
Crooked Creek Neighborhood Association Meeting

Questions

February 2023

1. How are the budget billing accounts calculated?

The budget billing amount is calculated based on the previous 12 months of electric usage. This amount includes Indiana Sales Tax. If there is not a 12-month history, the agents use a formula to calculate the estimated budget amount based on the home's square footage and their rate type.

2. How and when does AES determine when a customer is charged a deposit?

As per the regulations set by the Indiana Utility Regulatory Commission (IURC), AES Indiana may require a current customer to pay a security deposit if they have received two consecutive disconnection notices or three disconnection notices within the preceding 12 months or if their service has been disconnected in the past four years.

Customers are informed about the requirement for a security deposit through deposit warning letters. New customers may also be subject to a security deposit if their creditworthiness cannot be established based on a credit report obtained from an outside vendor (Experian).

However, the security deposit may be waived under certain circumstances, such as if the customer can provide written proof of their credit stability that is not reflected in their credit report.

3. What are the requirements to receive the deposit back?

A deposit amount is returned to a customer if they make 9 consecutive payments on time or if they are on time 10 out of 12 months. We pay the customer 6% deposit interest on any deposits we hold for 12 months or longer.

4. Is the deposit received back in cash or credit?

Deposits and any earned interest are applied back to the account as a credit. Upon request, AES Indiana will send them a check instead.

5. Is there a program for Seniors on fixed incomes, and others with limited financial resources - such as the ones available from other utilities such as Comcast and ATT?

For our low- and fixed-income customers, there are several options available. The federal Energy Assistance Program (EAP) funds are accessible, subject to meeting certain income criteria. If the customer does not qualify for EAP, they may consider the

Winter Assistance Fund provided by the United Way of Central Indiana, which has slightly higher income qualifications.

In addition to these options, AES Indiana also offers the Power of Change program. To be eligible for Power of Change, residents must first apply for the EAP and provide evidence of eligibility through SNAP, TANF, HIP, or Medicaid, or be deemed eligible for EAP.

Furthermore, AES Indiana provides additional support through payment extensions, budget billing, customizable bill due dates, and various energy efficiency programs. These resources aim to assist our low- and fixed-income customers in managing their energy needs.

6. Since AES shut down its physical buildings -- how can a customer file a face-to-face complaint instead of just going back and forth with AI?

For residents who have questions or concerns, personal visits to file a complaint are no longer available. Instead, they may contact AES Indiana's customer care center by calling 888-261-8222 to speak to a customer care agent.

7. Response time on the automated system is tedious and slow. The system often hangs up on a customer after 20+minute waits to get to a human response. How does a customer get a chance to talk to a real person without having to wait up to 30+ minutes as is commonly reported to us?

We know that due to higher-than-normal call volume, customers may have encountered longer wait times. We understand that your time is valuable and are working diligently to resolve this issue and improve our phone service to better meet your needs.

By pressing "0" our customers will be directed to speak to a live agent in the AES Indiana Contact Center at any time.

8. What is your policy pertaining to homes with "medical devices" and how do customers sign up, receive confirmation of being included in a protective plan, and how often do they need to update this request?

Once the medical alert form has been completed by a licensed medical practitioner and signed by the customer, it is submitted to AES Indiana either through mail or fax. Our team ensures the form is accurately filled out and verifies that the medical equipment is part of our program. The customer's account is documented and the type of equipment in the home is recorded. The meter is secured with a distinctive green seal to signify the medical alert status.

As a policy, there will be no remote disconnections for customers who have a medical alert designation. A meter reader will be dispatched to the customer's location to handle disconnections and will assess the medical situation prior to any disconnection. No confirmation letter will be sent, and we will only reach out if there are any missing details.

There is no specific protection plan in place, however, we make every effort to restore power to these customers as soon as possible in the event of an outage.

Once a customer has been designated as being on medical alert, this status remains indefinitely, although the company reserves the right to recertify the customer's status as necessary.

