



2025 Summer Reliability Forum

May 20, 2025



Attendees



Shane Bradford
Vice President,
Indiana Electric



Taylor Hollenbeck
Manager,
Regulatory



Amy Folz
Director,
Indiana Electric High
Voltage Operations



Alyssia Oshodi
Director,
Communications

Executive Summary

- ✓ CenterPoint Energy is **prepared to meet our customers' needs** this summer.
- ✓ As demonstrated by a recent weather event, we are **equipped to maintain reliability** even in extraordinary circumstances.
- ✓ Customer **support and outreach** are fundamental to our business.

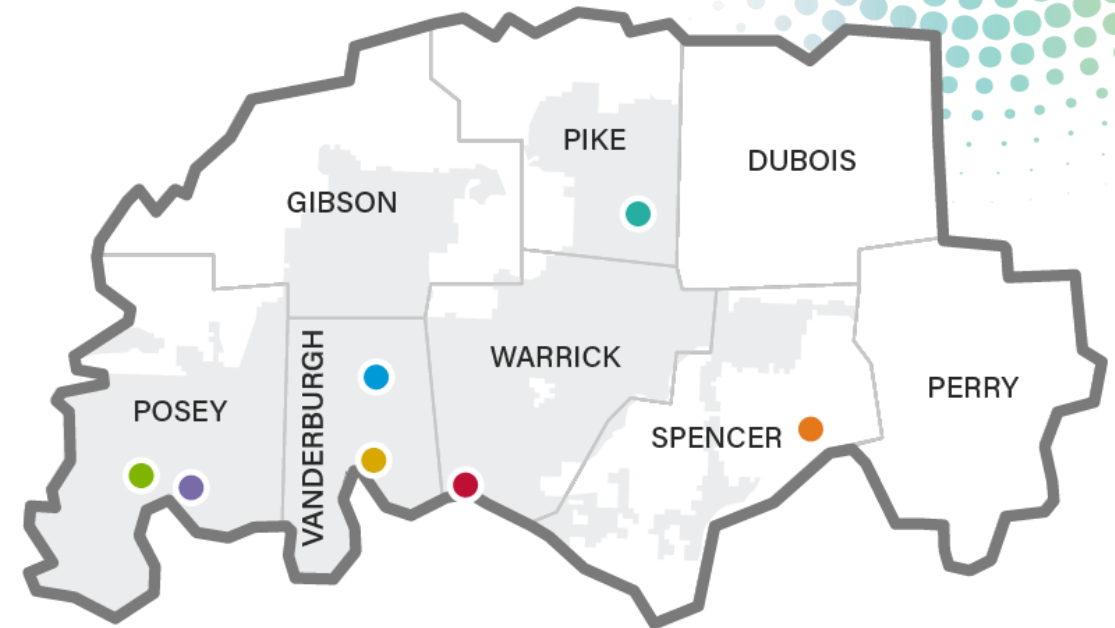
Generation



2025 CenterPoint Energy (CEI) South

In Southwestern Indiana, CEI South Electric:

- Serves more than **150,000** customers
 - **2024 Retail Sales** **4,819 (GWh)**
 - Residential 1,423 GWh
 - Commercial 1,143 GWh
 - Industrial 2,234 GWh
 - Other 18 GWh
- Owns and operates:
 - **1,039** circuit miles of transmission lines
 - **7,318** circuit miles of distribution lines
 - **109** substations
- Has **1,341 MW** of installed generating capacity, including:
 - **246 MW** of solar
 - **80 MW** of wind
 - **623 MW** of gas-fired units
 - **392 MW** of coal-fired units



● AB Brown Gas Turbines ¹ ● FB Culley ● Blackfoot Clean Energy
 ● Troy Solar ● Oak Hill Solar ● Volkman Rd Solar ● Posey Solar ²

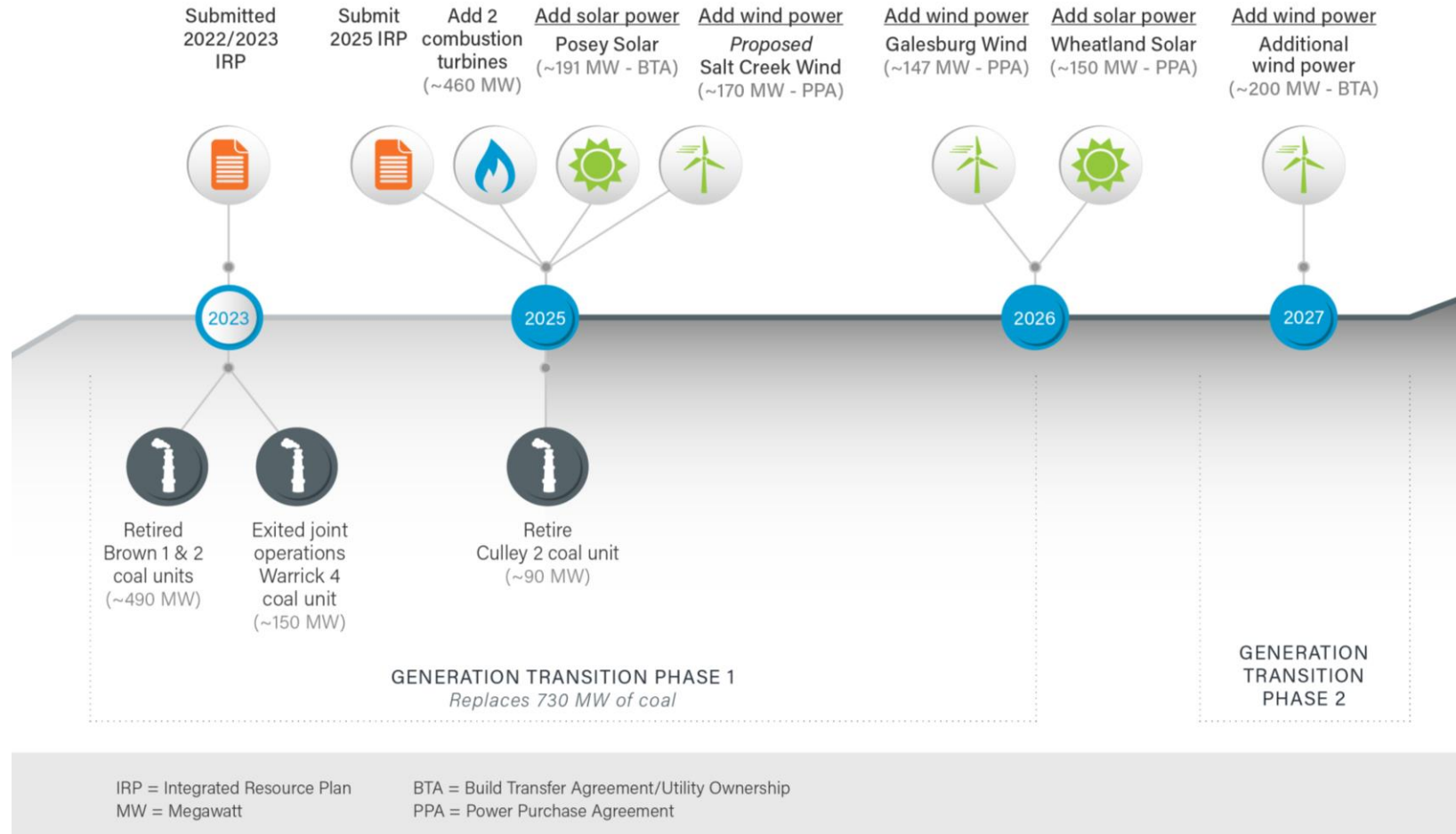
Note: Fowler Ridge & Benton County Wind Farms not shown.

