

STATE OF INDIANA

INDIANA UTILITY REGULATORY COMMISSION

VERIFIED JOINT PETITION OF INDIANA)
OFFICE OF UTILITY CONSUMER COUNSELOR)
AND CITIZENS ACTION COALITION FOR A)
COMMISSION INVESTIGATION INTO AES) CAUSE NO. 45917
INDIANA’S PRACTICES AND PROCEDURES)
REGARDING POWER OUTAGE RESTORATION)
AFTER THE JUNE 29, 2023 STORM.)

**JOINT PETITIONERS’ REPLY TO AESI’S INITIAL RESPONSE TO JOINT
PETITIONERS’ JOINT PETITION FOR COMMISSION INVESTIGATION**

The Indiana Office of Utility Consumer Counselor (“OUCC”) and Citizens Action Coalition of Indiana (“CAC”) (collectively “Joint Petitioners”) respectfully submit this Reply to AES Indiana’s (“Respondent” or “AESI”) Initial Response to Joint Petition.

In its Initial Response, Respondent mischaracterizes what is requested in the Joint Petition for Commission Investigation. The Joint Petition clearly states the purpose of requesting the investigation was so that the Commission, the OUCC and all stakeholders may have an “opportunity to learn from AES Indiana what efforts it took, both in preparation and after the storm, to mitigate damages and also the efforts taken to restore power” and to “ascertain the practices and procedures undertaken by AES Indiana to address the causes of the loss of power and the timely restoration of power outages as a result of the June 29, 2023 storm” (Joint Petition pp. 2-3).

Joint Petitioners assert they have provided sufficient facts to warrant the Commission to open an investigation into Respondent’s practices and procedures regarding storm restoration. The facts are that it took longer than five days to fully restore power to its customers. Longer than five

days to restore traffic lights. Five or more days even though AESI has the smallest, most compact, mostly urban service territory among the State's five electric investor-owned electric utilities.

Respondent's argument, distilled to its essential tenet, is that it has "well established" practices and procedures regarding how it responds to storms. Additionally, it has reporting requirements to keep the Commission apprised of its performance. Neither of these address the questions raised in the request for investigation. Respondent states it took certain action in accordance with its storm response and restoration plan (Response p. 6). Questions remain that need to be addressed in this investigation, which include what Respondent's storm response and restoration plan was, whether the plan was followed, and whether Respondent's well-established practices and procedures are sufficient, particularly for future extreme weather events.

Specifically, Respondent suggests that, because it has complied with 170 Ind. Admin. Code 4-1-23(e), it is not susceptible to a request for investigation. That section of code states:

- (e) Each investor-owned utility shall file reliability indices report with the commission's electricity division on or before March 1 of each year. The first report filed under this section shall include data from the previous three (3) calendar years. Subsequent reports filed under this section shall include data only from the previous calendar year. The report shall contain the following information:
 - (1) The reliability indices SAIDI, CAIDI, and SAIFI, with and without major events, for the utility's system and for each district or region into which its system may be divided. The utility shall report these data and analyses on a form prescribed by the commission.
 - (2) The definition of major event used by the utility for reporting purposes.
 - (3) For the reported indices, the number of customers used for the calculations and the utility's definition of customer.

Respondent filed its latest report on March 31, 2023, a full month later than the Commission's deadline of March 1st. Its next report is not due until March 1, 2024. The Commission, Joint Petitioners, and impacted customers should not have to wait for another nine

months to investigate why Respondent took longer than five days to restore power to its service territory.

Respondent also claims it is busy complying with reporting requirements required by the Commission's final order in Cause No. 44576 (March 16, 2016). That order states at page 64, in pertinent part, as follows:

(2) Discussion and Findings. IPL's proposed Major Storm Damage Restoration Reserve is similar to the proposal that the Commission approved in Cause No. 44075. See Indiana Michigan Power Co., Cause No. 44075 at 72-73. The one significant difference relates to what storm events qualify for deferred accounting treatment. While IPL's definition of major storm event does not follow the IEEE 1366 methodology, Mr. Holtsclaw's rebuttal testimony established that IPL's definition is more strict than IEEE 1366 and that fewer storms would potentially qualify for cost inclusion in the reserve account.

With respect to the balance of risk between ratepayers and shareholders, the Commission's approval of the proposed storm reserve has been considered, as noted in our determination in Section 8(A)(2) concerning the ROE awarded to IPL. As we previously found in Cause No. 44075, we find IPL's proposed accounting treatment will smooth out the impacts of major storms, thereby mitigating the financial consequences of a major storm. In addition, we find the Major Storm Damage Restoration Reserve account provides a ratemaking mechanism that reasonably and in an administratively efficient manner recognizes the potential volatility of major storms while it, over time, reflects in rates no more or less than the direct costs incurred as a result of major storms. The result is a methodology that appropriately balances the interests of both the utility and the customer. Therefore, we approve IPL's proposal to establish a Major Storm Damage Restoration Reserve account.

In the event a major storm event occurs that qualifies for cost deferral, Mr. Holtsclaw indicated in questioning from the bench that IPL could file a report within 30 days of the conclusion of the event identifying the associated costs assigned to the reserve account. The Commission directs IPL to make any such compliance filing under this Cause. (Emphasis added).

In other words, this order **only requires a report on the related costs** of any particular storm restoration; nothing on Respondent's practices or procedures.

Respondent queries why Joint Petitioners did not file a formal complaint. That was an intentional decision. Joint Petitioners are not making any allegations at this time of any imprudence. Joint Petitioners are simply looking to gather information about this storm event in the context of a commission investigation. The facts known at this time question whether Respondent's practices and procedures are adequate to respond to major storms, including Respondent's level of preparedness for future outages.

Respondent rightly states that Joint Petitioners rely upon two separate set of facts to support their request for an investigation. First are the facts supporting an investigation pursuant to Ind. Code § 8-1-2-58. Second are the texts received which question whether the storm restoration was, in fact, completed on July 4, 2023. In addition, the OUCC has received 49 recent customer comments that are attached and also offered in support of this request for investigation.

STATUTORY BASIS FOR THE REQUEST FOR INVESTIGATION

The pertinent part of Section 58 states that,

Whenever the Commission shall believe that...any service is inadequate...it may, on its own motion, summarily investigate the same....

Respondent points out that formal commission investigations are governed by Ind. Code § 8-1-2-59, which provides as follows:

If, after making such investigation, the commission becomes satisfied that sufficient grounds exist to warrant a formal hearing being ordered as to the matter so investigated, it shall furnish such public utility interested a statement notifying the public utility of the matters under investigation....

Clearly it is premature to invoke Section 59. It only applies **after making such investigation** as Joint Petitioners have requested pursuant to Section. 58. Respondent claims "the Joint Petition identifies no deficiencies in the existing process much less allege the Company fails

to follow them.” However, Joint Petitioners are not required to prove anything at this point, and the fact remains that the Respondent’s customers were without power for an inordinate amount of time which caused much hardship to families across our capital city. Joint Petitioners do not have access to any information about Respondent’s practices or procedures or where they may have failed in this case. All that Joint Petitioners are required to show are facts that, standing on their own, support a request for an investigation. And the facts are not in dispute. Respondent took five or more days to restore power to all customers and traffic signals. We contend this is unacceptable and merits an investigation.

Joint Petitioners suggest that opening this investigation would fulfill the Commission’s statutory duties and provide meaningful oversight. (Joint Petition p. 2). Respondent contorts this innocuous statement to suggest that Joint Petitioners accuse the Commission of “failing to engage meaningfully....” (Response p. 3). This distortion is both untrue and unwarranted. In addition, any allegation that Joint Petitioners are criticizing workers in the field is untrue, unwarranted, and unfair. Joint Petitioners acknowledge, and are grateful for, the dedication, long hours, and professionalism of crews who restore power on the scene. At issue here is whether the Respondent was adequately prepared – from a managerial and planning standpoint – to address these outages.

SOCIAL MEDIA POSTS BY RESPONDENT’S CUSTOMERS

Joint Petitioners also presented social media posts by Respondent’s customers. Several of those tweets dispute Respondent’s claim that there were zero outages on July 4, 2023. Respondent opines that these tweets have no probative value – they are just social media musings. Respondent also states that it resolved many of those customers complaints. The Respondent suggests that, rather than a uniform streamlined investigation as requested by Joint Petitioners, the thousands of

affected customers can just use the Commission's individual complaint process to seek recourse. It is unacceptable to ask thousands of customers to navigate this process, let alone ask the Commission and its staff to individually address each and every complaint. While Joint Petitioners agree this forum should remain available to customers, an investigation is warranted. Further, Joint Petitioners did not file the messages as a proxy for any of those customers' personal grievances. Joint Petitioners included the exhibit simply to advise the Commission of evidence to dispute Respondent's claim that there was full restoration on July 4. The Commission may, if it so chooses, evaluate the veracity of those messages during the course of the Investigation.

CONCLUSION

The facts are not in dispute and speak for themselves. It took Respondent longer than five days to fully restore power to its geographically small service territory. This is unacceptable. This fact alone warrants the Commission to examine the practices and procedures that led to that result. A Commission investigation would be the appropriate vehicle for that examination.

Respectfully submitted,



William I. Fine, Attorney No. 6830-45
Utility Consumer Counselor



Jennifer A. Washburn, Attorney No. 30462-49
Citizens Action Coalition of Indiana, Inc.
jwashburn@citact.org



**STATE OF INDIANA
HOUSE OF REPRESENTATIVES**

THIRD FLOOR STATE HOUSE
INDIANAPOLIS, INDIANA 46204

JOHN L. BARTLETT
200 W. WASHINGTON ST.
INDIANAPOLIS, IN 46204

COMMITTEES:
AGRICULTURE AND RURAL
DEVELOPMENT
EMPLOYMENT, LABOR AND PENSIONS
GOVERNMENT AND REGULATORY REFORM

July 3, 2023

Jim Huston, Chairman
Indiana Utility Regulatory Commission
101 W Washington St #1500e
Indianapolis, IN 46204

Dear Chairman, Huston:


It has come to our attention that AES Indiana, a subsidiary of the AES Corporation filed a petition for a regulatory rate review request with the Indiana Utility Regulatory Commission (IURC) to seek a rate increase to cover rising operational costs. There have been numerous incidents of frequent power outages in my community as well as several other across Marion County after a rainstorm. It has become quite an issue and it costs Hoosiers more money to have AES workers apply a temporary solution to a permanent problem. I am writing you today to propose a list of demands from AES that I believe should be fulfilled and considered as IURC adjudicates AES's petition to modify its rates and changes. The following demands that I have are:

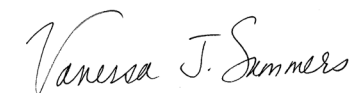
1. AES should outline a plan to bury the power lines to minimize and eliminate power outages.
2. AES should be completely transparent and create a 2–3-year plan demonstrating how they are going to bury the power lines.
 - a. AES's plan should take no more than 3 years to develop and apply to communities across Marion County.


