



# Winter Reliability Forum

*presented by*

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# Overview



**Winter Reliability  
and Preparedness**

1



**Power Generation  
Support**

2



**Supply Planning &  
Winter Price  
Projections**

3



**Connecting  
Customers to  
Assistance**

4





Winter Reliability and Preparedness



# Winter Reliability and Preparedness

## Assets

- Peak day system design - minus 17° F
- Four interstate pipelines
- Looped transmission system
- On-system storage and peaking



## Coordination Activities

- Active communications with key stakeholders
  - Natural gas suppliers
  - Third-party marketers
  - Power generation customers
  - Interstate Pipelines

# Highlighted 2023 Activity

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- Assets
  - Installed seven traps for line cleaning and inspection of storage transmission lines
  - Electro-magnetic casing inspection on 14 production wells
  - Installed eight transmission system remote valves
  - Conducted four integrity digs
- Added six natural gas suppliers



# Power Generation Support

# Power Generation Support

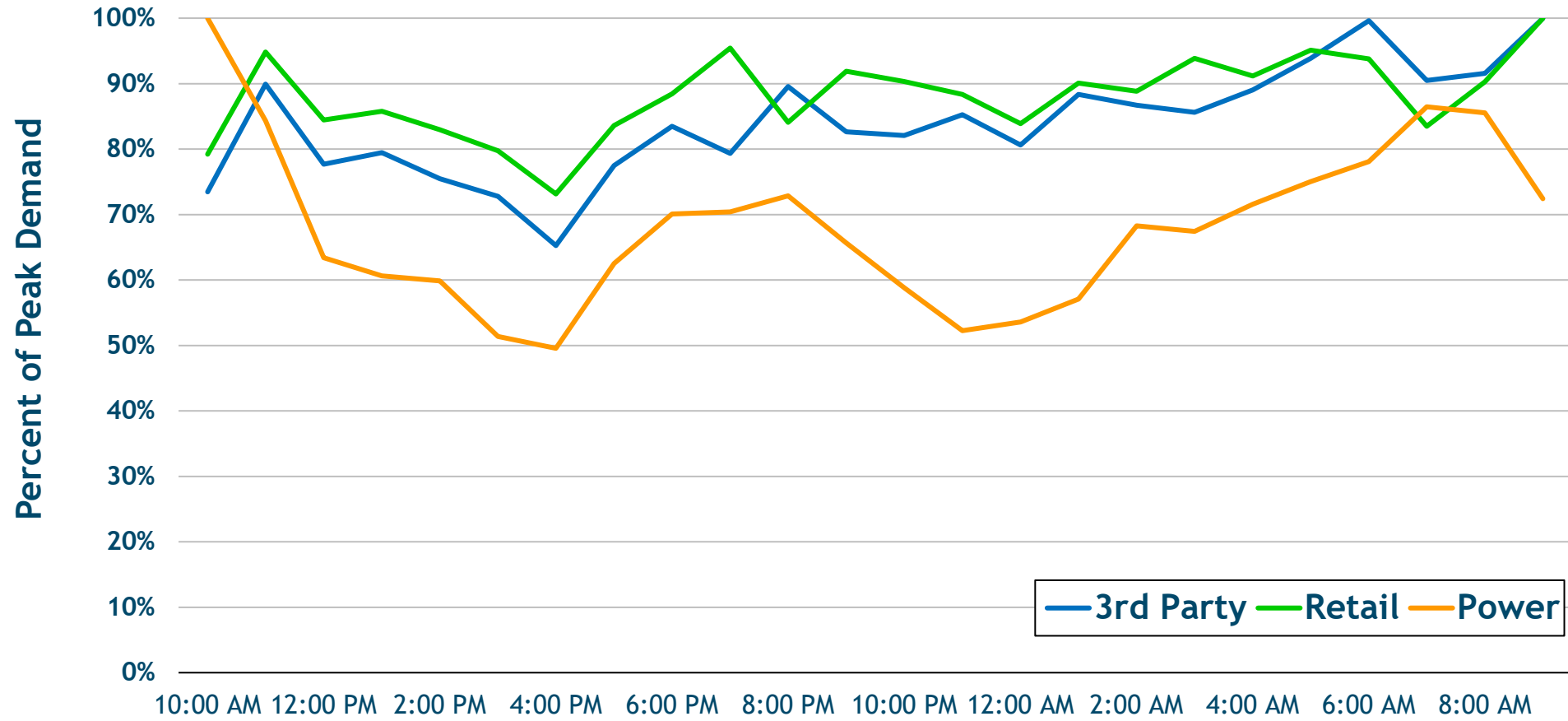
- Citizens supports approximately 1,500 MW of power generation by distributing natural gas to three facilities:

Facility	Firm Transportation		Interruptible Transportation	
	Daily	Hourly	Daily	Hourly
Facility A	70%	83%	30%	17%
Facility B	83%	100%	17%	0%
Facility C*	0%	0%	100%	100%

Note: Based on historical peak demands observed by Citizens

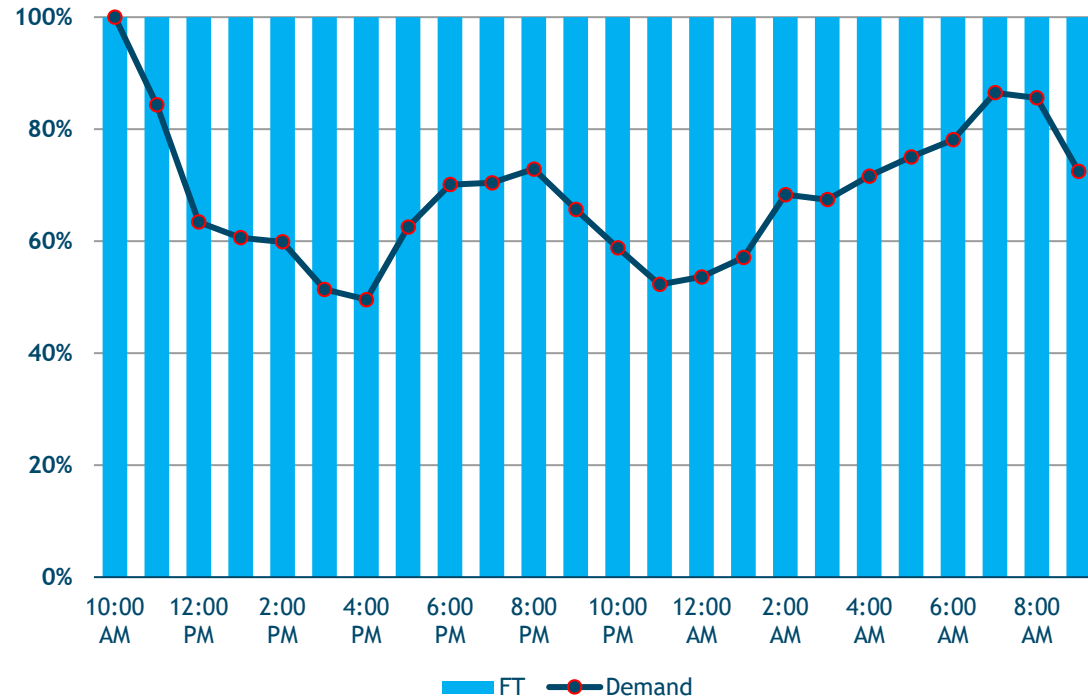
\*May have firm via additional connections

