

**AES Customer Ecosystem (“ACE”) Project
IURC Cause No. 45911
Questions from May 29, 2024
Response date: June 11, 2024**

1. OTHER INFORMATION REQUESTED BY THE COMMISSION

Indianapolis Power and Light Company dba AES Indiana (“AES Indiana” or “Company”) received questions from the Commission on May 29, 2024, about the comprehensive suite of new systems, referred to as the ACE Project. These systems are the backbone of the operational meter-to-cash processes and customer interactions. The ACE project was launched in partnership with a system integrator who lent their expertise throughout the project. These questions are addressed individually in this report.

Q1. AES Indiana (AES) indicated that the ACE Project went into operation on November 6, 2023, and that it is fully operational. Was the ACE Project considered fully operational when it went into operation on November 6? If not, what date did the ACE Project become fully operational?

A1. The system was considered fully operational when it went into production on November 6, 2023. This was based on the Go Live Criteria or (“GLCs”). There are 91 GLCs for the Project that measure the system's health, the training on the system and business readiness, and the completeness of all planned testing and activities. This was conducted with a leading system integrator's strategic and technical support backed by a more than 600-person team. When the Company went live, the GLCs were met, and it was determined that the system was ready for production and fully operational. By November 6, 2023, all the systems were executing the meter-to-cash process and determined to be used and useful.

Q2. What actions did AES take to test the ACE Project systems before they were put into operation?

A2. Over 3,500 tests were conducted as part of the application readiness activities. In the development phase, two tests, the build unit test, and the functional unit test, were conducted on all reports, interfaces, conversions, enhancements, and forms, commonly referred to as objects. Following this, an assembly test was carried out to ensure the objects developed could work together in the system as part of the overall business process. Once the objects were assembled, three product testing phases were conducted, spanning all the developed objects. The objective of these tests was to validate that the end-to-end business processes met the business requirements of the product owners. This involved three testing runs to ensure the execution of the batch process and the verification of bill output across all cycles.

a. Did these actions include a soft launch of any systems?

a. No, a soft launch of the system was not technically practical. This issue is not unique to AES Indiana. With core financial systems, components cannot be readily broken apart for individual launches because of the way the meter-to-cash process flows and the complexity of the systems that tie together the information to produce the billing cycle. For this reason, it was not feasible to launch sections of the new systems and operate within legacy and new solutions. Some items, such as the IVR and customer portal, were integrated into the new system and had previously been live, but they used data from the new system when the application went live. These integrations and data feeds from the new systems to the customer-facing applications would not have been able to launch in advance.

b. What problems were identified by testing or the soft launch prior to putting the ACE Project system into operation?

b. Various issues were identified through the testing cycles. Issues are expected to be found and resolved during the testing phase. The number of issues the company saw indicated normal behavior of the systems. The areas where the Company saw the highest volume of issues were with implausible reads, installment plans, and correspondence letters. The Company worked to address all critical and high-priority issues before going live. One critical and two high-priority issues had workarounds that allowed the Company to proceed with going live without compromising the system's functionality. These items were prioritized to be resolved after going live and are now corrected in the systems. In hindsight, the Company has identified that the system integration bill print testing did not address out-of-balance. The Company has since corrected that situation, is finding accounts that are out of balance, and is resolving the issues.

Q3. AES indicated that, as of May 10, 2024, it had opened 2,010 tickets regarding the ACE Project. Please delineate the number of tickets into types/categories of issues, such as billing, operational, new service, customer service, etc.

A3. Table 1 shows which tickets opened during the hypercare period by issue type. For the categories of Technical and Access/Digital Request, for audit purposes, the team was asked to open tickets if they needed enhanced access to the system to perform functions needed to address problem areas or support technical areas like VPN connections. The other categories relate to the functionality of the system.

Table 1. Tickets by System Category

Category	Count
Billing	378
Customer Service	297
Field Service	86
Metering	229
Payments	253
Reporting	95
Technical	107
Access/Digital Request	565
Total	2,010

- a. Also, please provide disaggregated numbers broken down into issues with the customer information system (CIS), meter data management (MDM), customer service management (CSM), and field services management (FSM) applications.
- a. Table 2 shows the number of tickets opened by the system component. Please note that the “Other” category is used because the Reporting, Technical, and Access/Digital Request referenced above pertain to direct system types but were programmatic.

Table 2. Tickets by System Component

Category	Count
CIS	588
MDM	224
CSM	244
FSM	85
Other	869

Q4. For the 2,010 tickets that were open since November 6, 2024, please disaggregate these tickets into the number of critical, high, medium, and low priority.

A4. After the May Compliance Report was filed, eight tickets were moved into the critical category to provide a greater sense of urgency due to the length of time they had been open without a resolution being identified and/or an upcoming business need to mitigate the impact on a customer and/or employee. Adjusting priorities is a normal part of incident management. Table 3 shows the count breakdown for each category- critical, high, medium, and low.

Table 3. Tickets by Level

Category	Count
Critical	199
High	396
Medium	660
Low	755

a. Please delineate the number of customers, or bills, impacted by each category level of ticket.

a. In the May Compliance Report, it was shared that the Company asked the team to open tickets regardless of whether or not the team believed it was a system issue. Therefore, not all the tickets have an associated customer or bill impact. In Table 4, customer impacts are estimated based on the ticket criteria. These ranges are used at the time of a ticket creation to provide an assessment of potential customer impact. This is because developing an exact amount when a ticket is opened is challenging due to the investigation needed to assess the full impact. Retrospectively, an exact count is developed to support customer interactions, issue resolution, and tracking. Often, tickets that are opened can overlap because of how the billing, credit, and customer areas of the systems are tied together. This means there could be a ticket for billing, but it could also show up in payments.

To be able to provide a view of the data in Table 4, an exact customer count was not possible due to the data tracking system for the ticket levels and counts.

Table 4. Estimated Customer Count by Ticket Level

Customer Count Range	Critical	High	Moderate	Low	Total
>= 1,000	17	8	13	4	42
1 - 99	25	31	26	17	99
100 - 499	1	5	4		10
500 - 999	6	5	3		14
Don't Know	93	220	255	195	763
Residential	19	46	198	174	437
Total	161	315	499	390	1,365

Q5. For the 2,010 tickets, AES shared that 191 of these tickets were critical. Please list the critical issues AES experienced with the ACE Project since it was deployed on November 6th. Please indicate which critical issues have been solved, unsolved but closed, or are currently open.

A5. Table 5 shows issue status and ticket count. The table includes incidents that have been canceled because they were duplicative or no longer relevant; closed because they have been fixed and are in production; and in progress because they are currently being worked on or are resolved but awaiting a final test or push to production so they can be moved to the closed status.

Table 5. Status of Critical Tickets

Status	Total
Canceled	16
Closed	171
In Progress	8
Resolved	4
Total	199

a. For currently open critical tickets, please provide a specific date for when AES expects each issue to be solved, if a date is expected.

a. As of June 7, 2024, there are eight open critical tickets being addressed in a prioritized order to achieve the highest customer outcomes when resolved. The Company is focused on resolving billing errors as quickly as possible. However, there is no one-size-fits-all solution, and resolving these issues requires individual attention and tailored support. Teams have been working diligently to find solutions to these issues. In partnership with the System Integrator, ticket resolution goes through substantial testing and governance processes before release. Based on the reduction of out-of-balance bills, the Company is seeing improvement and is trending in the right direction, as shown in Table 14.

b. How many customers are currently impacted by the 16 critical tickets?

b. AES Indiana interprets the 16 critical tickets to refer to the 16 critical tickets as of May 10, 2024, identified in the May Compliance Report. Of those 16 critical tickets, eight critical tickets remain open as of June 7, 2024. Related to the remaining eight open critical tickets, it is estimated that 17,850 customers, or roughly 3% of the total customer base, are impacted at this time.

Q6. Has AES opened new tickets regarding the ACE Project since May 10, 2024?

A6. Yes, the teams are analyzing billing scenarios and continuing to open tickets for any issues identified. Since the May Compliance Filing, as of June 7, 2024, 66 tickets have been opened. A

breakdown of those tickets is shown in Table 6. The majority of the tickets are focused on how billing data is rendered on a customer’s monthly statement.

Table 6. Tickets Opened Since May 10, 2024

Row Labels	Canceled	Closed	In Progress	Resolved	Total
1 - Critical	1	3	1	1	6
2 - High		4	6	4	14
3 - Moderate		8	21	4	33
4 - Low		9	4		13
Total	1	24	32	9	66

Q7. AES indicated that 235 customers have not received an invoice since November 6, 2023. Please provide more detail about the issue impacting these customers.

A7. As of June 5, 2024, 32 customers have not received a bill from the new system. Of those, 21 are new construction, so they will be billed once the new construction business process has progressed, and 11 are in review with the device management team to assess issues impacting the ability to bill these accounts.

At the time of the May Compliance Report, the 235 customers represented customers who had not received a bill since November and new customers who had not received a bill since moving into their new location. As of the last week of May, the number of accounts not billed since November go-live was 75. Since then, 43 have been billed and invoiced.

a. How is AES currently billing these customers?

a. For the 32 customers who have not received a bill, their accounts continue to accrue standard charges for utility services without incurring late payment charges.

i. If AES is not billing these customers, does AES plan on billing these customers for past usage once the issue is fixed?

i. Yes. The Company plans to work with customers to address this, as further explained below.

1. If so, will AES automatically enroll these customers into a payment arrangement?

1. For legal and security reasons, the Company cannot enroll customers into a payment agreement without their consent. Therefore, the Company has reached out to customers to support this process and find the best method for their circumstances. The Company offers payment arrangements through short- and long-term extensions to all customers, including those impacted by billing issues. Options for payment extensions for residential customers include three-, six-, nine-, and 12-month extensions. Commercial customers

are offered three, six, and nine-month extensions. Customers on medical alerts are also provided with more extended payment options based on their balance.

AES Indiana has encouraged customers to continue paying while experiencing a delay and communicated proactively to recommend that customers contact customer service to establish a payment arrangement if needed. The Company has also developed a process for customers who inquire about extensions beyond 12 months (for residential) and nine months (for commercial) to minimize any individual financial impact.

Q8. Please provide more detail on the complex bill and large C&I customer bill data and process issues.

A8. The majority of issues associated with complex bill and large C&I customers have been related to transferring the information from the system line by line onto the bill or with bill print. Several of the Company's large C&I customers have both metered services and unmetered lighting services. Due to multiple months where data was missing from the bill for lighting charges, multi-month billing corrections were required to correct the charges. Either those cancel/rebills were not reflected properly when generating the monthly billing statement, or the canceled and rebilled charges created an out-of-balance condition on the monthly billing statement to which they were to be rendered with delay when delivered to the customer. Large C&I customers with a customer-specific contract and complex bills have also experienced delays in receiving their billing statements or may have received statements that did not reflect accurate charges. The manual billing adjustments required monthly to comply with the customer-specific contract are processed in the system as needed. The ACE project team is actively working on a resolution of this issue.

Q9. On the issue of “late or confusing bills due to bill print issues”, have you noticed a trend with the customers who have had these issues, such as geographic area or certain billing programs?

A9. The Company has not noticed a trend in impacted customers from a geographic area. The primary trend identified is related to certain billing programs. This includes customers with unmetered lighting services and customers participating in Budget Billing. In addition, a subset of customers participating in direct debit autopay and AES Indiana's optional Green Power program were impacted by issues resolved in November 2023.

Q10. How has AES communicated with the 22,000+ customers who have been identified to have out of balance bills, particularly those who have not submitted a ticket to you directly?

A10. The Company has worked to communicate proactively and be responsive to inquiries from customers, media, and other stakeholders. Communications with customers and respective

subsets of both residential and C&I customers have occurred in a number of ways, including email, bill inserts, bill messages, in-person events, letters, website updates, social media, and outbound phone call campaigns. In addition, a separate phone line was established for customers experiencing billing issues. Frequently asked questions (FAQs) regarding the Company's system upgrades and billing issues have been consistently updated on the dedicated webpage.

Since November, there have been 32 media requests. The Company has granted 10 out of 10 interview requests and shared information on how the Company is working to resolve billing issues for customers. It has also shared the contact information for the billing line, FAQs, and billing options.

Customers escalating issues have received communications to inform and assist them, including when the issue is escalated outside of normal customer support channels. The Company has been committed to addressing concerns expressed via social media, website feedback, and other forums, bringing in additional staffing prior to implementation to support the resolution of customer inquiries. See Appendix 1 for more information, including details on interviews conducted and additional customer communications since August 2023.

Q11. From Table 1, “Unable to reissue bills when a bill was sent with inaccurate information” – can you elaborate on this issue? Does this mean there is an issue with manually sending bills, or is it an issue with sending bills to single customers at a time?

A11. Several issues related to bill print were found when a monthly billing statement needed to reflect a billing adjustment or cancel and rebill of prior charges. The issues caused some details of the canceled and rebilled charges not to be displayed on the monthly billing statement or the statement failed validations. Those out-of-balance validations ensure that the amount due on the billing statement matches the account balance in the system and that the prior statement balance, payments and new credits/debits displayed on the statement add up to the account's balance. While the account information within the system was correct, the line items did not total correctly when the information was transferred to the bill. The ACE Project team has deployed several fixes to correct out-of-balance conditions for cancel/rebill scenarios, and work continues by the project team to resolve them. Manual billing is operable and has been used, especially with C&I customers, to get them the data needed for their utility bill.

a. Does this issue include monthly billing statements with overlapping dates?

a. The monthly charges reflected on the Company's billing statements do not overlap when they are for the same service address. Overlap can occur on the same monthly billing statement across different service addresses. This overlapping has not been identified as a cause of any known bill print issues/defects.

