

# Welcome Home



**aes** Indiana

# Welcome to AES

AES provides retail electric service to residential, commercial and industrial customers in Indianapolis and other central Indiana communities. Since the company's creation in 1926, AES Indiana's people have been committed to improving lives by providing safe, reliable and sustainable energy solutions.

Our people are dedicated to making a difference in the communities in which we live and serve. Not only does AES Indiana provide more than \$2 million in financial contributions to nonprofit organizations, but we also offer opportunities to contribute to sustainable community initiatives through volunteer activities.

The AES Corporation, is a global workforce committed to operational excellence and meeting the world's growing power needs.



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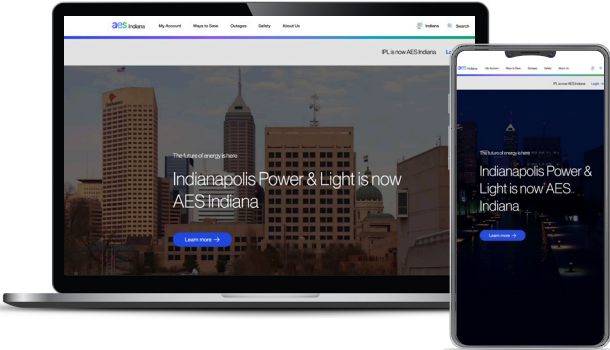
# Create an Online Account

Visit us at [AESindiana.com](https://www.aesindiana.com) to set up your online account. You will need your AES Indiana account number and your mailing address zip code. It's the quickest and easiest way to manage your account at your convenience.

With an AES online account, you can:

- Access account info
- Make a payment
- Enroll in AES Indiana Budget Billing
- Request a payment extension
- Start paperless billing
- Sign up for AES Indiana Green Power Option
- Track your energy usage with online account features

and much **more**.



## Moving? Connect, Disconnect or Transfer Service

Connecting, disconnecting or transferring service online is easy at [AESindiana.com](https://www.aesindiana.com). Complete an easy form, verify your information is correct, and click submit. Confirmation of your AES Indiana online service order will be e-mailed to your inbox.



## Contact Us

### Customer Service Line

*Residential*

317.261.8222

Toll-free: 888.261.8222

[aesindianacustomerservices@aes.com](mailto:aesindianacustomerservices@aes.com)

*Business*

317.261.8444

[aesindianabusinesscustomerservices@aes.com](mailto:aesindianabusinesscustomerservices@aes.com)

Visit [AESindiana.com](http://AESindiana.com) for hours of operation. Automated attendant during after-hours and weekends.

### Customer Service Center

2102 N. Illinois St.

Indianapolis, IN 46202

[AESindiana.com](http://AESindiana.com) for hours of operation.

### “Lights Out, Day or Night”

Emergency Hotline

317.261.8111

### Call Before You Dig

Call 811 before you dig to avoid injury and property damage caused by digging into utility lines.

## Follow us





## Customer Safety and Security

### My Account and Privacy

Only account holders or expressly authorized individuals can access your account information. Upon a customer's request, AES Indiana will share information with other local utility companies for credit purposes only. AES Indiana uses an external credit reporting agency to determine credit-worthiness. We have established security procedures to ensure that information is being shared securely and only with authorized representatives.

Occasionally, we may hire third parties to act on our behalf for activities such as market research surveys, billing, technical support or contest entry processing. These parties will not be permitted to use personally identifiable customer information except for the purpose of providing their specific services, and they are not permitted to disclose, transfer or sell personally identifiable information.

### AES Indiana Employees

All AES Indiana employees and agents are required to carry a company-issued photo ID. Please ask to see proper employee identification at any time you may have concerns about someone representing AES Indiana on or near your property. Contact AES Indiana immediately with any additional concerns related to employee representation.



## Online Security

AES Indiana's website uses a variety of web protection products including, but not limited to, firewalls, etc. You should always log out of the interactive portion of our Web site when you have finished your session. The site will also automatically log you off of an interactive session after a period of inactivity.

