

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 20th day of August, 2024 via electronic mail, to:

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**AES Customer Ecosystem (“ACE”) Project
Monthly Compliance Report
IURC Cause No. 45911
August 19, 2024**

1. INTRODUCTION

On November 6, 2023, AES Indiana 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 August 15, 2024, the new systems have generated over 4,884,000 customer invoices since the project went into service in November 2023.

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 continued to work with customers who have experienced delayed or inaccurate billing due to bill print issues after deploying the new systems. A governance process has been used within AES Indiana to track tickets, which manages the issues identified by customers and through the Company’s analysis. This process continues as part of hypercare for billing and normal business operations. While the deployment of the new systems yielded higher-than-expected issues, there is improvement, and the Company is on the path to more timely and accurate billing. The Company is seeing a lower daily count of bill print issues, has resolved the majority of billing issues, and has resumed normal business operations in the other parts of the meter-to-cash process.

Billing has reached 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 of all levels. The business works in systems with a similar cadence or process to operations before going live.

As of August 19, 2024, there are 188 open tickets with four degrees of prioritization:

- 4 critical open tickets vs. 11 in July,
 - 0 critical open tickets specific to billing vs 2 from July
- 34 high open tickets vs. 30 high last month,

- 18 high open tickets specific to billing vs 19 in July
- 90 medium open tickets vs. 73 medium last month, and
- 63 low open tickets vs. 45 low last month.

Progress has been made on the critical billing tickets, and there are no critical tickets, compared to two shown in last month's report. The increase in tickets with a lower rating reflects issues identified as part of the AES digitalization reported last month. These tickets are generally associated with coding work and are initiated by the technical team as distinguished from tickets resulting from customer inquiries. Section 4 has additional information on customer communications and project advancements related to the transformation.

As used herein, the word "ticket" refers to a type of issue with the system that can impact one or multiple customers. System issue tickets are prioritized using a shared matrix, as shown in **Figure 1**, which provides an overview of the issue resolution process.

Figure 1. Priority Matrix

		Impact		
		High (≥ 11 users) or (≥ 1 "Critical(A/B)" Strategic C&I Customers) or (≥ 500 Territory C&I Customers) or (≥ 25% of residential customers)	Medium** (2-10 users) or (≥ 1 "C" Strategic C&I Customers) or (100-499 Territory C&I Customers) or (10% - 24% of residential customers)	Low (1 user) or (≥ 1 "D" Strategic C&I Customers) or (No Strategic C&I Customers) or (0-99 Territory C&I Customers) or (0% - 9% of residential customers)
Urgency	High (Action Blocked / No Workaround Possible)	P1 - Critical	P2 - High	P3 - Medium
	Medium (Action Blocked / Workaround guidance in hand)	P2 - High	P3 - Medium	P4 - Low
	Low (Action not blocked / and user inconvenience)	P3 - Medium	P4 - Low	P4 - Low

* Impact and Urgency are assigned based on the "highest" level identified in issue submissions. For example, if nine users and no customer impacts are identified, the Impact assigned is medium.

** Medium Impact also includes "Don't Know" responses on the issue submission form.

Tickets can be moved into the critical category to provide a greater sense of urgency due to the length of time they have been open without a resolution being identified and/or an upcoming business need to mitigate the impact on a customer and/or employee. Adjusting priorities is a normal part of incident management.

The May through August priorities for solution fixes in the system are presented in **Table 1** along with the estimated number of customers impacted.

Table 1. Current System Issues and Customer Impact*

Description of Issue	Customers Impacted as of May 10, 2024	Customers Impacted as of June 13, 2024	Customers Impacted as of July 11, 2024	Customers Impacted as of August 19, 2024
Customers who have not received an invoice since going live in the new system	235	32	158 ¹	106
Unique Customers with bills/invoices impacted by OOB	22,492	16,850	5,907	5,484
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
Unable to reissue bills when a bill was sent with inaccurate information	4,200	728 unique customers	0	20-30***

* Because customers may be affected by multiple issues, the numbers in this table are not additive.