Q12. AES indicated that less than ten percent of its customer base has been impacted by some form of billing issue captured in the ticketing system at any given time.

a. Does this mean:

- i. **For all the tickets opened for issues since the ACE Project went into operation, less than ten percent of customers have been impacted, in total, for all of those opened tickets; or,**
- ii. **That, at any given time since the ACE Project went into operation, less than 10 percent of customers were impacted by all active tickets?**

A12. Customer impact is measured at that moment in time, meaning that less than ten percent of customers have been impacted at any given time. Since going live, as of June 3, 2024, 61,772 (~12%) of customers have experienced a billing issue.

Q13. Is AES aware that certain customers experienced multiple charges and withdrawal of funds for the same monthly bill?

A13. Yes. After receiving an escalated customer complaint in February 2024, an issue was identified where the Company's third-party payment processor was allowing the creation of multiple automatic payment profiles for the same customer account. Although the issue was not related to the ACE Project, the project team worked on the resolution.

a. How many customers were impacted by this issue?

a. Approximately 100 accounts had duplicate automatic payment profiles; however, not all of these customers had multiple payments drafted from the bank account for the same monthly invoice(s).

b. How did AES rectify this issue?

b. The Company raised the incident with their third-party payment processor to alert them of the suspected issue, confirm the cause, and develop a fix. The vendor confirmed the issue and deployed a solution at the beginning of March to prevent duplicate automatic payment profiles from being created for the same customer account. Once the solution fix was implemented, the Company requested a list of the impacted customer accounts so that duplicate automatic payment profiles could be deleted. The deletion of the duplicate profiles was completed on March 1st.

c. Does AES know if this issue compounded financial stress to any of its customers?

c. The Company is aware of one specific escalated instance where the customer experienced this issue and filed a complaint with the Indiana Utility Regulatory Commission (IURC) and Better Business Bureau (BBB). The complaint did not specifically indicate that the duplicate payments caused undue financial stress. The duplicate payments were refunded.

- i. **If so, does AES know how many customers were negatively affected by this billing error?**

- i. Although this issue impacted approximately 100 customer accounts, only one escalated case was received, as described above.

d. Were any AES customers harmed by this billing error? If so, how did AES address the harm?

- d. For the escalated case received regarding this issue, the Company refunded the duplicate payments to the customer.

Q14. Is AES aware of reports of customers calling to start service at new meter installations but AES customer service agents saying that no meter is registered at that address?

A14. The Company is aware of incidents in which a customer was informed that a meter was not registered at an address to start a new service. This was first surfaced by a customer on January 12, 2024. Since then, AES Indiana has also been notified of instances through builder community partners of customers who have expressed similar experiences.

a. How has AES sought to address this issue?

- a. When this was brought to our attention in early January, AES Indiana adjusted processes, updated our work guides and communicated with our customer service and construction team to ensure that all customers could receive support while AES Indiana was working through meter updates.

As additional reports of new incidents are received, AES Indiana evaluates each incident and provides direct coaching to any team member involved. AES Indiana has continued to provide updates to our customer service team to advise on the status of meter updates within the ACE system and the best ways to communicate our progress to our customers.

b. Is this issue still ongoing?

- b. The Company continues to monitor this closely and has received feedback from our builder community partners as recently as June 4 regarding an additional incident. A reinforcement communication was provided to our Customer Service and Construction teams to remind them of the processes on June 6. Additionally, all premises are anticipated to be connected to a meter in our ACE systems by mid-July (if not before). Processes have been established for forward ongoing operations, and meters are updated daily within our applications.

Q15. AES indicated that it proactively stopped charging late payment charges and stopped disconnections. As of the date of your response to these questions, are those “freezes” still active?

A15. Yes, the freeze is still active. On October 1, 2023, prior to going live with the new system, the Company stopped disconnect, reconnect, and late payment fees.

a. If so, at what point do you expect to reinstate late payment charges and disconnections for customers?

a. The date of reinstatement has not yet been determined.

b. If those “freezes” have come to an end, on what date did AES reinstate them?

b. Not applicable.

i. How did AES communicate with customers regarding the resumption of late fee charges and disconnections?

i. While the Company has not resumed these processes, the Company is prepared to communicate about this process, similar to actions taken to support customers during COVID, specifically those who are in arrears, with these communication methods. Greater detail can be found in Appendix 2. At a high level, the Company plans to notify customers using the sequenced approach listed below.

- Communication messages will include payment assistance information, including Company, state, and federal programs, energy efficiency information, newly instated remote disconnect and reconnect procedures, how the Company will notify customers of disconnections, and information for low-income and medical alert customer groups.

1. 60 days before the resumption of the remote disconnect and reconnect processes:

- a. AES Indiana website updates
- b. Autodial messages
- c. Text message campaign
- d. Customer email
- e. Community partner email
- f. Social media message
- g. Media advisory

2. 30 days before the resumption of the disconnect and reconnect processes:

- a. Bill insert
- b. Bill message
- c. Social media reminder message
- d. Customer email reminder
- e. Community partner email reminder

- 3. Day of reinstatement of processes:
 - a. Social media reminder message

Q16. For the AES customer service phone system, does AES have statistics on the average call time and hold time for customers?

A16. Yes, these are standard measures within our customer service operations. All measures, as noted below, have improved post-go-live.

a. If so, are you able to provide an average call time and hold time for each calendar month since the ACE Project went into operation?

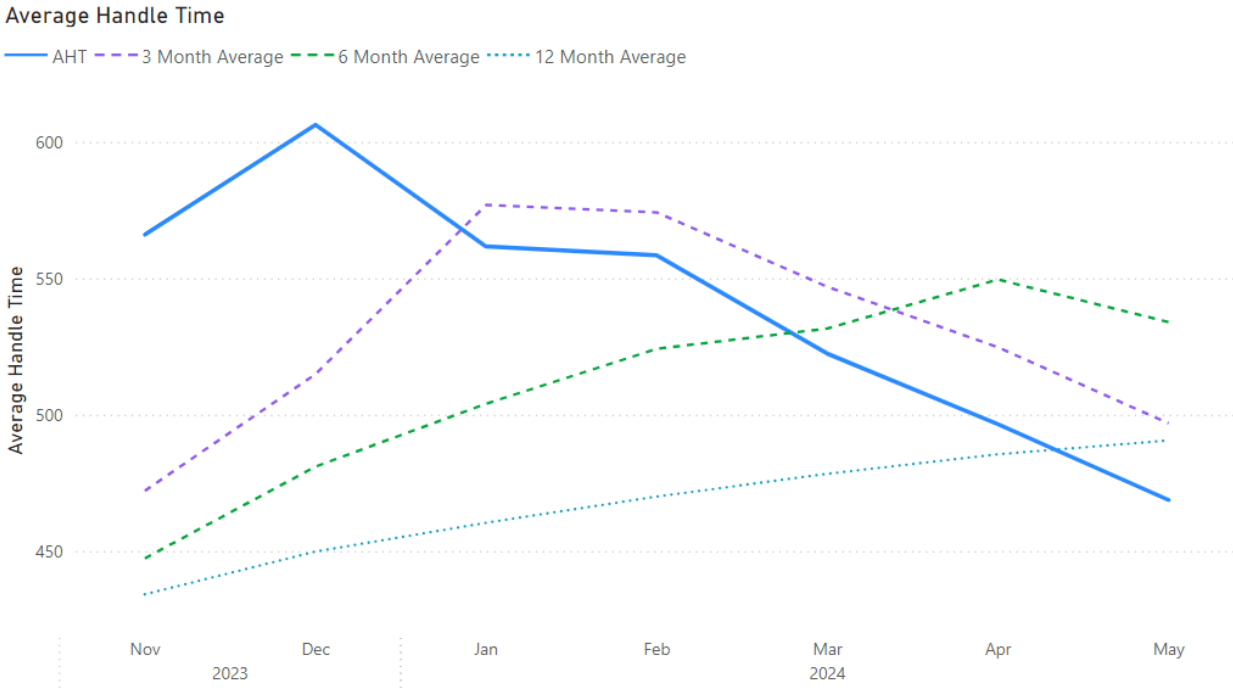
a. Call Time Summary: Table 7 and Figure 1, show the average call time (also referred to as Average Handle Time) per month for each calendar month since the ACE project went into operation; for ease of review, both the number and a graph reflecting the trend are provided. It is important to note that higher call times were forecasted before going live and staffed according to a predictive forecast of 597 seconds. As performance indicates, December represented a peak in our average call times and was the only month that did not meet the forecast.

Table 7. Call Times in Seconds

November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024
566	606	562	558	522	497	469

*This chart reflects the average number of seconds for the duration of customer service calls.

Figure 1. Average Handle Time in Seconds



HOLD TIMES SUMMARY

Hold Times can represent multiple factors. The most common factors are explained below, along with data on the Call Center's performance.

INTRA-CALL HOLD TIME

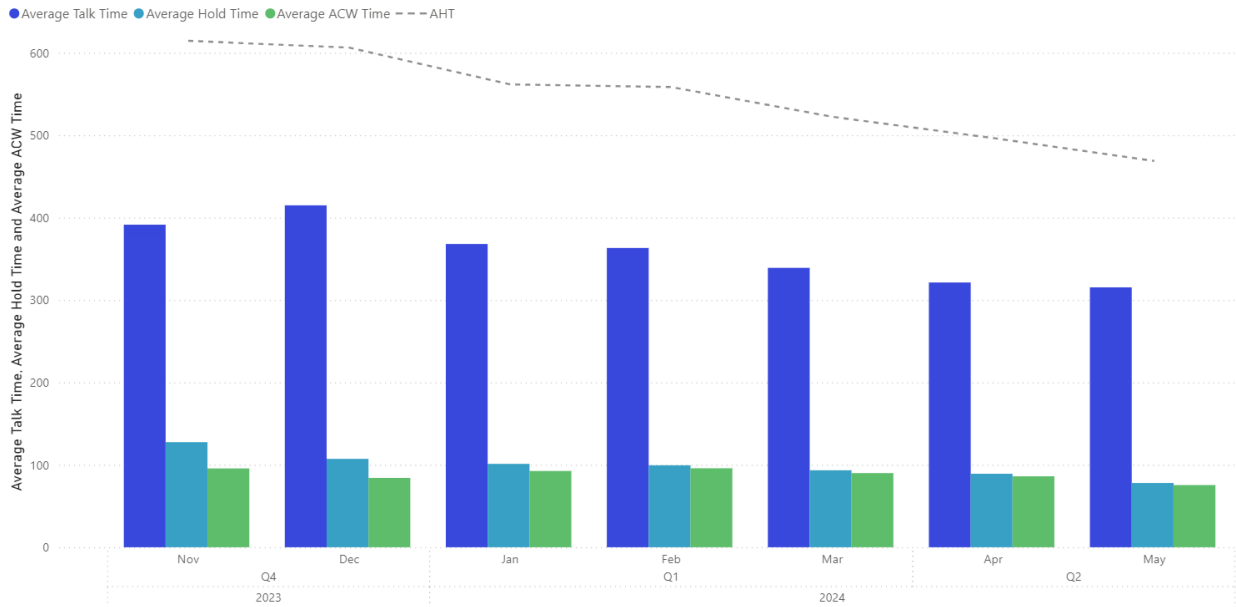
The numbers in Table 8 and Figure 2, represent the average time a customer was placed on hold during an interaction with a customer service agent to conduct further research or complete the customer transaction or inquiry.

Table 8. Average Hold Time in Seconds

November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024
128	107	101	99	93	89	78

*This chart reflects the average number of seconds it took for a customer to be connected to a customer service agent and placed on hold.

Figure 2. Average Talk Time in Seconds



AVERAGE SPEED OF ANSWER

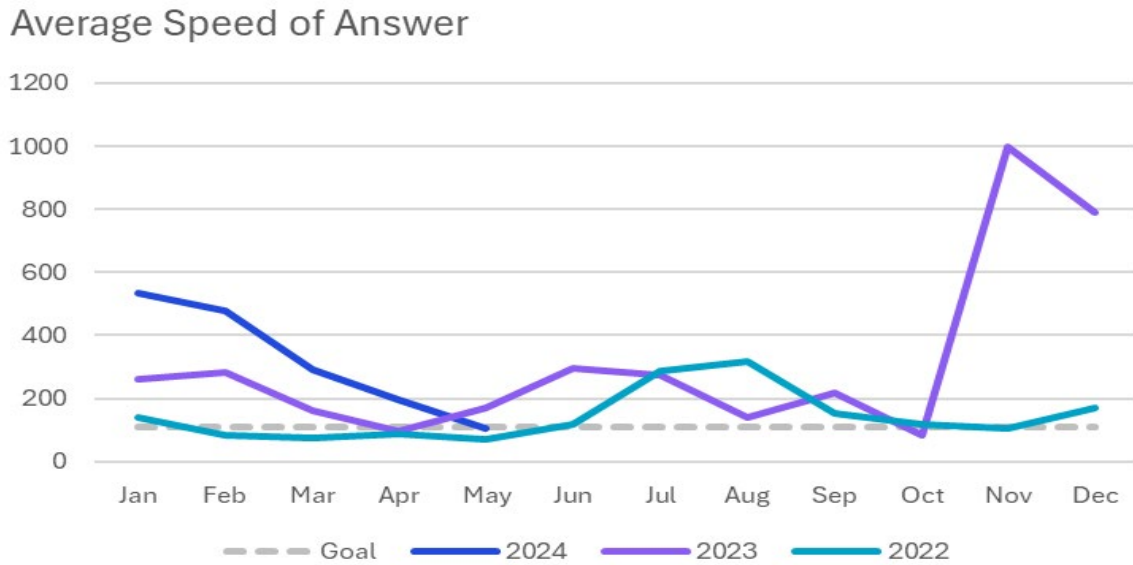
The average speed of answer reflects the time at which a customer enters our phone system to when they are connected to an agent to complete their inquiry or transaction.

