



## Supporting you through every season

Keeping your account up to date is crucial to avoid any potential late fees or service disruptions. **Please ensure your account balance is current. If you've fallen behind on payments, we encourage you to take action as soon as possible.**

If you're experiencing financial challenges, we're here to help. Our Customer Care team can work with you to find options that make payments more manageable, including installment plans and assistance programs.

To make a payment or set up a payment arrangement, please log in to your online account or contact Customer Care today at 317-261-8222.

AES Indiana has payment assistance options available.



Visit [aesindiana.com/payment-assistance](https://aesindiana.com/payment-assistance) or scan the QR code.

Applications for Energy Assistance Program (EAP) are now available.



Visit [indyean.org](https://indyean.org) or scan the QR code to apply.

# Stay safe and save this winter season

As winter approaches, we want you to be prepared. Here are some safety and energy-saving tips to help you weather the season:



**Prepare an emergency kit:** Winter storms can cause outages, so keep an emergency kit on hand. Include essentials like flashlights, batteries, portable chargers, blankets and a supply of necessary medications.



**Stay informed of outages and emergencies:** Ensure you're one of the first to know about outages by updating your communication preferences in your online account. If anyone in your household relies on medical equipment, please contact our Customer Care team at 317-261-8222 so we can add this information to your account.



**Schedule a free home energy assessment:** Find out how energy-efficient your home is with a free assessment. We'll provide a detailed report of your home's efficiency and share tailored recommendations to help you save on your energy bill this winter.



Visit [aesindiana.com/weatherization-assistance](https://aesindiana.com/weatherization-assistance) or scan the QR code to schedule your assessment today.



## Did you know?

Switching to LED holiday lights can save up to 80% on energy costs compared to traditional incandescent lights. LED lights also last longer and stay cooler, reducing the risk of fire hazards. This holiday season, brighten up your home efficiently and save on your electric bill.