Hoosiers are footing the bill every time these outages occur, additionally AES is requesting a rate increase for each Hoosier in the near future, no more should our community have to fund these temporary solutions. These solutions will also eliminate possible safety hazards with fallen lines or utility poles. I believe we can agree that the goal of IURC is to make the best decisions in the public interest to ensure the utilities provide safe and reliable service at just and reasonable rates.

We ask that you and the commission consider our request and reply to this letter by August 10, 2023. Please do not hesitate to reach out to our office for any further questions or concerns at H95@iga.in.gov or 317-232-9987.

Respectfully,


John L. Bartlett
State Representative
House District 95


Vanessa J. Summers
State Representative
House District 99


Cherrish Pryor
State Representative
House District 94



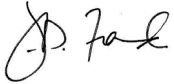
Robin Shackleford
State Representative
House District 98



Greg Porter
State Representative
House District 96



Renee Pack
State Representative
House District 92



J.D. Ford
State Senator
Senate District 29



Fady Qaddoura
State Senator
Senate District 30

Cc:

Wesley R. Bennett, Commissioner
Indiana Utility Regulatory Commission

Sarah Freeman, Commissioner
Indiana Utility Regulatory Commission

David Veleta, Commissioner
Indiana Utility Regulatory Commission

David Ziegner, Commissioner
Indiana Utility Regulatory Commission



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July 14, 2023

James Huston, Chair
Indiana Utility Regulatory Commission -- PNC Center
101 West Washington Street – Suite 1500 E
Indianapolis, Indiana 46204

RE: Docket 45917: Request for AES Indiana Storm Outage Investigation

Dear Chairman Huston:

I am writing to express AARP Indiana's support of the request from the Office of Utility Consumer Counselor (OUCC) and Citizens Action Coalition of Indiana (CAC) that the IURC open a formal investigation to assess AES Indiana's practices and procedures for storm outage restoration. We also encourage the Commission to see what steps can be taken to prevent future outages like the one that occurred on June 29 and lasted beyond July 4.

Many of our members and employees endured 2 days or more of being without power mostly in the AES service territory due to the thunderstorm on June 29. We also urge the IURC to investigate what caused the prolonged outages including if AES's tree trimming practices have been robust enough.

We agree with the petitioners that the Commission should evaluate the practices and procedures, including its reporting requirements, to ensure Indiana ratepayers are receiving the best services under the circumstances and that meaningful investments have been made to protect the reliability and resiliency of its infrastructure.

AARP Indiana also urges the Commission to investigate why it took so long to get the power back on for so many customers and find answers to questions such as: Why did AES not switch to other circuits as utilities are typically able to do? Were major transmission lines or generating plants impacted? Were trees falling on power lines the culprit? Were other utility crews including AEP Ohio called into assist? Why did Duke Indiana customers not suffer a similar fate?

In summary, AARP Indiana strongly supports the petition of the OUCC and CAC for an AES Indiana storm outage investigation.

Sincerely yours,

A handwritten signature in cursive script that reads "Sarah Waddle".

Sarah Waddle
State Director
AARP Indiana

cc: William Fine, Utility Consumer Counselor (wfine@oucc.in.gov)
Kerwin Olson, CAC Executive Director (kolson@citact.org)

From: [Toby Miller](#)
To: [UCC Consumer Info](#)
Subject: AES Indiana's failed response to storm damage
Date: Monday, July 3, 2023 1:43:57 PM
Attachments: [image.png](#)
[image.png](#)
[image.png](#)
[image.png](#)
[image.png](#)

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

We experienced a short but powerful storm on Thursday, 6/29. A large tree came down on our lot, hitting the power lines that run along the back of our parcel. The tree was not dead or distressed, but it was our tallest tree. AES bears no responsibility for the tree, as nobody knew that this tree could be in danger of falling.

However, AES's response after the fact was absolutely negligent. AES's social media claims that more than 81,000 customers were affected by the storm. But even with that large number, it should never take more than four days to restore power in a city of this size.

When we saw our storm damage, we knew right away that this would be a slow recovery for us. We've lived in our house for 15 years and we've had numerous power outages that lasted 3 or more days. So I was patient at first, and then hopeful when AES workers showed up on Friday (6/30) at 1pm. The workers saw the tree and told me that they submitted a work request, and that we were "on the list".

From the time that work request was submitted, it took over 54 hours for ANY trucks to show up on our street. AES provided NO communication or updates of any kind. In looking at AES social media accounts, they had repeated posts bragging about their progress during "challenging conditions". But there weren't any weather challenges after the Thursday storm. They managed to shrink the number of outages to roughly 6,000 customers at one point. However, their outage map then increased again, and went back over 15,000 customers without power.

I have family & friends that live in Florida, and they were without power for only two days after a major hurricane. AES can't manage to get power turned back on for customers in one major metro area with double that amount of time. These results are something you might see in a developing or third-world country, but I would hope that a major utility operator in the US would be better prepared. We called AES repeatedly, asked for updates, asked where we're at on the list, and asked for any info that they could provide. But we were simply told that there wasn't a list that they could see/share, they couldn't tell us when workers would arrive, and they had no estimate on time of restoration. Our power was finally restored 84 hours after the storm came through. And they claim that power was expected to be restored for all customers by midday Monday (7/3). But I write this after 1pm on Monday, and their outage map still shows over 7000 customers without power.

Ironically, this ridiculous lack of leadership was on full display during the same week that AES sent a letter explaining a significant rate increase that they are forcing on us. I believe that would be on top of an already significant rate increase last year. I can't speak for other areas, but they have NOT upgraded infrastructure in our area. And they obviously weren't

prepared for any strong response after a storm. Over the years, I have had trees (not on my property) come down on the lines and support wires for the power pole, which repeatedly pulled the service line off of my house and caused damage, once pulling the entire meter right off of the house. I've had to repair and/or replace the masthead three different times. When the tree trimming crews came through our neighborhood, I asked to speak to a supervisor. I explained to him that we were tired of the constant outages and we wanted them to take an aggressive approach to trimming along our lines. The supervisor understood my reasoning, but said that the company would never approve the extra expense, because it's a line that only serves 10-11 homes. Essentially, it is just easier for them to wait until something breaks, and then come fix it. Except we now see what that looks like, waiting 84 hours to have power restored. I've tried repeatedly to ask AES (previously IPL) to have someone come to my house and meet with me, and have them look at the lines and hear our concerns. They absolutely refuse, and they have shown that they don't care at all about their customers.

I have included pictures of the tree after it fell, and after their work was done. I also added several photos of the power lines that run along the back of my and my neighbors' parcels. We as consumers have zero choice in who we use for providing our electricity. We can't fire AES. We can't take our business elsewhere, and they know it. Please hold them accountable for us.







--

Toby Miller
tobmiller@gmail.com
(317) 605-7904

From: [Judy Lam](#)
To: [UCC Consumer Info](#)
Subject: Public comment on AES Indiana
Date: Monday, July 17, 2023 6:00:42 PM
Attachments: [Screenshot_20230717-174328.png](#)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Dear OUCC,

I understand you are requesting public comment on AES Indiana in relation to power outages and service restoration. As I write this, our home has lost power three times in the last two days, with an additional 4th episode of several flickers. Three of these occurrences happened when there were NO adverse weather conditions.

Our power was out:

Sunday 7/16 from 6:40am-2:15pm (no adverse weather the entire time)

Sunday 7/16 from 8:50pm-9:40pm (AFTER a thunderstorm passed through and subsided)

Monday 7/17 1:20pm (four flickers resulting in computers and appliances shutting off and needing to be restarted within a one-minute period--no adverse weather)

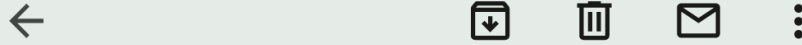
Monday 7/17 4:11pm-4:38pm (no adverse weather)

In addition, on Monday 7/17 my son and I went to the Glendale library branch, which lost power at 3:30pm (no adverse weather). We left around 3:45pm while it was still out. We encountered traffic signals out at the intersection of 62nd St. and Rural Ave. on our way home. There were many cars at the intersection whose drivers didn't seem to understand how to follow the 4-way stop rule when a traffic signal is out. I received an email at 5:15pm that the Glendale Library branch will be closed for the remainder of the day due to the power outage. (See attachment)

AES Indiana's incompetency at keeping stable service--even in times of normal weather--and their failure to restore service in a timely manner is unacceptable. In the past 15 years we have lived in our current home, we have lost power several times each year, once as long as 54 hours. AES Indiana's incompetence results not only in disruption to household life, but also extra troubles and expenses to customers in the form of spoiled food that must be replaced when refrigerators and freezers stop working. Moreover, lack of electricity poses safety hazards: on roads with traffic signal outages, causing confusion to drivers, as well as to customers in their homes when the weather is extremely hot or cold and their HVAC systems go out.

AES Indiana needs to be held accountable for their poor service. The customers deserve better. We have no other options, as they have a monopoly, but the IURC certainly has one: deny any requests for rate increases until AES Indiana proves that it is a competent utility. I ask that the OUCC "hold AES's feet to the fire" and argue against AES's rate increase.

Sincerely,
Judith Lam
Indianapolis, IN



The Indianapolis Public L... 5:15 PM
to me ▾



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Glendale Branch Closed for Remainder of 7/17

The Glendale Branch is closed for the remainder of today, July 17, due to a weather-related power outage. Please visit indypl.org/open before heading to the Branch as we will update this page first.

