

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

**PETITION OF INDIANAPOLIS POWER & LIGHT)
COMPANY (“IPL”) FOR (1) AUTHORITY TO)
INCREASE RATES AND CHARGES FOR ELECTRIC)
UTILITY SERVICE, (2) APPROVAL OF REVISED)
DEPRECIATION RATES, ACCOUNTING RELIEF,) CAUSE NO. 45029
INCLUDING UPDATE OF THE MAJOR STORM)
DAMAGE RESTORATION RESERVE ACCOUNT,)
APPROVAL OF A VEGETATION MANAGEMENT)
RESERVE ACCOUNT, INCLUSION IN BASIC RATES)
AND CHARGES OF THE COSTS OF CERTAIN)
PREVIOUSLY APPROVED PROJECTS, INCLUDING)
THE EAGLE VALLEY COMBINED CYCLE GAS)
TURBINE, THE NATIONAL POLLUTION)
DISCHARGE ELIMINATION SYSTEM AND COAL)
COMBUSTION RESIDUALS COMPLIANCE)
PROJECTS, RATE ADJUSTMENT MECHANISM)
PROPOSALS, COST DEFERRALS,)
AMORTIZATIONS, AND (3) APPROVAL OF NEW)
SCHEDULES OF RATES, RULES AND)
REGULATIONS FOR SERVICE.)**

**PETITIONER INDIANAPOLIS POWER & LIGHT COMPANY
SUBMISSION OF COMPLIANCE FILING**

Petitioner Indianapolis Power & Light Company d/b/a AES Indiana, by counsel and in compliance with the Order in this Cause dated October 31, 2018, hereby files the attached Consumer Pilot Program Annual Report

Respectfully submitted,



Teresa Morton Nyhart (No. 14044-49)

Jeffrey M. Peabody (No. 28000-53)

Taft Stettinius & Hollister LLP

2500 One Indiana Square, Suite 3500
Indianapolis, IN 46204

Nyhart Phone: (317) 713-3648

Peabody Phone: (317) 713-3647

Fax: (317) 713-3699

Email: tnyhart@taftlaw.com
jpeabody@taftlaw.com

Attorneys for Petitioner
INDIANAPOLIS POWER & LIGHT COMPANY
D/B/A AES INDIANA

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing has been served this 1st day of August, 2024 via electronic mail, to:

Carol Sparks Drake
Indiana Office of Utility Consumer Counselor
Suite 1500 South, 115 W. Washington St.
Indianapolis, Indiana 46204
infomgt@oucc.in.gov
cadrake@oucc.in.gov

Jennifer A. Washburn
Citizens Action Coalition of Indiana, Inc.
1915 W. 18th Street, Suite C
Indianapolis, Indiana 46202
jwashburn@citact.org

Copy to:
Reagan Kurtz
rkurtz@citact.org

Kurt J. Boehm, Esq.
Jody Kyler Cohn, Esq.
Boehm, Kurtz & Lowry
36 East Seventh Street, Suite 1510
Cincinnati, Ohio 45202
KBoehm@BKLawfirm.com
JKylerCohn@BKLawfirm.com

John P. Cook, Esq.
John P. Cook & Associates
900 W. Jefferson Street
Franklin, Indiana 46131
john.cookassociates@earthlink.net

Nikki G. Shoultz
Kristina Kern Wheeler
Bose McKinney & Evans LLP
111 Monument Circle, Suite 2700 Indianapolis,
IN 46204
nshoultz@boselaw.com
kwheeler@boselaw.com

Joseph P. Rompala
Anne E. Becker
LEWIS & KAPPES, P.C.
One American Square, Suite 2500
Indianapolis, Indiana 46282-0003
JRompala@Lewis-Kappes.com
abecker@lewis-kappes.com

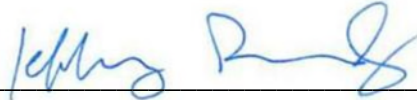
Copy to:
etennant@lewis-kappes.com
atyler@lewis-kappes.com

Eric E. Kinder
SPILMAN THOMAS & BATTLE, PLLC
300 Kanawha Boulevard, East
P. O. Box 273
Charleston, WV 25321
ekinder@spilmanlaw.com

Barry A. Naum
Steven W. Lee
SPILMAN THOMAS & BATTLE, PLLC 1100
Bent Creek Boulevard, Suite 101 Mechanicsburg,
PA 17050
bnaum@spilmanlaw.com
slee@spilmanlaw.com

Kevin Higgins
Energy Strategies, LLC
Parkside Towers
215 South State Street, Suite 200
Salt Lake City, Utah 84111
khiggins@energystrat.com