¹ABB CTs 5&6 expected to be in-service Q2 2025.

²Posey Solar expected to be in-service Q2 2025.

Indiana Electric Generation Transition: Roadmap

CEI South's generation resource diversification accounts for intermittent resource variability to meet customer needs



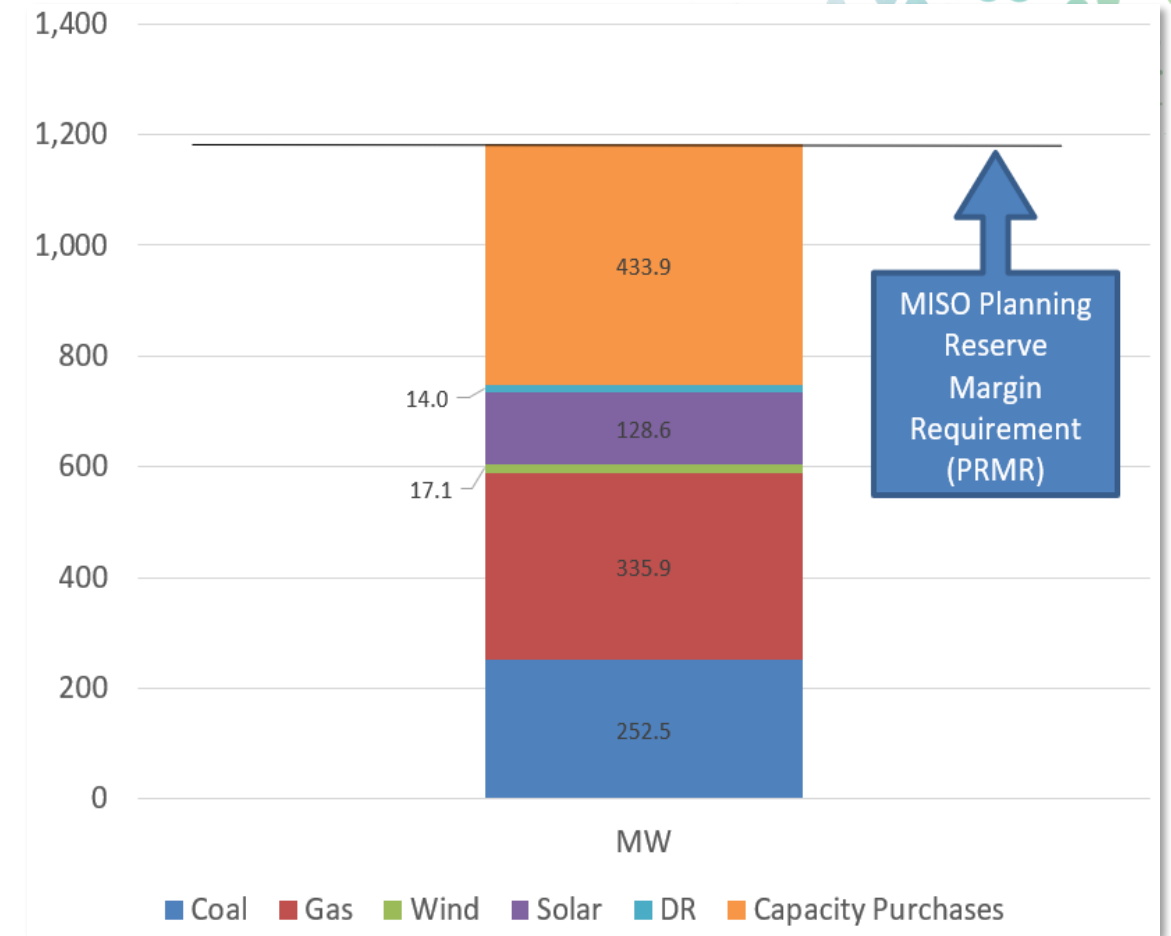
Generation Fleet Overview Installed Capacity

- **Coal Units – 392 MW ~ 29%**
 - FB Culley Units 2 and 3 – 360 MW
 - Ohio Valley Electric Cooperative (OVEC) – 32 MW
- **Gas Peaking Units – 620 MW ~ 46%**
 - AB Brown Units 3 and 4 – 160 MW
 - AB Brown Units 5 and 6 – 460 MW
- **Renewables – 329 MW ~ 25%**
 - Posey Solar – 191 MW
 - Troy Solar – 50 MW
 - Volkman Road Solar – 2 MW
 - Includes 1 MW/4 MWhr Battery
 - Oak Hill Solar – 2 MW
 - Blackfoot Landfill Gas – 3 MW
 - Fowler Ridge Wind PPA – 50 MW
 - Benton County Wind PPA – 30 MW