We apologize for this inconvenience. Our [website](#) remains available to serve you anytime, or you may visit us at one of our [other Library locations](#) around Indy.



From: [Kris Deck](#)
To: [UCC Consumer Info](#)
Subject: June 29, 2023 power outage
Date: Monday, July 17, 2023 3:22:39 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I'd like to comment regarding the investigation into the June 29th power outage. My name is Kristi Deck, our address is 7400 Jewel Lane, Indianapolis and we are a customer of AES. We were without power from Thursday, June 29 at 3:30 PM until Monday, July 3rd at 8:30 PM. Initially we thought we might be without power until the next morning. We could live with that (and have several times every year at our home here of 30 years). That night my husband could not go to sleep because he needs his CPAP machine to assure he does not stop breathing (his Apnea is severe....in his case the CPAP is not just a precaution (as is true for some) but a necessity. We pulled out his backup battery, but unfortunately its charge had run out. So that night he set a repeating alarm on his cell phone to go off every 30 minutes so he would not fall asleep. The next morning we took the battery to a neighbor who had power and charged the battery along with our cell phones. That night it ran his CPAP for 3 1/2 hours only.

By that afternoon we Googled to find out how long our food in the refrigerator could last (we intentionally had not opened the fridge even once to try to preserve the cold). But we found out that refrigerated food was only good for 4-6 hours after a power outage and freezer food only 12-24 hours. So we knew all our food (a couple hundred \$\$ worth) would have to be thrown out. In the meantime, daytime temperatures were close to 90 degrees outside and about 85 degrees inside. We spent those 4 days having to go out to eat for every meal....not only to eat, but also for some respite from the heat. Trying to sleep at night was miserable in the heat and humidity. We had made the decision to stay in our home rather than find a hotel in order to care for our beloved large German Shepherd.

The morning of day 3 a neighbor with power ran several extension cords strung together from his garage, across the road, up the side of our 2-story house and in through a bedroom window so my husband could plug in his CPAP and finally try to get a full night's sleep, albeit 85+ degrees inside. On day 4, I knew I had to clear out the fridge and freezer. Had been putting it off and keeping the doors closed because our trash day was not until the following Friday (due to the July 4th holiday) and I knew all that rotten food was going to stink terribly. No way was I going to just put it in our trash in the garage and add the stink to our miserable situation. But didn't want to put it outside where the raccoons would ransack it and spread it all over our property and neighbors. Our church offered to let us dispose of the smelly mess in their dumpster. So we did the disgusting job of cleaning out the fridge, disinfecting it, and hauling the smelly mess in our vehicle to the church.

Finally, on the night before the 4th the power was restored. It was a grueling and expensive 4 1/2 days needless to say. We are not the type of people that feel "entitled" to the blessings of our modern conveniences. We just kept telling people we were "Glamping" (camping except you have a bed and roof over your head) and trying to maintain a positive attitude. We understood it was truly an emergency situation for AES. But if they were neglectful or irresponsible in their handling of the crisis, we feel they need to understand the day to day hardships their actions (or inactions) caused their customers.

And just to add insult to injury and stretch our "positive attitude" to its thinnest, today, July 17th, with no current storm occurring, we are again without power at 2:15 PM.....

Kris Deck
317-294-2652

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Delores Ann Wools
Date: Friday, July 14, 2023 6:11:57 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Delores Ann Wools
Email: daw4971@comcast.net
Phone: (765) 520-8175
Address: 8034 LIEBER RD

INDIANAPOLIS

IN

46260

Utilities: AES

Type of Inquiry: Case Comment

Comments: I purchased my home at 8034 Lieber, Indianapolis, IN 46260, in May 2013. In my 10 years here, I've had more frequent and long-lasting power outages than in all homes prior to 2013 COMBINED that I have lived in and/or owned and I am 73 years old. The west side of Lieber always loses power, the east side has lost power ONE time in my 10 years here and it was for a short period of time. My first winter here, January 2014, I lost power for 44 hours in a blizzard. Since, I've lost power for 40, 18, 5, 45 and many, many other outages of shorter durations.

This past June when the derecho storm - a storm that had the force of a tornado and the mass of a hurricane - went through, my block, as always, was without power for 45 hours. A medium-sized limb from a tree belonging to the house behind me broke, fell on the power line which hit the power line below it and shorted everything out. I called and called AES telling them it was an easy fix but was ignored. I get that they were working on areas that had more than our 44 outages; however, for all the companies that were called in from other states, they could have sent personnel to fix something minor causing 44 houses an absolute nightmare. We lost power around 4:30 pm Thursday and no one showed up until 1:30 pm Saturday. And, sure enough, it took them more time to get the bucket truck in place than to saw and remove the limb from the power lines. Power was back on within 15 minutes afterward. In talking to one of the technicians who was in my yard to access the tree limb, he stated point-blank that the trees in my block's easement were "beat up." Prior to moving to Lieber, I lived across from the Duke Buildings on 96th. Annually, I received a letter telling me IPL was going to clear the tree limbs in the easement. I never experienced power outages in the 6.5 years I lived there. In the 10 years I've owned my home on Lieber, AES/IPL has only sent tree trimmers here ONCE.

My son is begging me to sell and move as the power outages are too frequent and too dangerous to a senior citizen. I have to say, I don't disagree with him. And, for that reason, I, and a few others on my block, are considering selling and moving. I finally broke down during this last outage and purchased a portable generator. I managed to save 3 freezers and 2 refrigerators of food; however, the operation of it was not the easiest thing I've ever done.

I cannot get a straight answer from anyone as to who is responsible for the clearing of tree limbs from the power lines, the homeowner or the power company. My assumption is: because IPL cleared the tree limbs on an annual basis when I rented on 96th street and because tree trimmers were in my yard one time in 10 years, it is the responsibility of AES. And, they are NOT doing their job! Having 3, 40+ hour power outages in 10 years and many, many more others are inexcusable and the power company should be held responsible. People are struggling with inflation, job losses, etc. People cannot afford to replace freezers and refrigerators of purchased food because AES fails. YET, they are requesting a rate increase from the Indiana Regulatory Commission. That, is outrageous! Why

would any of us want to pay more for power outage after power outage and AES not doing anything to remedy it? I beg whoever approves rate hikes for utilities to deny AES's request. We will need that rate-increase money to replace our spoiled food when AES leaves us without power for 45 hours again.

From: [Sarah Zahl](#)
To: [UCC Consumer Info](#)
Subject: Complaint against AES
Date: Saturday, July 15, 2023 9:53:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Hello,

Thank you for initiating the formal investigation into the storm response from AES. We are customers of AES and we were without power from 4pm on 6/29 until the afternoon of 7/3, with very hot summer days. I have two small children and a dog and it was unbearable.

It is unacceptable to be without power for 5 days in a large metropolitan city. There was zero communication from AES other than Facebook posts, which is extremely frustrating for consumers who pay electricity charges.

During the outage, I was also following the response of Duke Energy, who indicated that they called in a "small army" of workers and trucks from other cities. Their outage map also lists status and ETA for repairs at all locations, down to individual homes. AES did not do any of this - their map does not list an ETA and I followed how they were making repairs. They were making repairs in clusters from the storms that occurred the two following days, rather than focusing on those who were without power the most. They also said they had helpers from AES Ohio, but it did not appear that they brought in any other help. It's clear they focus on profit rather than consumer health.

I am also very upset about the proposed rate hike of 13% and I would like to advocate for it to be denied. If you look at their website and their "enhancements" after the hike, they are basically only adding the ability to use ApplePay, which wouldn't apply to us anyway. They need to get their infrastructure and response protocol in order and communicate it clearly with consumers prior to any rate hike.

It's quite frustrating that it took 5 days for power installation after a small storm. What if we had a tornado? Ice storm? I cannot even imagine how long this city would be in the dark.

Thank you for your attention to consumers in this matter.

Sarah (and David) Zahl
6090 N. Olney St.
Indianapolis, IN 46220

zahl.sarah@gmail.com

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Charles McWhirter
Date: Friday, July 14, 2023 10:19:55 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Charles McWhirter
Email: charles.mcwhirter@att.net
Phone: (317) 946-9872
Address: 8207 Valley Estates Dr

Indianapolis

IN

46227

Utilities: AES

Type of Inquiry: Case Comment

Comments: Offering comments and feedback on my experience with the June 29 storm related power outage. The entirety of my neighborhood (East Hill Valley Estates) was impacted just before 4pm on the 29th. I reported this outage via the AES online reporting utility and monitored the outage via their online map. Around 2:30am on the 30th I awoke and had some emails reporting that power had been restored to my area, yet we were still without power. I double checked my breakers and then noted that my neighbors whole-home generator was still running and some surrounding neighbors also appeared to be without power. I called into AES and reported that we were not back to restored state as reported. By the morning additional individuals had called in and our impacted number of homes was 18 and a traffic sign at the intersection of Stop 11 and Meridian School Rd. Over the course of the next 24 hours I attempted to get status and some kind of ETR from AES to no avail. After 24 hours we decided to purchase a portable generator (an unplanned \$1000 expense) to periodically power our freezer to prevent spoilage of a substantial amount of meat. Between late June 30 and July the evening of July 3rd I made several calls to AES to again attempt to get updates and was unable to get any ETR. On one of those calls I provided additional information that I believe I had seen a tree or very large limb on the lines 3 hours north of my property. Finally around 5:30am on July 4th power was restored. Later in the day I noted that the limb or tree I had seen a few days earlier was the likely cause as it was no longer in the same place.

