

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](tel: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.