9. How are the regular bills calculated? Are all the bills monitored electronically throughout the entire AES coverage area?

The cost for electricity usage is calculated by multiplying the kilowatt-hours (kWh) used by the energy charge per kWh. In addition to this, customers are also charged a customer fee, sales tax, and tariffs (riders).

AES Indiana's billing system is regularly monitored for any unusual patterns or significant changes from month to month or year to year. Any bills that do not meet certain criteria are manually reviewed by a team member prior to being sent to the customer. This ensures that the customer is charged accurately and fairly for their energy usage.

10. What happens when the lights go out? How can a customer on regular billing ensure they are credited for "down times"? Does the electronic monitoring give an automatic credit on "budget bills"?

During power outages, customers will not consume any kilowatt-hours (kWh) and therefore, will not be charged for energy usage during this time.

For customers enrolled in the budget billing program, this reduced usage will be accounted for during the "true-up" process, which involves adjusting the customer's bill to reflect their actual energy usage. The budget billing program aims to provide more consistent and predictable monthly bills for customers, despite fluctuations in energy usage.

11. What does AES do to communicate to their customers' utility assistance?

The AES Indiana monthly bill inserts generally include information about available assistance programs for customers. The company has also launched the "Utilities Unite" campaign in partnership with Citizens Energy Group to raise awareness about assistance programs. This campaign has included various promotional activities such as news releases, radio commercials, television interviews, social media, and distribution of a one-pager to schools in the Indianapolis area.

In addition, AES Indiana has communicated with customers through emails, social media posts, and direct mail to inform them about the assistance programs available. The company is committed to ensuring that its customers have access to the information and resources they need to manage their energy bills. If you are not registered to receive emails from AES Indiana, you may update your preferences in your online account.

12. Has AES considered greater transparency efforts by the way of newsletters, the right department, and whom to call with questions?

AES communicates honestly and openly with its customers through many channels, including the Smarter Together Newsletter. The AES Indiana communications team works closely with various departments and subject matter experts to ensure the information shared is accurate. We involve our regulatory and legal departments in communications strategy and messages to customers and key stakeholders.

13. Besides the Indy 500, what community efforts have you provided to "give back" and support neighborhood organizations and community efforts?

AES Indiana is proud to contribute over \$2.5 million to support various community organizations in the areas of customer needs, environment, arts and culture, economic development, education/workforce of the future, and diversity, equity, and inclusion. This funding is provided entirely from shareholder dollars and does not come from customer bills. Some of the organizations that AES Indiana supports include Gleaners Food Bank, Dress for Success, Horizon House, United Way of Central Indiana, Keep Indianapolis Beautiful, Big Brothers Big Sisters of Central Indiana, and the Center for Leadership Development.

In addition to these contributions, AES Indiana's employees also volunteer their time to support the community. One of the company's largest initiatives is "Day in the Parks," which provides resources, financial funding, and people power to improve city parks. More information about AES Indiana's community involvement can be found in the 2022 Community Report and the 2023 report, which will be released later this month.

14. Who can groups contact to receive donations/contributions?

AES Indiana has a dedicated landing page, www.aesindiana.com/community, for charitable requests. Charitable organizations must align with AES Indiana's areas of focus, including Customer Needs, Environment, Arts and Culture, Economic Development, Education/Workforce of the Future and Diversity, Equity and Inclusion, and be located within AES Indiana's service territory. AES Indiana does not support walks/runs, religious organizations, schools, political activities, or national/state health organizations. AES Indiana will be launching a new charitable giving process and platform in 2023 which will require the same information as the current process.

15. Can the community attend your Board meetings and who is currently serving on the AES Board? When, how often, and where are the Board meetings held?

The AES/AES Indiana Board meetings are not open to the public. However, AES hosts investor meetings that can be accessed through webcasts. Information regarding these webcasts can be found on the AES Investors' website at <https://www.aes.com/investors/news-events/presentations-and-webcasts>.

