

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

PETITION OF INDIANAPOLIS POWER &)
LIGHT COMPANY D/B/A AES INDIANA (“AES)
INDIANA”) FOR AUTHORITY TO INCREASE)
RATES AND CHARGES FOR ELECTRIC)
UTILITY SERVICE, AND FOR APPROVAL OF)
RELATED RELIEF, INCLUDING (1) REVISED)
DEPRECIATION RATES, (2) ACCOUNTING) CAUSE NO. 45911
RELIEF, INCLUDING DEFERRALS AND)
AMORTIZATIONS, (3) INCLUSION OF)
CAPITAL INVESTMENTS, (4) RATE)
ADJUSTMENT MECHANISM PROPOSALS,)
INCLUDING NEW ECONOMIC)
DEVELOPMENT RIDER, (5) REMOTE)
DISCONNECT/RECONNECT PROCESS, AND)
(6) 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, hereby
files the attached compliance filing.

Respectfully submitted,



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CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing has been served this 17th day of April, 2025 via electronic mail, to:

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**AES Customer Ecosystem (“ACE”) Project
Monthly Compliance Report
IURC Cause No. 45911
April 17, 2025**

1. INTRODUCTION

On November 6, 2023, AES Indiana (“AES Indiana” or “the Company”) launched a comprehensive suite of new systems, including a customer information system (“CIS”), meter data management (“MDM”), customer service management (“CSM”), field services management (“FSM”) applications, asset manager, and multi-resource scheduling tool. These systems, referred to as the ACE Project, are the backbone of the meter-to-cash processes and customer interactions and are operational. As of April 11, 2025, the new systems have generated more than eight million customer invoices since the project went into service in November 2023. The Company has resumed normal operations which include the non-payment disconnect and reconnect process.

AES Indiana is filing monthly compliance reports with the Indiana Regulatory Utility Commission (“IURC” or “Commission”) under Cause No. 45911 to inform the Commission of the implementation of the ACE Project pursuant to the Commission order in IURC Cause No. 45911 dated April 17, 2024 (page 25). This compliance filing reports on issues with the ACE Project, how the issues are being addressed, the number of customers affected, and other information requested by the Commission concerning the ACE Project.

2. ISSUES WITH THE ACE PROJECT AND NUMBER OF CUSTOMERS AFFECTED

AES Indiana has reached full stabilization. As of August 15, 2024, AES Indiana has moved all the systems from hypercare into a phase known as “Sustain,” a part of normal business operations. At this phase of the project, Sustain maintains increased technical staff to support addressing tickets at all levels.

With respect to the Sustain phase, as of April 11, 2025, there are 154 open tickets with three degrees of prioritization:

- 0 critical open ticket vs. 0 critical open in March
 - 0 critical open ticket specific to billing vs 0 critical in March
- 26 high open tickets vs. 20 high last month
 - 0 high open tickets specific to billing vs 0 high in March
- 84 medium open tickets vs. 89 medium last month
- 44 low open tickets vs. 46 low last month

In **Table 1**, the Company shows the targets achieved for measuring billing stabilization in the left column.

Table 1. Current System Issues and Customer Impact*

Description	01/13/25	02/12/25	03/12/25	4/11/25	Target Achieved
Customers who have not received an invoice since going live in the new system	0	0	0	0	10/15/2024
Unique Customers with bills/invoices impacted by OoB	2,035	1,724	1,451	1,002	07/23/2024
Complex bills (e.g., outdoor lighting) and large C&I customer billing data and process issues not displaying correctly on the bill	5-10	5-10	5-10	5-10	09/13/2024
Unable to reissue bills when a bill was sent with inaccurate information	0	0	0	0	09/13/2024

This table has been updated to improve legibility within this report. The 2024 table has been moved to the Appendix.

3. HOW THE ISSUES ARE BEING ADDRESSED

The Company continues to work across technical and business teams to address the issues customers are experiencing.

The RCA continues on schedule and is expected to be delivered in the first half of 2025.

In **Table 2**, the Company shows the targets achieved for measuring billing stabilization in the left column.