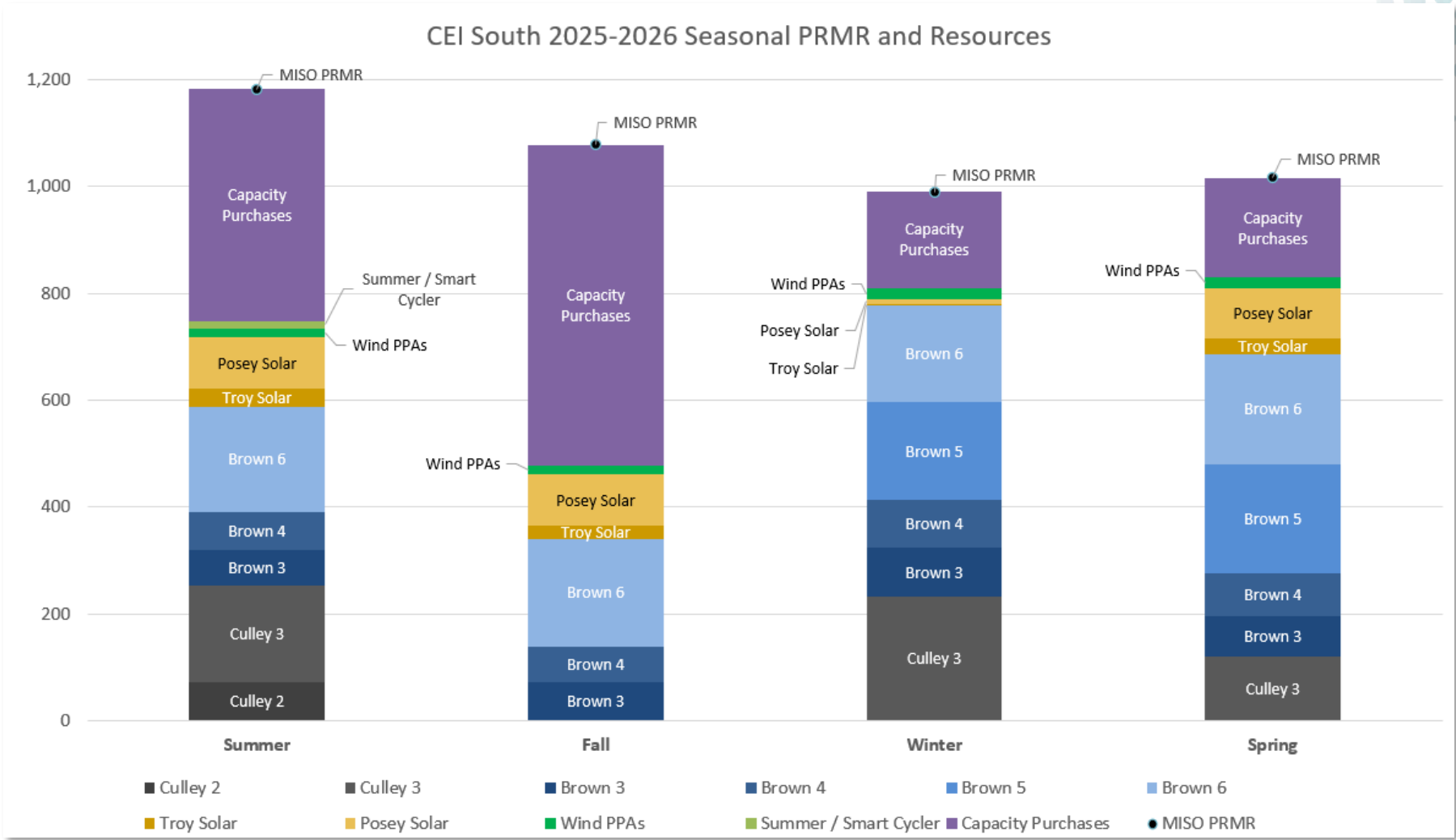


CEI South Capacity Resources for 2025 – 2026 Summer Season

- **CEI South Accredited Capacity: 732 MW**
 - Coal – 253 MW
 - Natural Gas – 336 MW
 - Solar – 129 MW
 - Demand Response (*Summer / Smart Cycler*) – 14 MW
- **Other Accredited Capacity: 451 MW**
 - Wind – 17 MW
 - OVEC – 30 MW
 - Capacity Purchases – 404 MW
- **Behind the Meter Capacity: 5 MW**
 - Blackfoot Renewable Gas – 3 MW
 - Volkman Road Solar (BTM) – 1 MW
 - Evansville Urban Solar (BTM) – 1 MW



CEI South's 2025-2026 Seasonal Requirements and Resources



Generation – Summer Reliability Preparedness

Summer reliability prep

- Year-round preventive and predictive maintenance program
- Proactively monitoring equipment trends
- Maintenance outages have been completed
 - No issues with scheduling Spring/Fall outages
- Ensure chemicals and reagents inventory is adequate and deliveries are scheduled to maintain environmental compliance
- Extreme Summer Weather (MISO emergency conditions) – “hands off” approach
 - Abnormally dry condition does not have any water-related or environmental impacts to CEI South’s generation resources

Fuel supply

- Coal pile inventory at CEI South’s generating station has 90 days of operation
- Coal supplier is operating with no restrictions
- Coal transportation contracts are in place
- On-system gas storage secured for ABB Units 3 & 4
- Firm pipeline gas storage secured for ABB Units 5 & 6

Bill Trends

- As of May 2025 CEI South customer bills:
 - \$161 with average usage of 799 kWh
 - \$198 for those that use 1,000 kWh
- Bills are expected to rise throughout the summer as generation transition projects are placed into service and placed into rates.
 - Posey Solar impact expected in June
 - A.B. Brown 6 impact expected in June
 - A.B. Brown 5 impact expected in September

CenterPoint Energy
CenterPointEnergy.com

CUSTOMER
Jane Johnson
00000 Rd, Mount Vernon, IN

ACCOUNT NUMBER
00000000
DATE MAILED
Jan 04, 2024

DATE DUE
Jan 22, 2024
AMOUNT DUE
\$ 137.20

Page 1 of 4

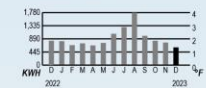
Gas leak or emergency
Leave immediately, then call 800-227-1376, 24 hours a day