This was an extremely frustrating time, the lack of communication to its customers did not help AES in any manner. For us personally and probably the other 18 neighbors impacted this was amplified by the fact that we had a non-storm related outage that started the evening of the 26th and lasted approximately 12 hours. So within a week we were without power for over 120 hours. I've been in technology related service management roles for over a decade and deal with critical incident management all the time. While I can't speak to the approach or methodology AES took to restore services I can speak to how I feel they managed communications to their customers. If I ever communicated as poorly as AES did during a critical incident to my customers, I'd be expecting to be told to seek new employment.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Gerald Balay
Date: Thursday, July 13, 2023 7:51:07 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Gerald Balay
Email: balaygerald@yahoo.com
Phone: (317) 362-9173
Address: 3526 FERNCLIFF AVE

INDIANAPOLIS

IN

46227-7041

Utilities: AES

Type of Inquiry: Case Comment

Comments: Our power went out for 4 days starting on Thursday . On Friday AES pick up pulled up to install a green medical tag on our Meter because my wife is on medical oxygen, He said medical people are the 1 st to get help in power outages But it was still Sunday b4 we had power. The crews in our neighborhood Stop working at 6 pm Two days in a row, and the other half of the neighborhood was still out 48 hrs after us

From: [Patty Morris](#)
To: [UCC Consumer Info](#)
Subject: AES Power Outage
Date: Monday, July 17, 2023 10:52:19 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Hello

Hopefully this is the correct place to file a complaint in the most recent storm power outage in Indianapolis. Eric and Patty Morris were without power from Thursday, June 29th approximately 4pm to July 4th at 3pm.

We live at 5712 Priscilla Circle. First of all, who can believe that your power would be off for 6 days and especially during a Holiday. It is terrible and you are in shock that each night you go to bed without power and wake up in the same situation.

My family always lights fireworks and have a huge cookout for the 4th, I feel like AES robbed me of family quality time. The entire time, you could not reach a live person until Monday the 3rd. Only to be told one lie after another one. My daughter was also calling and giving different lies than me. How does that happen?

* Your power should be on by MAY 23 - I asked May 23 (this is no typo). He said yes, that is the notes in the system. I asked him to look into it because that date is long gone. After being on hold forever, he contacted his supervisor who told him to ignore and power will be on by mid day.

* Long story short mid-day was told over and over and that was not true.

Luckily we had a generator but the expense of purchasing over \$200 in gas to keep it going during a holiday is unheard of and unexpected. We also lost food in the deep freezer because it's located in the basement.

Thank you for taking the time to read and understand that something should be done. I have a lot more to say, the worse are the lies from AES.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Jonathan Renninger
Date: Thursday, July 13, 2023 9:38:58 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title:
Name: Jonathan Renninger
Email: jammasterbox@gmail.com
Phone: (317) 987-0816
Address: 5543 Scarlet Terrace

Indianapolis

IN

46224

Utilities: Electricity

Type of Inquiry: Case Comment

Comments: During July 2nd to July 7th our family had a power outage. AES took a lot longer of a time than we feel they should have to get things back up and running, saying that the power outage was due to a thunderstorm the previous week even though the issue didn't actually seem related. My mom, and our neighbors also affected, called AES a lot during this time for help. AES sent out contractors on Monday, Tuesday, and I think Wednesday to try and find the problem but they seemingly didn't. One of our neighbors found that the electric meter was broken and we had to tell AES that ourselves. The electricians hired by our complex were ready to get the job fixed on Thursday, but though AES said someone would be out there probably around 1-4 hours, no one showed up and the electrician said he tried to call after those 4 hours and the person he was talking to gave a flippant answer about not knowing if anyone was going to show up at all. On Friday morning, even though AES KNEW that they'd need a key to the electric meter box by now because of everyone telling them over and over, they sent someone WITHOUT A KEY and they had to come back hours later to actually get it fixed, and the repair seemed to take 1 hour to 1 1/2 hours tops to fix, so the time it took for someone to actually come out and fix it (with the right equipment too) over the course of days seems really unhelpful.

My mom tried to call AES to talk to a supervisor about the entire issue but was told she wasn't able to and the representative she talked to had to relay the message to the supervisor and only if the supervisor deemed it important enough would they talk to my mom, and I don't think they ever did.

On Monday night while we were out I was checking the outage map that AES provides and it appeared to say that our outage was fixed and that power was on, because it said there was a new outage in the same area for that same day (despite the outage starting the day before) though clearly it wasn't actually fixed. I overheard a neighbor Tuesday morning talking about how AES removed our blip from the outage map to make it look like the outage was fixed, despite it clearly not being so.

From: [Randi Renninger](#)
To: [UCC Consumer Info](#)
Subject: AES
Date: Thursday, July 13, 2023 9:10:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I had a terrible experience with AES Electric Company from Sunday, July 2-Friday, July 7. I had no electricity during that time. I tried to speak to a supervisor but the representative told me it is AES' policy customers cannot speak to the supervisor directly. We have to go through the representative.

To get the electricity back on all AES had to do was unlock the electrical box so the electricians could replace the damaged cables. They finally did that at 7 pm on Friday, July 7.
Randi Renninger

08/13/2023

July 13, 2023

OUCS Consumer Services,

I'm so frustrated with IPL/AES situation. it just need replacing wiring to the anchor point pulled off roof due high wind storm was hit trees was broken caused by.

Last May, IPL/AES service left note on my door informed that they will doing trimming branches trees over above electric pole backyard corner after that they said not ready trimming branches. (I didn't ask to come).

On June 29 at 5:15 pm, the storm came hit two trees over above branches electricity pole caused pressure touch down wiring cut off. I did called IPL/AES, the customer service did reported them. The customer services said IPL/AES responsible for this due storm damaged. The IPL/AES service did looked at trees, said not responsible for that. I did asked customer services to get supervisor/phone number to call refused. They said will given note it to supervisor for my message within 3 days. It had been two times. Never heard from supervisor again. I did called them almost everyday frustrated. The customer services already made notes on the system.

I go ahead looking for electrical and tree services. They said won't touch alive wiring possible fire on the ground under branches and logs. The service tree did call IPL/AES again for remove wiring done. Three tree service says IPL/AES should pay for tree removal.

IPL/AES was told when ready electricial hooked new wiring line back then call them IPL/AES come back set turn on electricity power on.

I'm having trouble to find electrician and tree services, I left messages for their answer machine, schedules was delayed.

I received electrician estimate proposal ~~\$1,500~~ and tree services estimate proposal \$4,000..
move meter base code back of house \$3,048.00

Since today, still no power at my home.

Thank you for your cooperation.

Wendy Levow
7308 E 51st Street
Indianapolis, IN 46226
317 542-3191

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Al Wirthwein
Date: Monday, July 17, 2023 3:24:41 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Al Wirthwein
Email: xanderwirthwein@gmail.com
Phone: (317) 413-5268
Address: 6431 Sunset Lane

Indianapolis
IN
46260
Utilities: AES Indiana
Type of Inquiry: Case Comment
Comments: Docketed Case 45911 - Indianapolis Power & Light Company (AES Indiana).

I never do anything like this but am totally fed up and hope my government actually listens to, and helps me.

IURC unfortunately is only representing the former IPL and now AES Indiana by approving rate increases. When was the last rate increase request that was denied in full? Claiming to be, "An advocate of neither the public nor the utilities" is inaccurate when every ruling supports AES' position. The commission is not making decisions "in the public interest" when they refuse to deny rate increases.

Monopoly electric utility AES does not provide safe nor reliable service (we are considering moving due to their lack of reliable service in our area) let alone at "just and reasonable rates". In a truly free market, I could go purchase power from a different company. The Indiana government and IURC doesn't allow me to do so.

AES can surely look at logs of my address to see how many times power has been lost over the past couple of years. I would hazard a guess it's around 30 times. Today my power has been out since 1:30 or so in the afternoon and no one can tell me why. It's not expected to be back until 6:30. The recent outage of 72 hours was immensely difficult as well. There was no transparency and no way to talk to a real person. AES hid from their customers. And they didn't even offer a discount or refund. The response was the storm was an "act of God". Pretty sure God didn't make the storm. What a cop out. They are beholden/accountable to no one, and know they can continue getting away with their lack of reliable service. It's the same trouble spots every time throughout the city and AES refuses to fix faulty and aging equipment.

A 13% increase to provide the same lack of service is insulting and appalling and should not be approved. How much are AES fat cat scumbag executives receiving of this money? I'm guessing it's not zero. \$134 million is an absurd number after the state already approved \$1.2 billion a mere two years ago. Fuck AES Indiana for even having the balls to continue to request increases and not provide their customers with an improved experience. And fuck the IURC for acting as a patsy of AES Indiana. This rate increase should obviously be voted down and any member who votes for it doesn't care about their fellow Hoosiers, and instead, is continuing to suckle at the teat of our real corporate overlords.

Do the right thing and deny the rate increase request.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Brittany Wiley
Date: Thursday, July 13, 2023 9:48:01 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Brittany Wiley
Email: bwiley322@yahoo.com
Phone:
Address: 2618 marywood dr

Indianapolis

IN

46227

Utilities: Aes

Type of Inquiry: Case Comment

Comments: During the storm that took place on Thursday June 29th I lost power along with everyone else. My power was not restored until Wednesday at 1:30 am. My entire neighborhood had power but there is a power pole/transformer in my backyard and my main power line was split. Aes could not give me an eta on when it would be fixed even though all of my neighbors had power. I had to throw out all of my food in the fridge and went without air for almost a week. We had to spend extra money eating out and then had to spend more money to restock our fridge. It was a major inconvenience. I understand everyone was without power but it took them less than 10 mins to fix my line.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Phillip Wink
Date: Wednesday, July 12, 2023 10:05:33 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title:
Name: Phillip Wink
Email: pjwink@comcast.net
Phone: (317) 796-7116
Address: 6055 Buckskin Ct

Indianapolis

IN

46250

Utilities: AES Indiana

Type of Inquiry: Case Comment

Comments: I'm submitting my comments/experience at the request of OUCC per the article by WTHR about the power outage the weekend before July 4th. We lost power on Thursday, 6/29 about 4:15 pm when the storm came through. Power was restored on Monday, 7/3 sometime between 10:00 - 11:00 am. There were two main groups in my neighborhood that lost power. There was no estimation, at anytime, when power would return. AES never explained what specifically caused the outage. I realize it was related to the storm on the 29th. On Sunday 7/2, a group of trucks (looked like tree service trucks and 1 AES) arrived in the mid-afternoon. It appeared they addressed a single house about a block away. After a short rain, they continued to work on the single outage and then left. A group arrived back on Monday morning around 8:15/8:30 and stood in my front yard until about 9:00 when they finally started working. Since we were running our generator, we noticed power was returned around 11:00. We didn't receive any notification from AES that power was on. Our group of 20 houses (as noted on the AES outage map) were the same 20 houses that lose power very often (2-3 times a year). We have had to purchase a generator due to the frequency and length of outages we've experienced since moving here in 2015. The majority of the time that we lose power is not during severe weather. With it being the same area each time, I wish AES would determine a longer, more permanent fix to eliminate or reduce the frequency significantly. It just feels like a "band-aid" fix each time.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Sheri Salamone
Date: Sunday, July 16, 2023 5:02:32 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Sheri Salamone
Email: salamone_63@hotmail.com
Phone:
Address: 6660 S New Jersey St