16. Has AES considered forming an Advisory Board comprised of community advocates and neighborhood leaders from all sides of town?

AES Indiana has an Advisory Board consisting of local community members. The Advisory Board meets quarterly.

17. When the increase was granted...was it also used to increase AES salaries?

The recent increase was for the Fuel Adjustment Charge, which fluctuates based on the cost of fuel. This cost does not include a profit for AES Indiana. More information about the FAC can be found at <https://www.aesindiana.com/understanding-fuel-charges>.

The last regulatory filing (July 2019) approved by the IURC (March 2020) was for the revAMP project, aimed at modernizing AES Indiana's electric grid over seven years. More information on AES Indiana's efforts to improve reliability can be found on our website at www.aesindiana.com/revamp and www.aesindiana.com/indianapolis-power-light-company-modernize-local-energy-grid-invest-modernizing-equipment-and.

18. Regarding your failed power plant in Martinsville costing your customers over \$15 million dollars, how is this being put on their bills and when did this start and stop?

AES Indiana, and various consumer parties, reached a unanimous settlement involving the forced outage of Eagle Valley Combined Cycle Gas Turbine, April 2021 to March 2022. As part of the comprehensive settlement, AES Indiana agreed not to recover \$21 million of the \$41.5 million deferred costs and will off-set an additional \$6.8 million to customers in future rates. Additionally, the company agreed that it will not earn a return on the outage repair costs in future rate cases.

AES Indiana's customers are our top priority, and we are constantly evaluating and working to deliver the most efficient, reliable and cost-effective energy generation and delivery options possible. The Settlement Agreement will save customers on their electric bills over the next two years beginning in June 2023 as compared to AES Indiana recovering the entire deferred fuel and purchased power costs related to the outage. AES Indiana estimates the impact to be a savings of approximately \$2.60 per 1000 kWh in billing months June 2023 through August 2023 and approximately \$0.80 per 1000 kWh in billing months September 2023 through May 2025.

Customers will see this reflected on their bills as a credit of \$1.02 per 1000 kWh in billing months June 2023 through August 2023 and a rate of \$.78 per 1000 kWh in billing months September 2023 through May 2025.

19. Has the Government supplied you with any Solar Energy information to share with consumers?

Customers interested in learning more about solar energy, including frequently asked questions, can visit: <https://www.aesindiana.com/solar-faqs>.

20. How are you sure the electronic monitoring is correct? What is the failure rate -- and is the IURC the oversight entity? Is there any data we can review?

AES Indiana is confident in the accuracy of our Smart Meters, and we periodically inspect and monitor readings for unusual patterns. If a customer feels that their meter is not reading correctly, AES Indiana provides the opportunity to inspect the equipment to ensure accuracy. Customers should first call customer service to review their energy usage and bill data.

The IURC approved the deployment through the TDSIC/revAMP ruling in March 2020. Usage history is available for customers to review on their online account or on previous billing statements. AES Indiana considers all customer data to be private.



WHAT UTILITY FINANCIAL ASSISTANCE IS AVAILABLE AND HOW DO I APPLY?

As colder weather approaches, utility bills may be higher. AES Indiana, the local electricity provider, and Citizens Energy Group, the local natural gas, water and wastewater provider, understand that these bills can be a financial challenge for customers.

If you are concerned with paying your bills, there are federal and local assistance programs available to help.

GETTING STARTED

Most assistance program eligibility is based on household income. Knowing your combined income for the past three months will help you determine which programs may be right for you.

Household Size	Last 3 Months' Income Must Be LESS Than:
1	\$6,954
2	\$9,096
3	\$11,238
4	\$13,377
5	\$15,519
6	\$17,658



Energy Assistance Program (EAP)

The EAP is a federally funded, one-time benefit program that can assist you with the cost of home utilities and can help if you are disconnected or are about to get disconnected. EAP is also referred to as Low-Income Energy Assistance Program or LIHEAP.