Table 9. Average Speed of Answer in Seconds

November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024
1000	790	534	480	293	197	104

*This chart reflects the average number of seconds a customer held after entering our phone system to connect to an AES Indiana Customer Service Representative.

Figure 3. Average Speed of Answer in Seconds



ACE BILLING INQUIRIES PERFORMANCE

The Company dedicated a specific phone number, 317-261-2085, for customers to receive direct support related to billing concerns due to the ACE deployment. This phone number was published in all communications, including our all-customer communication beginning on February 20, 2024. This was not specifically requested, but in the spirit of transparency, please find an update to the Commission on performance related to the inquiries related to ACE billing.

Table 10. ACE Related Customer Call Volume in Number of Calls

February 2024	March 2024	April 2024	May 2024
1021	1866	1309	545

Figure 4. Customer Call Volume by Call Count

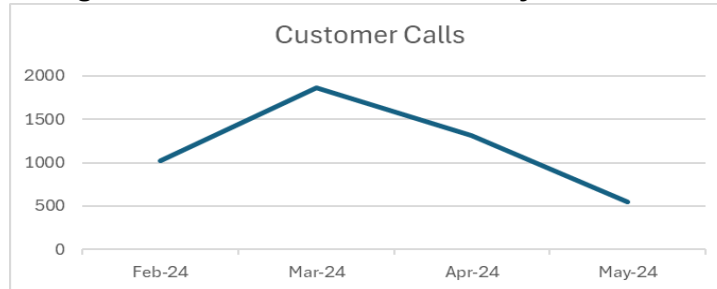


Table 11. ACE Billing Average Speed of Answer in Seconds

February 2024	March 2024	April 2024	May 2024
132	190	115	49

*Reflected in seconds

Figure 5. Average Speed of Answer in Seconds

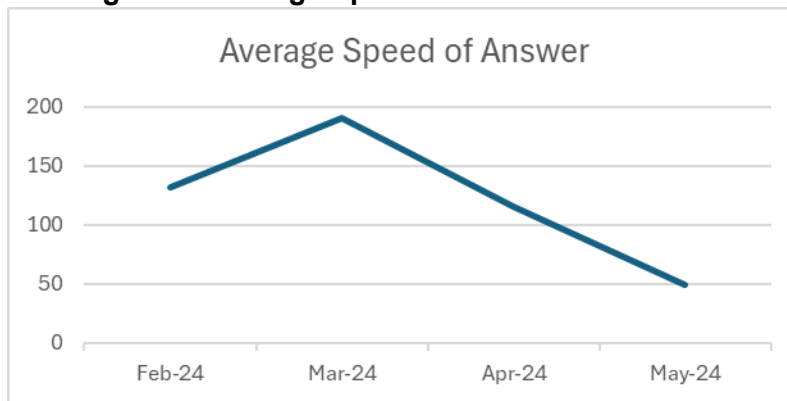


Table 12. ACE Billing Average Handle Time in Seconds

February 2024	March 2024	April 2024	May 2024
618	608	669	600

Figure 6. ACE Average Handle Time in Seconds

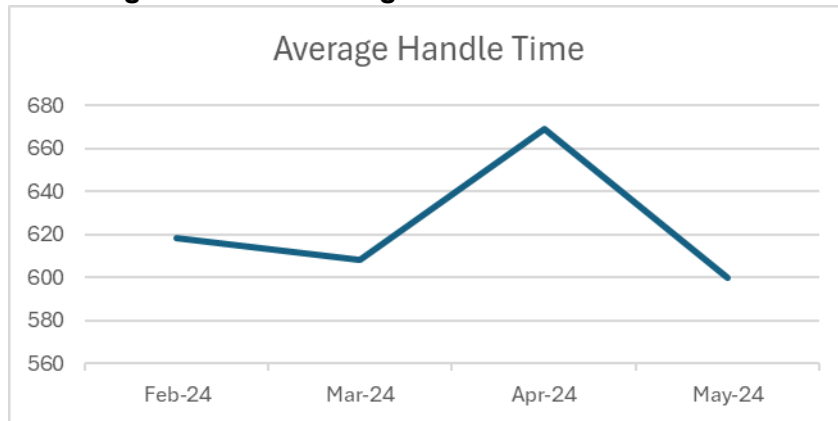
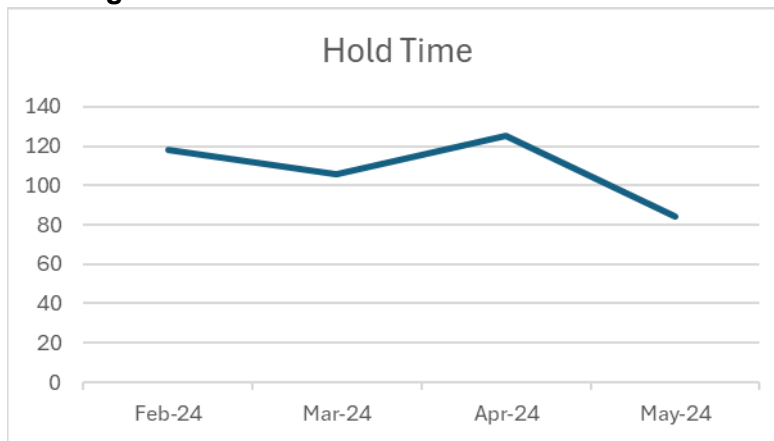


Table 13. ACE Billing Intra-call Hold Time in Seconds

February 2024	March 2024	April 2024	May 2024
118	106	125	84

Figure 7. ACE Intra-call Hold Time in Seconds



Q17. For the FSM application, is AES able to fully utilize this electronic system or are paper records still being utilized in any segment of the system?

A17. The Company leveraged paper processes to accompany the FSM (Field Service Management) applications for new service connections, altered services, and meter installs on

existing services immediately following the ACE deployment. At the start of 2024, paper processes were eliminated as a practice for new service connections for single-family and commercial construction. Paper processes remain in place for multi-family units, altered services, current transformer-rated (CT-rated) installs, and single-meter installs.

Paper processes are estimated to account for less than 15% of all work our field teams perform. For new service connections for single-family residential and small commercial, paper processes are used only as a contingency when field crews cannot connect through Wi-Fi to our applications (less than 10%). Once a connection has been established, paper forms are entered into our digital applications. In all instances where paper processes are utilized, the paper records are converted to our digital applications.

All paper forms used for service connections during November 2023 and December 2023 have been successfully updated in the ACE systems. Our ACE systems have also successfully updated paper forms related to multi-family and altered services, with ongoing processes defined.

Q18. AES indicated that it is “working to reach stabilization in the second quarter of 2024” – can you provide updated metrics on your stabilization numbers and how confident you are in meeting your Q2 goal?

A18. The Company continues to track the identified billing stability metrics at a project level to assess progress on billing stabilization. Table 14 reflects data as of June 7, 2024. The Company is focused on addressing critical and high issues to remediate customer impacts this summer. While the identified metrics are trending in a positive direction, the Company expects some work to reach stabilization to continue into Q3.

Stabilization for systems like these means that customers can receive their bills on time, interact with the Company as needed with questions or requests, and have payment options that meet customer needs. It is still expected that tickets will be opened to resolve issues from time to time, but not of a critical nature.

Table 14. Billing Stability ACE Project Measurement

Stability Measure	Current Performance as of June 7, 2024
Between ~50-100 OOB after the nightly batch run for 10 consecutive batch runs	~200 bills
Zero Critical tickets open	8 open critical
Backlog of OOBs reduced to under 10K	23,800 bills
No backlog of cancel/rebills	2,718 bills or 728 unique customers

Q19. What is the primary issue preventing you from reaching system stabilization?

A19. The primary issue preventing billing stabilization is the ability to correct the bill print code components to accurately show all line items and charges on the bills distributed to all customers. The majority of customers experiencing this impact are those with a special agreement, lighting, and some budget billing.

Q20. Does AES intend to perform a Root Cause Analysis (as defined in Cause No. 38703 FAC 133-S1) once the ACE Project has reached stabilization?

- a. **If yes, does AES have an estimated timeline on when this might occur and be finished?**
- b. **If not, please provide the reasoning as to why conducting a Root Cause Analysis would not be beneficial.**

A20. The Company has not yet decided whether a formal Root Cause Analysis (as defined in Cause No. 38703 FAC 133-S1) will be performed. The Company is currently focused on reaching stability and working with customers to resolve ongoing issues.

The identified causes of the primary issues are related to system coding. As defined in Cause No. 38703 FAC 133-S1, a formal Root Cause Analysis seeks to identify factors that, when addressed, would have the highest probability of preventing a reoccurrence. A formal Root Cause Analysis process allows us to learn through hindsight analysis how to improve our business on a going-forward basis. The lack of a formal Root Cause Analysis (as defined in Cause No. 38703 FAC 133-S1) does not mean the Company is not analyzing and fixing issues with the ACE system. It just means that a formal process to identify the underlying factors has not occurred at this time.

Q21. Did AES work with an external vendor on the development and implementation of the ACE Project? If so, what actions has AES taken with the vendor to remedy the issues experienced with the ACE Project.

A21. Yes. The Company chose the system integrator through a competitive bid process to ensure the selection of the best-qualified company for the implementation of the system. The system integration work was awarded to Accenture, a global business management consulting firm specializing in SAP system integrations. The work commenced in April 2021. After the implementation, the system integrator remained on the project to help remedy the issues encountered. Today, the billing portion of the project remains in hypercare, meaning there is a heightened level of effort to work on this portion of the system with teams operating on daily calls, governance around changes going into production, and continued problem-solving focus to reach stabilization of the new billing system. The system integrator has also worked with other utilities performing similar system changes across the country and in Indiana. AES Indiana has communicated with these companies and worked across multiple teams and groups to leverage lessons learned and support action plans for improving the customer experience.

Appendix 1

ACE Communications

Date	Tactic	Audience	Message/Purpose	Link/Doc
10/1/2023	Bill Insert	Residential Customers	Smarter, Together Newsletter	https://www.aesindiana.com/sites/aesindiana/files/2024-01/AES-Indiana-Smarter-Together-October-2023.pdf
11/1/2023	Bill Insert	Residential Customers	Our commitment to transformng your experience	https://www.aesindiana.com/sites/aesindiana/files/2024-01/AES-Indiana-November-2023-Bill-Insert.pdf
12/1/2023	Bill Insert	Residential Customers	Your account, upgraded.	https://www.aesindiana.com/sites/aesindiana/files/2024-01/AES-Indiana-Bill-Insert-December-2023.pdf
1/1/2024	Bill Insert	Residential Customers	Smarter, Together Newsletter	https://www.aesindiana.com/sites/aesindiana/files/2024-01/AES-Indiana-Smarter-Together-January-2024.pdf
2/1/2024	Bill Insert	Residential Customers	System upgrade update	https://www.aesindiana.com/sites/aesindiana/files/2024-01/AES-Indiana-Bill-Insert-February-2024.pdf
3/1/2024	Bill Insert	Residential Customers	System upgrade update	https://www.aesindiana.com/sites/aesvault.com/files/2024-03/AES-Indiana-Bill-Insert-March-2024.pdf
4/1/2024	Bill Insert	Residential Customers	System upgrade update	https://www.aesindiana.com/sites/aesvault.com/files/2024-04/AES%20Indiana%20Smarter%20Together%20April%202024.pdf
5/1/2024	Bill Insert	Residential Customers	System upgrade update	https://www.aesindiana.com/sites/aesvault.com/files/2024-04/AES-Indiana-Bill-Insert-May-2024.pdf
9/26/2023	Bill Message	All Customers	Subset of residential and C&I customers who are at risk of disconnection Temporary disconnect notice language	
10/1/2023	Bill Message	All Customers	AES Indiana is upgrading its systems to better serve you. You will be unable to pay bills online, by phone, or using our cash payment kiosks from October 30, 2023 to November 6, 2023. Learn more at aesindiana.com/system-upgrade .	
11/1/2023	Bill Message	All Customers	We are upgrading our systems to better serve you. You will be unable to pay bills online, by phone or using our cash payment kiosks from 10/30-11/6. Learn more at aesindiana.com/system-upgrade . AES Indiana has proposed increased fixed customer charges in our Regulatory Rate Review. Please visit aesindiana.com/rate-review to learn more.	
12/1/2023	Bill Message	All Customers	As part of our system upgrade, you now have a new account number located at the top of your bill. Please reference this new account number to make payments online, by phone, or at one of our verified payment processors at www.aesagents.com . For updates about our regulatory rate review visit http://aesindiana.com/rate-review and find out more on the proposed increased fixed customer charges.	
1/1/2024	Bill Message	All Customers	It's important to maintain current contact information with AES Indiana to ensure we can properly notify you of outages, potential remote disconnects and additional safety information. Please visit aesindiana.com/my-account to update your contact information today. As a reminder, you have a new account number. Please refer to this number for any future payments. Visit aesindiana.com/system-upgrade for more information.	
2/1/2024	Bill Message	All Customers	We understand many customers may not have received a bill or received an incorrect bill due to our recent system upgrades. If you see a discrepancy on your bill, please contact us at 317-261-8222 and continue to monitor future bills via your online portal. Also, it's important to maintain current contact information with AES Indiana to ensure we can properly notify you of outages, potential remote disconnects and additional safety information. Please visit aesindiana.com/my-account to update your contact information today.	
3/1/2024	Bill Message	All Customers	AES Indiana recently went through a large system upgrade to replace a 25-year-old customer system. We've experienced some issues and are currently working on fixes to resolve them as quickly as possible. Some customers have found discrepancies in their bills or have not received a bill. While AES Indiana works to resolve these issues, customers will not be negatively impacted. AES Indiana is not disconnecting customers nor are any late fees being incurred. Please visit aesindiana.com/system-upgrade for more information and FAQs. It's also important to maintain current contact information with AES Indiana to ensure we can properly notify you of outages, potential future remote disconnects and additional safety information. Please visit aesindiana.com/my-account to update your contact information today.	
9/25/2023	Digital	All Customers	Launched the webpage sharing information regarding the system upgrades (aesindiana.com/system-upgrades)	
9/29/2023	Digital	Mobile App Users	Mobile app banner launch	
10/25/2023	Digital	All Customers	Web Banner Launch	
11/7/2023	Digital	All Customers	Qualtrics banner update "As part of our system upgrade, customers now have a new account number. Please reference this information in your next bill statement. If you require the account number earlier for the cash payment kiosk or an automated phone payment, log into your AES account or call Customer Service at 317-261-8222."	
12/18/2023	Digital	All Customers	Qualtrics banner update "AES Indiana is receiving higher than normal call volume, leading to longer hold times. We apologize for the inconvenience. Our agents are on hand to take your call. To learn more about how to contact us, click here ."	
2/16/2024	Digital	All Customers	Qualtrics banner update "Thank you for your patience as AES Indiana works to resolve issues impacting some of our customers after recent customer system upgrades. At this time, AES Indiana is not disconnecting customers nor are late fees being incurred. We apologize for any difficulty you may have experienced. More information, including FAQs, can be found here ."	
9/21/2023	Email	Kiosk Customers	Kiosk Email (to kiosk customers from 2/15/23-8/30/23)	See Appendix 2
9/29/2023	Email	Residential Customers	First transparent and proactive communication to residential customers	See Appendix 2

