



## Smarter New Year

As we start the new year our purpose remains clear, accelerating the future of energy, together. Working with you – our customers –we’re improving lives by delivering greener, smarter energy solutions right here in the Miami Valley.

Smart Grid represents a move to a new era of reliability, availability, sustainability and efficiency. The digital technology allows for two-way communication between AES Ohio and our customers. Like the Internet, the Smart Grid will consist of new technologies and equipment working together to serve you better. With our digital transformation, expect new products and services to help us respond to our customers quickly and efficiently.

A smarter grid improves the quality and reliability of the power that we deliver to your home or business.



## It all starts with a smart meter

AES Ohio is actively installing smart meters to our customers across the 24 counties we serve. This effort began December of 2021 and will continue into June of 2025. To date, more than 120,000 meters have been exchanged.

Smart meters will bring a smarter future for all of us.



### Strengthened reliability

Smart meters automatically tell us if the power is out at your home. And that helps us restore power faster.



### Better communication

Since your smart meter communicates to us, it will help us communicate with you through services like outage alerts and estimated restoration times.



### More information, more control

Smart meters record your usage every 15 minutes. Helping track your usage during the month. It will also reduce estimated bills.



### Convenient service

Smart meters allow us to remotely start and stop your service, which comes in handy when you're moving.



Get answers to questions you may have about smart meters. [aes-ohio.com/aes-ohio-smart-grid](https://aes-ohio.com/aes-ohio-smart-grid)

# What you need to know about winter bill assistance

As colder weather approaches this season, AES Ohio understands that high bills can be a financial challenge for our customers.

More Ohioans are now 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):** Federally funded program that provides eligible Ohioans assistance with their home energy bills.

**Home Energy Assistance Winter Crisis Program (HEAP Winter Crisis Program):** This program helps income-eligible Ohioans that are threatened with disconnection, have been disconnected or have less than a 25% supply of bulk fuel in their tank maintain their utility service.

**Home Weatherization Assistance Program (HWAP):** Provides eligible Ohioans with assistance to improve the energy efficiency of their homes and reduce their energy costs.

## For the shortest wait times, utilize our phone self-service options

You can reach AES Ohio anytime, day or night, seven days a week by calling us at 800-433-8500 or online. Through our automated phone system, you can explore several self-service options. Please have your AES Ohio account number ready.

 For more information, please visit [aes-ohio.com/contact-us](https://aes-ohio.com/contact-us).

Additionally, AES Ohio has several other assistance options available

**Pay Agreements:** We have pay agreements available to help customers with past due balances.

**Budget Billing:** The program evens out seasonal highs and lows so you pay the same amount each month. Residential customers can view their budget amounts and enroll online.

**Gift of Power:** AES Ohio provides emergency relief funding to customers who are facing disconnection and cannot pay their electric bills. The application period begins January 17, 2023 through April 14, 2023.


 For more information visit: [aes-ohio.com/payment-assistance](https://aes-ohio.com/payment-assistance)



## Winterize your home with a smart thermostat


### Instant rebates available on AES Ohio Marketplace


Find the right smart thermostat for your home this winter. Begin your smart new year with this easy upgrade to help you save on energy costs while maximizing your comfort and control.


 Energy efficient and smart home products: Visit [aesohiomarketplace.com](https://aesohiomarketplace.com).


## Add energy efficiency to your smart New Year's resolutions


Start your smart new year by making a commitment to save energy and money. AES Ohio is encouraging customers to make the resolution to be energy efficient in 2023. Here are a few tips to help get you started.

 Change or clean your furnace air filter once a month. Dust and dirt make your unit work harder.

 Avoid using space heaters. They are expensive to operate and dangerous.

 Open curtains and blinds during the day to let the warm sun in. Keep curtains and blinds closed at night to keep cold air out.

 Insulate water pipes (especially hot water pipes) to help prevent them from freezing and from heat escaping.

 When using the fireplace, turn down the temperature in other rooms.

For more tips visit [aes-ohio.com/energy-savings-tips](https://aes-ohio.com/energy-savings-tips)



[www.aes-ohio.com](https://www.aes-ohio.com)

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