

Accelerating the future of energy, **together**



2021 Transformational Customer Experience

April 20, 2021



A once in a lifetime opportunity for the Energy Sector



Our commercial vision: Empower customers' energy transition

New clean energy



Achieve a **higher standard** of new energy

Advanced energy networks



Drive **impact** through access and insights

Cleaner reliability



Secure our **sustainable** future

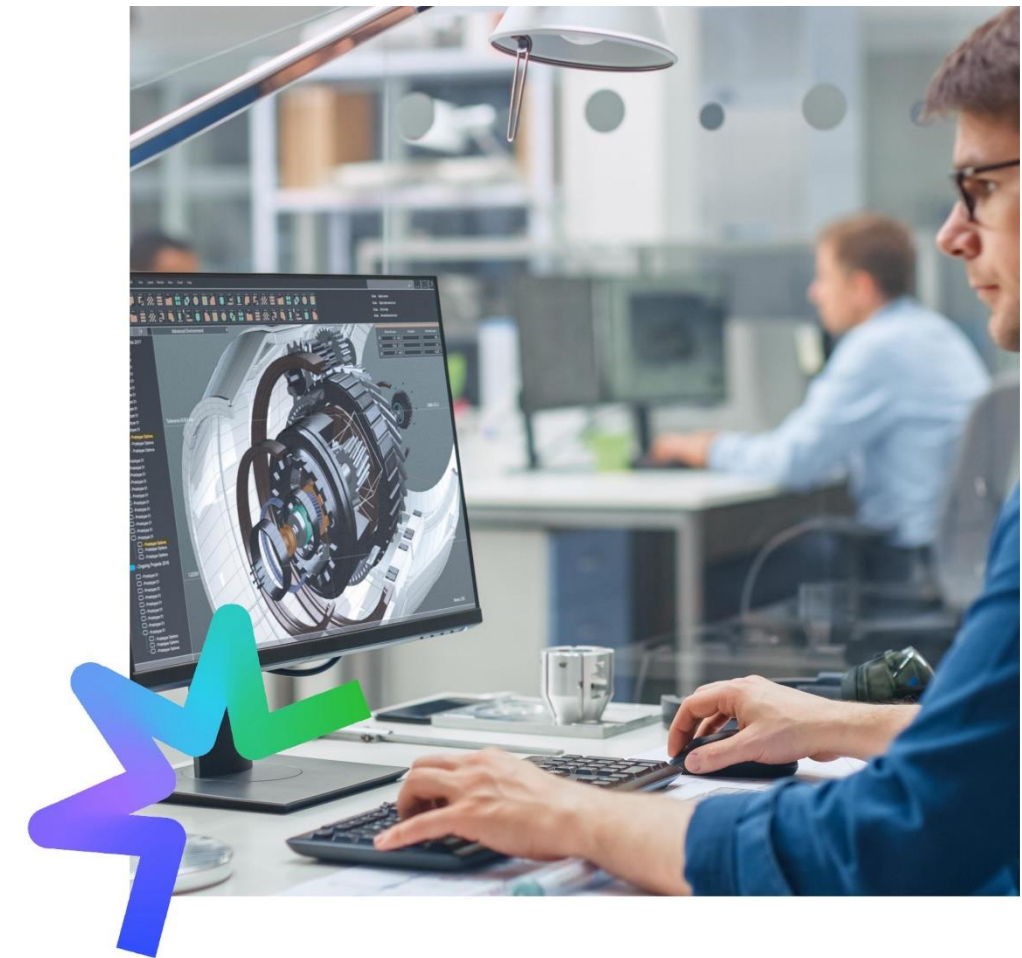
Drive impact through access and insights



Smart distribution networks



Clean energy navigator



Innovation to transform

Empowering customers to achieve their goals

I need to reduce my energy spending



What levers do I have to meet our corporate objectives on reducing our carbon footprint?



I need to improve my competitive position in the market



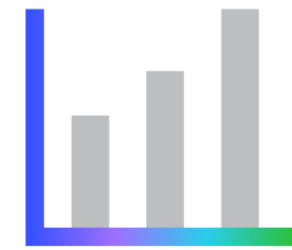
Enabling a **smart energy** future by ensuring our customers experience **personalized, innovative** and **seamless** energy services by transformative technologies.