Table 2. Key Performance Indicators for Billing to Reach Stabilization

Stability Measure	Performance as of May 10, 2024	Performance as of June 13, 2024	Performance as of July 11, 2024	Performance as of August 13, 2024
Between ~50-100 OOB after the nightly batch run for 10 consecutive batch runs	~400 bills	~180 bills	~70 bills	Target Achieved July 23, 2024
Zero critical tickets open	16 open critical	8 open critical	2 open critical	Target Achieved August 13, 2024
Backlog of OOBs reduced to under 10k	31,096 bills	22,480 bills	Target Achieved July 3, 2024	
No backlog of cancel/rebills	7,000 bills	2,718 bills	*Target was achieved on July 10th and additional issue found later in July that had to be resolved via cancel/rebill	Target Re-Achieved August 15, 2024

4. CUSTOMER COMMUNICATIONS AND PROJECT ADVANCEMENT

The process of disconnecting service for non-payment resumed the week of March 17, 2025. Customers who were behind on their payments received direct outreach from our team through email and call campaigns. A targeted email communication was sent on March 12 to customers

who were past due or had defaulted on payment plans. Additionally, customers who have fallen behind and have not maintained or established an installment agreement began receiving notices with bills issued after March 20, 2025. On April 14, the Company resumed disconnections using a ramp-up approach, monitoring system performance and performing manual validation of automated processes. Approximately 350 customer accounts are scheduled for disconnection during this first week.

The Company has begun hosting office hours with Community Partners to provide in-person support to customers, including utility assistance programs, flexible extended payment options, answering questions about bills, and energy efficiency information to help manage usage. The Company hosted three events in April (4/10/25, 4/12/25, 4/16/25) with IndyGo at their central station. Across these events, we assisted a total of 602 customers; 361 customers in person and followed up with 241 customers via callbacks. The Company plans to schedule more events as community interest has been positive.

The Company is committed to enhancing the customer experience. In June, we will partner with Genesys, a local vendor, to launch an upgraded Interactive Voice Response (IVR) system designed to better meet our customers' needs. This new IVR will offer a modernized experience, including improved authentication processes that facilitate easier self-service. Features such as automated callbacks will reduce wait times for customers needing to speak with an agent. The IVR will also provide omni-channel functionality, integrating mobile text, chat, email, and social engagement to expand customers' options for accessing support through their preferred channels. Additionally, enhanced agent routing will ensure customers are directed to the most qualified agent. Customer communications regarding these updates will begin in May 2025.

Figure 2. Customer Bill Message on April Bills

aes

Indiana

Account Number

Due Date

Amount Due

04/23/2025

\$111.73

Page 1 of 1

Monthly Account Summary

Billing Date: 04/02/2025

Previous Balance

04/01/2025 Payment - Thank You

04/01/2025 Late Payment Charge For

03/04/2025 Bill

Metered Electric and Other Services

State Tax

Total Account Balance

\$155.58

-155.58

4.57

100.15

7.01

\$111.73

Message Center

Stay in control of your energy costs this Spring with our flexible payment plans. Contact us today at 317-261-8222 for our residential customers or 317-261-8444 for business customers or log in to your online account to explore your options today.

Total Number of Services


Total Services Billed

0





1


Figure 3. April Bill Insert

Spring severe weather awareness



Severe weather can happen anytime. In Indiana, spring weather may bring thunderstorms, high winds, lightning strikes and tornadoes. AES Indiana urges customers to prepare, plan, respond and stay safe with these simple but important tips:

- 
Be prepared – each home needs an emergency storm kit with batteries, food, water, cash, flashlight, medications, car charger, a battery-operated or solar-powered radio and blankets.
- 
Plan for an outage – unplug electronics before a storm hits. Have a back-up plan if your special medical care requires electricity.
- 
Respond during an outage – report your outage online at aesindiana.com/outages or at 317-261-8111. Track your outage status on AES Indiana's outage map.
- 
Stay safe – report downed lines and keep everyone away. AES Indiana crews will work quickly and safely to restore your power.



Learn more at aesindiana.com/safety-tips


Ensure your account is up-to-date and avoid disconnection

Keeping your account up-to-date is crucial to avoid any potential late fees or service disruptions. If you're behind on payments, we encourage you to take action as soon as possible.

If you're experiencing financial challenges, we're here to help. Our Customer Care team can work with you to find options that make payments more manageable, including payment plans and assistance programs.

To make a payment or set up a payment arrangement, please log in to your online account or contact our Customer Care team today at 317-261-8222.

We're here to support you.



National Lineworker Appreciation Day is April 18

This month, we celebrate the crews who power our community. Visit our window display outside our Monument Circle office this month to see the gear they use to get the job done!

We encourage you to show your support for our crews by using #ThankALineworker and tagging @AESIndiana on Facebook, X, Instagram, or LinkedIn.

Figure 4. Past Due Installment Plan Communication sent March 12



Please bring your account current as soon as possible

Dear AES Indiana customer,

Our records indicate that you are behind on your installment plan, therefore, putting your account in jeopardy of being disconnected when disconnects for nonpayment resumes. **Please bring your account current on installments as soon as possible.**

As disconnections for nonpayment resumes, if your account is still past due, your installment plan will be cancelled due to nonpayment and you could become eligible for disconnection. If you are unable to bring your installment plan current, you may be able to request a new installment plan to avoid service interruption.

