

Winter bill assistance

As colder weather approaches this season, AES Indiana understands that high bills can be a financial challenge for our customers. Should you need assistance during this upcoming heating season, we have programs available for energy assistance to help support you and your family.



Scan this QR code to apply for assistance or learn more about the programs below, including eligibility requirements.

Energy Assistance Program (EAP)

- This is a federally funded, one-time benefit program with eligibility requirements. Applications are available at www.eap.ihcda.in.gov.
- **If approved**, you can still apply for AES Indiana's Power of Change by going to aesindiana.com/power-change.
- **If denied**, you can apply for the Winter Assistance Fund (WAF) by going to uwci.org/waf and apply for AES Indiana's Power of Change.

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

United Way Winter Assistance Fund (WAF)

WAF is targeted to Indianapolis residents who struggle with increased utility costs but don't qualify for EAP.

- Regardless of WAF approval or denial, you can still apply for AES Indiana's Power of Change.

AES Indiana's Power of Change

The program 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: LIHEAP Participant, LIHEAP Qualified, or have proof of eligibility in SNAP, TANF, HIP, or Medicaid.

Additionally, AES Indiana has several other assistance options available:

- **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:** Visit aesindiana.com/your-home for more ways to save on your bill.

For the **shortest wait times**, utilize our phone self-service options



We encourage you to utilize our over-the-phone self-service options by calling us at 317-261-8222, available to you 24/7. There, you can explore payment plan options and even pay your bill. To speed up your process with the automated service, please have your social security number associated with your account ready.



For more information, please visit
www.aesindiana.com/contact-us.



AES Indiana and the ISO are offering an exclusive 10% discount to AES Indiana customers for the following performances:

- **Veteran's Day Salute – November 11-12**
 - Discount Code: [AESSALUTE22](#)
- **Yuletide – December 13 and 21**
 - Discount Code: [AESYULETIDE22](#)
- **Mahler's First Symphony – February 24-25, 2023**
 - Discount Code: [AESMAHLER23](#)



Call the ISO Box Office at [317-639-4000](tel:317-639-4000) or order online at indianapolissymphony.org/events.

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