# Natural Gas - Hourly Demands by Class



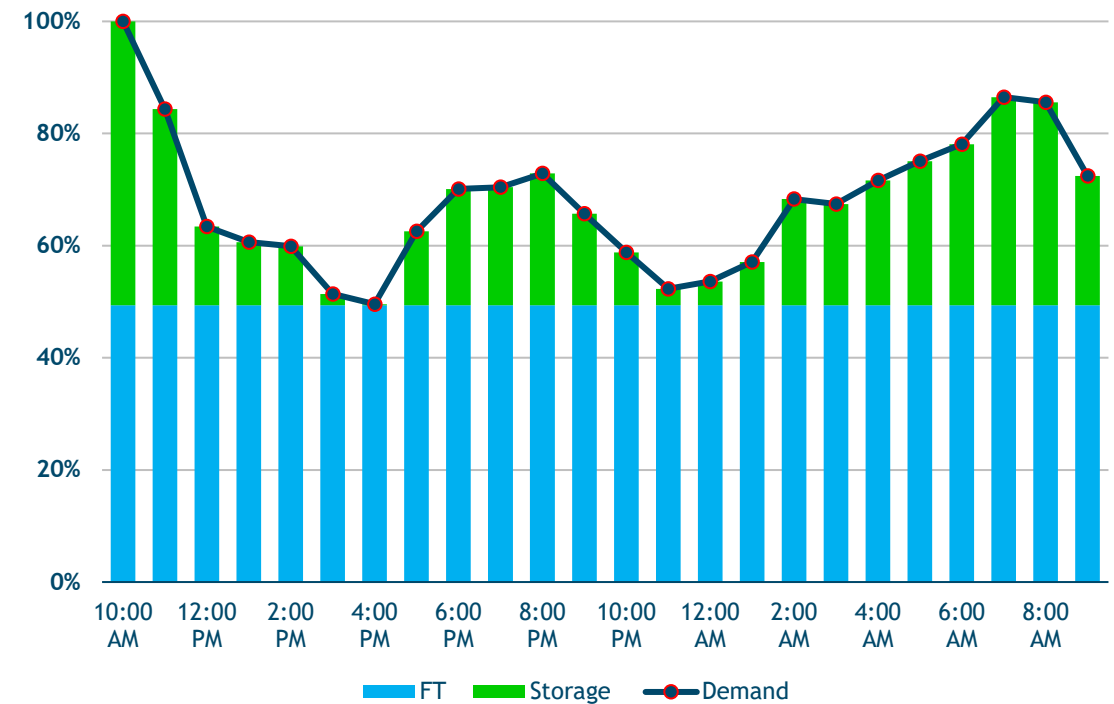


# Portfolio Planning for Power Generation



- Firm transportation to meet peak demand