9/29/2023	Email	C&I Customers	First transparent and proactive communication to C&I customers	See Appendix 2
10/6/2023	Email	Payment Assistance Customers	Payment assistance email to Residential Customers on budget billing from September 2022 - September 2023, or who participated in long/short-term payment arrangements from September 2022-November 2022, or who changed their bill due date Email	See Appendix 2
10/20/2023	Email	Kiosk Customers	Reminder about kiosk closures	See Appendix 2
10/24/2023	Email	Mobile App Users	Mobile App User Email send	See Appendix 2
10/24/2023	Email	C&I Customers	Clean Energy Navigator updating to PowerView 2.0	See Appendix 2
11/8/2023	Email	Residential Customers	System upgrades complete	See Appendix 2
11/8/2023	Email	C&I Customers	System upgrades complete	See Appendix 2
11/8/2023	Email	Payment Assistance Customers	System upgrades complete	See Appendix 2
11/8/2023	Email	Kiosk Customers	System upgrades complete	See Appendix 2
11/10/2023	Email	Subset of Residential and C&I Customers	Error on most recent bill	See Appendix 2
11/17/2023	Email	Subset of Residential	Balance due listed incorrect	See Appendix 2
11/30/2023	Email	Residential Customers on Payment Extensions	This went to a subset of payment extension customers re: payment extension formatting error	See Appendix 2
2/20/2024	Email	Residential Customers	System upgrade update	See Appendix 2
2/28/2024	Email	Subset of Residential and C&I Customers	Subset of customers to alert of a TDSIC error with lighting contract	See Appendix 2
2/28/2024	Email	Subset of Residential Customers on Budget Billing	Subset of budget billing customers to alert of an error on their bill	See Appendix 2
3/27/2024	Email	Subset of C&I Customers	Subset of C&I customers to alert of an error with lighting bills	See Appendix 2
3/27/2024	Email	Subset of Residential Customers	Subset of Residential customers to alert of an error with lighting bills	See Appendix 2
45394	Email	Subset of Residential and C&I Customers	Subset of Residential and C&I customers alerting to a new meter billing issue	See Appendix 2
2/21/2024 - Present	Email	Subset of Residential and C&I Customers	Daily communication since 2/21/24 - Direct debit autopay communication to customers who have an email on file	See Appendix 2
8/29/2023	In-Person Event	All Customers	Customer Programs and Information Open House: To offer a place where customers can get information around system upgrades. Participation from Regulatory, T&D, ACE, Veg. Mgt, Customer Care, CX, EE	
8/30/2023	In-Person Event	All Customers	Customer Programs and Information Open House: To offer a place where customers can get information around system upgrades. Participation from Regulatory, T&D, ACE, Veg. Mgt, Customer Care, CX, EE	
9/1/2023	In-Person Event	Kiosk Customers	Kiosk Signage goes up at the CSC	
9/19/2023	In-Person Event	All Customers	Customer Programs and Information Open House: To offer a place where customers can get information around system upgrades. Participation from Regulatory, T&D, ACE, Veg. Mgt, Customer Care, CX, EE	
9/21/2023	In-Person Event	All Customers	Customer Programs and Information Open House: To offer a place where customers can get information around system upgrades. Participation from Regulatory, T&D, ACE, Veg. Mgt, Customer Care, CX, EE	
1/9/2024	In-Person Event	All Customers	Created escalation process paperwork for security at Electric Building and Morris Street locations.	
10/16/2023	IVR	All Customers	Updated IVR to account for system upgrades and our downtime dates	
9/27/2023	Letter	C&I Customers	Informing customers about changing financial institutions -	
10/18/2023	Letter	C&I Customers	Informing customers about changing financial institutions - EDI Letter #2	
10/30/2023	Letter	Residential Customers	Alerting customers of a bill they will receive off-cycle	Email
10/30/2023	Letter	Residential Customers on Payment Extensions	Alerting customers of a bill they will receive off-cycle and that they will be taken off their payment plans	Email
10/30/2023	Letter	Residential Customers on Budget Billing	Alerting customers of a bill they will receive off-cycle and that they will be taken off budget billing, but manually put back in after cutover	Email
2/21/24 - Present	Letter	Subset of Residential and C&I Customers	Daily communication since 2/21/24 - Direct debit autopay communication to customers who don't have an email on file	
11/1/2023	Media	All Customers	Throughout the month of November, we saw 10 media stories and granted 5/5 interview requests.	Email
12/1/2023	Media	All Customers	Throughout the month of December, we saw 1 media story and granted 1/1 interview requests.	
2/1/2024	Media	All Customers	Throughout the month of February, we saw 1 media story and provided a media statement and responded to Q&A.	Letter
3/1/2024	Media	All Customers	Throughout the month of March, we saw 5 media stories focused on system upgrades, 3 mentions of customer benefits, granted 2/2 interviews, provided a media statement, and Brandi Davis-Handy granted interviews about her new role and included mention of customer benefits.	Email
4/1/2024	Media	All Customers	Throughout the month of March, we saw 5 media stories focused on system upgrades, 3 mentions of customer benefits, granted 2/2 interviews, provided a media statement, and Brandi Davis-Handy granted interviews about her new role and included mention of customer benefits.	https://www.facebook.com/photo.php?fbid=1160285868758210&set=pb.100043304235716-2207520000&type=3
11/15/2023	Outbound Call Campaign	Subset of Residential and C&I Customers	Subset of residential and C&I customers regarding an error on most recent bill	
3/6/2024	Outbound Call Campaign	Subset of Residential and C&I Customers	Out of balance call campaign to customers without an email on file	
8/18/2023	Social Media	All Customers	Promoting the Customer Programs and Information Open House	
8/30/2023	Social Media	All Customers	Promoting the Customer Programs and Information Open House	
9/18/2023	Social Media	All Customers	Promoting the Customer Programs and Information Open House	
9/20/2023	Social Media	All Customers	Promoting the Customer Programs and Information Open House	
9/26/2023	Social Media	All Customers	First proactive messaging about system upgrades	
11/6/2023	Social Media	All Customers	Thank you for your patience	
11/7/2023	Social Media	All Customers	Reminders around no transactions currently happening, not disconnecting for nonpayment	
11/8/2023	Social Media	All Customers	System upgrades complete	

11/10/2023	Social Media	All Customers	New account number information	Email
2/20/2024	Social Media	All Customers	System upgrade update	
3/1/2024	Social Media	All Customers	Sharing information around aesindiana.com/system-upgrade	
10/26/2023	Social Media	All Customers		Email
4/12/2024 - Present	Letter	Subset of Residential and C&I Customers	Subset of Residential and C&I customers alerting to a new meter billing issue	

Appendix 1

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ACE Emails

09/21/2023 - Email to Kiosk Customers

[to view this email in your browser, click here](#)



Cash payment kiosks

Dear Valued Customer,

We're embarking on a journey of digital evolution to enhance your experience with us, making everything from payments to account management easier, more intuitive, and with added flexibility.

Beginning October 30 at 8 p.m. until November 6 at 6 a.m., our cash payment kiosks will be unavailable. Please note, our walk-in bill payment sites will still be able to accept cash, check, money order, and cashier's check payments; however, those payments will not be reflected in your account until November 6. You can find these locations [here](#).

We understand change can be challenging and this is why we are committed to helping you stay informed and engaged. To best serve you during this time, we have taken the following steps to support you through this transition.

- We will be waiving any late fees that could be assessed on your account during this time. If you should receive a statement that reflects a late fee was incurred between September 29, 2023, and November 30, 2023, please notify our AES Customer Service team who will take action to reverse any late penalties by calling 317-261-8222.
- In the event of a financial hardship, we encourage you to pay what you can during this transition. We recognize our cash payment kiosks help our customers to avoid the potential of disconnect, so we have taken proactive steps to ensure there will be no interruption of service due to payment during our transition.

We thank you for your understanding and patience during our digital transformation and look forward to continuing to serve your needs in the future.

09/29/2023 - Email to Residential Customers



AES Indiana making system upgrades to better serve you

Dear Valued Customer,

AES Indiana is in the process of transforming our digital platforms to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly.

One of the most significant impacts to you during these system upgrades include you being unable to pay bills online, by phone, or using our cash payment kiosks from October 30, 2023 to November 6, 2023. Although this upgrade will impact your ability to make payments and receive customer service support, we are still here to serve you in the event of an outage, or if you need to schedule start, stop or transfer services. Please call our AES Indiana Customer Service team at 317-261-8222 for assistance during this time.

We understand change can be hard and we are committed to helping you stay informed and engaged during this time. Should you experience any issues with your payment, we will waive any late fees that could be assessed on your account to support you through this transition. If you receive a statement that reflects a late fee incurred between September 29, 2023, and November 30, 2023, please call our Customer Service team at 317-261-8222 to have any late charges reversed.

For more information, please visit [our website](#). Thank you for your understanding and for your patience. We look forward to continuing to serve your needs today and into the future.

09/29/2023 - Email to C&I Customers



AES Indiana making system upgrades to better serve you

Dear Valued Customer,

AES Indiana is in the process of transforming our digital platforms to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly.

One of the most significant impacts to you during these system upgrades include you being unable to pay bills online, by phone, or using our cash payment kiosks from October 30, 2023 to November 6, 2023. Although this upgrade will impact your ability to make payments and receive customer service support, we are still here to serve you in the event of an outage, or if you need to schedule start, stop or transfer services. Please call our Business Customer Service team at 317-261-8444 for assistance during this time.

We understand change can be hard and we are committed to helping you stay informed and engaged during this time. Should you experience any issues with your payment, we will waive any late fees that could be assessed on your account to support you through this transition. If you receive a statement that reflects a late fee incurred between September 29, 2023, and November 30, 2023, please call our Business Customer Service team at 317-261-8444 to have any late charges reversed.

For more information, please visit [our website](#). Thank you for your understanding and for your patience. We look forward to continuing to serve your needs today and into the future.

10/06/2023 - Email to Payment Assistance Customers



AES Indiana payment assistance programs

Dear Valued Customer,

We're embarking on a journey of [digital evolution](#) to enhance your experience with us, making everything from payments to account management easier, more intuitive, and with added flexibility.

Year-round, AES Indiana is committed to supporting our customers in need of financial assistance with a variety of programs. Due to our system upgrades taking place, enrollment in [Budget Billing](#), [Short and Long-term Payment Extensions](#), and choosing a [Preferred Due Date](#) will be unavailable until November 6, 2023.

We understand change can be hard and this is why we are committed to helping you stay informed and engaged. To best serve you during this time, we have taken the following steps to support you through this transition.

- We will be waiving any late fees that could be assessed on your account during the transition period. If you should receive a statement that reflects a late fee was incurred between September 29, 2023, and November 30, 2023, please notify our AES Customer Service team who will take action to reverse any late penalties at the number provided below.
- In the event of a financial hardship, we encourage you to pay what you can during this transition period. We recognize our payment assistance programs help our customers to avoid the potential of disconnect, so we have taken proactive steps to ensure there will be no interruption of service due to payment during our transition.

If you are interested in participating in Budget Billing, signing up for Short or Long-term Payment Extensions, or choosing a Preferred Due Date for your bill, please do that online through your account or by calling Customer Service at 317-261-8222 after November 6, 2023.

For additional questions regarding energy assistance, or for more information on what program may be best for you, please call us at 317-261-8222 or visit our [payment assistance webpage](#).

We thank you for your understanding and patience during our digital transformation and look forward to continuing to serve your needs in the future.

10/20/2023 - Email to Kiosk Customers



Cash payment kiosks

Dear Valued Customer,

We're embarking on a journey of digital evolution to enhance your experience with us, making everything from payments to account management easier, more intuitive, and with added flexibility.

Beginning October 30 at 8 p.m. until November 6 at 6 a.m., our cash payment kiosks will be unavailable. Please note, our walk-in bill payment sites will still be able to accept cash, check, money order, and cashier's check payments; however, those payments will not be reflected in your account until November 6. You can find these locations [here](#).

