

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.



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](https://www.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.

The screenshot shows a web-based calculator interface. At the top, it says 'Appliance energy calculator' in green. Below that, there are several input fields: 'My appliance' with a dropdown menu showing 'Aquarium equipment'; 'Wattage' with a slider set to 24; 'Utility rate' with a dropdown showing 'Indiana - \$0.120706/kWh'; 'Hours used per day' with a slider from 0 to 24 hrs; and 'Days used per year' with a dropdown showing 0. At the bottom, there is a grey button labeled 'Energy use and cost per year'. A small note below the utility rate field states: 'Note: kWh cost is based on AES Indiana's average residential rates for January-December 2022.'

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

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