To avoid service disruption, please take one of the following steps as soon as possible:

- **Make a payment:** [Log in to your online account](#) or call 317-261-8222.
- **Check your plan status:** Ensure your payment plan is up to date and meets the agreed terms.
- **Explore assistance options:** If you're experiencing financial hardship, [visit our website](#) for more options or contact us at 317-261-8222 for residential customers and 317-261-8444 for commercial customers.

Keeping your account current ensures uninterrupted service and helps you stay on track with your payment plan. If you've already made a payment, please disregard this message.

Figure 5. Community Office Hour Email Communication Sent April 8



We're bringing assistance to you

Dear AES Indiana customer,

At AES Indiana, we're committed to meeting you where you are and providing the support you need. We understand that managing energy costs can be challenging so we're here to help.

[Join us at one of our upcoming Community Office Hours](#) at the Julia M. Carson Transit Center (210 E. Washington St., Indianapolis) where you can connect with the AES Indiana Customer Care team for personalized assistance. Our team can set you up on a payment plan on the spot or discuss financial assistance or any other billing needs.

Dates & Times:

Thursday, April 10 | 4:00 – 6:00 p.m.

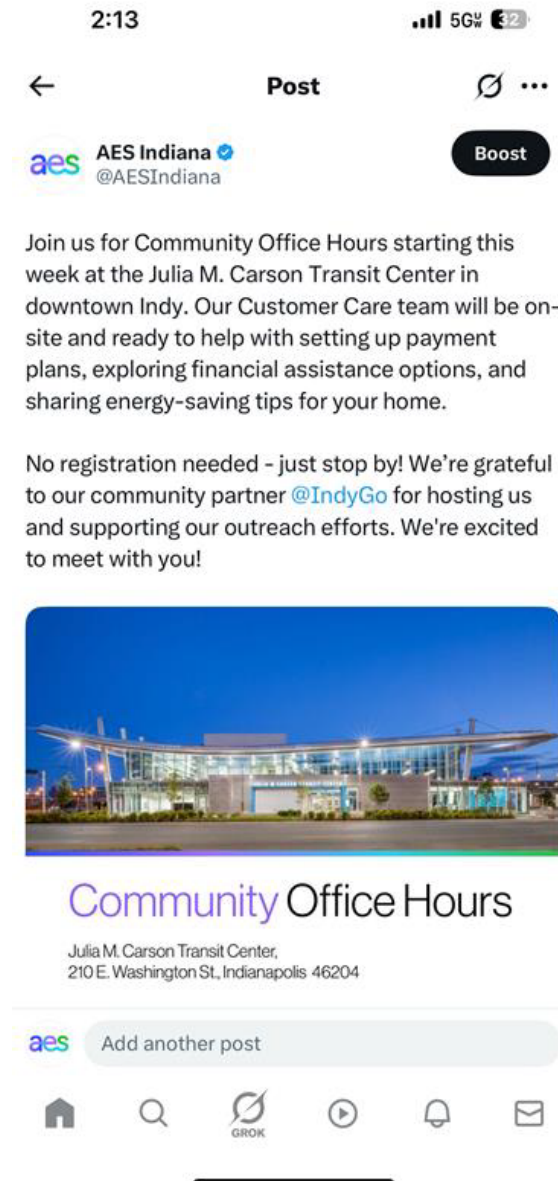
Saturday, April 12 | 10:00 a.m. – 12:00 p.m.

Wednesday, April 16 | 5:00 – 7:00 p.m.

We're dedicated to helping our customers stay informed, empowered, and supported. Whether you need guidance on available programs or have questions about your account, our team is here for you.

We encourage you to take advantage of these valuable resources. If you or someone you know could benefit from assistance, please stop by. We hope to see you at one of these office hours!

Figure 6. Community Office Hour Social Media Posted April 8



OTHER INFORMATION REQUESTED BY THE COMMISSION

No other information was requested by the Commission for this report.

APPENDIX

Table 1. Current System Issues and Customer Impact (2024)

Description	05/10/24	06/13/24	07/11/24	08/19/24	09/13/24	10/15/24	11/12/24	12/13/24	Target Achieved
Customers who have not received an invoice since going live in the new system	235	32	158	106	50	0	0	0	10/15/2024
Unique Customers with bills/invoices impacted by OoB	22,492	16,850	5,907	5,484	5,028	5,028	2,477	2,389	07/23/2024
Complex bills (e.g., outdoor lighting) and large C&I customer billing data and process issues not displaying correctly on the bill	35-40	50-75	35-40	35-40	5-10	5-10	5-10	5-10	09/13/2024
Unable to reissue bills when a bill was sent with inaccurate information	4200	728	0	20-30	0	0	0	0	09/13/2024