Brian C. Bosma
Kevin D. Koons
Ted W. Nolting
Kroger Gardis & Regas LLP
111 Monument Circle Drive, Suite 900
Indianapolis, Indiana 46204-5125
bcb@kgrlaw.com
kdk@kgrlaw.com
tw@kgrlaw.com



Jeffrey M. Peabody

Teresa Morton Nyhart (No. 14044-49)
Jeffrey M. Peabody (No. 28000-53)
Taft Stettinius & Hollister LLP
2500 One Indiana Square, Suite 3500
Indianapolis, IN 46204
Nyhart Phone: (317) 713-3648
Peabody Phone: (317) 713-3647
Fax: (317) 713-3699
Email: tnyhart@taftlaw.com
jpeabody@taftlaw.com

Attorneys for Petitioner
INDIANAPOLIS POWER & LIGHT COMPANY
D/B/A AES INDIANA

July 31, 2024

Ms. Beth E. Heline
General Counsel
Indiana Utility Regulatory Commission
101 W. Washington Street, Suite 1500 East
Indianapolis, IN 46204

Re: CN 45029 Consumer Pilot Programs 2024 Annual Report

In compliance with commitments made by Indianapolis Power & Light Company d/b/a AES Indiana ("AES Indiana") in the Stipulation and Settlement Agreement in Cause No. 45029 and the informational filing of AES Indiana's Low Income Programs Collaborative Report, enclosed please find AES Indiana's annual report to the Indiana Utility Regulatory Commission ("IURC") regarding AES Indiana's Low-Income Arrearage Management Program and Roundup Program Pilots. The program data included in this report is as of June 30, 2024.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Chad Rogers", enclosed in a thin black rectangular border.

Chad A. Rogers
Director, Regulatory Affairs
AES Indiana

AES Indiana Low Income Customer Program Pilots Annual Report and Data 12 Months Ended June 30, 2024

As part of the Stipulation and Settlement Agreement in Cause No. 45029, AES Indiana implemented two separate low income customer program pilots. In April 2019, AES Indiana submitted an informational filing to the IURC detailing both customer program pilots – an Arrearage Management Program and a customer-funded “round-up” program called the Power of Change Program Pilot, with initial funding for each program from AES Indiana.

AES Indiana selected a well-respected third-party administrator, Dollar Energy Fund (“DEF”), to manage the programs. DEF oversees the application process, enrolls participants, and administers the programs. The low income customer program pilots are designed to relieve financial burden by providing assistance to electric bills and allowing AES Indiana customers to help their fellow neighbors when they need it most.

Arrearage Management Program Pilot

AES Indiana developed its Arrearage Management Program pilot to assist eligible customers with eliminating the past due balance on their AES Indiana bills. The program pilot has three components:

- Assist low income customers by reducing the financial burden of their past due electricity bill balance, which will hopefully promote more regular, timely payment of future electric bills.
- Enroll eligible customers on a first come, first served basis until the program year’s funds are exhausted.
- Assist AES Indiana customers who meet eligibility requirements and help them complete an application with DEF.

The Arrearage Management Program pilot began December 10, 2019, via invitation letters, and the first group of customers were enrolled January 10, 2020. As the Arrearage Management Program Pilot is a three-year pilot, AES Indiana stopped accepting new Arrearage Management Program pilot customers in December 2022. AES Indiana continued the program past December 2022 for customers who were already enrolled in the program until June 2023 when the program ended. Please refer to the 2023 Low-income program report for the Arrearage Management Program pilot metrics.

Power of Change Program Pilot

AES Indiana committed to fund \$100,000 to the Power of Change Program pilot, with an anticipation this amount will increase through customer donations received throughout the duration of the three-year pilot. AES Indiana customers who are interested in donating to this program pilot can do so in one of three ways: monthly bill round up, monthly recurring amount donations, or a one-time donation option. AES Indiana has contributed \$302,000 to date.

The Power of Change Program pilot commenced on August 2, 2019; grants were awarded beginning August 5, 2019. As this is a three-year pilot, the Power of Change Program pilot was initially planned to conclude August 2022. However, AES Indiana continued offering the Power of Change Program beyond this date, as approved in its recent basic rate case, Cause No. 45911.

For the year ending June 30, 2024, the Power of Change Program pilot has assisted 35 customers and 133 customers have made donations.