Indianapolis
IN
46227

Utilities: AES

Type of Inquiry: Case Comment

Comments: I would like to add my experience regarding the June 29th outage. I am a 75 yr senior citizen on a fixed income who lives alone. My service was out for over 96 hours, beside losing food (which can be replaced) I also lost medication that was worth \$3,000 that needed to be refrigerated. I have COPD & asthma and was unable to use my nebulizer for 2 daily breathing treatments, which is very concerning since I had filled out an AES form letting the know that I had medical equipment which required power to operate. My car was parked in the garage and I had to manually open the heavy door which was very difficult, and I will never be able to do that in the future. I live in an small over 55 community and could not ask neighbors for help as most of them are also in 70's/80's. Once I had access to my car I was able to drive to various homes with power to do my breathing treatments. My main concern is AES is going to use the outage as a justification to raise rates.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Carl Douglas Bunch
Date: Thursday, July 20, 2023 3:24:44 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Carl Douglas Bunch
Email: gdblues7@hotmail.com
Phone: (317) 408-7379
Address: 3440 Kessler Boulevard East Dr

Indianapolis
IN
46220

Utilities: AES

Type of Inquiry: Case Comment

Comments: Case comment-the inquiry into AES's handling of the power outage that began on 6/29/23. We were without power for 92.5 hours. It was impossible to talk to anyone about when our power might be restored. I understand that hospitals, schools, police, fire departments, etc. take precedence over everyone. However, Victory Field power restoration so that they can play a baseball game featuring a "clown" team does not fall into the vital services category. That's all about being connected one/a business is in the wonderful square mile area downtown. We lose power annually, sometimes multiple times. We have to tough it out until AES in its infinite wisdom decides our area warrants being restored. I have filed a complaint with your agency twice in the past. Little or nothing came of it. In August of 2016 when AES was known as IPL we were without power for 96 hours, which prompted me to file a complaint with your agency, Carey Hamilton (my state legislator) and the Mayor's office. The same problems persist. Your follow-up does little to pacify me or thousands of others who cringe every time that is a severe thunderstorm warning for our area. AES wants a \$17 a month increase then let them deliver a service that is worthy of such an increase! Politicians need to worry about the welfare of the people who live in this so-called "world class" city! Talking to higher ups in AES is virtually impossible! Even if we could reach one, they aren't interested in listening. They are only concerned about the bottom line!!

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Elizabeth Brandes
Date: Sunday, July 23, 2023 11:16:17 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Elizabeth Brandes
Email: winkewinke@hotmail.com
Phone: (317) 437-4355
Address: 5799 Spruce Knoll Court

Indianapolis
IN
46220
Utilities: AES
Type of Inquiry: General Inquiry
Comments: Good evening,

Thank you for the opportunity to provide input on AES's recent request for a rate increase for its services provided to Indiana residents. As a consumer who receives electricity services from AES, I would like to pose a few questions around the rate hike request.

During the recent storms end of June/early July, my power went out in the early afternoon of June 29, and service was not restored until the evening of July 2 (just over 4 days without power). During this time, I received two emails with estimates around when my power might be restored, even though I reported the outage promptly.

My circumstances with the recent outage: I was out of town during the storm and therefore was unable to make any arrangements for all of the food in my refrigerator and freezer. I learned from a neighbor of the outage, and I reported it promptly via AES's website. When I was back in Indianapolis, I had to stay with relatives in town who still had power and air conditioning. When I was able to return to my condo once power had finally been restored, I had to throw everything out from both the refrigerator and freezer, as all items were completely room temperature by that length of time without cooling. My question regarding this particular power outage: Is there any remedy or recourse for consumers with AES for this type of loss? Since I eat a low-carb diet, I had a large amount of meat in my freezer, so I ended up throwing out easily more than \$100 worth of meat alone. Further, the abrupt loss of power, according to my HVAC technician that I had to call in after power was restored, is likely what caused the blower fan on my air conditioning unit to blow -- it was unrepairable. So I subsequently picked up a \$700 bill for a new motor and installation as a result. The fact that there were no text updates during the outages (emails only) and only vague explanations for the delay, with no final letter/email to customers to report on repair performance (or anticipate questions about loss to provide guidance, as described above) created further dissatisfaction for me during this most recent experience.

Questions around the rate hike:

1. I have lived at this residence since 1999 and have experienced more power outages in the past several years than ever before. IURC guidelines state that electric utilities are to provide "safe and reliable service." Given the recent outage as described above (and affective more than 100K customers in Indiana), I would challenge the notion that AES provided safe and reliable service to many of its customers, myself included. I think of friends and neighbors who are dependent upon home-medical equipment that requires electricity -- they most certainly had to make

arrangements to stay with family or, in some cases, go to a hotel and pick up additional expense while their power is out. My question: Is AES currently (and have they been) compliant with existing service standards/levels such that a rate hike is warranted?

2. On AES's site, they state that one of the reasons for the rate hike is the following: "Vegetation (trees and branches) interfering with our overhead lines is the #1 cause of power outages for our customers, accounting for 30% of outages in our service territory last year. These outages cause you to be out of power longer because they are often lengthy and take more time to fix. Vegetation is the only asset that is constantly changing – trees continuously grow while our poles and lines don't move. Having the capability to proactively manage vegetation will improve your reliability for years to come." Again, given that it already is AES's responsibility, according to IURC guidelines (170 IAC 4-9-4) to maintain regular vegetation management, are 30% of outages due to poor vegetation management not the responsibility of the electricity provider (AES in this case), as they should be properly maintaining vegetation in Indianapolis? I'm curious as to why consumers, who already pay fees to AES for them to provide this service, should need to increase their resources for vegetation management going forward, when the stated 30% of outages in the prior year caused by vegetation are indicative of AES's inability to maintain its existing responsibility to Indianapolis consumers. So is that, again the duty of consumers to increase rates/fees, or should AES be challenged on its management of existing resources to get the job done, as it is already required to do?

3. AES's site also states that: "New Digital Solutions [that] will improve your experience with us: Google Pay, Apple Pay, and American Express payment options." That's great -- for those consumers that need these additional payment options. But I, like many AES customers, pay via online bank transfer, and still others pay by check. This is a decision that was taken by AES, and as a consumer who does NOT need these services, I'm wondering why all Indiana consumers need to foot the bill for this "enhancement to service." Certainly, countless businesses in Indiana and across the U.S. today currently offer their customers the option to pay by credit card -- for an additional fee (usually an additional 2-3% of the total bill). At the end of the day, it is the customer's choice of payment method to use. My question: Is there a reason that AES cannot follow this same process with its customers who decide to take advantage of one of the new payment options and automatically assess a fee for use of one of these new options? This would mean that not all customers need to pay for services that they likely did not request and do/will not need in future.

4. Finally, AES states on its site that "In 2020, we received approval of our Transmission, Distribution and Storage System Improvement Charge (TDSIC) plan, also known as Smart Grid. Consistent with state law, AES Indiana can recover 80 percent of costs related to this plan as they are incurred. The remaining costs are deferred until the next base rate case, which must be filed before the end of the plan's lifespan. This regulatory rate review fulfills that requirement." Ok. That's fine, as this occurred in 2020 with a decision to invest \$1.2M to upgrade the current power grid. My question: Given the recent, longer-lasting, and recurring power outages in Indianapolis, what is AES's strategy or plan for providing safe and reliable service beyond this particular upgrade? AES Ohio maintains underground power lines, for example. Has AES Indiana examined this option via feasibility study to improve service interruptions for its consumers here? If the current investment does not provide substantial improvements in service to AES's customer base (determined over time, I realize), I cannot imagine that AES is positioning itself favorably for the next time it again requests a rate hike for Indiana consumers.

Thank you for this opportunity to comment, and I'm happy to speak with anyone at OUCC further about the recent outage.

Best,

Elizabeth Brandes

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Carrigan Shields
Date: Thursday, July 13, 2023 8:04:44 AM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Carrigan Shields
Email: carrigan.shields17@gmail.com
Phone:
Address: 1400 E Stop 11 Road

Indianapolis

IN

46227

Utilities: AES

Type of Inquiry: Case Comment

Comments: AES is the WORST company I've ever experienced. We moved into our house in April of 2022 and the power went out so frequently, I started keeping a journal of the dates. The dates are as follows - 6/13/2022, 7/13/2022, 7/21/2022, 8/1/2022, 9/27/2022, 11/30/2022, 12/28/2022, 5/25/2023, 6/22/2023, 6/25/2023, and 6/29/2023. The last date was when the power was out for 45 hours causing us to be misplaced due to the high temperatures. We ended up throwing out all of the food in our refrigerator and freezer due to them not having power for that time. It would be nice to get reimbursed for the amount of money we had to throw out due to their negligence but instead they decide to raise our bills once again. I've reached out to them multiple times about our frequent outages and they have been less than helpful every time. One person even lied about a power outage and said they had no record of it. However, the next time I emailed a different person told me the reason for the outage and said it DID happen. I've tried asking what can be done in our area to stop the frequent outages and they say it's nothing they can control. We are just expected to deal with it. On top of all of that, they prioritized getting victory field up and running before their residential customers. I truly hope something comes out of the investigations that are being done on their terrible company.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Constance Martin
Date: Wednesday, July 12, 2023 11:51:36 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Constance Martin
Email: dzconnie220@yahoo.com
Phone: (317) 255-4867
Address: 2422 Dell Zell Dr

Indianapolis

IN

46220

Utilities: AES Indiana

Type of Inquiry: Case Comment

Comments: I oppose AES's proposed price increase. They don't make efficient use of their resources, and don't deserve to be rewarded for it. They make a considerable monthly charge just for the "privilege" of being their customer. After the recent storm, when many thousands of customers were without power, long after the storms had passed the number of outages didn't go down at all for hours and hours. They had not done the tree trimming around power lines in years in many areas including mine. I was without power for more than 30 hours and had to throw out a lot of expensive food, as did many others. Some of my neighbors had no power for several more days. The traffic light at Kessler and Rural was out for days, and was the site of multiple traffic accidents. They want to bury the lines in my area, a good idea, but instead of using the easements they already have, in the back yards, they insist that they need new, additional easements in our front yards! Our lots are tiny and this is ridiculous! Then they suddenly discovered that they couldn't do anything for another year plus anyway, because they wouldn't be allowed to go under the recently re-paved Keystone Ave until then. They also included maps of the area in which none of the streets on the other side of Keystone had the correct names! When asked about various aspects of the terms in the easements they want, they tell you one thing but don't put it in the contract to be signed, so it isn't binding and is pointless. In short, they don't seem to know what they're doing and should certainly not be rewarded with increased rates at the expense of their suffering customers!