While applying for LIHEAP, income-eligible customers should also apply for the Low-Income Home Water Assistance Program (LIHWAP). This can be done by simply checking a LIHWAP box during the LIHEAP application.

Apply at www.eap.ihcda.in.gov

Or Call to schedule an appointment
317-559-7016.



Apply for EAP to Avoid Utility Disconnection:

It can take up to 55 days to be approved or denied for EAP. If you have applied, you can send proof of application to receive moratorium protection.

Proof of application submission or approval letter must be submitted to AES Indiana by emailing aesindianaep@aes.com and Citizens Energy Group by calling 317-924-3311 or your account will not be held from disconnection during the moratorium period, December 1, 2022 - March 15, 2023.

If approved for EAP, you will receive assistance from Citizens Energy Group's Low-Income Customer Assistance Program (LICAP) that helps lower wastewater bills by \$6-\$15 a month starting in July and you will automatically receive a 10-25% discount from Citizens on your gas bill until May.

Important EAP Dates

October 3, 2022 Online and Mail-in Open

October 24, 2022 Scheduling of Phone Appointments Begin

November 1, 2022 Phone EAP Appointments Begin

May 15, 2023 Last Day to Submit EAP Application

ADDITIONAL ASSISTANCE PROGRAMS

United Way of Central Indiana's Winter Assistance Fund (WAF)

Championed by the United Way of Central Indiana, WAF is for Marion County residents who struggle with increased utility costs but don't qualify for EAP.



Find an application site near you at uwci.org/waf.



The application period is from **November 1, 2022 – May 31, 2023**.

Regardless of WAF approval or denial, you can still apply for AES Indiana's Power of Change and assistance from Citizens' Warm Heart Warm Home Foundation™.

WAF Income Eligibility Range

Household Size	Last 3 Months' Income Must Be BETWEEN :
1	\$6,753 - \$7,644
2	\$8,831 - \$10,299
3	\$10,908 - \$12,954
4	\$12,987 - \$15,609
5	\$15,065 - \$18,264
6	\$17,143 - \$20,919

Citizens Energy Group

The Warm Heart Warm Home Foundation™ is Citizens' nonprofit organization that provides financial assistance to customers having difficulty paying their utility bills. Warm Heart Warm Home grants can help customers sustain their utility services and catch up on past-due bills.



Apply by calling Citizens at 317-924-3311.

WHWH Income Eligibility

Household Size	Last 3 Months' Income Must Be LESS Than:
1	\$8,117
2	\$10,614
3	\$13,111
4	\$15,609
5	\$18,106
6	\$20,604

Other ways Citizens helps customer better manage their bills include the following:

- **Flexible Payment Arrangements:** Set one up to get your bill back on track. Call Citizens at 317-924-3311.
- **Budget Billing:** Enroll to know what you owe every month.
- **Conservation Tips:** Conserve energy and water at home to help reduce your bill. Find tips at citizensenergygroup.com/My-Home/Conserve-Save



Power of Change, an AES Indiana program administered by the nonprofit Dollar Energy Fund, assists income-qualified customers, regardless of approval or denial from EAP or WAF, with a one-time grant for electric bill assistance.

You must apply for EAP first and be one of the following: EAP Qualified, or have proof of eligibility in SNAP, TANF, HIP or Medicaid.

AES Indiana has several options available to help with payment assistance:

- **Payment Extensions:** AES Indiana offers short-term and long-term payment extensions to help you get caught up by calling 317-261-8222.
- **Budget Billing:** Balance seasonal highs and lows to keep your finances on track.
- **Custom Bill Due Date:** Choose a due date that works best with your cash flow.
- **Energy Efficiency Programs:** For more ways to save on your bill, visit aesindiana.com/your-home.

