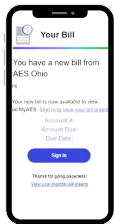


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In compliance with the Public Utilities Commission of Ohio's (PUCO) SEET order, AES Ohio has issued a one-time customer refund.

You will see this refund automatically applied as a credit on your electric bill as early as August 2026.

Case No. 20-1041-EL-UNC

Important notice:

AES Ohio received approval from the Public Utilities Commission of Ohio to modify its disconnection procedures in Case No. 21-1234-EL-WVR.

In the event your service is pending disconnection for nonpayment, and you have an AMI Meter (Smart Meter) installed at your premise, personnel will no longer provide an in-person notice as the service disconnection will occur remotely. Customers facing disconnection will continue to receive multiple notifications via email, phone and on their billing statements.

31120-I-0149



Before you dig, make the call.

August 11 (8/11) is a reminder to contact Ohio 811 [at least two full working days before you dig.](#)

It's a simple step that can help prevent outages, costly repairs, and serious injuries.

No matter the size of the job, always contact Ohio 811 first.



Learn more:
aes-ohio.com/call-you-dig