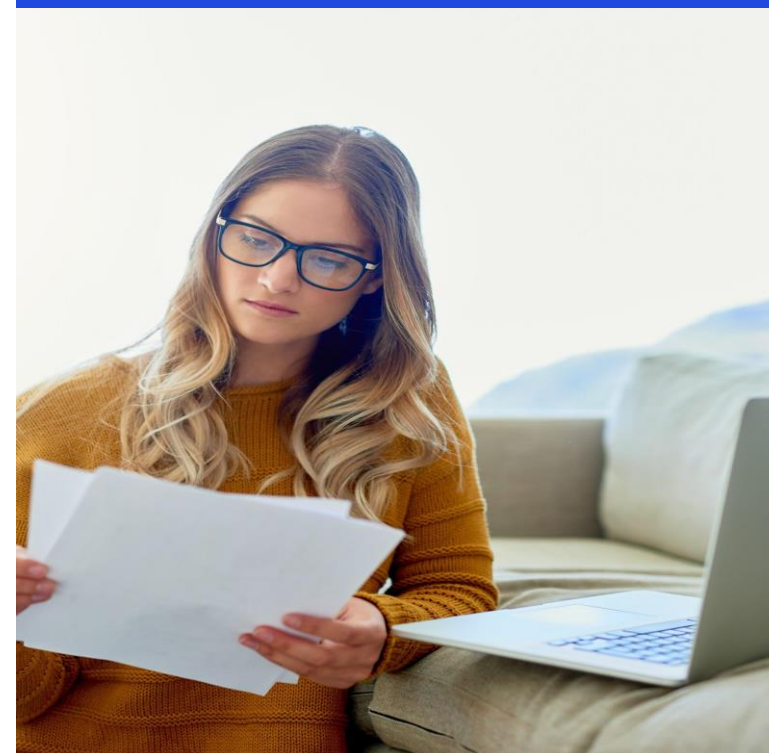
AES Indiana & Ohio Customer Experience Transformation



