

System upgrade update



Thank you for your patience while we continue working to resolve issues impacting some customers following our recent system upgrade.

If you feel you have an issue with your bill, please call our dedicated system upgrade Customer Service phone line at 317-261-2085. Information on our system upgrade and how it impacts you can be found at aesindiana.com/system-upgrade.



Scan the QR code or visit
aesindiana.com/system-upgrade

August 11 is 811 Day



August 11 (8/11) serves as a natural reminder for anyone moving dirt, to contact Indiana 811 at least two full working days prior to beginning any digging project to have underground utility lines marked. Striking a utility line can result in damages and fines, inconvenient outages, and even serious injury or even death. Every project, big or small, warrants contacting Indiana 811.



Visit indiana811.org or call 811 to get your underground utility lines marked.



Stay aware of bill payment scams

AES Indiana advises customers about bill payment scams that involve fraudulent calls and tactics to obtain payment information. Scammers may use AES Indiana's phone number on caller ID and demand immediate payment through methods like pre-paid debit cards. To verify the legitimacy of calls or in-person visits, customers should ask for AES Indiana identification badges and contact our Customer Service team directly at [317-261-8222](tel:317-261-8222).

AES Indiana encourages customers not to share personal information unless certain of the caller's identity and to report suspicious calls to local police.



More details and safety tips are available at aesindiana.com/bill-payment-scams.