Customer service
800-227-1376 toll-free
Monday - Friday, 7 am - 7 pm Est

Call before you dig
Call 811 or 800-382-5544
24 hours a day

Relay Indiana
800-743-3333
CenterPointEnergy.com

Your usage in a glance



Previous usage: 624 kWh (1 year ago), 584 kWh (Last month), 602 kWh (This month)

Average daily electric use (kWh): 27.5 (1 year ago), 25.5 (Last month), 26.2 (This month)

Average daily temperature: 0 (1 year ago), 0 (Last month), 0 (This month)

Days in billing period: 30 (1 year ago), 30 (Last month), 23 (This month)

ACCOUNT SUMMARY

Previous Electric Amount Due	\$ 156.60
Payment Dec 20, 2023	- 156.60
Current Electric Charges due Jan 22, 2024 (Details on page 2)	+ 137.20
Total Amount Due	\$ 137.20

How to pay your bill

Online: Visit CenterPointEnergy.com/paybill Pay immediately, schedule a payment or set up automatic monthly payments.

Phone: Call 800-227-1376 and make a payment using your checking or savings account, or by debit or credit card.

In person: To find a payment location, visit CenterPointEnergy.com/paybill or call 800-227-1376.

Mail: Return the payment stub below, with your check or money order, using the return envelope.

Please keep this portion for your records. Please do not include letters or notes.

CenterPoint Energy

Enroll in AutoPay today. See form on the back of this stub.

Allow 8 business days for mailing and processing.

0599

Jane Johnson
000000 RD
MOUNT VERNON, IN

ACCOUNT NUMBER 00000000

DATE DUE Jan 22, 2024
AMOUNT DUE \$ 137.20

Please enter amount of your payment


When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your bank account or to process the payment as a check transaction.

CENTERPOINT ENERGY
PO Box 2006
HOUSTON TX 77251-2006

000001


Customer Support

- Customer Assistance Fund
- Township Trustee and 211 Referral
- Access to Service Fairs
- Community Support
- Payment Arrangements



Customer Assistance Fund

Applying is easy!





Visit CenterPointEnergy.com/CAF for application details, income-eligibility requirements and more!

We understand that managing your household budget and energy bills can sometimes be a challenge. With the **Customer Assistance Fund (CAF)**, supported by CenterPoint Energy*, eligible customers can receive financial assistance to help manage their energy bills.

For more information about the Customer Assistance Fund please visit CenterPointEnergy.com/CAF.

*Share the Warmth, Inc. d/b/a Customer Assistance Fund is an independent, 501(c)(3) nonprofit corporation supported in part by voluntary contributions from CenterPoint Energy's shareholders, employees and customers.



