

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 June, 2025 via electronic mail, to:

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**AES Customer Ecosystem (“ACE”) Project
Monthly Compliance Report
IURC Cause No. 45911
June 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 June 12, 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 previously reported, as of August 15, 2024, AES Indiana has been in a phase known as “Sustain,” a part of normal business operations.

With respect to the Sustain phase, as of June 16, 2025, there are 115 open tickets with three degrees of prioritization:

- 1 critical open ticket vs. 0 critical open last month
 - 0 critical open ticket specific to billing vs 0 critical last month
- 31 high open tickets vs. 10 high last month
 - 2 high open tickets specific to billing vs 0 high last month
- 57 medium open tickets vs. 65 medium last month
- 26 low open tickets vs. 37 low last month

The increase is driven by the prioritization of incidents related to the dunning processes.

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	5/12/25	6/16/25	Target Achieved
Customers who have not received an invoice since going live in the new system	0	0	0	0	0	0	10/15/2024
Unique Customers with bills/invoices impacted by Out of Balance bills (OOB)	2,035	1,724	1,451	1,002	1,061	978	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	5-10	5-10	09/13/2024
Unable to reissue bills when a bill was sent with inaccurate information	0	0	0	0	0	0	09/13/2024

*As reported in the April 2025 Report, this table has been updated to improve legibility within this report. The 2024 table was provided in the Appendix to the April 2025 Report

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 remains underway. 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

As reported in April, the process of disconnecting service for non-payment resumed the week of March 17, 2025. To better support our customers, we expanded our self-service options to include 9 and 12-month installment plans for residential customers, and 3 and 6-month plans for non-residential customers, available through both the IVR (Interactive Voice Response) and customer web portal. Additionally, we temporarily increased our support staff by adding 11 agents during this period. These changes have improved average speed of answer.

The Company has communicated the availability of extended payment arrangements to meet customers' financial needs. As of June 12, 2025, the Company has 33,956 active installment agreements. As discussed below, the Company continues to focus on providing better ways to serve customers.

The Company began a summer high usage campaign in mid-May, aimed at educating customers on summer high energy use and offering ways to save on their electricity bills. The campaign included social media, website, customer email, and a press release to local media.

As previously reported, in May, AES Indiana will partner with Genesys, a local vendor, to launch an upgraded Interactive Voice Response ("IVR") system designed to better meet customers' needs.

Figure 1. Customer Bill Message on June Bills

Account Number

Due Date

07/03/2025

Amount Due

\$104.79

Page 1 of 1

Monthly Account Summary

Billing Date: 06/12/2025

Previous Balance

\$82.05

06/03/2025 Payment - Thank You

-82.05

Metered Electric and Other Services

97.93

State Tax

6.86

Total Account Balance

\$104.79

Message Center

AES Indiana filed a regulatory rate review with the Indiana Utility Regulatory Commission on June 3, 2025. For more information about what this means for you, please visit aesindiana.com/rate-review.

Total Number of Services

1

Total Services Billed

1

Figure 2. Customer High Usage Email



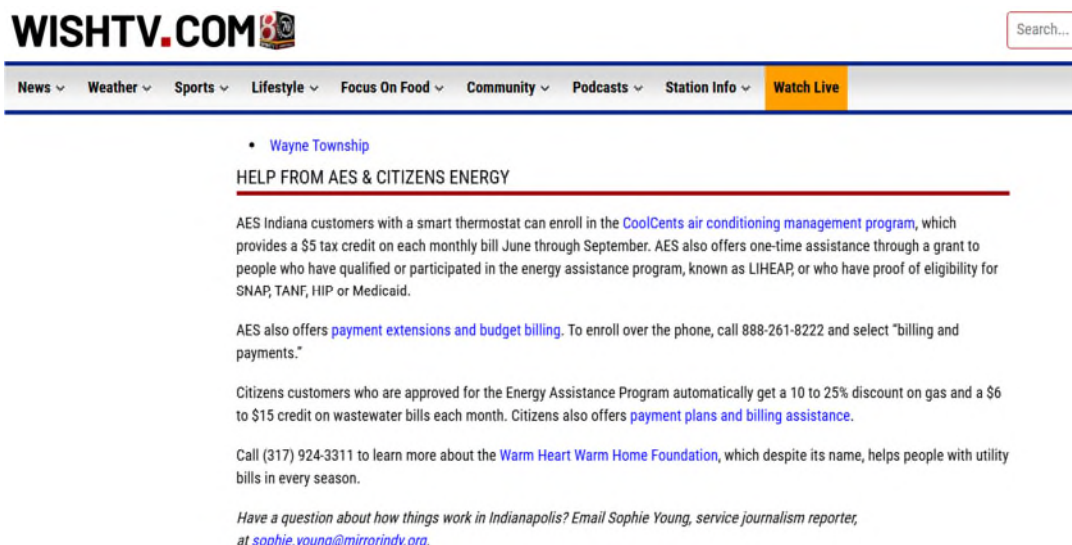
Dear AES Indiana customer,

Summer is on the way and so are warmer temperatures and with them, the potential for higher energy bills. As air conditioners work harder to keep your home cool, electricity usage increases, even if you don't adjust your thermostat.

AES Indiana is here to help you take control of your energy use and your bill. Click the link below to learn more about how extreme temperatures can impact your electric usage and what you can do to stay in control.

[Understanding Usage](#)

Figure 3. Media coverage with payment assistance



WISHTV.COM Search...