We understand change can be challenging and this is why we are committed to helping you stay informed and engaged. To best serve you during this time, we have taken the following steps to support you through this transition.

- We will be waiving any late fees that could be assessed on your account during this time. If you should receive a statement that reflects a late fee was incurred between September 29, 2023, and November 30, 2023, please notify our AES Customer Service team who will take action to reverse any late penalties by calling 317-261-8222.
- In the event of a financial hardship, we encourage you to pay what you can during this transition. We recognize our cash payment kiosks help our customers to avoid the potential of disconnect, so we have taken proactive steps to ensure there will be no interruption of service due to payment during our transition.

For more information, please visit [our website](#). We thank you for your understanding and patience during our digital transformation and look forward to continuing to serve your needs in the future.

10/24/2023 - Email to Mobile App Users



AES Indiana Plus app

Dear Valued Customer,

AES Indiana is in the process of transforming our digital platforms to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly. Read more about our system upgrades [here](#).

One of the most significant impacts to you includes the AES Indiana Plus app being temporarily unavailable from October 30, 2023 through November 7, 2023.

Once the app goes live on November 8, you will see:

- The app's name change from AES Indiana Plus to AES Indiana.
- A new icon on your phone. You will not need to redownload the AES Indiana app.
- Apple Pay and Google Pay as new payment options.
- The option to reset your password and create a new account.
- The option to make a one-time payment.

We are committed to helping you stay informed and engaged during this time. Should you experience any issues with your payment, we will waive any late fees that could be assessed on your account to support you through this transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please call our Customer Service team at 317-261-8222 to have the late charges reversed.

We look forward to continuing to serve your energy needs today and into the future.

AES Indiana

10/24/2023 - Email to C&I Customer



AES Indiana moves to Clean Energy Navigator and will discontinue PowerView 2.0 on 11/6

Dear PowerView 2.0 User,

AES Indiana is in the process of [transforming our digital platforms](#) to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly.

Due to these upgrades, PowerView 2.0 will be discontinued on November 6, 2023 as we move to a new portal called Clean Energy Navigator. Please note that only 13 months of historical data will transfer from PowerView 2.0 to Clean Energy Navigator. With this in mind, we encourage you to download any information from PowerView 2.0 that you wish to preserve at this time.

Clean Energy Navigator offers many new benefits to our customers, including analysis of billing data and energy efficiency suggestions. It has been active for one year and is accessed through the AES Indiana online account portal. Your company may already have a user of this portal who can access bills, view meter data, set outage notification preferences and see valuable information.

Clean Energy Navigator will experience an update in early November. Please note that only 13 months of historical data will be available at that time. However, as data accumulates, you will have two years of historical data easily accessible to you. As a reminder, if you require historical data older than 13 months, please download it now from PowerView 2.0.

Below is how you can access Clean Energy Navigator:


1. Visit www.aesindiana.com/clean-energy-navigator
2. Click on "Login to my free Clean Energy Navigator account"
3. From there, you'll be prompted to create an online user account if you don't already have one

If you have trouble creating an account, please try again after November 13, 2023, when AES Indiana completes system upgrades. You can call our Business Customer Service team at 317-261-8444, as well.

We look forward to continuing to serve your energy needs today and into the future.

AES Indiana

11/08/2023 - Email to Residential Customers

A circular icon with a white exclamation mark on a black background, surrounded by a green and blue gradient ring.

Your account, upgraded: What you need to know

Dear AES Customer,

AES Indiana has completed upgrades to our customer systems to better serve you. Here's what you need to know about the changes we've made.

- As part of our system upgrade, customers now have a **new account number**. Please reference this information in your next bill statement. If you require the account number earlier for the cash payment kiosk or an automated phone payment, log into your AES account or call Customer Service at 317-261-8222.
- Payments can be made online and via cash, check, money order, or cashier's check at one of our walk-in sites like Kroger and CVS, found at www.aesagents.com.
- AES Indiana will waive any late fees that could be assessed on your account to continue to support you through our transition. If you receive a statement that reflects a late fee incurred between September 29, 2023, and November 30, 2023, please contact us to have any late charges reversed.
- Outages can be reported [online](#) using your legacy or new account number or via phone. If you are calling to report an outage, you will need to provide your service address to verify your account.
- AES Indiana will resume disconnects after November 30.



More information regarding our system upgrades can be found [here](#).

We remain committed to helping you stay informed about how these upgrades positively affect you and look forward to serving your energy needs now and into the future.

AES Indiana

11/08/2023 - Email to C&I Customers



System upgrades complete

Dear Valued Customer,

AES Indiana's process of transforming our digital platforms to help simplify business customer experiences with us, making everything from payments to account management more flexible and user-friendly, is now complete, and accounts and phone lines are back up.

We remain committed to helping you stay informed and engaged to share more information about how these upgrades positively affect your business.

Should you experience any issues with your account, please call our Business Customer Service team at 317-261-8444. Additionally, we will waive any late fees that could be assessed on your account to continue to support you through our transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please call us to have any late charges reversed.

Thank you for your patience. We look forward to continuing to serve your energy needs today and into the future.

AES Indiana

11/08/2023 - Email to Payment Assistance Customers



Payment assistance enrollment is live

Dear Valued Customer,

AES Indiana's process of transforming our digital platforms to help simplify customer experiences with us, making everything from payments to account management more flexible and user-friendly, is now complete and enrollment in payment assistance programs is now live. Read more about our system upgrades [here](#).

We remain committed to helping you stay informed and engaged to share more information about how these upgrades positively affect you.

Should you experience any issues with your account, please call our Customer Service team at 317-261-8222. Additionally, we will waive any late fees that could be assessed on your account to continue to support you through our transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please call us to have any late charges reversed.

For additional questions regarding [AES Indiana's energy assistance programs](#) or to participate in Budget Billing, sign up for Short or Long-term Payment Extensions, or choose a Preferred Due Date for your bill, please do that online through your account or by calling Customer Service at 317-261-8222.

Thank you for your patience. We look forward to continuing to serve your energy needs today and into the future.

AES Indiana

11/08/2023 - Email to Kiosk Customers



System upgrades complete

Dear Valued Customer,

We've embarked on a journey of digital evolution to enhance your experience with us, making everything from payments to account management easier, more intuitive, and with added flexibility. You can read more about our system upgrades [here](#).

Our cash payment kiosks are now back up for service. Please note, we also have walk-in bill payment sites around Indianapolis that accept cash, check, money order, and cashier's check payments. To find those locations, please visit www.aesagents.com.

Should you experience any issues with your account, please call our Customer Service team at 317-261-8222. Additionally, we will waive any late fees that could be assessed on your account to continue to support you through our transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please call us to have any late charges reversed.

We thank you for your patience during the last few weeks and look forward to continuing to serve your needs in the future.

AES Indiana

11/10/2023 - Email to Subset of Residential and C&I Customers



Error on your most recent bill

Dear AES Indiana customer,

You were among a small number of AES Indiana customers who received an error on your most recent bill. The balance due listed on your bill statement is incorrect. **All impacted customers will receive a corrected bill in the mail within one week.** We apologize for this error and any inconvenience this may have caused.

If you are a customer on autopay, only the correct bill amount has been deducted from your account. *No action is needed on your part.*

It's important for you to know that this billing discrepancy is a direct result of an internal system transition. Unfortunately, it has led to some unintended billing print errors. We are taking comprehensive steps to prevent such issues from occurring in the future.

Should you have questions regarding your bill, please contact Customer Service at [317-261-8222](tel:317-261-8222).

Again, we apologize for the error and appreciate your patience while we work with you to get this resolved.

AES Indiana Customer Service

11/17/2023 - Email to Subset of Residential Customers



Error on your most recent bill

Dear AES Indiana customer,

You were among a small number of AES Indiana customers who received an error on your most recent bill. The balance due listed on your bill statement is incorrect. **All impacted customers will receive a corrected bill in the mail within one week.** We apologize for this error and any inconvenience this may have caused.

If you are a customer on autopay, only the correct bill amount has been deducted from your account. *No action is needed on your part.*

It's important for you to know that this billing discrepancy is a direct result of an internal system transition. Unfortunately, it has led to some unintended billing print errors. We are taking comprehensive steps to prevent such issues from occurring in the future.

Should you have questions regarding your bill, please contact Customer Service at [317-261-8222](tel:317-261-8222).

Again, we apologize for the error and appreciate your patience while we work with you to get this resolved.

AES Indiana Customer Service

11/30/2023 - Email to Residential Customers on Payment Extensions

To view this email in your browser, [click here](#)



Formatting error on your most recent bill

Dear AES Indiana customer,

You were among a small number of AES Indiana customers who received a bill that was formatted incorrectly this month. The "Amount Due" listed on your bill statement is correct. However, the "Payment Extension Summary" shows pre-dated information. Impacted customers will receive a corrected bill in the mail. We apologize for this confusion and any inconvenience this may have caused.


This discrepancy occurred during our recent system upgrades. Our team is working diligently on a resolution, and we are taking comprehensive steps to prevent such issues from occurring in the future.

If you have any questions regarding your account, please contact our Customer Service team at 317-261-8222.

Again, we apologize for the error and appreciate your patience while we work with you to get this resolved.

AES Indiana Customer Service

02/20/2024 - Email to Residential Customers

A decorative graphic consisting of a grey circle with a multi-colored ring (purple, blue, green) around it.

Improving Your Service

To All AES Indiana Customers,

It is our privilege and commitment to the more than 500,000 AES Indiana customers we serve to provide reliable electric service at the lowest possible rates. As part of that commitment, we make necessary investments to better serve you. This includes replacing a 25-year-old legacy customer system to help simplify and elevate your experience, making everything from payments to managing your account more flexible and easier to use.

When replacing complex systems, challenges can – and often do – occur. We are experiencing that now and we're currently working on fixes to resolve them. These fixes, however, are taking longer than anticipated, but we're working to resolve them as quickly as possible.

Our team is accelerating efforts to resolve any billing errors and ensuring all customers receive their monthly statement on time. While we work on resolving these issues, we are committed to customers not being negatively impacted and keeping you informed of our progress. **Currently, AES Indiana is not disconnecting customers due to non-payment and late fees will not be incurred.** We remain committed to ensuring our customers will not incur any late fees until our billing errors are resolved. As we resume these activities, a communication will be provided to keep you informed.

If you notice a discrepancy with your bill, please visit aesindiana.com/system-upgrade or call us at 317-261-2085, Monday thru Friday from 8 a.m. to 5 p.m., which has been dedicated to serving customers with errors related to our system upgrade.

Thank you for your patience as we work to serve you better. We know the experience some of our customers have had is less than ideal and for this we apologize.

With sincere thanks,

A handwritten signature in black ink that reads 'Brandi Davis-Handy'.

Brandi Davis-Handy, Chief Customer Officer

02/28/2024 - Email to Residential and C&I Customers

To view this email in your browser, click here



Error on your lighting contract invoice

Dear AES Customer,

We recently identified an issue concerning your lighting contract invoice. This issue involves the Transmission, Distribution and Storage System Improvement Charge (TDSIC) bill rider. This rider usually appears as a fee on your monthly bill but was incorrectly omitted on invoices issued between October 2023 and February 2024.

We are actively working to issue revised invoices for the affected billing periods, ensuring that all charges are correctly applied. Our team is dedicated to making this correction as smooth as possible. We are here to support you through any questions or concerns you have regarding these new invoices.

Please note that your account is not subject to being disconnected nor will you incur any late fees while we work to fully resolve this issue. We encourage you to keep up with payments to the best of your ability.

If you have any questions about your bill, please visit aesindiana.com/system-upgrade or call our dedicated billing Customer Service line at 317-261-2085, Monday-Friday from 8 a.m. to 5 p.m.

We appreciate your patience and understanding as we work through issues related to our recent system upgrade.

AES Indiana

02/28/2024 - Email to Subset of Residential Customers on Budget Billing

[to view this email in your browser, click here](#)



Billing error on your budget bill statement

Dear AES Customer,

You were among a small group of Budget Billing customers who has an incorrect "Amount due" listed on your bill due to an error from our most recent system upgrade to replace a 25-year-old customer system. As a result, you may experience a higher or lower budget bill than normal. We are working to resolve this problem as quickly as possible.

While AES Indiana works on a resolution, customer accounts will not be negatively impacted. **AES Indiana is not disconnecting customers, nor are any late fees incurred, even after the Winter Moratorium ends on March 15.** We encourage you to keep up with payments to the best of your ability.

Should you have any questions about your bill, please visit our [website](#) or call our dedicated billing Customer Service line at 317-261-2085, Monday-Friday from 8 a.m. to 5 p.m to help answer any additional questions you may have.

We appreciate your patience and understanding as we work through issues related to the recent upgrades.

Sincerely,
AES Indiana

03/27/2024 - Email to Subset of C&I Customers



We're making corrections to your bill

Dear AES Customer,

We recently identified an issue with your lighting contract invoice related to the omission of the Transmission, Distribution, and Storage System Improvement Charge (TDSIC) bill rider. This fee, typically included in your monthly statement, was inadvertently left off your lighting invoices from October 2023 to February 2024.

We are in the process of preparing revised invoices for the affected periods to ensure all charges are accurately applied. The updated bills will include previously omitted lighting charges dating back to October, in addition to any new metered and electric usage yet to be accounted for in your billing. Any payments you've made towards your account during this period will be itemized and applied as credits on your upcoming statement.