©2020 CenterPoint Energy. 240714-04

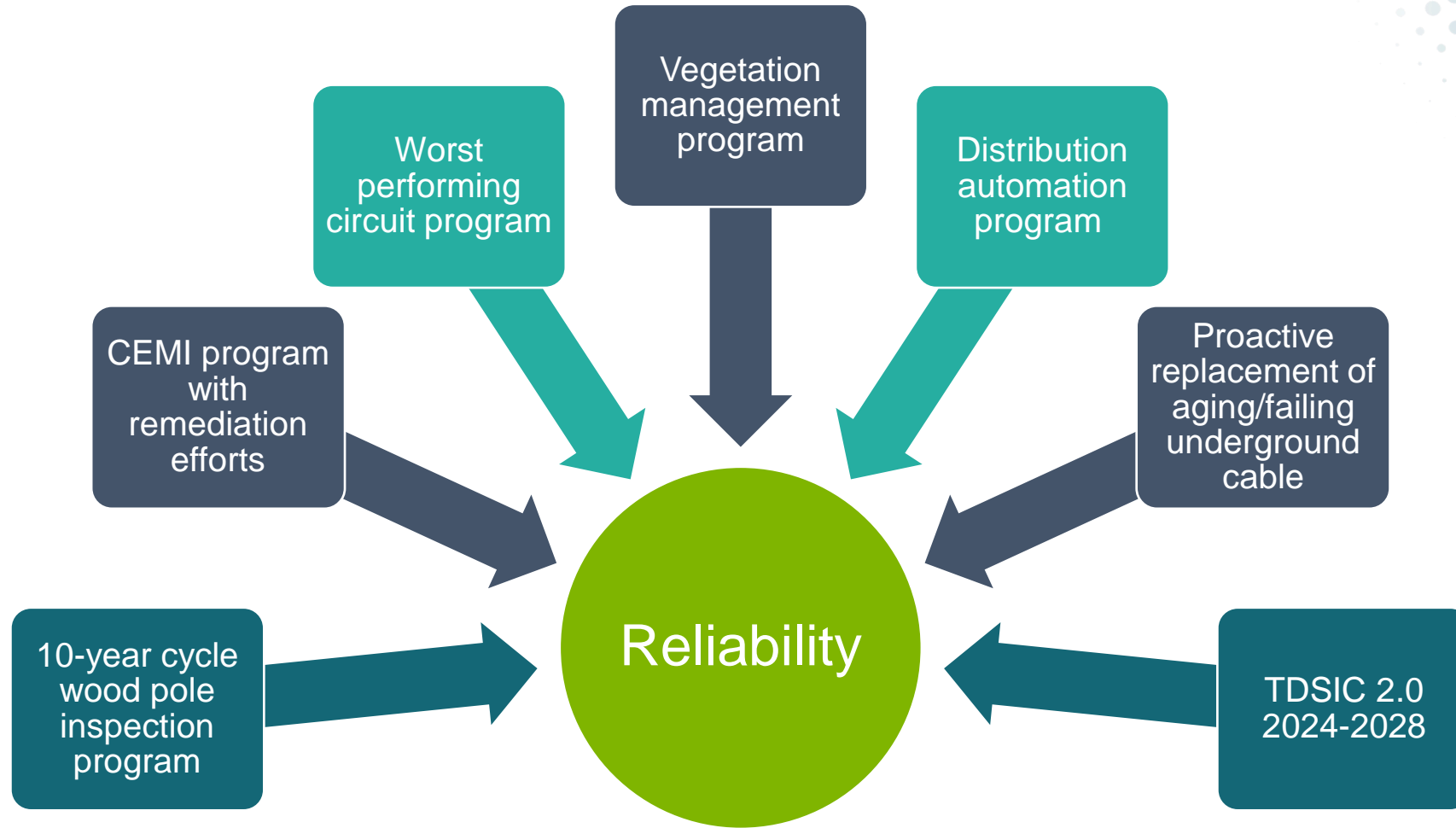


of Indiana electric customers are utilizing payment arrangements

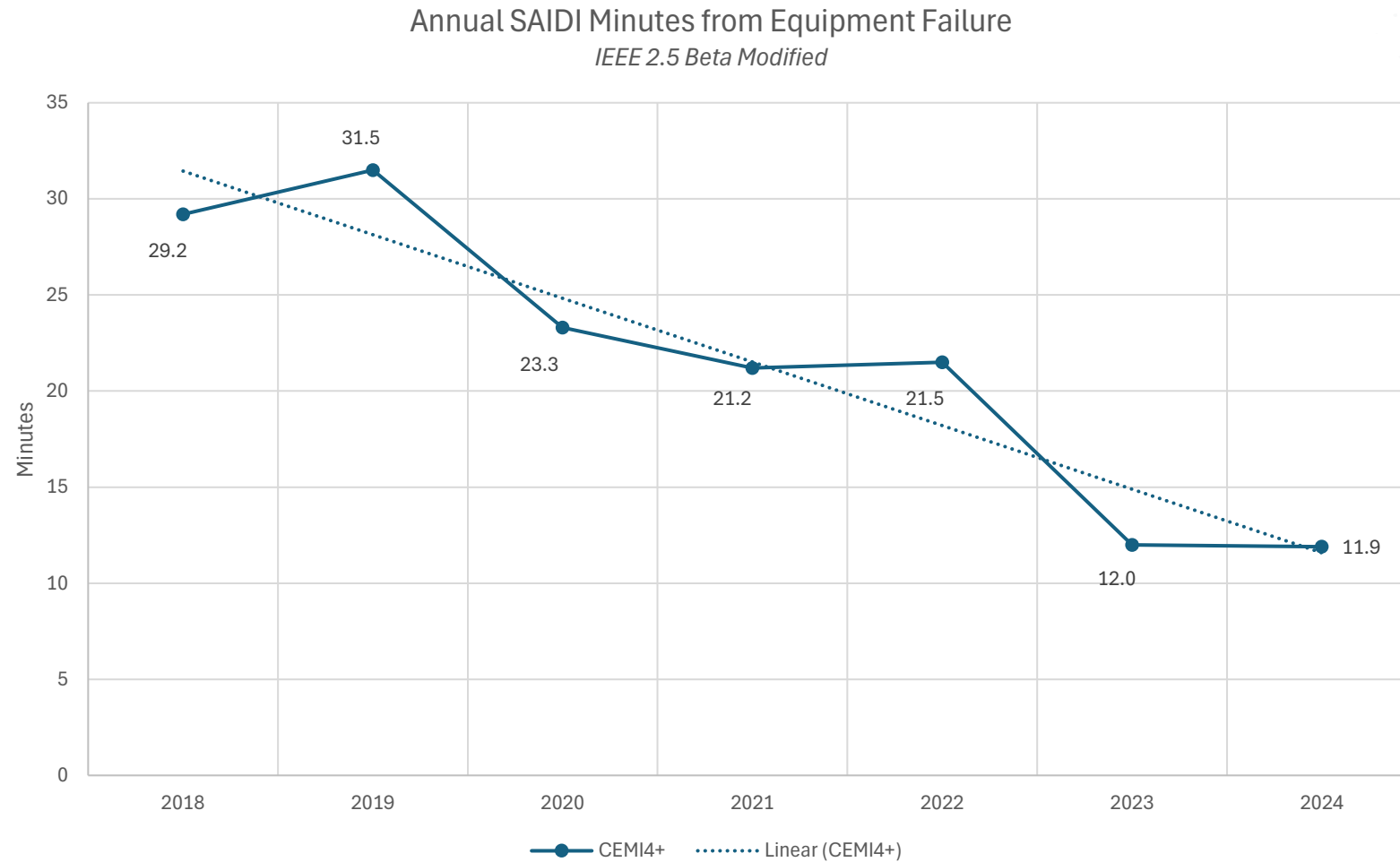
Transmission & Distribution



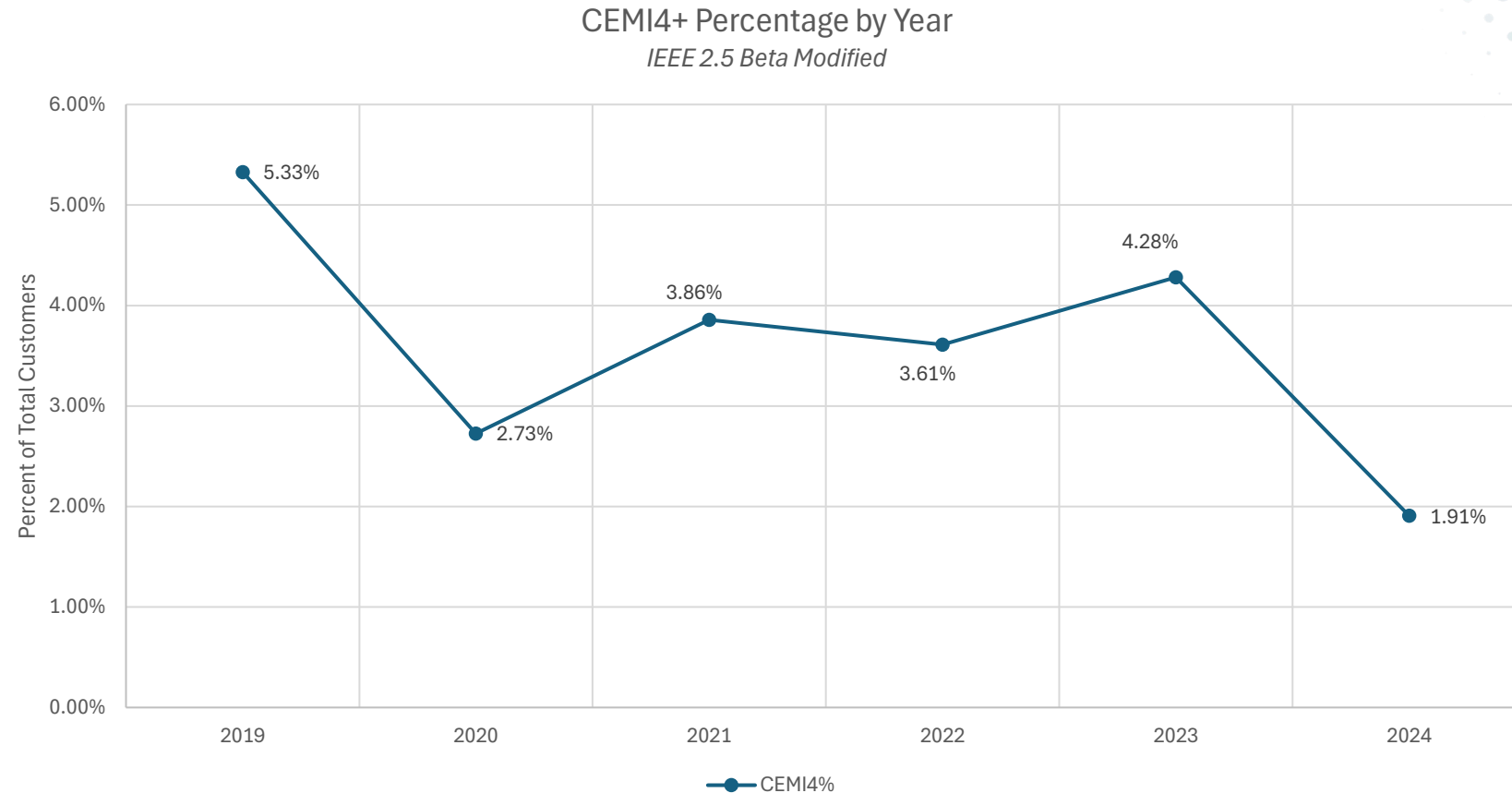
Commitment to Customer Reliability – Notable Reliability Initiatives



