

MEDIA ADVISORY

INDIANA UTILITY REGULATORY COMMISSION (IURC)

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Commission to Hold Meeting on AES Indiana ACE Project and Billing Issues

INDIANAPOLIS – The Indiana Utility Regulatory Commission (Commission) announced today it will hold a meeting with Indianapolis Power & Light Company (d/b/a AES Indiana) regarding the AES Customer Ecosystem Project (ACE Project) and issues customers have experienced since its launch in early November 2023. AES Indiana will provide a briefing to the Commission and the Indiana Office of Utility Consumer Counselor (OUCC) regarding the status of the issues experienced with the ACE Project, the estimated timeline for addressing outstanding issues, and how AES Indiana has sought to resolve issues customers have experienced with the new systems.

The meeting will be on Monday, June 17, 2024, at 2:00 p.m. in Room 222 of the PNC Center, 101 W. Washington St., Indianapolis, IN. The meeting is open to the public to observe and will be livestreamed on the Commission's website here: <https://www.in.gov/iurc/watch-the-iurc-live/>.

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The Indiana Utility Regulatory Commission (Commission) is a fact-finding body that hears evidence in cases filed before it and makes decisions based on the evidence presented in those cases. An advocate of neither the public nor the utilities, the Commission is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide safe and reliable service at just and reasonable rates. The Commission also serves as a resource to the legislature, executive branch, state agencies, and the public by providing information regarding Indiana's utilities and the regulatory process. In addition, Commission members and staff are actively involved with regional, national, and federal organizations regarding utilities issues affecting Indiana. For more information, please visit www.in.gov/iurc.