AES Indiana Is Misleading Customers on Proposed Massive Bill Increase

AES Indiana confirmed to CAC on August 7th that its estimated bill impact calculations were not actually based on comparing its proposed rates to the rates it currently charges customers, but rather to higher rates that it charged customers in 2022 when energy prices soared. As a result of its failure to base its estimated bill impacts on current, lower rates, the utility significantly understates bill impacts of this currently pending rate case to customers.

“It is inexcusable that AES Indiana is being less than forthcoming about how much this proposed rate increase is going to cost families in Indianapolis,” said Kerwin Olson, Executive Director of CAC. “This is all about the utility trying to increase revenues and profits while keeping the public in the dark about just how much their bills are going to go up.”

AES Indiana’s email to its customers and webpage discussing its rate increase proposal include a bill calculator allowing customers to estimate their bill impact. However, these AES resources contain this misleading characterization on customer bill impacts, leading to customers not being aware of the potential bill increase at stake in this case.

“Customers should not use AES Indiana’s bill calculator tool, which will severely underestimate how much your bill will actually go up if AES Indiana’s rate increase is approved,” said CAC Program Director Ben Inskeep. “AES is understandably trying to cast its exorbitant rate increase in the best possible light, but misleading Hoosier families like this is inexcusable.”

Customers will have the opportunity to speak out against AES Indiana’s proposed rate increase at either of the two field hearings scheduled by the Indiana Utility Regulatory Commission. The first public field hearing will be held at 6:00 p.m. on August 24th in Clowes Auditorium at the Indianapolis Public Library. The second public field hearing will be held at 6:00 p.m. on October 2nd at New Augusta Public Academy North.

More information on the AES rate case can be found on CAC’s website here.