TDSIC Improvements



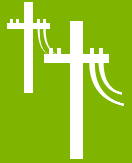
Customers Experiencing Multiple Interruptions



CEMI is a focused view of customer experience which can be masked with traditional system-wide measures

CEMI4+ measures the percentage of customers experiencing four or more outages (excluding Major Event Days (MEDs) and planned outages)

Summer Preparedness Activities



Distribution

- Inspect capacitor banks
- Ensure maximum redundancy



Transmission

- Ensure maximum redundancy



Substation

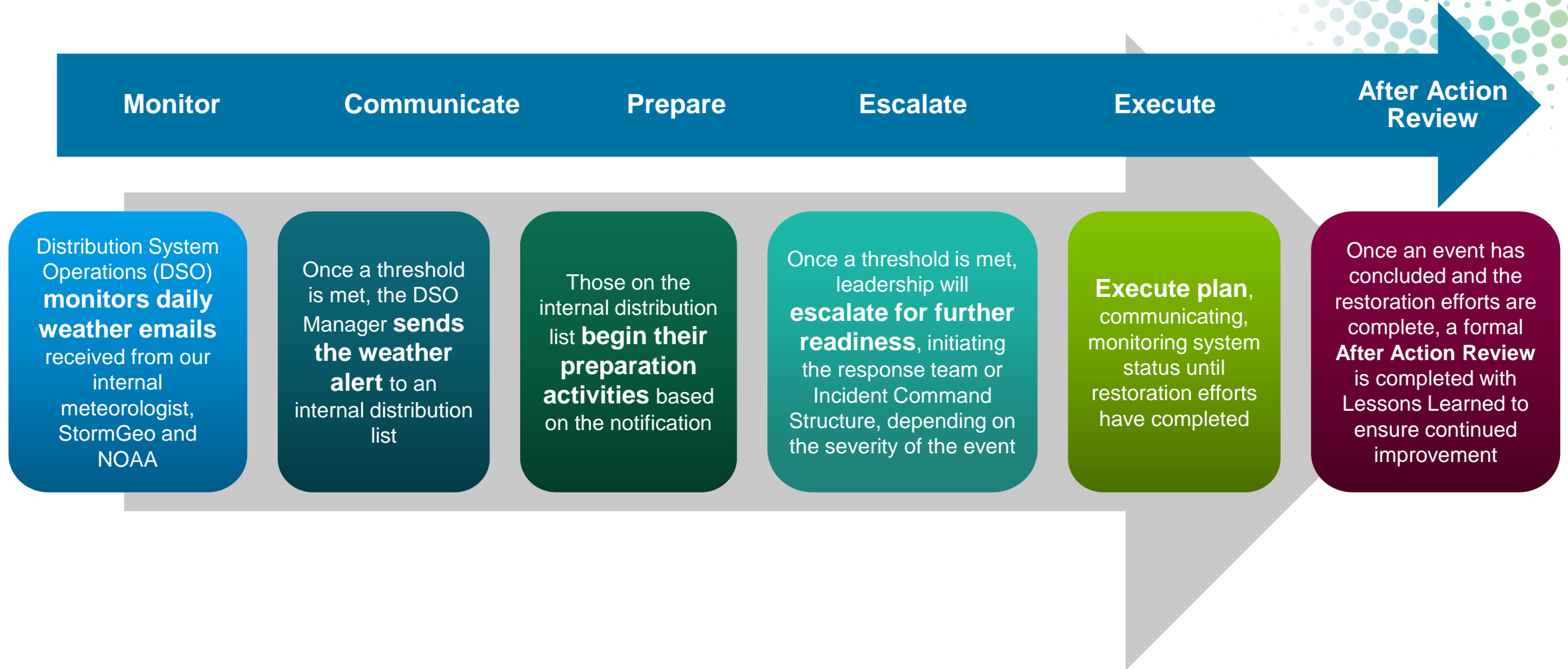
- Complete inspection work orders
- Gather load data during peak months

Vegetation Management (VM) Program



- **Distribution**
 - 5-year proactive circuit trimming cycle
 - Supplemental vegetation inspections and hot spot trimming guided by CEMI analysis
- **Transmission**
 - Annual survey
 - Aerial and/or ground patrols
- **Evaluating opportunities to optimize VM practices and minimize customer outages**
 - Technology advancements to enhance trimming cycles
 - Danger tree program implementation to mitigate out of easement tree falls

