



# Smarter, Together: Regulatory rate review edition

July 2023



## AES Indiana requests regulatory rate review

AES Indiana filed a petition for a regulatory rate review request with the Indiana Utility Regulatory Commission (IURC) to seek a rate increase to cover the rising operational costs and needs associated with serving customers safely and reliably.

### Why?

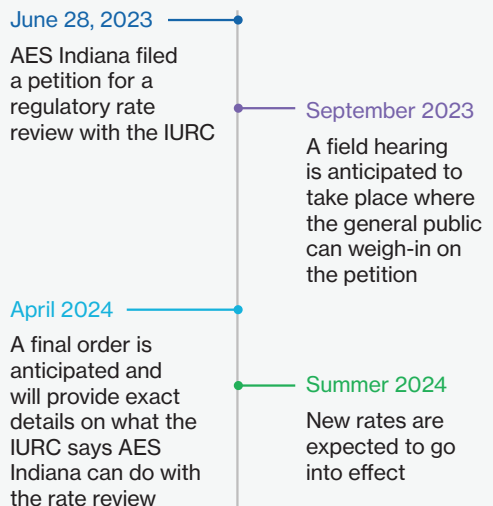
Factors leading to the first base rate increase request in five years (last filed in 2017) include:

- Inflationary impacts on operations and maintenance expenses
- Investments in reliability and resiliency improvements
- Enhancements to our customer systems and new offerings, including Google Pay, Apple Pay, and American Express payments

### How and when will this impact my bill?

If new rates are approved, AES Indiana customers using 1,000 kWh per month will see an increase of approximately 13% per month or around \$17 compared to current base rates. Pending approval from the IURC, new rates are anticipated to go into effect the summer of 2024.

### Anticipated timeline



\*Visit [aesindiana.com/rate-review](https://aesindiana.com/rate-review) for updates to the schedule



Customers can use AES Indiana's bill calculator to estimate and plan for the impact on their bill based on expected electricity usage and the new base rates.

### How can I learn more and stay informed about the rate review?



Bookmark [aesindiana.com/rate-review](https://aesindiana.com/rate-review) for updates.



## ! Did you know?

Vegetation management is an important piece of the rate review process. Misplaced or improperly maintained trees often cause power outages and can be dangerous when branches come in contact with power lines. Vegetation is the number one cause of reliability issues in the AES Indiana territory.



How improving our vegetation can [improve your reliability](#)

1. **Vegetation is the #1 cause of outages.** Approximately 30% of outages in our service territory are caused by vegetation issues. These outages are often lengthy and take more time to fix.
2. **Removing the overhang of branches is the first step to improve reliability for years to come.** We are trying to prevent tree and branch failures by proactively trimming trees on a data-driven cycle.
3. **Vegetation is the only asset that is constantly changing.** Trees continuously grow while our poles and lines don't move.

## New Digital Solutions coming soon!



AES Indiana is investing in new digital solutions that will serve as a foundation for improving customer experience and will create more offerings, including:

- Google Pay, Apple Pay and American Express payment options will be available
- AES Indiana mobile app coming soon
- Requests for moves on holidays and weekends will be accepted
- Customers with multiple accounts/premises will receive one single bill

## Infrastructure, experience and service [improvements are here.](#)

In 2020, we received approval of our Transmission, Distribution and Storage system Improvement Charge (TDSIC) plan, also known as Smart Grid.

Consistent with state law, AES Indiana can recover 80 percent of costs related to its TDSIC plan as they are incurred. The remaining costs are deferred until the next base rate case, which must be filed before the end of the plan's lifespan. This regulatory rate review fulfills that requirement.

**\$1.2 billion**

investment in the modernization of our electric grid



7-year plan



We are currently in year 4

We're replacing and upgrading aging equipment, hardware and other assets to provide you fewer outages, safer systems and an improved experience with us overall.



For more information visit [aesindiana.com/smart-grid](https://aesindiana.com/smart-grid)

[www.aesindiana.com](https://www.aesindiana.com)

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

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



**aes** Indiana

31002-I-0074