Understanding the impact of receiving multiple months of charges simultaneously, we are offering extended due dates and monthly payment plans to help manage the accumulation of charges. AES Indiana also wants to assure you that **your service will not be disconnected, nor will late fees be assessed during this correction period.**

For the most current billing information, we recommend logging into or signing up for your [online account](#). This secure, convenient platform allows you to manage your account and view detailed billing information with ease.

Should you require further information, need additional clarification, or wish to arrange a payment plan, please reach out to our dedicated system upgrade support line at 317-261-2085, Monday-Friday from 8 a.m. to 5 p.m. Our team is committed to facilitating a smooth correction process and is ready to assist with any inquiries or concerns about these updated invoices.

We value your patience and understanding as we address these recent system upgrade issues.

Sincerely,

AES Indiana

03/27/2024 - Email to Subset of Residential Customers



We're making corrections to your bill

Dear AES Customer,

We recently identified an issue with your lighting contract invoice related to the omission of the Transmission, Distribution, and Storage System Improvement Charge (TDSIC) bill rider. This fee, typically included in your monthly statement, was inadvertently left off your lighting invoices from October 2023 to February 2024.

We are in the process of preparing revised invoices for the affected periods to ensure all charges are accurately applied. The updated bills will include previously omitted lighting charges dating back to October, in addition to any new metered and electric usage yet to be accounted for in your billing. Any payments you've made towards your account during this period will be itemized and applied as credits on your upcoming statement.

Understanding the impact of receiving multiple months of charges simultaneously, we are offering extended due dates and monthly payment plans to help manage the accumulation of charges. AES Indiana also wants to assure you that **your service will not be disconnected, nor will late fees be assessed during this correction period.**

For the most current billing information, we recommend logging into or signing up for your [online account](#). This secure, convenient platform allows you to manage your account and view detailed billing information with ease.

Should you require further information, need additional clarification, or wish to arrange a payment plan, please reach out to our dedicated system upgrade support line at 317-261-2085, Monday-Friday from 8 a.m. to 5 p.m. Our team is committed to facilitating a smooth correction process and is ready to assist with any inquiries or concerns about these updated invoices.

We value your patience and understanding as we address these recent system upgrade issues.

Sincerely,

AES Indiana

04/12/2024 - Email to Subset of Residential and C&I Customers



We're making corrections to your bill

Dear AES Customer,

AES Indiana has recently completed a substantial system upgrade, moving away from a 25-year-old customer management system. During this transition, we've identified that a small number of our customers have not received bills for metered or electric usage charges since establishing their accounts. This oversight occurred amidst the complexities of updating our systems, and for this, we sincerely apologize.

We are committed to rectifying this issue promptly. In the coming days, you will receive an invoice that may encompass several months of usage, depending on your move-in date.

Understanding the impact of receiving multiple months of charges simultaneously, we are offering extended due dates and monthly payment plans to help manage the accumulation of charges. AES Indiana also wants to assure you that **your service will not be disconnected, nor will late fees be assessed during this extended payment period.**

For the most current billing information, we recommend logging into or signing up for your [online account](#). This secure, convenient platform allows you to manage your account and view detailed billing information with ease.

Should you have any questions, or if you wish to discuss your billing or payment options further, including signing up for a payment plan, please visit www.aesindiana.com/system-upgrade or call our dedicated billing Customer Service line at 317-261-2085, Monday-Friday from 8 a.m. to 5 p.m.

Our team is committed to facilitating a smooth correction process. We value your patience and understanding as we address these recent system upgrade issues.

Sincerely,

AES Indiana

2/21/2024 - Present - Email to Subset of Residential and C&I Customers

To view this email in your browser, click [here](#)



Resolving direct debit autopay issues

Dear Customer,

Thank you for choosing direct debit autopay with AES Indiana. This is a convenient and secure way to pay your monthly electric bill without worrying about late fees or missed payments. You can also view your payment history and manage your account online anytime.

We have processed a payment and deducted your current invoice amount from your bank account. Please note that your payment may take up to two business days to appear on your bank statement.

We are currently revising our billing process to improve our service and accuracy. As a result, there may be a delay in the distribution of one of your upcoming bills. We apologize for any inconvenience this may cause. We expect to resume our normal billing cycle soon and will notify you when your bill is ready. You can also check the status of your bill [online](#) at any time.


Currently, AES Indiana is not disconnecting customers due to non-payment and late fees will not be incurred. We value your business and appreciate your patience and understanding. If you have any questions or concerns, please get in touch with our Customer Service team at 317-261-2085, Monday thru Friday from 8 am to 5 pm.

Thank you for being a loyal customer of AES Indiana.

Sincerely,
AES Indiana

ACE Social Media


08/18/2023 - Customer Programs Open House

**AESIndiana**Sent PostFri, Aug 18, 2023 5:08 pm

You're invited! AES Indiana is hosting four open house events for local community members to stop by and meet the people behind the power. Representatives will be available to answer questions about:

- 👉 Energy efficiency
- 👉 Customer care
- 👉 Vegetation management
- 👉 Regulatory
- 👉 Community relations

You will also be able to schedule a free Home Energy Assessment, see projects that are a part of AES Indiana's Smart Grid plan with our Smart Map and more.




You're invited to a customer program open house


Tuesday, August 29 8:00-7:30pm Thatcher Park Family Center 4420 Thatcher Park Dr, Indianapolis, IN 46254	Wednesday, August 30 8:00-7:30pm Broad Ripple 3400 Broad Ripple Rd, Indianapolis, IN 46226
Tuesday, September 19 8:00-7:30pm Christian Park Family Center 2900 Christian Park Dr, Indianapolis, IN 46218	Thursday, September 21 8:00-7:30pm Camelot Park 3900 Camelot Park Dr, Indianapolis, IN 46226

Questions? Email us at aesindiana@publicaes.com

www.aesindiana.com




08/30/2023 - Customer Programs Open House

**AESIndiana**
Sent Post Wed, Aug 30, 2023 9:17 am

📍 AES Indiana's next open house is tonight! Local community members can stop by and meet the people behind the power.

📅 Wednesday, August 30, 6:00-7:30 PM
Broad Ripple Park Family Center
1426 Broad Ripple Ave., Indianapolis, IN 46220

You'll be able to schedule a free Home Energy Assessment, see projects that are a part of AES Indiana's Smart Grid plan with our Smart Map and more. Details at aesindiana.com/rate-review






You're invited to a customer program open house


Tuesday, August 29 6:00-7:30pm Tritcher Park Family Center 2426 West 10th St, Indianapolis, IN 46202	Wednesday, August 30 6:00-7:30pm Broad Ripple Park Family Center 1426 Broad Ripple Ave, Indianapolis, IN 46220
Tuesday, September 5 6:00-7:30pm Christian Park Family Center 2000 Christian Park Dr, Indianapolis, IN 46211	Thursday, September 6 6:00-7:30pm Camelot Park Family Center 3900 Cambridge Rd, Indianapolis, IN 46219

Questions? Email us at aesindianapublic@aesindiana.com

www.aesindiana.com

09/18/2023 - Customer Programs Open House


**AESIndiana**
Sent Post Mon, Sep 18, 2023 7:02 pm

🏠 AES Indiana is hosting two open houses this week! Local community members can stop by and meet the people behind the power. Next event:

📅 **Tuesday, September 19, 6:00-7:30 PM**
Christian Park Family Center
4200 English Ave., Indianapolis, IN 46201


You'll be able to schedule a free Home Energy Assessment, see projects that are a part of AES Indiana's Smart Grid plan with our Smart Map and more. Details at aesindiana.com/rate-review




You're invited to a customer program open house




- Tuesday, August 29 - 6:00-7:30pm**
Thatcher Park Family Center
4445 Thatcher Park Dr., Indianapolis, IN 46227
- Wednesday, August 30 - 6:00-7:30pm**
Broad Ripple Park Family Center
1420 Broad Ripple Ave., Indianapolis, IN 46220
- Tuesday, September 19 - 6:00-7:30pm**
Christian Park Family Center
4200 English Ave., Indianapolis, IN 46201
- Thursday, September 21 - 6:00-7:30pm**
Garfield Park Bunsillo Family Center
2207 Garfield Dr., Indianapolis, IN 46203


Questions? Email us at aesindiana.publicaffairs@aes.com


www.aesindiana.com 

09/21/2023 - Customer Programs Open House


**AES Indiana** aesindianaWed, Sep 20, 2023 4:34 pm
Sent Post

 Join AES Indiana at our second open house this week! Local community members can stop by and meet the people behind the power:

 **Thursday, September 21, 6:00-7:30 PM**
Garfield Park Burrello Family Center - Indy Parks and Recreation
2345 Pagoda Dr., Indianapolis, IN 46203

You'll be able to schedule a free Home Energy Assessment, see projects that are a part of AES Indiana's Smart Grid plan with our Smart Map and more. Details at aesindiana.com/rate-review


You're invited to a customer program open house





- Tuesday, August 29 - 6:00-7:30pm
Thatcher Park Family Center
4400 Thatcher Park Dr., Indianapolis, IN 46226
- Wednesday, August 30 - 6:00-7:30pm
Broad Ripple Park Family Center
1400 Broad Ripple Ave., Indianapolis, IN 46220
- Tuesday, September 19 - 6:00-7:30pm
Christie Park Family Center
6200 Pagoda Dr., Indianapolis, IN 46226
- Thursday, September 21 - 6:00-7:30pm
Garfield Park Burrello Family Center
2345 Pagoda Dr., Indianapolis, IN 46203


Questions? Email us at aesindiana.publicaffairs@aes.com

www.aesindiana.com



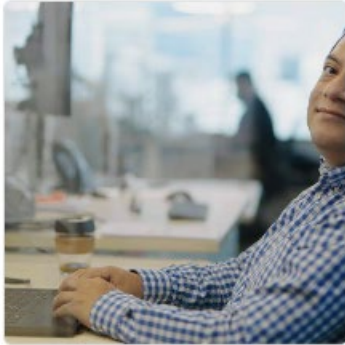





10/26/2023 – First proactive messaging about system upgrades

**AESIndiana**
Sent Post


Thu, Oct 26, 2023 7:00 pm

AES Indiana is in the process of transforming our digital platforms to help simplify and elevate your customer experiences with us, making everything from payments to account management more flexible and user friendly. Learn more about these upgrades at aesindiana.com/system-upgrade



11/6/2023 – Thank you for your patience

 **AESIndiana** Mon, Nov 6, 2023 10:11 am
Sent Post

Thank you for your patience as our AES Indiana team works to serve you in our recently upgraded systems. During this time of transition, you can expect longer than normal hold times.

As a reminder, if you are having issues reaching us, please know late fees assessed during this transition will be waived. Find out more here: www.aesindiana.com/system-upgrade



11/6/2023 – Reminders (hold times/portal/payments)



AES Indiana @AESIndiana
Sent Post

[Mon, Nov 6, 2023 2:33 pm](#)


We appreciate your patience as finalize system upgrades to better serve you. Our customer online portal & payments, including EZ Pay & kiosk systems, are temporarily down. Reminder, if you're unable to perform a transaction, we're waiving late fees & disconnections until Nov. 30.

Our Customer Service team is here to serve you at 317-261-8444. Please note you may experience longer than normal wait times.

Updates will be made on Twitter, Facebook and on our website at aesindiana.com/system-upgrade




11/7/2023 – Portal/payments now available





 **AES Indiana** @AESIndiana Tue, Nov 7, 2023 11:08 am
Sent Post

Our customer online portal and payments are now available, including EZ Pay. We appreciate your patience as our AES Indiana team works to finalize system upgrades to better serve you. Our cash payment kiosks remain temporarily down, but we're working to get these up ASAP.


As a reminder, if you are not able to perform a transaction at this time, we are waiving late fees and disconnections until November 30.

We will share updates on Twitter, Facebook and our website:
www.aesindiana.com/system-upgrade
once all systems are restored.




11/7/2023 – Your account, upgraded




X AES Indiana @AESIndiana
Sent Post





[Tue, Nov 7, 2023 2:00 pm](#)

Customers now have a new account number. Please reference this information in your next bill statement. If you require the account number earlier for the cash payment kiosk or an automated phone payment, log into your AES account or call Customer Service at 317-261-8222.




 Your account, upgraded:
Find out your new
My AES account number
and what it means to you!

aes Indiana

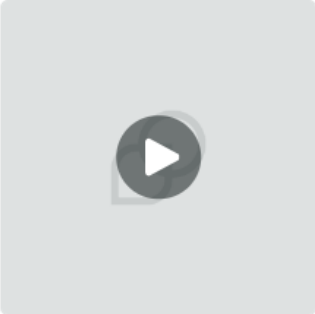
   




11/8/2023 – System upgrade complete

**AESIndiana**
Sent Post [Wed, Nov 8, 2023 12:15 pm](#)

AES Indiana has completed upgrades to our customer systems to better serve you. AES Indiana's Director of Customer Experience, Derck Mobley, explains what you need to know about the changes we've made.

#customerexperience



11/10/2023 – Your account, upgraded





AES Indiana @AESIndiana

Sent Post

Fri, Nov 10, 2023 1:03 pm

Our systems just got an upgrade, and so did your account! This includes a new account number that you'll be receiving on your next bill, or you can find it by logging into your online account. Don't worry, we will accept your old account number through the end of the year.




 Your account, upgraded:
Find out your new
My AES account number
and what it means to you!

aes Indiana



2/20/2024 – System upgrade update


 **AES Indiana** aesindiana Tue, Feb 20, 2024 3:06 pm
Sent Post

AES Indiana recently went through a large system upgrade to replace a 25-year-old customer system to help simplify and elevate your experience, making everything from payments to managing your account more flexible and easier to use.


When replacing complex systems, challenges can - and often do - occur. We're experiencing that now and we're currently working on fixes to resolve them. These fixes, however, are taking longer than anticipated, but we're working to resolve them as quickly as possible.