- Leaves excess services unutilized

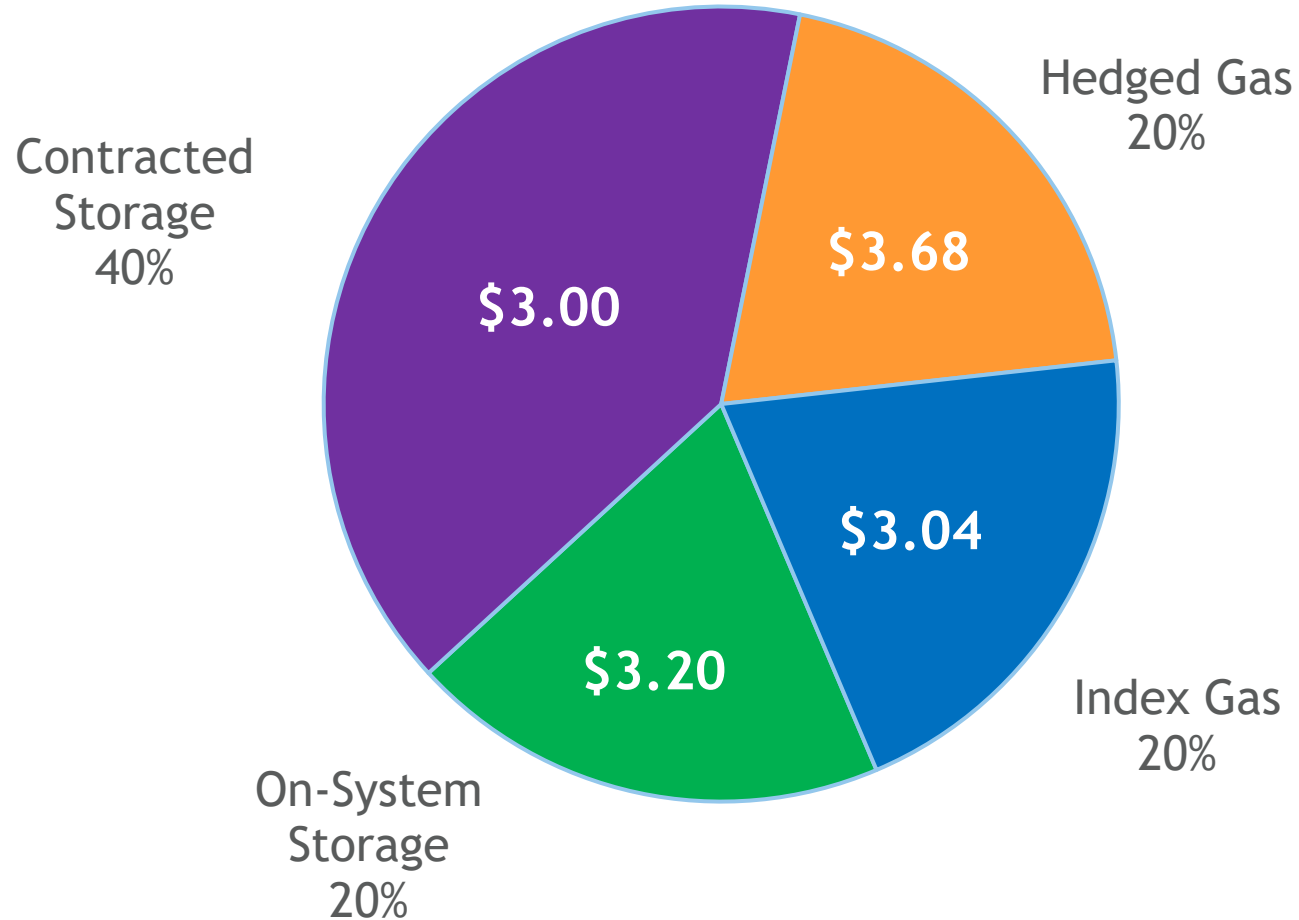
- Balanced portfolio with services like storage, peaking, and no notice to balance changing demands





