

∞ New Year, New Upgrades



As the world changes and adapts to new technologies, so do we. That's why we have invested in our system to better serve you. For more than 100 years, you have trusted us to deliver reliable energy services and we don't take that trust lightly. We work each and every day to serve you in new ways – including through these new system upgrades. We want to thank you for your patience with us these last few months while we carried out these improvements.

Benefits of this upgrade include:



Improved and more flexible payment options, including Google Pay, Apple Pay and American Express.



A streamlined process allowing customers more options to start or stop service – including weekends and holidays for customer convenience.



Additional user-friendly features to allow customers easier ways to manage accounts.



For more information about AES Indiana's system upgrades, visit aesindiana.com/system-upgrade

Keep your family warm this cold winter season

Despite the holiday season coming to an end on our calendars, continue to give cheer and warmth to your loved ones. Keep your family cozy this cold winter season with these energy efficiency tips:



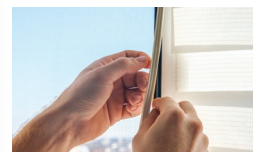
TIP 1: Open curtains and blinds during the day to let the warmth of the sun heat your home.



TIP 2: Avoid using space heaters – they can be expensive to operate and potentially hazardous.



TIP 3: Renovate your spaces with area rugs to help keep your feet warm!



TIP 4: Seal doors and windows with weather stripping to prevent air leaks.



For more winter energy efficiency tips, visit aesindiana.com/your-home



Navigating utility assistance

Unsure of where to turn for help paying your utility bills? We understand the process of applying for utility assistance can be confusing and we don't want that to stop you from applying and getting the support you need. We're here to help. Even if you feel like you may not qualify for assistance, we still encourage you to check these resources out. We've created a comprehensive list of energy assistance programs, along with income-qualification information, instructions on how to apply, and more. Visit aesindiana.com/payment-assistance for support or reach out to our Customer Care team at [317-261-8222](tel:317-261-8222) to learn more.

Start the year off fresh by updating your notification preferences



Make a resolution this year to update your contact information. We encourage you to review your contact preferences and make any updates to continue to receive emails or texts about your account, outages or any safety or storm alerts. Follow these 3 easy steps below:

- Step 1:** Login to your online account.
- Step 2:** Click on "Alerts & Notifications"
- Step 3:** Choose the notification options that work best for you.



Scan the code or visit www.aesindiana.com/my-account to update your preferences.



Gearing up for the growth of electric vehicles (EV)

People are buying and driving EVs at an increasing rate. In 2018, the number of electric vehicles in the U.S. was about 1 million. By 2025, that number is expected to be more than 18 million. As the EV adoption trend accelerates, we remain committed to providing affordable, reliable and sustainable power in the communities we serve.

Recently, the Indiana Utility Regulatory Commission (IURC) approved AES Indiana's Electric Vehicle (EV) plan, which includes a set of programs that will help prepare AES Indiana, customers, and the community for future EV growth. Our three-year plan is anticipated to launch in early 2024 and includes various incentives, rates, and pilot programs designed to encourage EV adoption and EV charging infrastructure investment in central Indiana. The plan provides a framework for AES Indiana to better understand potential future grid impacts in a way that is equitable and cost effective.



To learn more about EVs and our plan, visit aesindiana.com/electric-vehicles or scan the QR code here.

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