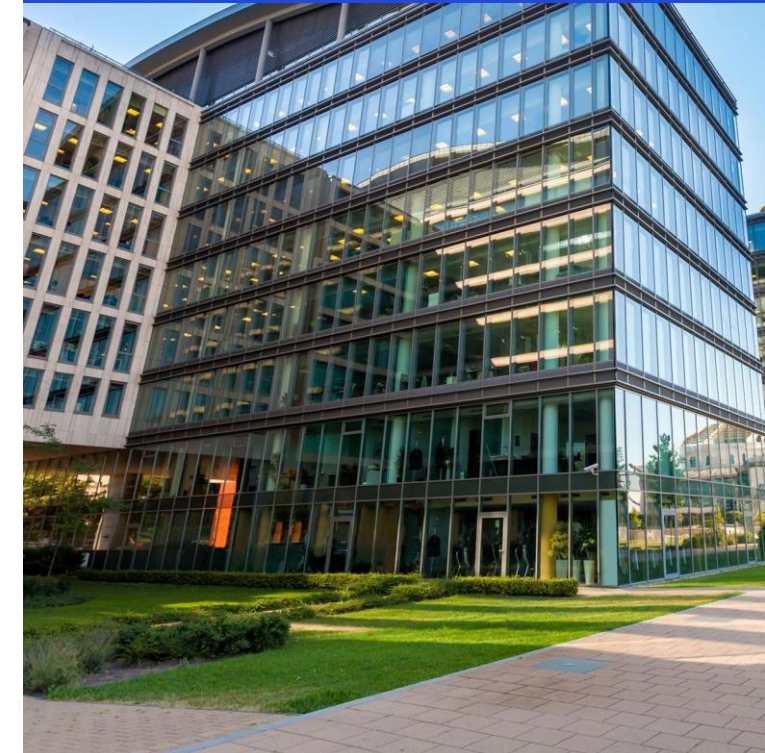
Integrated Customer Experience Platform



Portfolio of Controllable Devices and Distributed Generation