Our team is accelerating efforts to resolve any billing errors and ensuring all customers receive their monthly statement on time. While we work on resolving these issues, we are committed to customers not being negatively impacted and keeping you informed of our progress. Currently, AES Indiana is not disconnecting customers due to non-payment and late fees will not be incurred. We remain committed to ensuring our customers will not incur any late fees until our billing errors are resolved. As we resume these activities, a communication will be provided to keep you informed. If you notice a discrepancy with your bill, please visit www.aesindiana.com/system-upgrade or call us at 317-261-2085, M-F from 8 a.m. 5 p.m., which has been dedicated to serving customers with errors related to our system upgrade.



We appreciate our customers' patience and are grateful for their understanding as we work through issues related to the recent upgrades.



AES Indiana
system upgrade
update



 by AES I.

03/01/2024 – Updates to aesindiana.com/system-upgrade



AESIndiana

Sent Post

Fri, Mar 1, 2024 9:09 am

Have you been hearing about our recent system upgrades? Find all the information, including FAQs and how to contact us for specific billing issues, online at www.aesindiana.com/system-upgrade.



Stay up-to-date about our recent [system upgrades](http://www.aesindiana.com/system-upgrade) online at [aesindiana.com/system-upgrade](http://www.aesindiana.com/system-upgrade).



AI by AES I.



ACE Bill Inserts

10/01/2023 – Smarter, Together Newsletter

AES Indiana is making upgrades to better serve you



AES Indiana is making upgrades to our systems to better serve you. To do so, our systems will be offline the evening of October 31 through the morning of November 6. If you have plans to make a payment or have other business during that time, we ask that you do that before or after that time, so you don't experience any challenges during this maintenance period. We are committed to you. Our team will be available to support customers during this time in the event of an outage or emergency. Thank you for your patience.

Smart Grid improves reliability

AES Indiana works around the clock to provide our customers with safe and reliable power.

However, there are still power interruptions. Sometimes these are caused by Mother Nature, sometimes by traffic accidents or crews digging into electrical lines and, on occasion, equipment can fail. In the years to come, AES Indiana's Smart Grid will be able to reduce the number of customers impacted by outages and, when there is an outage, reduce the amount of time to restore power.

How does Smart Grid keep the power on?

Most of the traditional distribution grid is built using a "hub-and-spoke" pattern. The Smart Grid can connect the "spokes" to enable multiple distribution paths. When facing an issue like a tree falling on a line, a lightning strike, or a short circuit, Smart Grid technologies collectively called "distribution automation" can sense the problem and automatically reroute power around it. This can mean the difference between a lengthy outage and a momentary one where the only sign something is happening is that lights flicker.

Without a Smart Grid in place, the only way to do this is to send a service crew out to inspect the problem, which of course means that the outage will last at least until they are on-site to investigate.



Learn more about Smart Grid at aesindiana.com/smart-grid.



October is Energy Awareness Month

October is the perfect month to improve how you use and manage energy at home and work. As temperatures begin to cool down this fall, consider these energy efficiency tips to help you reduce costs and energy.



Energy kits

Small energy-saving upgrades around your home can increase your energy efficiency and help cut energy costs, and AES Indiana is here to help. Order a free energy savings kit filled with easy-to-install products like LED bulbs, weather stripping and more.



To learn more, visit aesindiana.com/free-energy-savings-kit



Tune-ups

Make sure your home is energy-efficient and winter-ready by scheduling a heat pump tune-up and receive a rebate for \$50.



For more information visit aesindiana.com/home-improvement-rebates



Home assessments

AES Indiana has helped over 20,000 customers discover ways to become more energy efficient and save on their home's energy use. Schedule an appointment for a no-cost Home Energy Assessment to discover how you can receive free energy-saving products and recommendations about ways to save on energy costs.



To learn more, visit aesindiana.com/virtual-home-energy-assessments

Introducing "Live Chat" on the AES Indiana website




With Live chat, you can connect with a customer care representative online at the moment you have a question on billing and payment, and other AES Indiana services. Live Chat is easy and readily accessible by clicking the "Chat" tab on the upper right of every AES Indiana webpage into effect the summer of 2024.

11/01/2023 – Bill Insert

Winter bill assistance

As colder weather approaches, AES Indiana understands high bills can be financially challenging. If you require assistance during this upcoming winter season, we have programs and resources in place to provide energy assistance and support for you and your family.

 For more information on winter bill assistance visit aesindiana.com/payment-assistance.



Our commitment to transforming your experience

For more than 100 years, you have trusted us to deliver reliable energy services. Experiences are now faster and easier than ever before, and makes us ask, “Why should your experience with your electric utility be any different?”

We’re excited to announce AES Indiana’s commitment to simplifying and elevating your experience. This isn’t an overnight change – it’s been several years in the making with a powerful team behind it, the best of tech, and with you, our customer, at the center.

The foundational elements of this transformation are rolling out now and with it, you’ll experience the first new features, including:

- New payment options, including Apple Pay, Google Pay, and American Express.
- More convenient options for starting or stopping service, even during weekends and holidays.

We are excited to build on this foundation with new ways to keep you connected and informed throughout a more seamless energy experience.

Thank you for trusting us as we continue to accelerate the **future of energy**, All together.



For more information, please scan here or visit aesindiana.com/system-upgrade

aes Indiana

Kick off the holidays with AES Indiana!

AES Indiana’s Yuletide celebration

We are proud to sponsor this holiday tradition, an entertaining event that brings families together to engage with Indianapolis Symphony Orchestra (ISO) members, vocalists and a cast of dancers and characters. AES Indiana and the ISO are offering an exclusive discount to AES Indiana customers for the 12/3 and 12/10 Yuletide performance dates. Visit indianapolissymphony.org/AESYuletide23 to purchase tickets.



Circle of Lights

In its 61st year, Circle of Lights®, presented by IBEW 481, returns the day after Thanksgiving. Watch the Soldiers and Sailors Monument illuminate with festive décor and energy at this free event. Join us for Indy’s most time-honored holiday tradition.

When: Friday, November 24

Where: Monument Circle in downtown Indianapolis

Time: 5-8 p.m. with the tree lighting ceremony from 6-7 p.m.

Coloring contest

The annual AES Indiana Coloring Contest is a cherished tradition where one lucky child will “flip the switch” for the Circle of Lights® tree lighting ceremony. The contest runs November 1-15. We look forward to seeing all the creativity this sparks!



Print coloring sheets at downtownindy.org/childcoloring or scan to download.

31002-I-0078

aes Indiana

12/01/2023 – Bill Insert

Your account, upgraded!

AES Indiana upgraded its systems in November, and we can't thank you – our customers – for your patience and understanding during the transition. These upgrades will help to simplify and elevate your experience with us.



What you can expect:

- As part of our system upgrade, customers now have a new account number. Please reference this information in your next bill statement. If you require the account number earlier for the cash payment kiosk or an automated phone payment, log into your AES account or call Customer Service at [317-261-8222](tel:317-261-8222).
- New ways to pay your bill, including the ability to pay via Google Pay, Apple Pay and American Express.

Your account will not be negatively impacted due to our system upgrades. AES Indiana will waive any late fees that could be assessed on your account to continue to support you through our transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please contact us to have any late charges reversed.



For more information about these upgrades, visit aesindiana.com/system-upgrade.

aes Indiana



Top tips for winter weather

When cold weather hits, we want our customers to be prepared. Here are a few safety and cost savings tips:

- **Prepare an emergency kit:** winter storms can cause outages, have an emergency kit ready to go – flashlights, batteries and blankets are some items to have easily accessible.
- **Be one of the first informed of an outage or emergency:** update your communication preferences to receive text and/or medical alerts through your online account. Customers who require medical equipment should contact us to let us know of your condition so we can note it in your account.
- **Schedule a free home energy assessment:** we'll provide a detailed report showing your home's current efficiency score and share recommendations for improvements to help you save on your bill.



Visit aesindiana.com/your-home to learn more.

Introducing our appliance energy calculator

Our new tool allows you to calculate the electrical cost of your home appliances and help you save power consumption costs. Select a device from our drop-down menu and choose how many hours and days the appliances run. It will automatically calculate approximate energy use and cost per year.

Appliance energy calculator

The screenshot shows a web form for the 'Appliance energy calculator'. It includes a dropdown menu for 'My appliance' (set to 'Aquarium equipment'), a 'Wattage' field (set to 24), a 'Utility rate' field (set to 'Indiana - \$0.120755/kWh'), and sliders for 'Hours used per day' (set to 0) and 'Days used per year' (set to 0). A note at the bottom states: 'Note: kWh used is based on 2023 Indiana's average residential rates for January-December 2023.' The 'Energy use and cost per year' field is currently empty.

Visit www.aesindiana.com/home-energy-reports to use this new feature.

31002-I-0079

aes Indiana




01/01/2024 – Smarter, Together Newsletter

∞ New Year, New Upgrades



As the world changes and adapts to new technologies, so do we. That's why we have invested in our system to better serve you. For more than 100 years, you have trusted us to deliver reliable energy services and we don't take that trust lightly. We work each and every day to serve you in new ways – including through these new system upgrades. We want to thank you for your patience with us these last few months while we carried out these improvements.

Benefits of this upgrade include:

-  Improved and more flexible payment options, including Google Pay, Apple Pay and American Express.
-  A streamlined process allowing customers more options to start or stop service – including weekends and holidays for customer convenience.
-  Additional user-friendly features to allow customers easier ways to manage accounts.



For more information about AES Indiana's system upgrades, visit aesindiana.com/system-upgrade

Keep your family warm this cold winter season

Despite the holiday season coming to an end on our calendars, continue to give cheer and warmth to your loved ones. Keep your family cozy this cold winter season with these energy efficiency tips:



TIP 1: Open curtains and blinds during the day to let the warmth of the sun heat your home.



TIP 2: Avoid using space heaters – they can be expensive to operate and potentially hazardous.



TIP 3: Renovate your spaces with area rugs to help keep your feet warm!



TIP 4: Seal doors and windows with weather stripping to prevent air leaks.



For more winter energy efficiency tips, visit aesindiana.com/your-home



Navigating utility assistance

Unsure of where to turn for help paying your utility bills? We understand the process of applying for utility assistance can be confusing and we don't want that to stop you from applying and getting the support you need. We're here to help. Even if you feel like you may not qualify for assistance, we still encourage you to check these resources out. We've created a comprehensive list of energy assistance programs, along with income-qualification information, instructions on how to apply, and more. Visit aesindiana.com/payment-assistance for support or reach out to our Customer Care team at 317-261-8222 to learn more.

Start the year off fresh by updating your notification preferences



Make a resolution this year to update your contact information. We encourage you to review your contact preferences and make any updates to continue to receive emails or texts about your account, outages or any safety or storm alerts. Follow these 3 easy steps below:

Step 1: Login to your online account.

Step 2: Click on "Alerts & Notifications"

Step 3: Choose the notification options that work best for you.



Scan the code or visit www.aesindiana.com/my-account to update your preferences.



Gearing up for the growth of electric vehicles (EV)

People are buying and driving EVs at an increasing rate. In 2018, the number of electric vehicles in the U.S. was about 1 million. By 2025, that number is expected to be more than 18 million. As the EV adoption trend accelerates, we remain committed to providing affordable, reliable and sustainable power in the communities we serve.

Recently, the Indiana Utility Regulatory Commission (IURC) approved AES Indiana's Electric Vehicle (EV) plan, which includes a set of programs that will help prepare AES Indiana, customers, and the community for future EV growth. Our three-year plan is anticipated to launch in early 2024 and includes various incentives, rates, and pilot programs designed to encourage EV adoption and EV charging infrastructure investment in central Indiana. The plan provides a framework for AES Indiana to better understand potential future grid impacts in a way that is equitable and cost effective.



To learn more about EVs and our plan, visit aesindiana.com/electric-vehicles or scan the QR code here.

02/01/2024 – Bill Insert

AES Indiana upgrade update

Last November, we went through system upgrades to improve your overall experience with us, including the addition of new and improved payment options, the ability to start and stop service, and easier ways to manage your account. With any large system upgrade, we anticipated and planned for issues to arise - both expected and unexpected. Our teams continue to work quickly to resolve these issues resulting from the system change, and we appreciate your patience during this time.

A small percentage of our customers may not have received a bill this month or found an error on a bill. Our team is taking comprehensive steps to resolve these issues.

If you have questions about your account or payment assistance options, please login to your online account or sign-up for an account to be able to view account information. While system upgrades are still in progress, you may experience longer wait times as we are seeing a larger call volume than normal. Our Customer Service team phone number is 317-261-8222. Feel free to also utilize our chat feature located on our website at www.aesindiana.com.

We apologize for any inconvenience and appreciate your patience while we work to improve your experience with us.

Update your contact information today

It's important to maintain current contact information with AES Indiana to ensure we can properly notify you of outages, potential remote disconnects and additional safety information.



Please visit aesindiana.com/my-account or scan the QR code to sign up for an online account or update your contact information today.



Winter bill assistance

AES Indiana understands that high bills can be a challenge during the winter season. Please call us at 317-261-8222 to explore payment plan options.



Payment Extensions:

We offer short and long-term payment extensions to help you get caught up.



Budget Billing:

Balance seasonal highs and lows to keep your finances on track.



Custom Bill Due Date:

Choose a due date that works best with your cash flow.



Energy Efficiency Programs:

Visit aesindiana.com/your-home for more ways to save on your bill.

31002-I-0081



03/01/2024 – Bill Insert



Committed to our community



Additional support can be found at:



aesindiana.com/payment-assistance and aesindiana.com/your-home

AES Indiana is dedicated to ensuring that every member of our community has [access to our essential services](#), regardless of financial circumstances. We know managing utility bills can be challenging and that's why we want to remind you the various assistance programs available to help ease the burden of your energy costs.

