

∞ 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.

www.aesindiana.com

AES Indiana
One Monument Circle
P.O. Box 1595
Indianapolis, Indiana 46206-1595

31002-I-0074

Residential 317-261-8222
Business 317-261-8444
Emergency "Lights Out" 24/7 317-261-8111



aes Indiana