Constance Martin

AES Customer

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Terri Ferguson
Date: Monday, July 17, 2023 7:23:37 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mrs.
Name: Terri Ferguson
Email: airterri57@yahoo.com
Phone: (317) 250-9069
Address: 6216 Brokenhurst rd
6902 Steinmeier Ln
Indianapolis
IN
46220

Utilities: AES

Type of Inquiry: Case Comment

Comments: First I would like to thank you for taking this cause up! AES has the WORST customer service ever!!!! When you lose power your are in limbo ! They do not give you any information whatsoever! They take your money, ask for more, show no sense of urgency when your power goes off and NO UPDATES!! You call in and you know nothing for days!!!! There's plenty of help with questions about billing. Having no power should be their number 1 concern not a 15min recording on bill paying it should be a totally different number and a number just for power outages. It is so very frustrating deal with AES especially for older people! My mother is 91 and if I did not check on her every time we have 10 mile an hour winds she would sit there for days without power and phone service. Instead of increasing our bills every year to cut down trees and branches why don't they start places line underground ! They have no future plans for all the power outages ! They just take our money and then they do not give a --- what happens after that! Thanks again for your work on this. I sure hope you are successful.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Cynthia Lynn De Wester
Date: Thursday, July 13, 2023 6:45:03 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title:
Name: Cynthia Lynn De Wester
Email: cindydewester@gmail.com
Phone: (317) 919-7627
Address: 2802 Lindbergh Dr

Indianapolis

IN

46227-4422

Utilities: AES

Type of Inquiry: General Inquiry

Comments: Regarding recent power outage in Indianapolis, I wanted to let you know that we were out of not only power but also water for six days. Unfortunately, we are still on a well because DPW never finished installing water and sewers in our neighborhood when they came through several years ago. I called repeatedly every day, but no one came to work on the power lines until July 4. They were also aware from the beginning that we had a tree down on the lines behind our house and the neighbors had a broken pole down.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Deborah Tankersley
Date: Saturday, July 15, 2023 10:31:14 AM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mrs.
Name: Deborah Tankersley
Email: deb.mackey.tankersley@gmail.com
Phone: (317) 909-5526
Address: 2831 E 66th Street

Indianapolis

IN

46220

Utilities: AES

Type of Inquiry: General Inquiry

Comments: Our neighborhood (north border is Strange Creek, east border is Parker, south border is 65th Street, and west border is the ditch between the apartments and our neighborhood) lost power yet AGAIN on 6/29/23 with many of our neighbors losing power for over 100 hours! Neighbors lost refrigerators full of food, plus our neighborhood is on sewer Grinders which run on electricity! Here is a summary of our outages over the last 3 years:

Oxford Village Power Outages:

6/29/23 @1600 to 7/3/23 @2130 - over 100 hours - severe thunderstorm with 70+ mph winds - affecting north half of E 66th Street, and south half of Canterbury Street, parts of 67th Street, and Parker - tree down on power lines in backyard of house - SWC Canterbury and Oxford

1/3/23: 2245, broken utility pole at the west end of 66th (in the ditch between our neighborhood and the apartments which is such a repeated problem area) from overnight storms, affecting entire neighborhood, estimated to be back on at approximately 0200 (not sure when power returned) but it was on by 0600

8/1/22: 0930-1430 (part of Parker, Canterbury, and north areas of neighborhood)

7/26/22: 0700-0830 (south half of 66th Street and Cambridge)

7/17/22: 0245-1245 (10 hrs) squirrel issue with wires, affected south half of 66th and all of Cambridge

5/31/22: 1500-2010

3/30/22: 5 hours

3/6/22: 9 hours

12/11/21: 30 hours

9/4/21: 5 hours

7/8/21

4/20/21

11/15/20

7/19/20

6/8/20

Please help us! We are not a wealthy neighborhood and I believe that is a large part of the problem. We don't have any rich people who can fight for us. Your help is greatly appreciated. Thank you.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Demetria Neither
Date: Thursday, July 13, 2023 11:58:54 AM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Demetria Neither
Email: dneither@comcast.net
Phone:
Address: 5305 Ladywood Knoll Place

Indianapolis
IN
46226

Utilities: AES Indiana

Type of Inquiry: Case Comment

Comments: I would like to know why the Indiana Utility Regulatory Commission continues to grant approval rate approvals to AES Indiana (Case No. 45911). I saw a rate increase in 2023 and I can now look forward to another rate increase of approximately \$17.49 in 2024. The rationale behind these increases is always to "improve infrastructure". However, I have not seen any such improvements because if the wind blows hard enough, I lose power. I find this totally unacceptable in light of the fact I continue to pay more for service that's supposed to be improved but isn't. This just appears to be a continual case of price gouging with promises of improvements but failure to deliver on said promises. Furthermore, I feel as if these increases are just a way for AES Indiana to increase its' profits at the expense of its' customers.

Thank you,
Demetria Neither

From: [Aaron Emery](#)
To: [UCC Consumer Info](#)
Subject: Comments on storm response
Date: Thursday, July 13, 2023 12:17:58 PM

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Aaron Emery
6932 Spring Mill Rd, Indianapolis, IN 46260
AES Indiana

To whom it may concern,

These comments and concerns are regarding the AES Indiana storm response for the outages occurring between June 29th and July 4th.

From my experience with AES, I do not believe the easements are maintained very well in my area. We live in a heavily wooded area where the power lines are surrounded by many mature trees and smaller developing trees.

Last year I received a notice that said AES would be removing trees under 6 inches within the easement to keep the lines clear of potential damage. On my property which is very accessible from 70th street and Spring Mill there were many small trees under the lines that were left untouched. Just over a year later those same trees are now growing in between the lines and are within the AES easement. In my opinion, as a person with 5 years of electrical and 5 years of transportation surveying experience, this lack of thorough clearing will result in a much denser area to clear next time they come out, whenever that would be. The lines that run south are not as easily accessible but have been accessed and repaired during outages that have occurred in recent years. When I follow these lines south I notice that not all of the mature trees hanging above the lines were trimmed or cut back during this last clearing visit. This is a concern of mine because as I have lived at this property for 3 years. We have had an outage due to fallen limbs on those lines at least 4 times including damage done in late June. I believe it is their duty to maintain these lines and also inspect that the clearing has been done to a certain standard.

We were without power for 3 days total and I appreciate their efforts to get everyone's service up and running. I do feel that they took a long time to get 80,000 people restored. This may be a result of the many trees and limbs that caused damage. From my understanding those easements should be maintained within the 15ft easement, and from my observation around my neighborhood, that is not being done very well. If they are requesting a price increase for customers, I am requesting that these easements be maintained better so that they have an easier time getting power restored in some of these affected areas.

Thank you for your interest in my comments and concerns.

From: [Kimberly Gardner](#)
To: [UCC Consumer Info](#)
Subject: AES power outage and price increase
Date: Thursday, July 13, 2023 10:53:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Hello,

I was without power for almost five days. With this past storm on a June 29th 2023. No timeline of when we would get power. We are also on a well. So that means we didn't have water.

This is not the first time we have lost power. We did just a few months ago for almost 2 days. In fact we loose power at least a few times a year. There have been no major updates to our home in the 17 years we have lived here. For them to update poles or wires for to make it to where we don't loose power.

The local news said AES hired out of state workers. Yet ppl in my area didn't see any trucks for days. I don't understand charging us more when we loose power so often and now with no idea how long it will be.

This is the second time this year we have gone days without power and lost all our food. It's very expensive!

If you would like more info on where I live , let me know, my zip code is 46220. But I'll wait to give more info when I know the right person has this email. Thanks

-Kimberly G

Sent from my iPhone

From: [Natalie Hightower](#)
To: [UCC Consumer Info](#)
Subject: AES - Cases 45911 (Rates) & 45917 (Outage Investigation)
Date: Monday, July 17, 2023 5:16:44 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To Whom it May Concern:

I am an AES/IPL customer who experienced a power outage 6/29/23 - 7/2/23. I contacted the company multiple times to report the outage. I was often unable to reach anyone. When I did, I was just given basic information about the outage (no different than what I could find online). One representative didn't even know how to look at the online outage map and I had to walk AES 's own employee through that process. I experienced a loss of work due to loss of internet and power. I also lost several hundred dollars in food due to AES negligence to get power restored in a timely fashion. I have contacted AES to see what resolutions can be offered, since I also now have another bill due. The only solutions they have offered has been to waive \$2.51 in late fees and sending a generic service outage letter. That does not help me as I'm self employed, so I can not get an employer to recover those wages. Also, filing an insurance claim will cost me more in deductibles than what I lost. However, \$2.51 in WAIVED FEES is far beyond unacceptable for lost wages, suffering through heat in high temps, and losing hundreds of dollars in food.

I would like my comments noted on both cases with regards to AES rate increase requests as well as the case regarding how they handled the outages that week.