# Supply Planning & Winter Price Projections

# Winter 2023-2024 Supply Mix

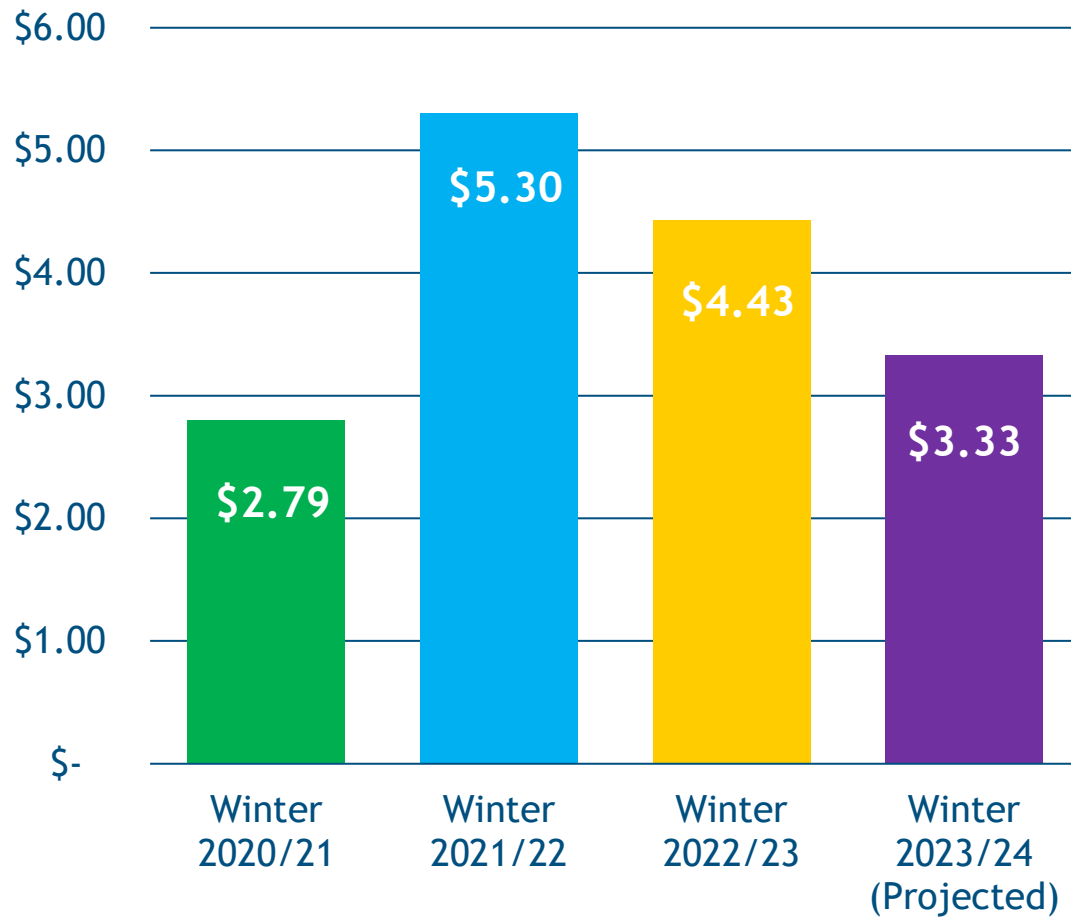


Note: Pricing as of 9/29/2023

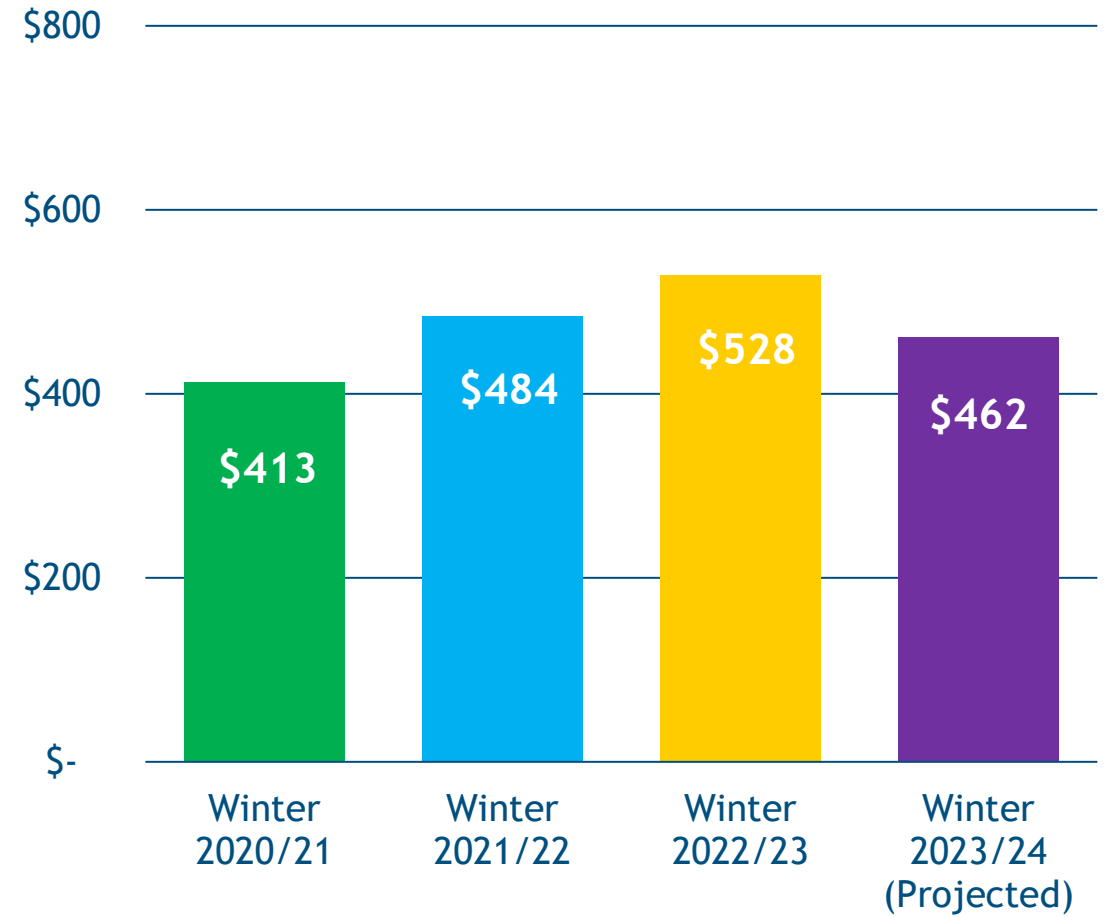


# Pricing

## Wholesale Price of Natural Gas



## Citizens Residential Bill



*Note: The winter season is composed of five months, November through March; Pricing Date 9/29/2023*



Helping Customers in Need

# Sources of Assistance

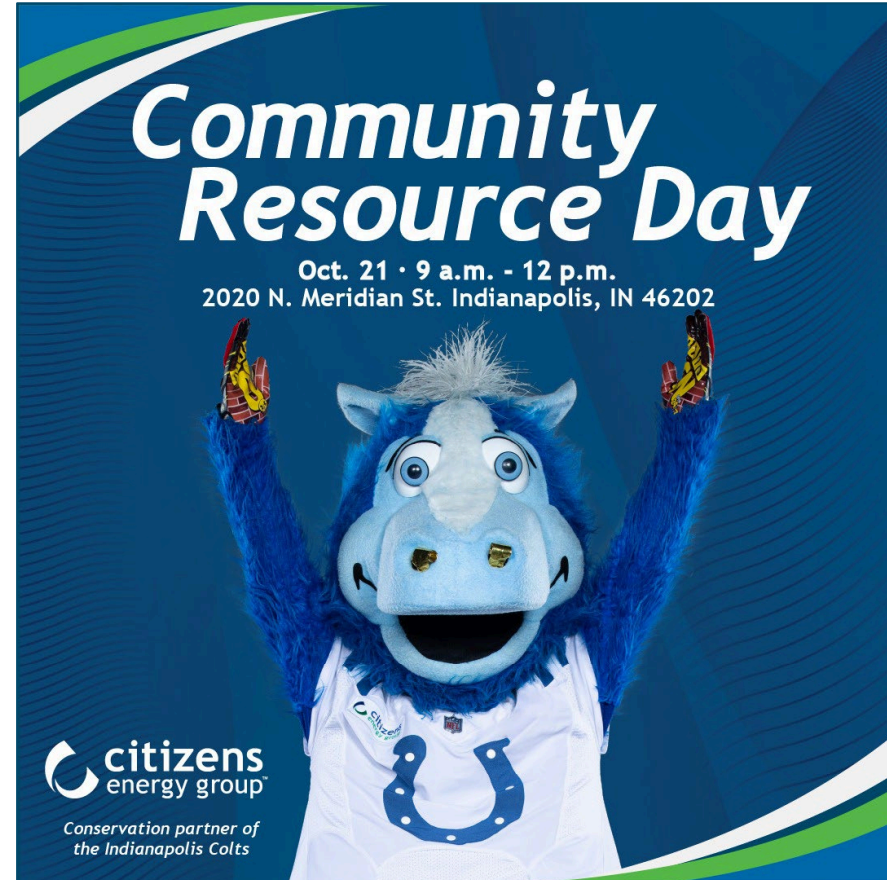
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- Federal Energy Assistance Program (EAP)
- Citizens Energy Group programs
  - Universal Service Program (USP)
  - Low Income Customer Assistance Program (LICAP)
  - Warm Heart Warm Home Foundation™
- Winter Assistance Fund (WAF)



# Increasing Awareness & Maximizing Benefits

- Community Resource Day
- Utilities Unite for Customers: A collaboration with AES Indiana
- Neighborhood Ambassador Program
- Community partnerships



# Summary

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- System ready for cold weather, including contracted power generation demand
- Sufficient supplies to meet winter demands
- Vast majority of supplies are hedged
- Projected customer bills are 15% lower than last year
- Actively assisting customers in need