



# Payment assistance

If you are experiencing difficulty paying your bill, AES Indiana is here to help.

**Budget Billing:** Take the surprise out of your bill. Payments are based on your usage history and adjusted seasonally. Enroll today at [aesindiana.com/budget-billing](https://aesindiana.com/budget-billing).

**Preferred due date:** AES Indiana lets you choose a custom due date that works best with your cash flow. Customer accounts must be current to participate.

**Short and long-term payment extensions:**

**Short-term:** Best for customers who just need a few extra days to pay their current bill.

**Long-term:** Residential customers can divide payments over 3 or 6 months. AES Indiana will divide your remaining balance over the extension period and that amount will be included in the total amount due on your upcoming bill.



## Energy efficiency programs

**Weatherization and in-home assessments:** Income-eligible customers can receive free in-home energy assessments and home upgrades. All AES Indiana customers qualify for virtual home assessments, regardless of income.

**AES Indiana Marketplace:** Shop for hundreds of energy efficient products for your home that could help reduce energy usage.

**Home improvement rebates and discounts:** AES Indiana offers rebates and discounts on select home improvement upgrades like heating and cooling tune-ups or an upgrade to your attic insulation.



## Payment assistance programs

**EAP:**

A federally funded, one-time benefit program for income-qualified customers. Proof of submission must be emailed to [aesindianaep@aes.com](mailto:aesindianaep@aes.com). Apply at [indyep.org](https://indyep.org).

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

An energy assistance fund that helps customers who do not qualify for EAP. Find an application site near you at [uwci.org/waf](https://uwci.org/waf).

**AES Indiana's Power of Change:**

A one time grant for electric bill assistance to income-qualified customers regardless of EAP or WAF application status. Send proof of EAP application to [aesindianaep@aes.com](mailto:aesindianaep@aes.com).

Visit [aesindiana.com/ways-save](https://aesindiana.com/ways-save) for more energy and money savings and [aesindiana.com/payment-assistance](https://aesindiana.com/payment-assistance) for more options that may be available to you.



# Disconnection process

## Notification 1

On the customer bill indicating the scheduled disconnection in 21 calendar days.

## Notification 2

Comes 2 calendar days prior to the scheduled disconnection via phone call, email, or text if bill isn't paid.

## Notification 3

Comes on the day of disconnection via phone call, email, or text if bill still isn't paid.

- ✓ With [AMI smart meters](#), AES Indiana will perform remote disconnections. We will notify customers of an upcoming disconnection 21 days in advance.
- ✓ AES Indiana will [make further attempts](#) to reach customers via phone call, text, and/or email of a pending nonpayment service interruption 2 days prior to and on the day of scheduled disconnect.\*
- ✓ To [avoid disconnection](#), customers should call our Customer Care Team at 317-261-8222 at least two days before disconnection date to set up a payment plan.
- ✓ Customers on [payment plans](#) are not eligible for disconnection until their payment plan has defaulted (miss one payment).

\*Note: If a disconnection is supposed to occur on a holiday, the disconnection will be pushed until the next calendar day. AES Indiana does not disconnect on Fridays, Saturdays, or Sundays for nonpayment.



John Smith  
1 Monument Circle  
INDIANAPOLIS, IN 46202

Account Number  
Due Date 11/11/2024  
Amount Due \$848.03  
Page 1 of 2

Monthly Account Summary		Billing Date: 10/21/2024
Previous Balance		\$907.26
00/00/0000 Good Credit Deposit Applied		-96.00
10/15/2024 Deposit Interest		-10.59
Metered Electric and Other Services		44.26
State Tax		3.10
Total Account Balance		\$848.03
Total Number of Services		1
Total Services Billed		1

### Message Center

Your account is past due. A payment of \$907.26 must be received on or before 11/11/2024 to avoid disconnection of your service(s). If payment is not received, the entire balance of \$849.57 will be due. All services attached to the account are subject to disconnection without further notice. If your service is disconnected you will be required to pay \$849.57 and up to \$187.00 in collection charges per service prior to service reconnection. A security deposit may also be required. We're here for you during this time, and we want to help you get caught up on your past due account balance. Visit [AESIndiana.com/paymybill](https://aesindiana.com/paymybill) for extended payment and assistance options.

Disconnect Notice  
Disconnect Date: 11/11/2024

Disconnect date  
(21 days away)

Amount due to avoid  
disconnection.