Respectfully,

Natalie Hightower
(317)490-1849
Service Address: 6450 Grandview Drive, Indianapolis, IN 46260

[Sent from Yahoo Mail for iPhone](#)

From: [Derek Huff](#)
To: [UCC Consumer Info](#)
Subject: AES Indiana Storm Response & Bill Increase Comments
Date: Thursday, July 13, 2023 8:39:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Derek Huff
8846 Sorbonne Place Apt B
Indianapolis, IN 46268
3172013512
dhuff2011@gmail.com
AES Indiana - I am a customer

My comments on are on my behalf. I live at the address above. I will say that it seems their storm response times have all in all gotten better. If you want a good comparison to see how they handled this, look at any data from the storm outages in the fall of 2018. I think it was in September, about 40-50,000 customers lost power then. I was out of power for 3.5 days then.

I did not lose power during the June 29th storm, but since living at this address I have lost power an absurd amount of times including the 3.5 day situation in 2018. Its gotten better in the past year, but I would say it used to be normal to lose power at least 4 times a year and it take a day or more to get repaired. Definitely interested to hear more about their practices because a \$17 per month increase on our bill, I would say given AES' history, is not justified. During major storms they don't seem fully prepared. I have had to go buy ice to save my food more than three times since living here, and have just started staying in hotels when it happens because I'm tired of how much it happens. They can't keep the lights on yet they want us to pay more.

Thank you,
Derek

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Jason Blosser
Date: Thursday, July 13, 2023 5:39:05 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Jason Blosser
Email: jason.blosser@gmail.com
Phone: (317) 777-0412
Address: 1912 Lakeside Lane

Indianapolis

IL

46229

Utilities: AES

Type of Inquiry: Case Comment

Comments: AES has frequent intermittent power outages in my neighborhood regardless of the weather. Their PR rep came to a couple of our neighborhood association meetings. She openly admitted we're at the eastern limit of their territory, connected via 60-year old outdated infrastructure and not a priority during outages. Asked about growth in electric vehicles, she admitted AES has no plan on how to supply growing demand in eastern Marion and western Hancock counties.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Pam Campbell
Date: Saturday, July 15, 2023 8:33:34 AM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title:
Name: Pam Campbell
Email: pamcampbell4@gmail.com
Phone: (407) 607-9965
Address: 7530 Cape Cod Circle

Indianapolis

IN

46250

Utilities: AES Process for Restoring Power

Type of Inquiry: Case Comment

Comments: Hi. My comments are specifically related to a 4 day power outage at the end of June 2023. The electricity to my home is supplied by AES. I lost power around 3:30pm Thursday, June 29th. It was restored around 5pm Monday, July 3rd. That Thursday, I began receiving email and text alerts from Nest, Xfinity, ... that these things were off line or there was a power outage. I received 1 text from AES that day at 5:13pm saying outage reported near my address and they would text an update on when power would be restored. If power is on I should disregard. Next text was 4 days later on July 3rd at 4:30pm sayin they were working to restore power. Power came back on July 3rd at 5pm. I called AES multiple times and couldn't get through. I went on their website. AES made it clear they would communicate updates through social media. I constantly checked their outage map and reported my outage each time, because after day 2 and not seeing ANY AES trucks around 75th St. and Binford, I thought this small pocket of customers had most likely been forgotten about. We tried to save our food, at least what we had in the freezer. At day 4 we lost around \$350 in food between fridges and freezers (house and garage). We roughed it for 2 nights in a 90 degree house but ended up in a hotel. Fortunately we could afford a hotel, eating meals out and restocking our fridge. Some people could not. We were not notified the power was back on. Xfinity, my Nest cam, ... let me know via text. This was not the first outage. We have lived in Indiana 2 years in September. We purchased our house April of 2022. The first outage was around 6 months after we moved in and lasted 2 days. We lost fridge food then too. Both times it took way too long before we saw an AES truck, communication was close to nonexistent, explanations were not given as to what the problem(s) was (is). I've lived in Louisville, KY, Canton, GA, Apopka, FL and DeLand, FL all without power loss issues that weren't clear, reasonable, ... especially FL and living through hurricanes. Appreciate you and your staff. Thank you for taking the time to listen and please keep me updated.

Best Regards,
Pam Campbell
497-697-9965

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Joshua Allen York
Date: Monday, July 10, 2023 10:41:14 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.

Name: Joshua Allen York

Email: yorkjosh6183@gmail.com

Phone: (317) 409-2761

Address: 2520 Tacoma CIR

APT 116

Indianapolis

IN

46220

Utilities: AES Indiana

Type of Inquiry: Case Comment

Comments: I just read on my bill that AES Indiana is looking to ask for rate reviews, possibly to charge an extra \$17 per month for anyone who uses over 1,000 kilowatts per month. This could be a real problem if a person rents their apartments or homes and the landlords don't invest in energy efficient appliances. It can also be bad for people like me who runs the air-conditioner a lot because I'm hot blooded and I don't sweat easily. I also use a BIPAP machine each night when I go to sleep. It is my hope that you will say no to AES's proposed rate increase. Everyone is suffering from inflation, and prices everywhere are going up. Paying a utility bill isn't something we can easily avoid, and for some, especially if they don't have a good landlord may be penalized for something they can't help. AES Indiana has customers all over Indianapolis and maybe a few other areas around central Indiana. We don't have a choice in who we go with for our utilities, as they hold the monopoly on this. I feel this is a concerted effort to line their pockets even more, while forgetting that the little guy pays because of it. I'm asking you to consider all of these things, and to tell AES Indiana no, that they cannot charge an extra \$17 per month for those who use 1000 kilowatts or more. This could also drive the costs of operations higher for businesses, and this is just all around bad for all of us. Thank you in advance for your time.

From: [Maddie Knox](#)
To: [UCC Consumer Info](#)
Subject: Statement for Recent Power Outage on 6/29
Date: Thursday, July 13, 2023 7:39:01 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Good Evening,

My name is Maddie Knox and here is the story of our experience with the power outage that happened on 06/29/2023.

On June 29 my power went out due to the storms we had in Indiana. I live at 347 Burbank Road Indianapolis, IN 46219. My power provider is AES and we were greatly affected by the power outage. Our power was out for 103 hours. From 4pm 6/29/2023 to 07/03/2023 sometime in the evening. We were devastated by this event. We lost all of the food with our fridge with nothing to salvage. We spend over \$300 a week on our food at the store and it was such a major setback to lose all of it. If you can imagine how much MORE money it costed us to feed us through the time the power was out. I have a 2 year old and we tried to stick it out for the first 48 hours of the power being out but It was about 80-90 degrees outside so inside it was 80 degrees in the house. We were miserable and tired. My toddler? Barely any sleep because it was so hot. I work from home so not only did we lose our food but I was unable to work/get paid for all of those hours the power was out. We live in a good little pocket on the eastside of indy with alot of elderly people so surely we thought it would be on soon. I cant tell you how much TIME we spent refreshing the AES outage map just hoping somehow we would be next. Out of the 81,000 people who lost their power with AES we were still refreshing the page when there were 4,000 left. Imagine being the longest without power and being LAST with getting it back on. I am very disappointed in AES and also not too about about the \$17 bill increase. They also stated they brought in crews from out of state.... but why did it still take so long?

If you have any questions you can reach me at 317-847-2773 or madelyn.knox16@gmail.com

Thanks
Maddie

From: [Lynn Schaller](#)
To: [UCC Consumer Info](#)
Subject: AES outage
Date: Friday, July 14, 2023 12:23:55 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I was without electric for 78 hours, I happened to see a white truck driving by I flagged them down, it happened to be a foreman asking if I had electric I explained that no 5 of us had been without power since Friday at between 3 and 3:45pm. We had all used the online app to notify AES of power outage. The foreman explained he did not have a ticket for our outage?? He proceeded to check the lines and saw a fuse had blown, took longer to get a code then replace fuse less than 30 min in total replacing the fuse 15-10 minutes for these we were out 78 hours!!!

I then explained I thought it was because of a limb on a wire again no ticket effected 15 or more homes. They also had electric within 30 minutes.

Earlier that same morning crew working on Olney between 61st and Kessler I explained situation, no trees needed cut down, just remove limb. They fixed that issue and left!!! No one even came to check lines and AES wants to increase our electric rates. I'm located at 6145 n tuxedo terrible terrible company!!!

Lynn Schaller
317-459-3490

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From: [Amanda Louden](#)
To: [UCC Consumer Info](#)
Subject: AES rate increase
Date: Saturday, July 15, 2023 10:43:24 AM

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I'm outraged by this proposed rate hike!

As a "customer" but actual hostage of AES-how dare they increase my bill by 13%!?

I can't exactly get electricity from a different provider at a better price! They are a monopoly! Also-the outages in my neighborhood are consistent and so unnecessary-the service provided is SUBSTANDARD for what I currently pay!

I'm watching you and I will this.

Amanda Louden
5750 N Ewing St
Indianapolis

Sent telepathically

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Margaret A Huff
Date: Friday, July 14, 2023 11:42:23 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Margaret A Huff
Email: margaretmbs@yahoo.com
Phone: (317) 476-4226
Address: 506 N ST JOHN CT.

BEECH GROVE

IN

46107

Utilities: Electric

Type of Inquiry: General Inquiry

Comments: I was one of the lucky ones that was without power for over 5 days. Thee communication was non existent. I probably called them 15 + times lost everything in my freezer and refrigerator, and they have the nerve to raise our prices. Shame on them.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Jeremiah Franklin Samples
Date: Thursday, July 13, 2023 12:23:47 AM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Jeremiah Franklin Samples
Email: jfsamples91@gmail.com
Phone: (317) 524-9737
Address: 2541 S Delaware St.

Indianapolis
IN
46225
Utilities: AES Indiana
Type of Inquiry: Case Comment
Comments: Hello,

I wanted to comment on the requested rate hike that AES Indiana has proposed. I would like to voice my opposition to the rate hike. We have a young child at home and are on a single income. Raising our rates even more than we already pay will cause to make even more sacrifices than we already have. Us an many many others are struggling in the current hyperinflation the country is experiencing and when does it stop? When do these greedy companies get told to stop raising prices out of greed? And now, AES wants to shaft us again and increase monthly costs some more? Its not like you can "opt out" of electricity.... Im asking you to please do not let them raise rates again. They're not investing in the infrastructure of anything and can barely handle a storm without half the city going dark for 5 days. Where is the money going??? Because its not definitely not being spent on upkeep or improvements. My guess is they're just going to send more money to the shareholders and the profiteers. Thank you for your consideration.