Timeline for weather-related events



Example Timeline for Weather-Related Events

Monitor <i>(Week prior +)</i> March 26 - April 2	Communicate <i>(Day before, during, after)</i> April 1 - 6	Prepare <i>(Day before)</i> April 1		Escalate <i>(Prior to event)</i> April 2	Execute <i>(Day of event)</i> April 2
<ul style="list-style-type: none"> Internal procedures were reviewed, tested, and updated Storeroom inventory replenished after previous storm event (i.e. storm baskets) <p><u>3/26/2025-4/2/2025</u></p> <ul style="list-style-type: none"> Distribution System Operations (DSO) monitored daily weather emails received from our internal meteorologist, StormGeo and NOAA 	<p><u>4/1/2025</u></p> <ul style="list-style-type: none"> DSO Manager sent the weather alert to an internal distribution list Storm preparation call scheduled Communications began with public to prepare for the severe weather event <p><u>4/2/2025 – 4/6/2025</u></p> <ul style="list-style-type: none"> Communicated Estimated Restoration Times to customers Continued messaging to customers providing up to date information on restoration efforts 	<ul style="list-style-type: none"> Those on the internal distribution list began their preparation activities based on the notification Storm preparation call took place with a report out of preparation activities Daily storm response calls scheduled with Incident Response Team 	<ul style="list-style-type: none"> Field Ops; returned system to normal, started actions to secure additional crews Logistics; began preparations for staging site to on-board off-site crews Call Center; reviewed staffing to ensure enough support for storm call volume Governmental Affairs; made communication with state and local entities 	<ul style="list-style-type: none"> Leadership escalated for further readiness, initiating the response team and Incident Command Structure 	<ul style="list-style-type: none"> Executed plan, communicating, monitoring system status until restoration efforts were completed Field Ops; onboarded 70 additional off-site crews, assigned orders to crews, deployed crews to restore customers Logistics; secured food and lodging for all crews, provided storm material, assigned FCC for each off-site crew <ul style="list-style-type: none"> EOP Assignments; all team members executed their specific EOP responsibility Call Center; additional staff put in place to handle call volume increase Governmental Affairs; continual communication with state and local entities <p>Restored 98% of customers within 48 hours</p>

Customer Experience



Communicating Before, During and After the Storm

Preparedness and communication across all phases

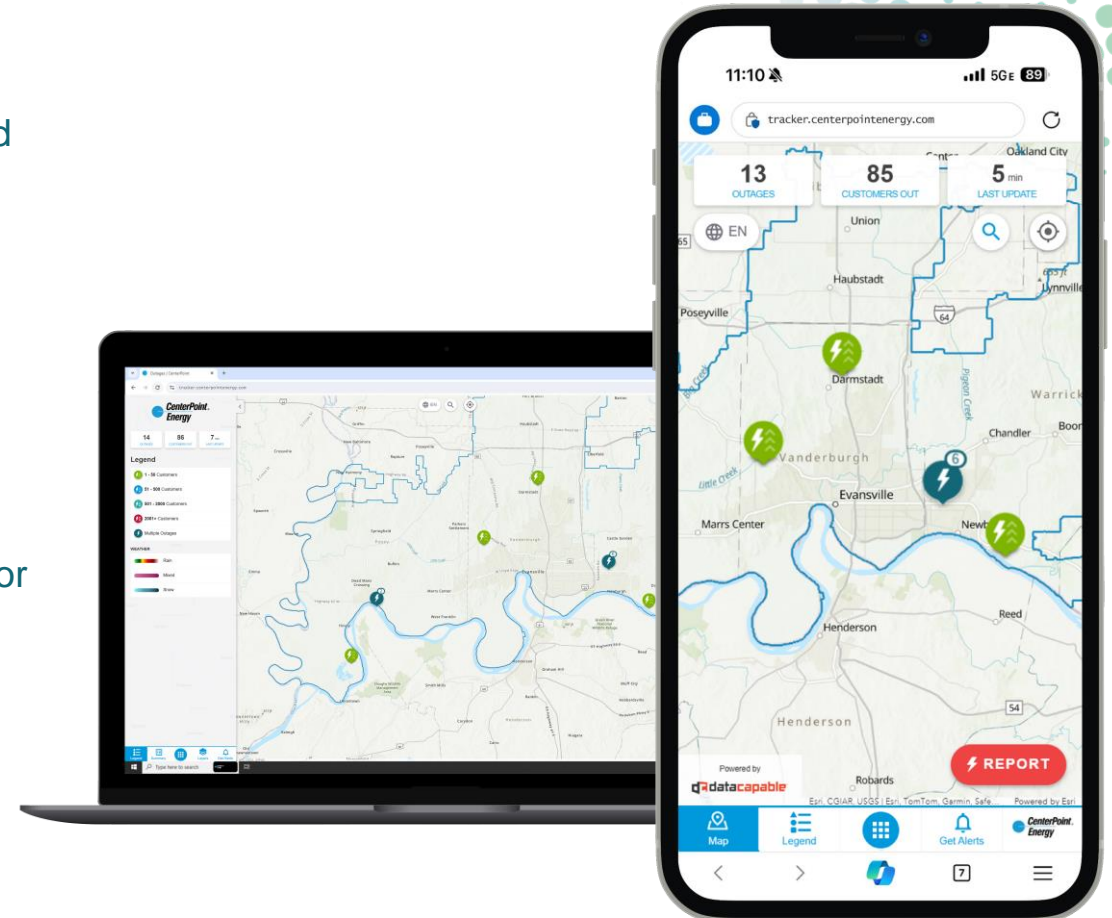
- Proactive messaging ahead of forecasted weather events
- Frequent updates through email, social media, media briefings and stakeholder calls
- Coordination with emergency management agencies, elected officials and critical facilities

Customer tools to stay informed

- Outage Tracker: New mobile-friendly map with ZIP- and county-level views, real-time weather overlays and a Spanish-language option
- Power Alert Service®: Customizable outage alerts via text, email, or phone—helping customers stay informed, wherever they are
- Dedicated storm preparedness information and safety tips on the newly launched Action Center on CNP.com

Ongoing, clear communication

- Restoration updates to local, state and other community partners
- External comms also aligned with media cycles
- Real-time field updates to help customers track and understand restoration progress
- Connecting customers with support resources after the storm



Energy Efficiency Supports Reliability Planning

Demand Response Programs

• Summer Cyclor

- Supports reliability efforts throughout MISO summer season (June – August)
- When demand is high, air conditioners and water heaters with control switches installed are cycled to turn off during load-control events to help manage energy use.

