info & preferences

AES Ohio payment options

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

Pay Agents – AES Ohio accepts payments at authorized agents throughout our service area. Visit aes-ohio.com/payment-billing or call 800-433-8500 to find the location of the nearest agent.

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/payment-billing.
- Phone payments: 888-978-0827 to pay with checking/savings account, 888-978-0828 to pay with a credit or debit card.

MyAES – Create a profile to manage your account online anytime at aes-ohio.com. Free one-time payments can be made using your checking or savings account.

E-Bill - Sign up for E-Bill in the online portal to receive your bill by email. Enjoy simple payment options, streamlined billing, and notifications via email or text.

AutoPay – 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/automatic-payments to enroll.

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 seasonally to stay aligned with your actual usage. Customers can enroll in the online portal at aes-ohio.com or by calling 800-433-8500.

Payment assistance programs

Pay Agreements – AES Ohio offers pay agreements to help customers with past-due balances. Options include one-sixth (1/6),

one-ninth (1/9), and winter heating plans.

- 1/6: Enter into an agreement requiring six equal monthly payments plus your current bill.
- 1/9: Enter into an agreement requiring nine equal monthly payments plus a budgeted payment amount.
- Winter Heating Plan: Enter into an agreement requiring minimum monthly payments of one-third of your account balance (valid only November 1 – April 15).

To learn more, visit aes-ohio.com/payment-billing or call 800-433-8500.

Third-Party Notification – You may designate a third party to be notified if your household faces loss of service. The third party may be a friend, relative, minister, or organization. Notifications 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 in the household for which you are requesting a medical certification, and you must be certified by a licensed physician, local Board of Health physician, physician assistant, clinical nurse specialist, certified nurse practitioner, or certified nurse-midwife. AES Ohio can defer payment for 30 to 90 days per household within a 12-month period.

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 with a gross yearly household income at or below 175 percent of the federal poverty guidelines. Incentives are provided for making on-time payments. To determine if you are eligible for PIPP Plus, contact your local Energy Assistance Provider (EAP), which can be found at energyhelp.ohio.gov or by calling the Home Energy Assistance Program (HEAP) office at 800-282-0880.

Ohio's Graduate PIPP Plus - A transition assistance program for qualifying previous or current PIPP customers, offering incentives for on-time payments. The Post PIPP program is available for closed accounts and provides an opportunity to have a portion of the unpaid PIPP Plus debt forgiven when customers make each Post PIPP payment on time over 12 months following their final bill.

Home Energy Assistance Program (HEAP) - HEAP assists with your home energy bill depending on the size of your household, your total income, and the type of heating fuel you use. Call 800-282-0880 for more information.

HEAP Winter Crisis Program - Available to income-eligible Ohioans who are facing disconnection, have been disconnected, need to establish new service, need to pay to transfer service, have defaulted on PIPP, need to pay their first PIPP, or have less than a 25 percent supply of bulk fuel in their tank. Call 800-282-0880 for more information.

AES Ohio's Gift of Power Program - Gift of Power funding is available to customers who are having difficulty paying their electric bill and are at the point of disconnection. Contact The Salvation Army at 937-528-5120 to apply or go to our website at aes-ohio.com/gift-power for more information.

Your electric service

To establish service, please call AES Ohio Customer Service at 800-433-8500. During the setup process, we'll ask for a few basic details.

A security deposit may be required if creditworthiness cannot be confirmed. This deposit typically reflects a little more than the average monthly bill. If you maintain a strong payment history for one year (two years for non-residential accounts), the full deposit amount, plus interest, will be credited back to your account.

A guarantor may be provided in place of a deposit. The customer of record is responsible for paying the AES Ohio bill.

To disconnect or transfer service, please notify us at least three business days in advance.

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.

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 an AES Ohio representative to your site to conduct an electric survey. Our representative will inform you of the steps to get service installed. For more information, visit aes-ohio.com/construction or call our Construction Control Center at 800-424-5578.

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.

Material changes in customer equipment

Call AES Ohio Construction 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 related to any changes made to the equipment. Examples of changes in customer equipment include upgrading your service, adding three-phase service, relocating existing facilities, and installing additional facilities.

Disconnection and reconnection of service

AES Ohio may disconnect service for various reasons, including customer request, fraud, loss or damage, safety concern, or nonpayment. To restore service following a nonpayment disconnection, customers must pay the past-due amount or meet any previous payment agreement. Additionally, reconnections at the service line require payment of a reconnection fee before restoration. A security deposit or guarantor may be required if none exists on your account.