Clean Energy Navigator for C&I Customers



Electric Mobility

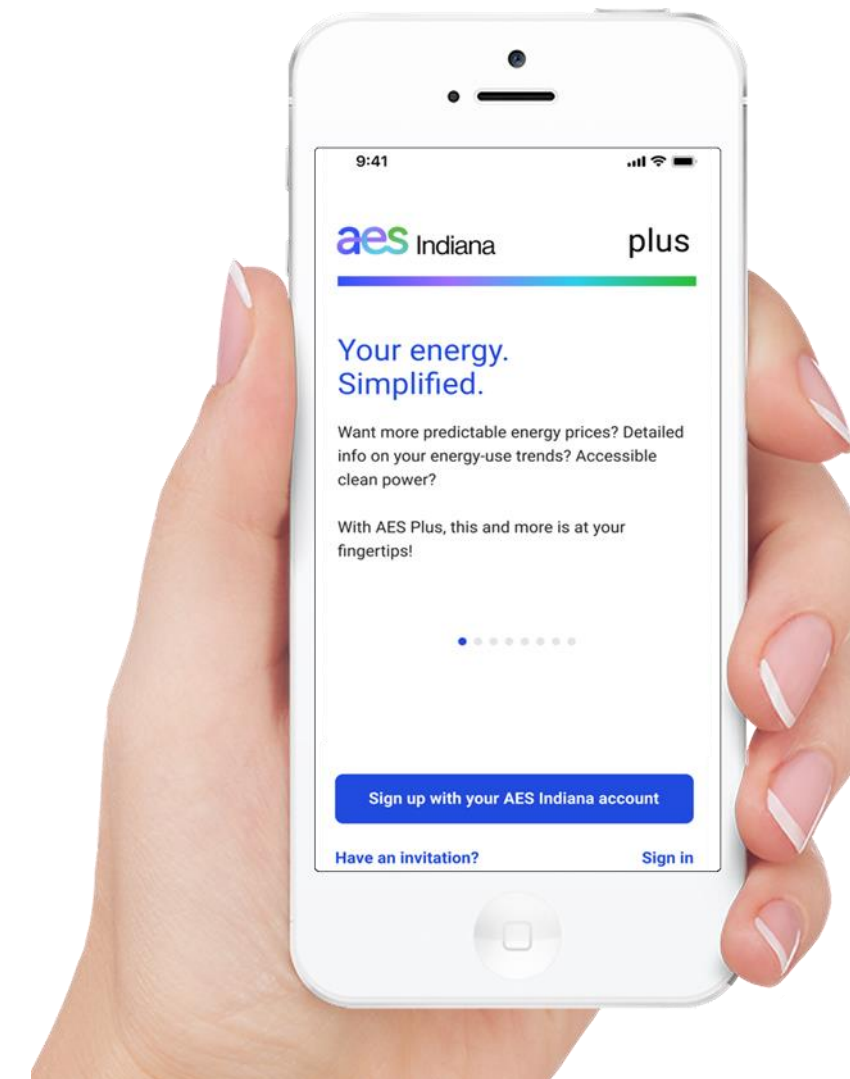
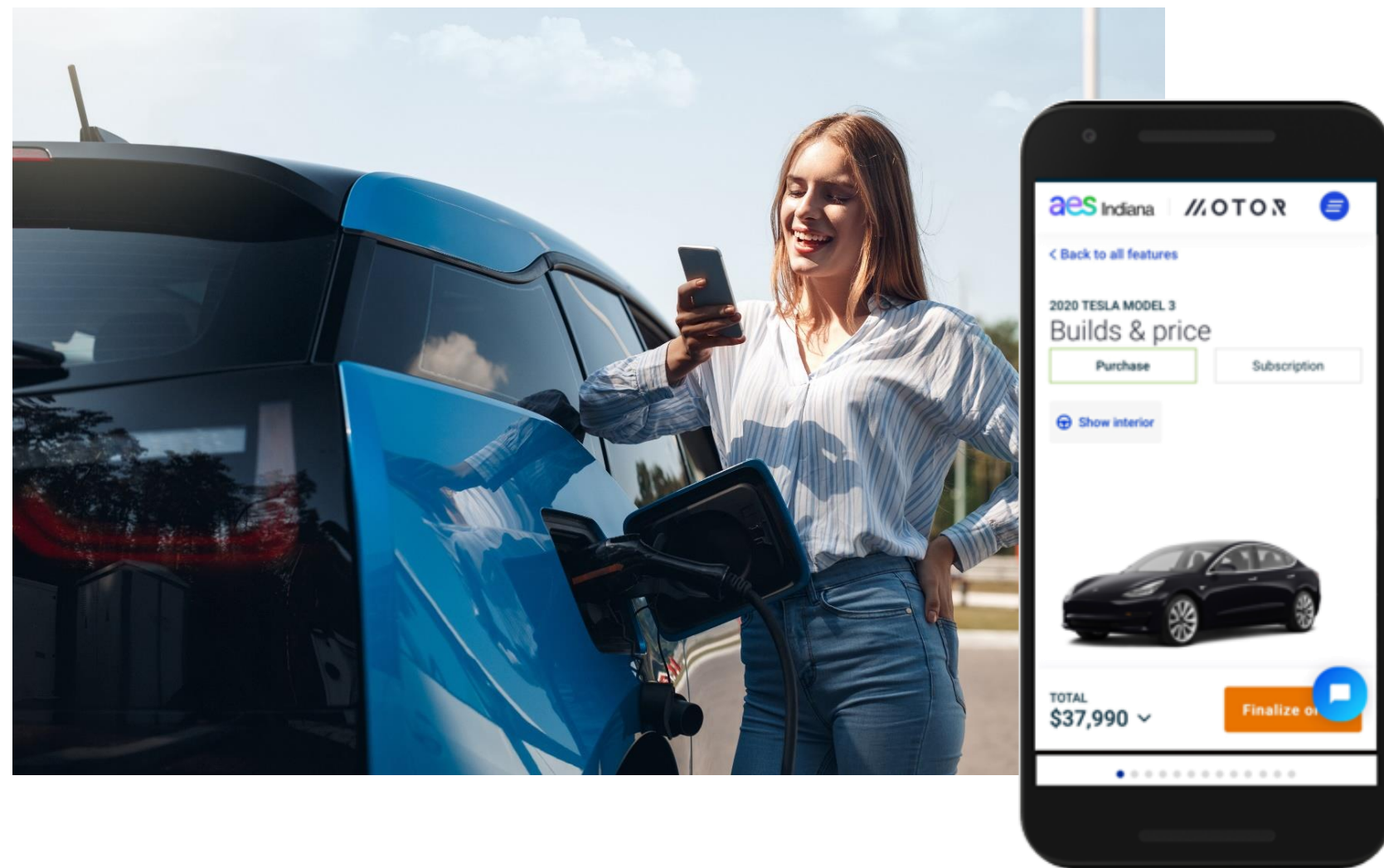