** Additional complex bills / large C&I customers impacted by the new rates and rate functionality implemented to comply with the April rate order.

***These bills have been resolved and will be corrected with the customer on a rolling basis with the customer's next billing cycle

3. HOW THE ISSUES ARE BEING ADDRESSED

Overall, AES Indiana has seen a reduction in out-of-balance billing. The Company continues to work across technical and business teams to address the issues customers are experiencing. Every day, there are recurring calls and working groups to bring together cross-functional teams to create the solutions needed collectively. The majority of the issues require technical code to be tested, validated by the business, and put into production to ensure correct functionality. Each week, the Company has closed approximately ten or more tickets.

Out-of-balance bills have moved into normal business operations with nightly bills going through this process at less than 60 a night, as of August 16, 2024.

The Company continues to work with customers to communicate and respond to inquiries proactively. In **Table 2**, the Company shows the targets established for measuring billing stabilization in the left column.

¹ The increase from June to July is due to the backlog of new meter installations getting updated in the CIS. Those backdated installs are awaiting their first billing. There are only two installations from before go-live which will be resolved on July 19, 2024. All other meters are newer installations.

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 on July 3, 2024	
No backlog of cancel/rebills	7,000 bills	2,718 bills	*Target was achieved on July 10 th and additional issue found later in July that had to be resolved via cancel/rebill	Target Re-Achieved on August 15, 2024

4. CUSTOMER COMMUNICATIONS AND PROJECT ADVANCEMENT

To support the digital transformation, customer systems will have limited operations from August 29 to September 4, 2024. Customers can still contact Customer Care representatives to inquire about a bill or request a move-in or move-out service. Payment options will not be available during this time. During this period, the Company will provide additional training opportunities to the billing staff.

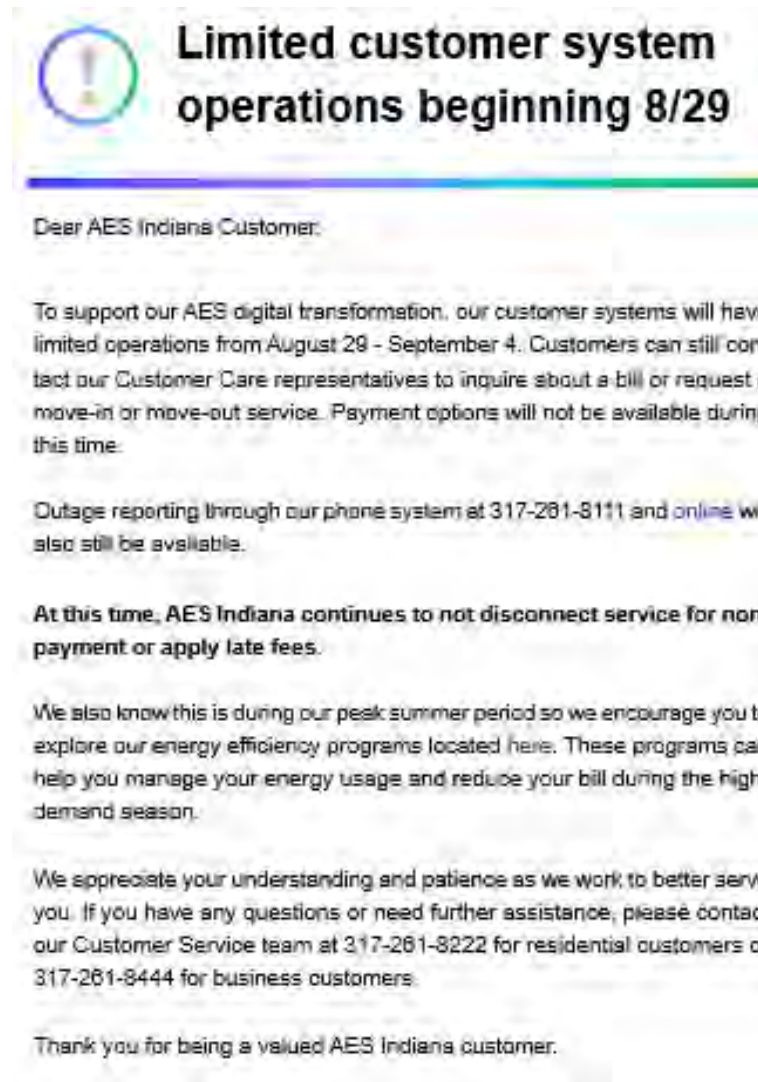
The Company launched communications in mid-July promoting flexible, extended payment arrangement options to customers, if needed, ahead of the August 29th limited operations. Otherwise, customers can pay bills or make arrangements beginning September 4, 2024. The Company will continue to communicate extended payment options available for customers who may have been affected by the billing system through digital and printed channels. Examples of these communications are displayed in the images below.