For customers with AMI meters, service will be restored within 30 minutes of payment, available 24/7. Service reconnections requiring physical reconnection (non-AMI meters) occur during business hours. Pay in full by 3:00 PM for same-day service. Payments made after 3:00 PM, or on weekends, may be scheduled for reconnection on the next business day.

For your safety, AES Ohio recommends that a responsible adult be at the premises during reconnection. If this is not possible, turn off all breakers or remove fuses and switch off appliances before service restoration.

Our employees carry ID

All of our employees and contractors carry photo identification cards. If you are unsure if the meter reader or service person is an 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.

Protect Yourself from Scams

Utility scammers often use urgent language and spoofed numbers to push payment. If you are uncertain, end the interaction and call AES Ohio using the number on your bill. Learn more at aes-ohio.com/scams

Confidentiality

AES Ohio treats customer information with confidentiality. We will not disclose a customer's account number, social security number, or 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 Winter Crisis Program 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 aes-ohio.com/environmental-disclosures or by requesting a hard copy at no cost to the customer.

Meter reading

AES Ohio is required to obtain an actual meter reading when you start or end electric service if the meter has not been read in the past 60 days. If the meter has not been read in the last 33 to 59 days, you may request an actual reading at no charge. Additionally, customers can request up to two actual readings per calendar year, free of charge, if their usage has been estimated for more than two consecutive billing cycles, or if there is reasonable suspicion that the meter is malfunctioning.

Meter testing

We periodically test meters to ensure their accuracy, which may require access to the meter. Customers may request a free meter test once every 36 months. For each additional test requested within the 36 months, a fee may apply unless the meter is found to be faulty.

Peak Load Contribution (PLC) for non-residential customers

Capacity – is a component of generation supply charges that ensures adequate resources are available to maintain the reliability and stability of the electric grid and meet consumer demand. Each customer has a Peak Load Contribution (PLC), which measures that customer's demand during the prior year's zonal peak.

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 apply to that account until sufficient data is available to calculate a customer-specific PLC for a subsequent delivery year (June 1 to May 31). Customers may contact AES Ohio to dispute a default PLC.

Rates

AES Ohio's rates and tariffs are available for review on our website at aes-ohio.com/rates-tariffs, the PUCO's website at puc.ohio.gov, or you may request a copy sent to you. Information regarding alternative rates and service options can be found at aes-ohio.com/save-energy-and-money. Customers may access up to 24 months of usage history and 24 months of payment history free of charge when they log in to their online portal at aes-ohio.com. You can also request this information by calling Customer Service.

Ohio Electric Choice

Competitive Retail Electric Service Providers – Customers can obtain a list of competitive retail electric service providers at aes-ohio.com/registered-electric-generation-suppliers or by contacting AES Ohio at 800-433-8500. Customers may also visit the Apples-to-Apples website at energychoice.ohio.gov to view and compare 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.

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 the right to cancel any change in supplier within seven calendar days after the notice was 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; the customer's account will be credited for any switching fees resulting from 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.

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 accessible to other electric service providers. If you wish to remove your name from this list, you can do so in the online portal at aes-ohio.com or by calling AES Ohio.

AES Ohio

Customer Service

Monday through Friday, 8:00 AM – 5:00 PM

800-433-8500 • TTY 800-750-0750 / 7-1-1 (Ohio Relay Service)

PO Box 1247, Dayton, OH 45401 | aes-ohio.com

Outage Reporting

Available 24/7/365

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

Construction Control Center

Monday through Friday, 8:00 AM – 5:00 PM

800-424-5578 or 937-331-4860 | aes-ohio.com/construction

Business Solutions Center

800-253-5801

OHIO811 - Call Before You Dig

800-362-2764 or 8-1-1 | oops.org

Contact OHIO811 at least 48 hours before you dig to avoid injury and property damage caused by digging into utility lines.

Public Utilities Commission of Ohio

Consumer Services Division

800-686-7826 • TTY 800-750-0750 / 7-1-1 (Ohio Relay Service)

180 East Broad Street, Columbus, OH 43215 | puco.ohio.gov

The Ohio Consumers' Counsel

877-742-5622

65 East State Street, 7th Floor, Columbus, Ohio 43215 | occ.ohio.gov

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 8:00 AM to 5:00 PM weekdays, or at puco.ohio.gov. Hearing or speech-impaired customers may contact the PUCO via 7-1-1 or 800-750-0750 (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 8:00 AM to 5:00 PM on weekdays, or at occ.ohio.gov.