## Payment Scams

AES Indiana reminds customers not to provide personal information or comply with requests for payments unless they are confident with whom they are speaking to. Customers are asked to notify AES Indiana if they receive a call and are unsure that the caller is truly an AES Indiana employee.

- If AES Indiana does call a customer, our representative will have specific and accurate information related to the customer's billing and account.
- AES Indiana does not require or strongly recommend a specific payment method or type. We offer a variety of payment options so customers can select the one that best suits them.
- AES Indiana does place automated calls to notify customers of past due amounts.

For more information about payment scams, visit [aesindiana.com/bill-payment-scams](https://aesindiana.com/bill-payment-scams).

## Electric Reliability

At AES Indiana, we know that our customers depend on us to provide the electricity they need to power their lives every day. Our philosophy is that the best time to fix a power outage is before it ever happens. That's why we design our system with built-in reliability measures, and we conduct routine inspection and maintenance programs.

## Trees and Reliability

Misplaced or improperly maintained trees often cause power outages and can be dangerous when branches come in contact with power lines. To prevent contact, AES Indiana has a tree-pruning, lineclearing program that operates on a 36-month cycle. Have a tree trimming question? Call the AES Indiana Line Clearing Department at 317.261.8128 or email at

[AESindianatreetrimming@aes.com](mailto:AESindianatreetrimming@aes.com)

For information on how to properly plant trees, check out our Right Tree, Right Place program at [AESindiana.com/tree-trimming](http://AESindiana.com/tree-trimming).

## Metering

AES Indiana has utilized Automated Meter Reading (AMR) since the late 1990's. AMR is a one-way, wireless, data transmission system. The AMR meter collects usage information and sends it to AES Indiana to use in billing.

Over the past few years, AES Indiana has begun slowly deploying Automated Metering Infrastructure (AMI) technology. This allows real-time two-way communication between metering endpoints and the utility. Enhanced customer outage information as well as additional insight for customers into their electricity usage are just a few benefits of AMI technology.



Does AES Indiana still read my meter?

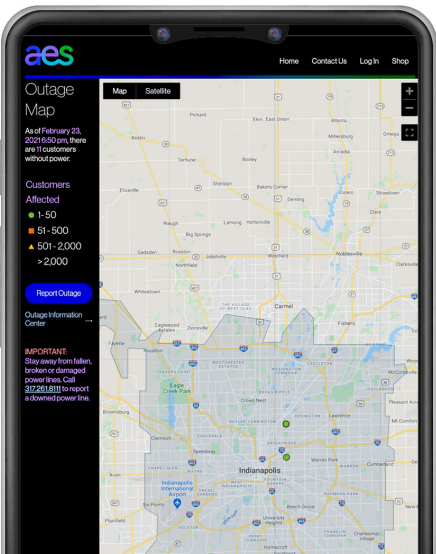
An AES Indiana representative may periodically visit to audit our meters and equipment and manually check meter reads for system accuracy.

However, we do not need to visit on a monthly basis in order to obtain accurate meter reads.

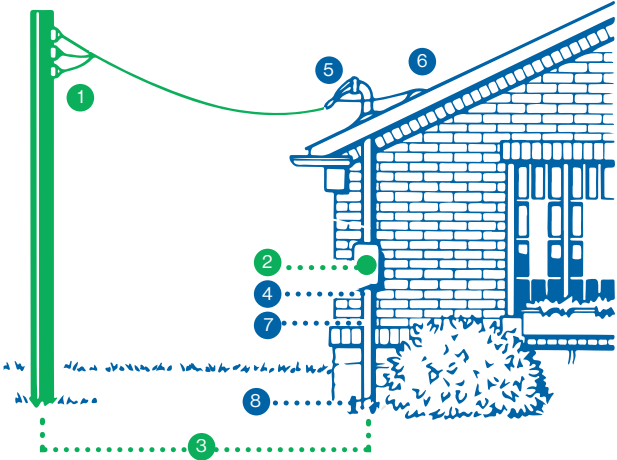
## Report Power or Street Light Outages

Even with AES Indiana's complex infrastructure designed to protect our system against outages, we know that sometimes the power does go out. When outages occur, we work 24/7 to restore electric service.