• Smart Cycle & Bring Your Own Thermostat (“BYOT”)

- Supports reliability efforts throughout MISO spring, summer and fall seasons (March – November)
- When demand is high, smart thermostats owned by participating customers will be automatically adjusted up four degrees to help manage energy use. Before each event, homes are pre-cooled to maintain comfort. Customers can override adjustments anytime through their thermostat or app.



Join **Smart Cycle** today and start saving!

Why join?

Receive a **\$75 one-time bill credit** when you enroll and earn **\$7.50 monthly credits** from March through November – that's \$67.50 annually!

Who can enroll in Smart Cycle?

- All CenterPoint Energy customers in Southwestern Indiana
- Customers who are away during peak hours
- Customers who would like to save energy and money

Remember, you're always in control! Expecting guests or need to adjust the temperature? Simply update your settings through your thermostat or app at any time.

Start saving – scan the QR code or visit CenterPointEnergy.com/SmartCycle to enroll.

Energy for what matters most. 

©2025 CenterPoint Energy. 2500000004

Energy Efficiency Assists Affordability



Home Energy Assessment

- All customers can save money and learn more about their home's energy use with an in-home Energy Assessment
 - On-the-spot upgrades
 - A personalized home energy report (assessment only takes 1-2 hours)
- Income-qualified homeowners
 - May receive additional benefits like insulation, furnace tune-ups, and other improvements at no extra charge

Online Energy Efficiency Store

- Instant rebates applied at check out, special promotions throughout the year
 - Thermostats, water saving showerheads, advanced power strips, pipe insulation, and more.

Smart Cycle

- A voluntary energy management program that helps reduce electricity demand during peak energy usage hours while keeping customers comfortable.
- One-time \$75 enrollment credit upon program registration
- \$7.50 bill credit each month from March through November

In Store Discount

- Instant rebates applied at check out
 - Air filter, advanced power strips, air purifier, bathroom vent fan, dehumidifier, spray foam, and more.

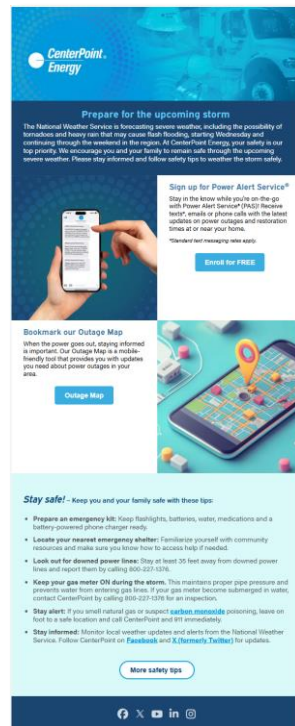


Keeping Customers Informed

CNP frequent communication (email, digital ads, social media, streaming TV) to illustrate the infrastructure improvements, storm reliability, energy efficiency, community support and economic growth CenterPoint has contributed to SW Indiana.



Quarterly email highlighting programs and services



Digital Ads for Energy Efficiency



Weather event email and radio ad

Utilizing On-bill Communication

Leveraged **bill insert**, **bill messages** as well as **bill onserts** to deliver important messages to customers.



Improving our grid for a stronger future

As part of our commitment to providing the safe and reliable service our communities depend on, we are continuously making improvements to help power your future energy needs.

Over the past 14 years, we have made significant investments to enhance and maintain our electric grid, as well as support key projects essential for future growth in the southwestern Indiana area.







To learn more about our investments that support southwestern Indiana communities, scan the QR code or visit CenterPointEnergy.com/SmartEnergyFuture.

202405_23

Committed to making our communities more vibrant

CenterPoint Energy recognizes that our success, and the success of our neighbors, is linked to the vibrancy of our communities. That's why in 2024 our employees:

-  Volunteered more than **55,000** volunteer hours, providing nearly **\$1.85** million in value.
-  Served on a variety of nonprofit boards, helping them advance their mission.
-  Granted **\$16.5** million in 2024 to nonprofit organizations and donated **\$5.8** million in disaster relief through the CenterPoint Energy Foundation.



To learn more about our community initiatives, visit CenterPointEnergy.com/Community or scan the QR code.

2402 08-13



Supporting your needs: Customer Assistance Fund

We understand that managing your household budget and energy bills can sometimes be a challenge. With the **Customer Assistance Fund (CAF)**, supported by CenterPoint Energy, eligible customers can receive financial assistance to help manage their energy bills.



Scan the QR code or visit CenterPointEnergy.com/CAF for application details, income-eligibility requirements and more!




230125_24_OH

Get prepared for STORM SEASON



We prepare year-round for severe weather, and we are here to help you do the same!

- Sign up for Power Alert Service®**
Receive notifications with updates on power outages and restoration times at or near your home.
- Bookmark our Outage Tracker**
Use this online tool for current outage information including your estimated restoration time and number of customers experiencing an outage.
- Build your storm kit**
Make sure your kit includes the needed supplies for each person in your family (e.g., important documents, prescriptions, water, etc.) including...

For more storm tips, visit CenterPointEnergy.com or scan the QR code.



230521-01-0

Every three years, CenterPoint Energy submits its Integrated Resource Plan (IRP) to the Indiana Utility Regulatory Commission (IURC). This public document describes our long-term plan for meeting expected customer energy needs to ensure safe, economical and reliable electricity. If you wish to participate in this IRP process, you can attend our first IRP stakeholder workshop, scheduled for March 19, 2025. Visit www.centerpointenergy.com/IRP to register.

On Feb. 3, the Indiana Utility Regulatory Commission approved CenterPoint Energy's request for a waiver of 170 IAC 4-1-16(f). Starting June 4, 2025, with a few exceptions, we are no longer required to visit customers' premises before disconnecting electric service.

Please update your contact details as soon as possible so we can reach you if a disconnection of your electric service is necessary. See page 3 of your bill or visit CenterPointEnergy.com/updatecontact for more information and steps on how to update your contact details.

Q&A