From: [Lori Schmidt](#)
To: [UCC Consumer Info](#)
Subject: Power outages and rate increase
Date: Thursday, July 13, 2023 6:42:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am a senior citizen and live alone. I moved to Indianapolis 3 years ago. I have lived in many cities and have never experienced as many power outages as I have here. Especially lengthy outages. Things just don't seem right to me. Then they want to raise the rates and we can't be assured they can do a job expected. I sat in the heat and darkness alone. This is unexceptable especially when the government wants everything electric. The sound and smell of gas generators filled the neighborhoods.

Please investigate and I do not approve of the rate increase.

Loralee Schmidt

414-852-2071

schmidt.lori70@gmail.com

From: [Victoria Plunkett](#)
To: [UCC Consumer Info](#)
Subject: recent power outage
Date: Thursday, July 13, 2023 9:59:44 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

We were affected greatly by the recent power outage. We were without power for 4 and a half days. We were supposed to have a birthday party for our son on Saturday July 1st and had to move the party to July 4th because we had no power. Luckily we have a small back up generator, because without that we would have lost all of our food. On day four I woke up and finally had enough and called AES customer service and spoke with someone. It was not until I told her that we are on day 4 that we finally saw someone come out to our area to fix our issue. I feel if I had not called we would have went another day without power. Plus, in the 8 years I have lived in my house I have lost power so much I have lost track how many times it has happened. I also mentioned this when I spoke to them. I have also contacted AES before about this issue and I feel there wasn't anything done about it. I feel we live in a sensitive area and there is no excuse for how often we lose power. We have literally lost power when there wasn't even a storm or anything going on outside. I am hoping this major outage brings a change to AES because something needs to be done. Thank you.

Victoria Nix
30 Meadow Vue Court N Dr
Indianapolis, IN 46227
317-667-5709

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Sandra Emous
Date: Sunday, July 16, 2023 12:55:51 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Sandra Emous
Email: sandyemous@yahoo.com
Phone: (317) 292-7718
Address: 8549 jagged rock court

Indianapolis

IN

46256

Utilities: AES

Type of Inquiry: General Inquiry

Comments: I submitted a comment yesterday but forgot to mention another issue. We have frequent brief power outages lasting anywhere from a couple of minutes up to over an hour. These outages happen on a monthly basis, several times a month. Even though for the most part they are short only lasting minutes it is still annoying. Everyone in the house has health issues and has some type of medical equipment. It is not life saving equipment but still necessary for us. Then not to mention that every time the power goes on and off the damage it causes to our electronics. AES needs to get things working properly and worry less about their profits and investors. They need to start worrying a little more about their customers and our needs. Without us they would not be thriving like they are.

From: [Carolyn Denton](#)
To: [UCC Consumer Info](#)
Date: Tuesday, July 18, 2023 1:42:37 PM

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I am an AES customer have lived at the same residence since 1982 the power outage from storm 6/30/23 till 7/2/23 not only did we lose electricity but because we have well water we also lost our use of water. Not only that I lost over \$400 in food that had to be replaced which I didn't have to spend. I reported outage 6 times and never received any feedback finally my son saw a crew on 7/2/23 got in his truck and drove over and physically told them where the line was down. They did come over within half an hour and had the power on in 2 hrs. I just feel that they haven't been doing a very good job. Now I'm already totally broke for the month of July because of the outage and having to buy things twice a month that shouldn't have happened. They might want a rate increase but I feel that is not the case at this time. Example they put notices out last summer that trees in my area were going to be trimmed and I never saw them. Had they done that it could have prevented a lot of the outages. Because of their slacking they have already cost me a bunch of money ! I am 74 years old and live on social security ! IPL did much better !
Carolyn Denton

From: [mary.secrest](#)
To: [UCC Consumer Info](#)
Subject: AES and recent power outages
Date: Thursday, July 13, 2023 12:05:03 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

I saw on the news that you were investigating AES and how they handled the recent power outages due to recent storms. I would like to add my 2 cents worth if I may.

We lost our power at 3:50 PM on Thursday, June 28th and the power came back on at 8:00 PM on Tuesday, July 4th. We are on a well so we had no water other than what came from our neighbors hose, and my husband is on a cpap machine and heart monitor which obviously he had to do without. I advised AES every time I called them of this. I checked their outage maps several times during this outage, and on the morning of 7/4, the map showed that our power had been restored. I had to start a new claim which, according to AES since the thursday storm outages would come first, went to the bottom of the list. I called customer service, but of course they were closed due to holiday. I then called the emergency downed power line number just to talk to someone. I did call crying my eyes out because it had been so long since we had power and ALL the other houses around us had power. There were 5 on my block that did not. We saw trucks all around us during this period, but no one came to help us.

I understand that there were multiple outages throughout the city, but 5 days, 4 hours is a little excessive.

When we first moved into our current house, IPL would come out every couple of years to trim trees from around power lines. There were some ash trees that were dying and I called AES to advise that they needed to do something and they told me they would wait until they came down, then they would take care of them. It seems to me that if AES would have been more proactive by trimming trees on a regular bases, a lot of these outages would not have occurred, or been easier to fix since there would have been less trimming that needed to be done.

Now AES wants to raise our rates while they continue to do nothing.

Thanks for listening to me and feel free to call me if you need more info.

Mary Secrest
1920 E. Loretta Dr.
Indianapolis IN 46227

317 691 5685

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Dennis Charles Smith
Date: Thursday, July 13, 2023 1:01:20 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Dennis Charles Smith
Email: dscarter@aol.com
Phone: (317) 410-5491
Address: 315 Webb Drive

Indianapolis

IN

46227

Utilities: AESIndiana

Type of Inquiry: General Inquiry

Comments: I'd like to make you aware of my complaints with AESIndiana during power outages in my neighborhood . I'm going on ten years living at this address. On average, I'm guessing power goes out a minimum of three times a year. Three times ten equals THIRTY times. When I lived in downtown Indy for fifteen years my power probably didn't go out more than a couple of times over that entire period of time. Something just isn't making sense.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Theresa Massey
Date: Saturday, July 15, 2023 6:59:32 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mrs.

Name: Theresa Massey

Email: teemassey77@yahoo.com

Phone: (317) 605-1242

Address: 9880 Hines Dr

Lot 64

Brownsburg

IN

46112

Utilities: AES

Type of Inquiry: Case Comment

Comments: I personally don't think we need a rate hike because I have an all electric house and my bills are around \$240.00 a month on the budget but at the end of the year it will be more than \$1000.00. \$240.00 is half a bill for me. My bills in my old apartment, where I was all electric also were Never this high. I don't think we need higher bills because slot of us are having a hard time trying to pay our bills because that's not the only bills we have. Thank you.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Pamela Oldham
Date: Thursday, July 13, 2023 6:07:18 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Ms.
Name: Pamela Oldham
Email: poldham@gmail.com
Phone: (317) 842-4369
Address: 7415 Dean Rd

Indianapolis

IN

46240

Utilities: AES

Type of Inquiry: Case Comment

Comments: The 17 homes on our "block" (73rd to Jewel to 75th to Dean) were without power from Thursday, June 29, 5 PM until Monday, July 3, 8 PM – almost 100 hours. When the utility trucks finally arrived in our neighborhood, the power was restored very quickly, within one hour I believe. It must've been something simple, which they did not investigate until four days later. No AC, loss of food, no power for charging devices... It seems to us the power could have been restored much sooner. Why so long?

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Aaron Scamihorn
Date: Thursday, July 13, 2023 3:36:48 PM

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A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mr.
Name: Aaron Scamihorn
Email: ronlewhorn@gmail.com
Phone: (765) 661-9343
Address: 1750 W 60th St

Indianapolis

IN

46228

Utilities: AES

Type of Inquiry: Case Comment

Comments: Our home is in an area that regularly loses power and it is often a significant wait time for restoration. We can't help but feel like the lower economic status of residents in the area makes us a lower priority. Obviously, there are infrastructure issues needing to be addressed. News of expanded staffing, grid updates, contingency plans, and reinvestment of profits would be so much better to hear than "Thank you for your patience".

From: [Kim Banks](#)
To: [UCC Consumer Info](#)
Subject: Complaint against AES
Date: Monday, July 3, 2023 5:25:34 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I have been without electricity for 5 days now also had to throw 3 bags of food away updates keep changing on status. Heat unbearable

[Sent from Yahoo Mail on Android](#)

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Alissa Robinson
Date: Sunday, July 16, 2023 7:07:02 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mrs.
Name: Alissa Robinson
Email: alijejanrob@gmail.com
Phone: (317) 459-4453
Address: 199 W 73rd street

Indianapolis

IN

46260

Utilities: Power

Type of Inquiry: Case Comment

Comments: We lose power far too often. Trees are overgrown all around power lines and I have called the mayors action a number of times and nothing is ever done. It's time to put them under the ground. We pay very high taxes in meridian Hills. Please fix this.

From: noreply@in.accessgov.com
To: [UCC Consumer Info](#)
Subject: Form Submission - OUCC Contact Form: Betsy Mains
Date: Friday, July 14, 2023 10:48:51 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

A form has been submitted for: OUCC Contact Form
Please review the attached PDF for the submission information.

Title: Mrs.
Name: Betsy Mains
Email: betsymains10@gmail.com
Phone: (317) 766-6031
Address: 3954 Fletcher Avenue, House
House
Indianapolis
IN
46203
Utilities: Aes
Type of Inquiry: General Inquiry
Comments: I don't think the light company should hike the bill when that store came we was without power for 2 days all my food spoiled and I think they should refund people there money for there food that went bad

CERTIFICATE OF SERVICE

This is to certify that a copy of *The Joint Petitioners' Reply to AESI's Initial Response* has been served upon the following parties of record in the captioned proceeding by electronic service on July 25, 2023.

Respondent

Teresa Nyhart
Jeffrey M. Peabody
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Indianapolis, IN 46204
Teresa.Nyhart@btlaw.com
JPeabody@btlaw.com



William I. Fine
Attorney. No. 6830-45
Utility Consumer Counselor

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

PNC Center
115 West Washington Street
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Indianapolis, IN 46204
infomgt@oucc.in.gov
wfine@oucc.in.gov
317/232-2494 – Telephone
317/232-5923 – Facsimile