Low Income Customer Program Pilots

In response to the growing need for customer assistance, AES Indiana launched a joint campaign with Citizens Energy Group to promote both utilities' customer assistance programs in Indianapolis. The campaign, named Utilities Unite, focused on breaking down customer assistance programs using a flow chart that explains what programs customers may be eligible for and what their options are if they are ineligible for all programs. The materials included internal customer assistance programs at both utilities, as well other local and federal funding sources, such as LIHEAP and the United Way of Central Indiana's Winter Assistance Fund, a program that both Citizens and AES Indiana support through additional funding. One-pagers outlining the various programs were translated into five different languages: English, Spanish, Burmese, Haitian Creole, and Hakha Chin. Flyers were distributed to various civic and community centers across the city, including churches, schools, hospitals, social service organizations and local businesses. The purpose of this initiative was to ensure that all available funds from all customer assistance programs would be used during the funding period, ensuring that customers understood what programs were available to them and could receive funding, if eligible.

AES Indiana continues to promote customer contribution opportunities into the program pilot throughout the entirety of the year through various customer communications channels, including social media, customer emails, customer blog, bill inserts, the Community Report, window displays on Monument Circle, and the customer newsletter, "Smarter, Together."

Program Participation

Throughout the initial stages of the program pilots, AES Indiana partnered with its network of social-service organizations, located throughout its service territory, that can help AES Indiana customers take advantage of either program. The awareness campaign has caused participation to continue to increase.

Communications and Operational Tactics

The tactics listed below have been implemented thus far. AES Indiana is open to further dialogue regarding new ways to communicate the program pilots via its partners.

- Power of Change is shared via AES Indiana's social media platforms regularly. <https://www.facebook.com/AESIndiana/photos/a.170403623136007/1823413374501682>
- Power of Change messaging in AES Indiana customer newsletter "Smarter, Together."
- Customer information and billing/payment system updates to accommodate the programs.
- Developed social media campaign with community partners.
- Continued customer emails to generate awareness and enrollments.
- Included Power of Change in partner/sponsorship opportunities, such as AES Indiana Yuletide Celebration advertisements.
- Made website updates to programs:
 - <https://www.dollarenergy.org/need-help/indiana/power-of-change-program/>
 - [Power of Change Program - Dollar Energy Fund](#)
 - <https://www.dollarenergy.org/donations/aesindiana/>

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- <https://www.aesindiana.com/power-change>
 - Included Power of Change in the AES Indiana Community report in 2022 and 2023, which is shared with all customers and community stakeholders:
 - <https://www.aesindiana.com/community>
 - Shared via social media for multiple weeks.
 - Shared via program ads with community partners.
 - Included in customer newsletter.
 - Designed ground level marketing display at AES Indiana headquarters on Monument Circle to promote donations for Power of Change. Display was visible for six months, during the colder months.
 - Bill insert.
 - Featured in one Telemundo interview in Spanish.
 - Disconnections for nonpayment and late fees have been suspended since Q4 2023.

**Low Income Customer Program Pilots Data
12 Months Ended June 30, 2024**

Arrearage Forgiveness Program Pilot Ended in June 2023

See the June 30, 2023, Report for program data for the 12 Months Ended June 30, 2023.

Low Income Customer Program Pilots Data 12 Months Ended June 30, 2024

Power of Change Program Pilot

- **Number of donors-Commercial v. Residential**
133 residential, 1 commercial
- **Average donation amount:**
\$408.45 per donation
- **Percentage and average of donating (one-time, monthly, round-up)**
One time: 11.2%
Fixed monthly: 26.9%
Fixed Monthly Total average: \$7.54
Round up: 61.9%
Roundup total monthly: \$0.52
- **Number assisted:**
35
- **The average amount given to assisted:**
\$200.60
- **Applicant approval percentage:**
92%
- **Total amount of funds distributed:**
- **Account status of customers that received assistance (30-60day, 60-90-day, 90+day)**
 - **30-60 day:** \$0.00 (0 accounts)
 - **60-90 day:** \$0.00 (0 accounts)
 - **90+:** \$7,021.00 (35 accounts)
- **Number of recipients disconnected for non-payment after receiving assistance:**
0
- **Number of payment extension requested after assistance was provided:**
0
- **Avoided disconnects-number and length:**
Zero accounts avoided disconnections during this 12-month period, because 1) no funds were available until October 2023 and 2) the company halted disconnects beginning in November 2023 related to the implementation of the new billing system (ACE project).
- **Bill coverage ratios:**
About 49 months total. Average of 1.4 months of coverage per customer.
- **Estimated kWh increase/reduction:**
Zero kWh was increased/reduced during this 12-month period, because 1) no funds were available until October 2023 and 2) the company halted disconnects beginning in November 2023 related to the implementation of the new billing system (ACE project).