- **Energy Assistance Program (EAP):** This federally-funded program offers a one-time benefit to help with your utility bills and is designed for Indiana households earning 60% or less of the state median income. Applications are open until May 20, 2024.
- **United Way of Central Indiana's Winter Assistance Fund (WAF):** For Marion County residents who may not qualify for EAP. Eligibility is based on household incomes and applications are accepted through May 31, 2024.
- **AES Indiana's Power of Change:** A one-time grant for electric bill assistance to income-qualified customers, regardless of EAP or WAF application status. To be eligible, you must first apply for EAP.



AES Indiana announces approval of new [battery energy storage system](#)

AES Indiana recently announced approval from the Indiana Utility Regulatory Commission of a stand-alone battery energy storage system in Pike County, IN. The Pike County Battery Energy Storage Project advances our sustainability commitments, including adding up to 1,300 megawatts (MW) of wind, solar and battery energy storage from new acquisitions in the next five years. The project will be located at our Petersburg Generating Station and is expected to be operational by December 2024.



Read more at aesindiana.com/news-releases



AES Indiana [system upgrade](#) update

Thank you for your patience as AES Indiana works to resolve issues impacting some of our customer bills after a recent customer system upgrades. Our team apologizes for any bill discrepancies you may have experienced. At this time, AES Indiana is not disconnecting customers nor are any late fees being incurred. The statewide moratorium ends on March 15, 2024, and we do encourage customers to keep up with monthly payments.

Information on our system upgrades and how this impacts you can be found at www.aesindiana.com/system-upgrade.

31002-I-0082

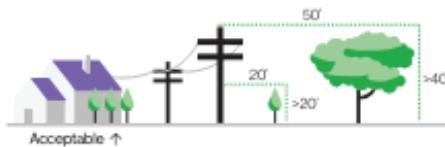
Smarter, Together

April 2024

Spring planting season is here

Weather is warming up and so are many outdoor activities like landscaping and home improvement projects. By selecting the right tree and planting it in the right place, you can help reduce power outages for you and your neighbors. When planting trees, consider how large they will be at maturity. Follow three easy tips to prevent tree growth into overhead power lines:

1. Find the **right tree**
2. Choose the **right spot**
3. Put **safety first**
call before you dig



For more information about the Right Tree, Right Place program, visit aesindiana.com/right-tree-right-place



AES Indiana acquires Hoosier Wind

AES Indiana recently announced approval from the Indiana Utility Regulatory Commission of the acquisition of Hoosier Wind, a 106 MW wind farm located in Benton County. This acquisition provides \$22.2 million in cost savings to AES Indiana customers over the next 6 years and advances efforts to provide sustainable energy solutions. This includes adding up to 1,300 megawatts (MW) of wind, solar and battery energy storage from new procurements in the next five years. Hoosier wind has 53 wind turbines and produces enough electricity to power 29,000 homes.

Save energy and money with instant discounts

No coupons, no hassle. Find qualifying energy-saving products at your favorite local stores and receive a discounted price at the register.



Visit aesindiana.com/discounts to learn more.



AES Indiana system upgrade update

We appreciate your patience as we work to resolve issues impacting some of our customer bills after our recent system upgrade. While we work to resolve these issues, we want to remind you that AES Indiana is not disconnecting customers, nor are any late fees being incurred. We still encourage customers to keep up with monthly payments.

**MAY
25**



**DOWNTOWN
INDIANAPOLIS**

aes 500 FESTIVAL
PARADE
Iconic Moments in Indy

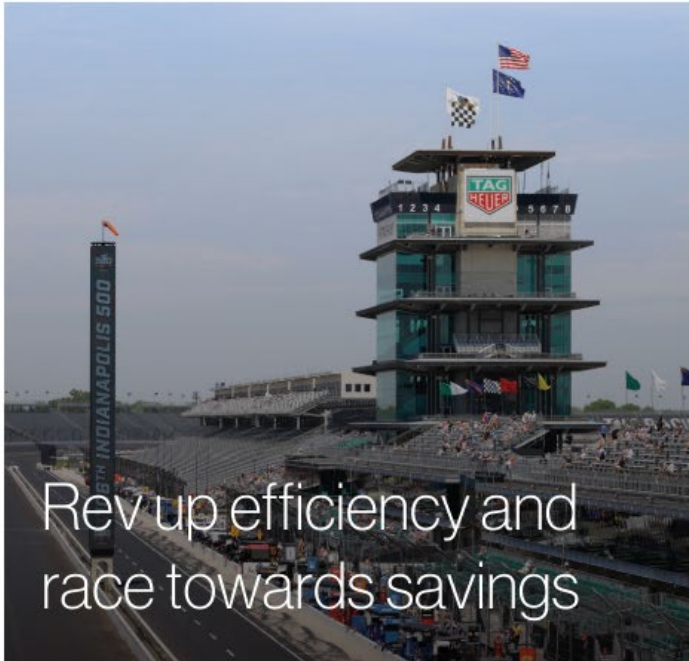


Use code **AES24** for **\$2 OFF** per ticket

500Festival.com/tickets

Valid for regular bleacher, front row, and second row seats.
Cannot be combined with any other offers. No rain checks or backdating.

05/01/2024 – Bill Insert



Upgrade your home's energy efficiency this Spring with a smart thermostat. These innovative devices offer more than just convenience – they can help you save big on your energy bills, too. Check out our Marketplace for instant rebates or our CoolCents program where you may qualify for a free smart thermostat or additional rebates and bill credits. Beat the heat before it beats you and snag your thermostat now.



Scan the QR code or visit aesindiana.com/smart-thermostat-rebates for more information.



MAY 25

DOWNTOWN INDIANAPOLIS

aes 500 FESTIVAL PARADE

Iconic Moments in Indy

Use code **AES24** for **\$2 OFF** per ticket

500Festival.com/tickets

Valid for regular bleacher, front row, and second row seats. Cannot be combined with any other offers. No rain checks or backdating.



AES Indiana system upgrade update

We appreciate your patience while we continue to work to resolve issues impacting some of our customer bills after our recent system upgrade. Our team apologizes for any bill discrepancies you may be facing. At this time, AES Indiana is not disconnecting customers nor are any late fees being incurred.



Information on our system upgrade and how this impacts you can be found at www.aesindiana.com/system-upgrade.

31002-I-0084



ACE Letters

EDI LETTER #1 – Send Date 9/21/23

Date

Recipient Name

Address Line 1

Address Line 2

City, State Zip-Code

Dear Valued Customer,

AES Indiana prioritizes offering customers easy and flexible payment options.

Beginning **November 1, 2023**, AES Indiana will change financial institutions for the processing of our EDI payments for commercial customers. We will be switching from Fifth Third Bank NA to JPMorgan Chase Bank, N.A. Your organization will need to update the routing and account numbers on your EDI submission file. Additionally, this change will result in a new originator ID for these payments starting on this date.

Prior to the date listed above, AES Indiana will notify you via postal mail and email (if applicable) with the pertinent bank account information that needs updated on your EDI submission file. If you use a third-party vendor to make payments on your behalf, we will also contact them via postal mail and email (if applicable) regarding these changes.

If you have any questions, please contact AES Indiana Customer Service at 317-261-8222 or visit AESIndiana.com.

We thank you for your understanding and look forward to continuing to serve your needs in the future.

AES Indiana Customer Service Team



EDI LETTER #2 – Send date 10/18/23

Date

Recipient Name

Address Line 1

Address Line 2

City, State Zip-Code

Dear Valued Customer,

AES Indiana prioritizes offering customers easy and flexible payment options.

Beginning **November 1, 2023**, AES Indiana will change financial institutions for the processing of our EDI payments for commercial customers. We will be switching from Fifth Third Bank NA to JPMorgan Chase Bank, N.A. Your organization will need to update the routing and account numbers on your EDI submission file. Additionally, this change will result in a new originator ID for these payments starting on this date. If you have debit restrictions on your bank account limited to approved originator ID's, you will need to provide our new originator ID to your financial institution so your payments can be successfully debited.

- JPMorgan Chase Bank, N.A.'s account number: **XXXXXXXXXX**
- JPMorgan Chase Bank, N.A.'s routing number: **XXXXXXXXXX**
- AES Indiana's new originator ID will be **XXXXXXXXXX**

Failure to update this information by the date listed above will result in delays in AES Indiana receiving your electric account payment. This could result in unnecessary late fees and potential electric service disruption.

If you have any questions, please contact AES Indiana Customer Service at 317-261-8222 or visit AESIndiana.com.

We thank you for your understanding and look forward to continuing to serve your needs in the future.

AES Indiana Customer Service Team



OFF-CYCLE BILLING LETTER – Send date 10/26/23

Dear Valued Customer,

AES Indiana is in the process of transforming our digital platforms to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly. Read more about our system upgrades at www.aesindiana.com/system-upgrade.

One of the most significant impacts to you includes receiving a bill outside of your normal billing cycle. As a result, you will receive a bill showing the amount owed looks different than what you are used to seeing. To help ease this impact, we recommend you pay the same amount as you did the prior month regardless of the amount listed on your bill statement.

We are committed to helping you stay informed and engaged during this time. Should you experience any issues with your payment, we will waive any late fees that could be assessed on your account to support you through this transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please call our Customer Service team at 317-261-8222 to have the late charges reversed.

We look forward to continuing to serve your energy needs today and into the future.

AES Indiana



OFF CYCLE BILLING CUSTOMERS ON ON PAYMENT EXTENSION – Send date 10/30/23

Dear Valued Customer,

AES Indiana is in the process of transforming our digital platforms to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly. Read more about our system upgrades at www.aesindiana.com/system-upgrade.

One of the most significant impacts to you includes receiving a bill outside of your normal billing cycle. As a result, you will receive a bill that shows you are no longer on an Installment Plan (Extension Program). Over the next several weeks, our team will be manually correcting your account to ensure you will be placed back on your installment plan exactly as you were prior to our deployment of the new system. There is nothing you need to do to correct your account.

We are committed to helping you stay informed and engaged during this time. Should you experience any issues with your payment, we will waive any late fees that could be assessed on your account to support you through this transition. If you receive a statement that reflects a late fee incurred between September 29, 2023, and November 30, 2023, please call our Customer Service team at 317-261-8222 to have the late charges reversed.

We look forward to continuing to serve your energy needs today and into the future.

AES Indiana



OFF-CYCLE BILLING CUSTOMERS ON BUDGET BILLING – Send date 10/30/23

Dear Valued Customer,

AES Indiana is in the process of transforming our digital platforms to help simplify your experience with us, making everything from payments to account management more flexible and user-friendly. Read more about our system upgrades at www.aesindiana.com/system-upgrade.

One of the most significant impacts to you includes receiving a bill outside of your normal billing cycle. As a result, you will receive a bill that shows you are not enrolled in Budget Billing. Over the next several weeks, our team will be manually correcting your account to ensure you will be placed back on your Budget Billing plan exactly as you were prior to our deployment of the new system. There is nothing you need to do to correct your account.

We are committed to helping you stay informed and engaged during this time. Should you experience any issues with your payment, we will waive any late fees that could be assessed on your account to support you through this transition. If you receive a statement that reflects a late fee incurred between September 29, 2023 and November 30, 2023, please call our Customer Service team at 317-261-8222 to have the late charges reversed.

We look forward to continuing to serve your energy needs today and into the future.

AES Indiana



**DIRECT DEBIT AUTOPAY COMMUNICATION – Send date beginning 2/21-24-Present
(daily communication)**

Dear Customer,

Thank you for choosing direct debit autopay with AES Indiana. This is a convenient and secure way to pay your monthly electric bill without worrying about late fees or missed payments. You can also view your payment history and manage your account online anytime.

We have processed a payment and deducted your current invoice amount from your bank account. Please note that your payment may take up to two business days to appear on your bank statement.

We are currently revising our billing process to improve our service and accuracy. As a result, there may be a delay in the distribution of one of your upcoming bills. We apologize for any inconvenience this may cause. We expect to resume our normal billing cycle soon and will notify you when your bill is ready. You can also check the status of your bill online at any time.

Currently, AES Indiana is not disconnecting customers due to non-payment and late fees will not be incurred. We value your business and appreciate your patience and understanding. If you have any questions or concerns, please get in touch with our Customer Service team at 317-261-2085, Monday thru Friday from 8 am to 5 pm.

Thank you for being a loyal customer of AES Indiana.

Sincerely,

AES Indiana

Appendix 2

Remote Disconnect/Reconnect Communications Timeline

High-Level Messages:

- AES Indiana received Indiana Utility Regulatory Commission (IURC) approval on April 27, 2024 as part of its rate review, to update and resume remote disconnection and reconnection procedures beginning XX/XX/XXXX.
- With our new procedures, AES Indiana will no longer need to visit customers' premises to perform a disconnection. We will notify customers of an upcoming disconnection at least 20 days in advance of a scheduled disconnection. Additionally, AES Indiana will make further attempts to reach customers via phone call, text message, and email of a pending nonpayment service interruption 2 days prior to and on the day of scheduled disconnect.
- It is important for AES Indiana to have updated contact information. Customers can update their information in their online account at aesindiana.com by clicking the "My Profile" link. For customers without internet access, contact information can be updated by calling AES Indiana's residential customer service line at 317-261-8222.

60 Days Out:

- Website updates
- Autodial campaign
- Text message campaign
- Customer email
- Community partner email
- Social media message
- Media advisory

30 Days Out:

- Bill insert
- Bill message
- Social media reminder message
- Customer email reminder
- Community partner email reminder

Day Of:

- Social media reminder message