Payment extension example:

-  **3-Month Plan**
Pay off your balance with 3 equal payments added to your regular monthly payments.
-  **6-Month Plan**
Pay off your balance with 6 equal payments added to your regular monthly payments.
-  **9-Month Plan**
Pay off your balance with 9 equal payments added to your regular monthly payments.
-  **12-Month Plan**
Pay off your balance with 12 equal payments added to your regular monthly payments.

Business customers qualify for 3 and 6 month payment extensions and budget billing is available to small commercial customers. A \$10 upfront payment is required for residential and commercial customers under Indiana Administrative Code.

Limited operations communication example:




The Company has paused disconnections and late fees for nonpayment to avoid negatively impacting our customers for billing issues that the Company was resolving in the system. The Company has not disconnected or charged any customer a late fee for nonpayment while still providing service to all 520,000 customers since October 2023.

At the beginning of September, the Company will start communicating to customers that disconnections and late fees for nonpayment could resume at the beginning of November via the bill insert and other communication channels, including bill messages, website, and email. All communications will focus on highlighting the message that all residential and commercial customers are eligible for extended payment plans, and that we are committed to supporting our

customers facing financial hardships by offering flexible extended payment options – 3-, 6-, 9-, or 12-month options and up to 36-month options – that work for their unique circumstances.

The Company will provide customers with 21+ days' notice via phone, text, and email, as well as proactively communicate through our customer channels and outreach from our Customer Care team.

Bill Insert that all customers will receive on or after September 4:





Disconnections and late fees for nonpayment will resume in November


All residential and commercial customers are [eligible for extended payment plans](#).

If you are behind on your electric bill, AES Indiana will resume disconnections and late fees for nonpayment beginning November 1, 2024. If you need help paying your bill, we want to work with and support you to accommodate your unique needs. We are now offering flexible extended payment plans, including [3-, 6-, 9-, and 12-month](#) payment arrangements for residential customers.

All residential and commercial customers are eligible for extended payment plans. While we're offering [3-, 6-, 9-, and 12-month](#) extended payment plans, we want to work with you to find the plan that best fits your needs.

 Please contact our Customer Care team at [317-261-8222](tel:317-261-8222) to set up an extended payment plan today.





Remote disconnection/reconnections will begin in November

AMI meters deployed through our Smart Grid efforts enable faster service restoration with new remote procedures.



AES Indiana is implementing remote disconnection/reconnection procedures on November 1, 2024. On April 17, 2024, the Indiana Utility Regulatory Commission approved AES Indiana's request for a waiver of 170 IAC 4-1-16(f). This means AES Indiana is no longer required to visit customers' premises prior to performing a disconnection. AES Indiana will be notifying customers of an upcoming disconnection by phone, text, and e-mail. Therefore, it is important that AES Indiana has your updated contact information.

Please update your contact information by accessing "[My Profile](#)" under "[Account Summary](#)" on AES Indiana's website as soon as possible. This will ensure you do not miss important notifications. If you do not have internet access and need to update your information, please call AES Indiana's residential customer service line at [317-261-8222](tel:317-261-8222) or business service line at [317-261-8444](tel:317-261-8444).

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