Innovating to deliver new outcomes



Managed Charging by Motor and AES Indiana

AES Plus - Personalization, Optionality & Convenience



With **uplight**[™],
We're Partnering
to Add Power to
the Customer
Energy Experience

The logo for aes, featuring the lowercase letters 'aes' in a rounded, sans-serif font. The letters are colored with a gradient: 'a' is blue, 'e' is purple, and 's' is green.The logo for Schneider Electric, featuring the word 'Schneider' in a bold, green, sans-serif font above the word 'Electric' in a smaller, green, sans-serif font. A green circular icon with a stylized 'E' is positioned to the left of 'Electric'.

An inclusive energy transition



Diverse Customer Needs



Affordability



Community Impact

Helping customers succeed through COVID-19

Fast Facts

10,512

HOUSEHOLDS ASSISTED

\$5M

ARREARS PAID

\$475

AVG ASSISTANCE



Over 16,000 in county get help with utility bills

DP&L, Vectren use \$6M in CARES Act funds to provide customers relief.

By Chris Stewart
Staff Writer

Montgomery County and the region's two largest utilities worked together to earmark \$6 million to pay off back utility bills for nearly 16,000 local households using federal coronavirus relief funds.

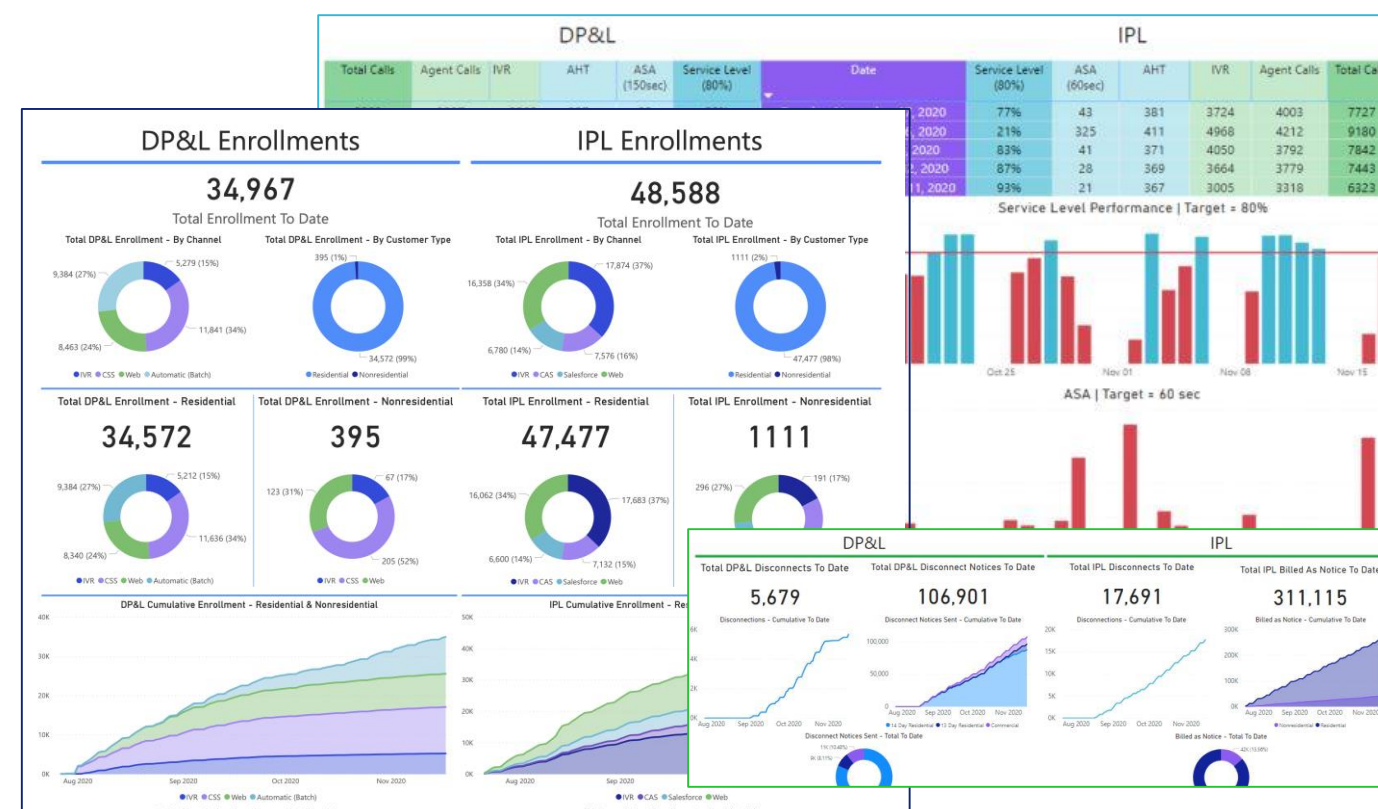
Nearly one-third of the \$6 million spent in the program went to residential customers in three ZIP codes, an analysis of final program data shows. This was in the 45417, 45406 and 45405 ZIP

codes, geographically spanning much of west and north Dayton and portions of Harrison Twp., Moraine and Trotwood. Overall DP&L and Vectren credited 16,402 accounts during a county CARES Act program.

Addresses in 36 ZIP codes across the county received credits, according to program data.

"The number of applications we received through this program shows that many people in our communities are struggling," said Montgomery County Commissioner Debbie Lieberman. "A utility bill credit may not solve all the problems, but it did give thousands of households some relief

Utility bills continued on A8





**“IMAGINING A GOAL DOESN'T GET THE
HEAVY LIFTING DONE, BUT WITHOUT
IMAGINATION, NOTHING GETS DONE.”**