News ▾ Weather ▾ Sports ▾ Lifestyle ▾ Focus On Food ▾ Community ▾ Podcasts ▾ Station Info ▾ **Watch Live**

• [Wayne Township](#)

HELP FROM AES & CITIZENS ENERGY

AES Indiana customers with a smart thermostat can enroll in the [CoolCents air conditioning management program](#), which provides a \$5 tax credit on each monthly bill June through September. AES also offers one-time assistance through a grant to people who have qualified or participated in the energy assistance program, known as LIHEAP, or who have proof of eligibility for SNAP, TANF, HIP or Medicaid.

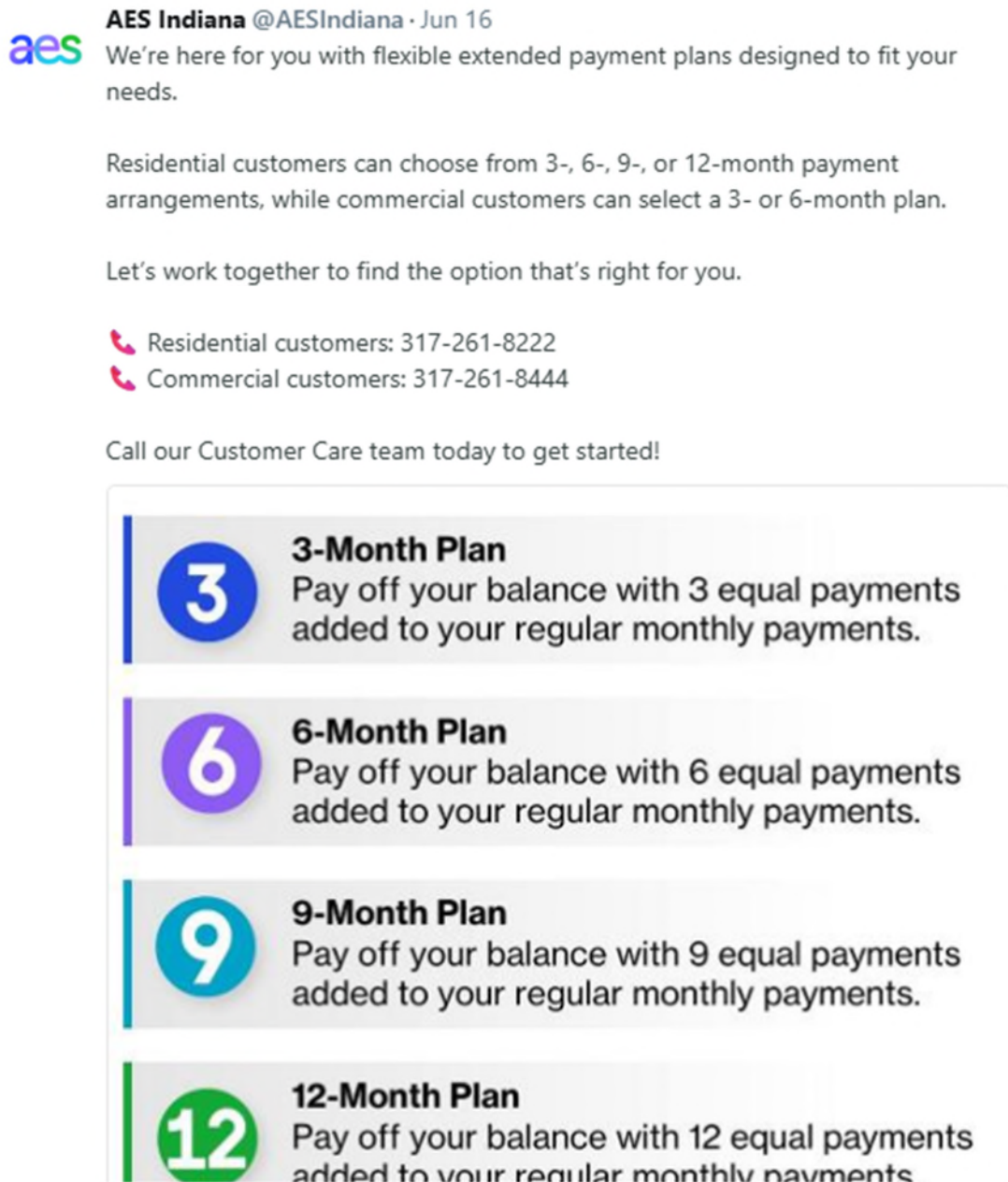
AES also offers [payment extensions and budget billing](#). To enroll over the phone, call 888-261-8222 and select "billing and payments."

Citizens customers who are approved for the Energy Assistance Program automatically get a 10 to 25% discount on gas and a \$6 to \$15 credit on wastewater bills each month. Citizens also offers [payment plans and billing assistance](#).

Call (317) 924-3311 to learn more about the [Warm Heart Warm Home Foundation](#), which despite its name, helps people with utility bills in every season.

Have a question about how things work in Indianapolis? Email Sophie Young, service journalism reporter, at sophie.young@mirrorindy.org.

Figure 4. Extended payment options – social media



aes **AES Indiana** @AESIndiana · Jun 16

We're here for you with flexible extended payment plans designed to fit your needs.

Residential customers can choose from 3-, 6-, 9-, or 12-month payment arrangements, while commercial customers can select a 3- or 6-month plan.

Let's work together to find the option that's right for you.

📞 Residential customers: 317-261-8222
📞 Commercial customers: 317-261-8444

Call our Customer Care team today to get started!

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

5. OTHER INFORMATION REQUESTED BY THE COMMISSION

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