We make it easy and convenient to report power and street light outages. To report an outage or update your account phone number, visit [AESindiana.com/outages](https://www.aesindiana.com/outages) or call 800.261.8111. Identify yourself by account number, phone number or service ID to report your outage in just a few short and simple steps.



# Electrical Equipment Responsibility Guide



## AES Indiana Responsibility

- 1 AES Indiana Service Line
- 2 AES Indiana Meter
- 3 In most cases, AES Indiana is responsible for the underground wires that run to a customer's meter base if service is supplied by underground power lines.

## Customer Responsibility

- 4 Meter Base
- 5 Weatherhead
- 6 Service Line Roof Anchor
- 7 Conduit
- 8 Ground Rod and Fittings

AES Indiana evaluates claims on a case-by-case basis in a fair and professional manner. Determination of any compensatory award is based upon factual detail and in accordance with tariffs and guidelines on file with the Indiana Utility Regulatory Commission (IURC). For more information on Damage Claims, visit [AESindiana.com](https://www.aesindiana.com) damage or email us at [AESindianadamageclaims@aes.com](mailto:AESindianadamageclaims@aes.com)



## Billing Options

### E-Bill

Go paperless! It's an easy and secure way to receive, view and pay your bill your bill each month.

### Budget Billing

Pay about the same amount each month for 11 months and settle the difference on the 12th month. Enroll Now.

### Preferred Billing Date

Contact AES Indiana Customer Services to discuss a billing due date that is convenient for you.

## Security Deposit Charges

Applicants may be required to make a cash deposit. Such deposit shall not exceed one sixth of the estimated annual cost of service to the applicant. Each utility shall determine the creditworthiness of an applicant or customer in an equitable and nondiscriminatory method. Refer to the IURC – Customer Rights and Responsibilities for additional information.

### Late Charges

Late payment charges may be assessed in accordance with electric utility regulation when paying past the due date on your bill. Refer to “Customer Rights” for additional information.

# Payment Options



## Online

Sign in to your AES Indiana online account and make an online payment from your bank account or credit card.

(Credit card: Service fee applies, \$1,000 limit)



## Phone

Call 317.261.8222 or 888.261.8222 and follow the easy prompts to make your payment.



## Autopay

Have your amount due automatically withdrawn from a bank account. Visit [AESindiana.com/automatic-payments](https://www.aesindiana.com/automatic-payments) to enroll.



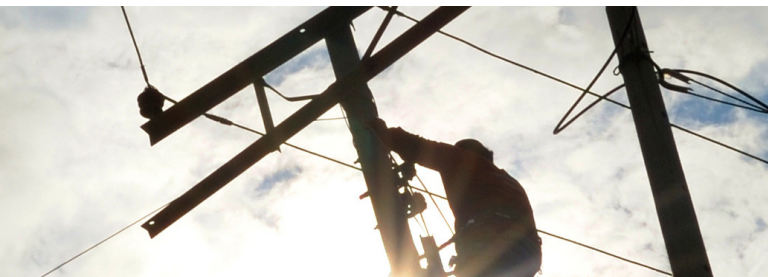
## Pay in Person

Check out AES Indiana's walk-in facility location along with all of AES Indiana's authorized pay agent locations online at [AESindiana.com/pay-person](https://www.aesindiana.com/pay-person)



## Mailing Address

Indianapolis Power & Light Company  
P.O. Box 110  
Indianapolis, IN 46206



## Home Energy Savings

AES Indiana offers ways to help manage your energy use with energy efficiency programs.

For more information, visit [AESindiana.com](http://AESindiana.com).

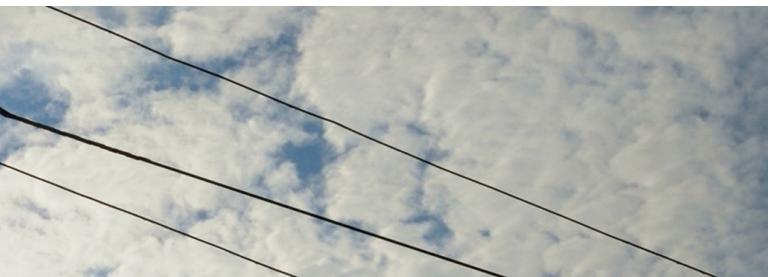
## Past Due Bills and Assistance

If you're having difficulty paying your bill, you may contact us for payment options, including payment extensions. We also offer referrals to resources like Community Action of Greater Indianapolis (CAGI), your local Township Trustee offices and neighborhood community centers for additional support.

## Customer Rights

The IURC provides customer rights for Indiana utility customers. This information can be found at the following locations:

- Online at [in.gov/iurc](http://in.gov/iurc)
- U.S.P.S. Mail:  
Indiana Utility Regulatory Commission  
c/o Consumer Affairs Division  
101 W. Washington Street, Suite 1500E  
Indianapolis, Indiana 46204
- Call:  
Local: 317-232-2712  
Toll free: 1-800-851-4268  
TDD: 317-232-8556  
Fax: 317-233-2410



## Disconnection for Nonpayment and Reconnection guidelines

Customers should contact AES Indiana for reconnection requirements. Generally, payment for the total past-due account balance and reconnection fees may be required before the service reconnection can occur. In addition, a security deposit may be assessed. Customers are required to contact AES Indiana to establish what is required for the account to be reconnected.

- AES Indiana will provide a disconnection notice 14 days prior to disconnection, unless a safety hazard is present.
- AES Indiana will make a reasonable attempt to notify someone at the residence of a pending nonpayment service interruption.
- Under normal circumstances, AES Indiana will not interrupt service if you are able to provide proof that your bill has been paid or is under review with the IURC. (Not applicable: Court orders; Electric Theft or Tampering)
- Please note the AES Indiana person performing the disconnection is not able to accept payment.
- Utilities shall postpone the disconnection of service for ten (10) days if, prior to the disconnect date specified in the disconnect notice, the customer provides the utility with a medical statement from a licensed physician or public health official that states that disconnection would be a serious and immediate threat to the health or safety of a designated person in the household of the customer. The postponement of disconnection shall be continued for one (1) additional ten (10) day period upon the provision of an additional such medical statement.

# Customer Programs and Services

AES Indiana offers a variety of programs and services to help you pay your bill, manage your budget and much more. To access these services, just give us a call at 317.261.8222.

## Outdoor Lighting

In need of additional outdoor lighting? For more information about AES Indiana's lighting services, visit [AESindiana.com/outdoor-lighting](https://www.aesindiana.com/outdoor-lighting).

## Green Power Option

Support renewable energy for just a couple more dollars per month. To learn more, visit [AESindiana.com/green-power](https://www.aesindiana.com/green-power).

## Electric Vehicles

If you own an electric vehicle or are considering purchasing one, check out AES Indiana's special charging rates, home charging program and public charging stations at [AESindiana.com](https://www.aesindiana.com)

## Special Assistance

Vision Impaired: To request large print or braille bills, call 317.261.8222.

- Hearing and Speech Impaired: Contact AES Indiana through Relay Indiana 800.743.3333.
- Translation Services: Call 317.261.8222.
- Third Party Notification: Third Party
- Notification provides a free secondary notice when electric service may be disconnected or nonpayment. Third party persons are not responsible for bills. Call 317.261.8222 for additional information.
- Detailed Bill: Contact AES Indiana Customer Service at 317.261.8222 for additional information.



Keep your account information handy:

My AES Indiana Account #: \_\_\_\_\_

My AES Indiana Account Phone #: \_\_\_\_\_

My AES Indiana Business Service \_\_\_\_\_

(Located on your AES Indiana bill in the "Metered Electric and Other Services"

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