



May 19, 2026

Indiana Utility Regulatory Commission

# 2026 Summer Reliability Forum



**aes** Indiana

# AES Indiana team



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Customer Operations



We are **ready** for summer in Central Indiana



## SAFETY UPDATE

The new Outage Management System (OMS) improves safety





## SAFETY UPDATE

# The new Outage Management System (OMS) improves safety

## New OMS technology allows field crews to see the same operational map the service dispatch office sees

- Allows both groups to see the same information in real time during outage restoration
- Improves situational awareness
- Reduces the risk for misunderstandings
- Allows field crews to see if there are any hostile threats from the public near where they are working

## The New OMS is successfully operating

- **12:12AM | Successfully went live with the new Outage Management System (OMS) on April 15** achieving our first customer job within the first hour validating system readiness under real operating conditions.
- **OMS successfully handled an initial fire call followed by a lockout + FLISR event,** demonstrating stability and operational resilience immediately post go-live.

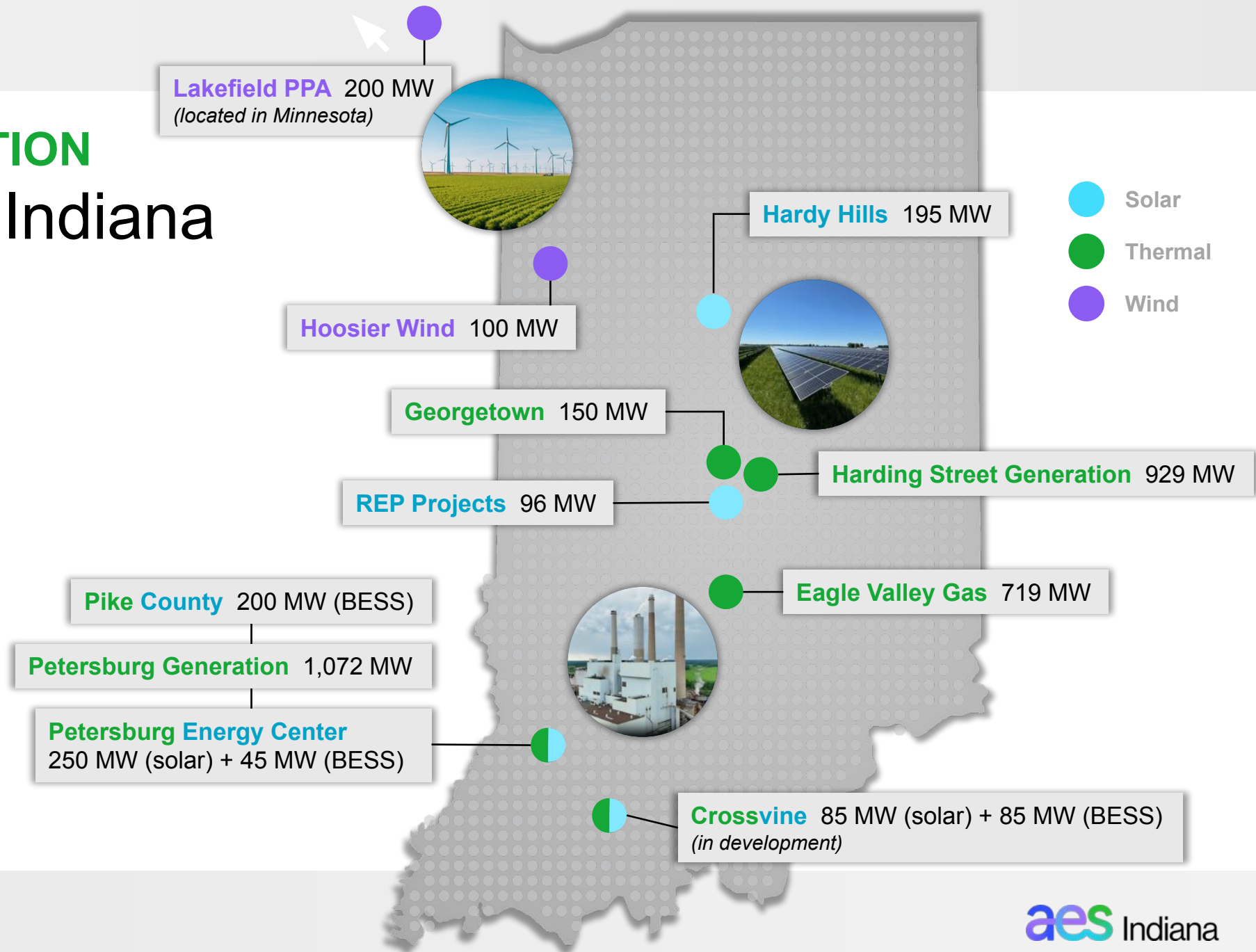
# POWER GENERATION

## A look across Indiana

**4,126**  
MW of generation

**533k+**  
customers

**528**  
square miles





## ENGAGEMENT

Meeting customers where they are to increase access and participation



**APRIL UTILITIES UNITE EVENT**  
•1,200+ customers reached  
•600+ cases resolved before the event



## ENGAGEMENT

Meeting customers  
where they are to  
increase access and  
participation

## Approach

In Q2, AES Indiana is shifting to a partner-led outreach model

## Upcoming events

We are focusing on a small number of high-impact events

- Melanin in May (May 23)
- Earth Fest Indiana (May 30)
- Madam Walker Legacy Fest (June 20)

## Customer Support

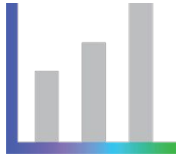
- Maintains visible customer engagement
- Connects customers to billing support and resources
- Expands reach beyond traditional AES-hosted events



## COMMUNITY

We offer support for our customers and community in a number of ways



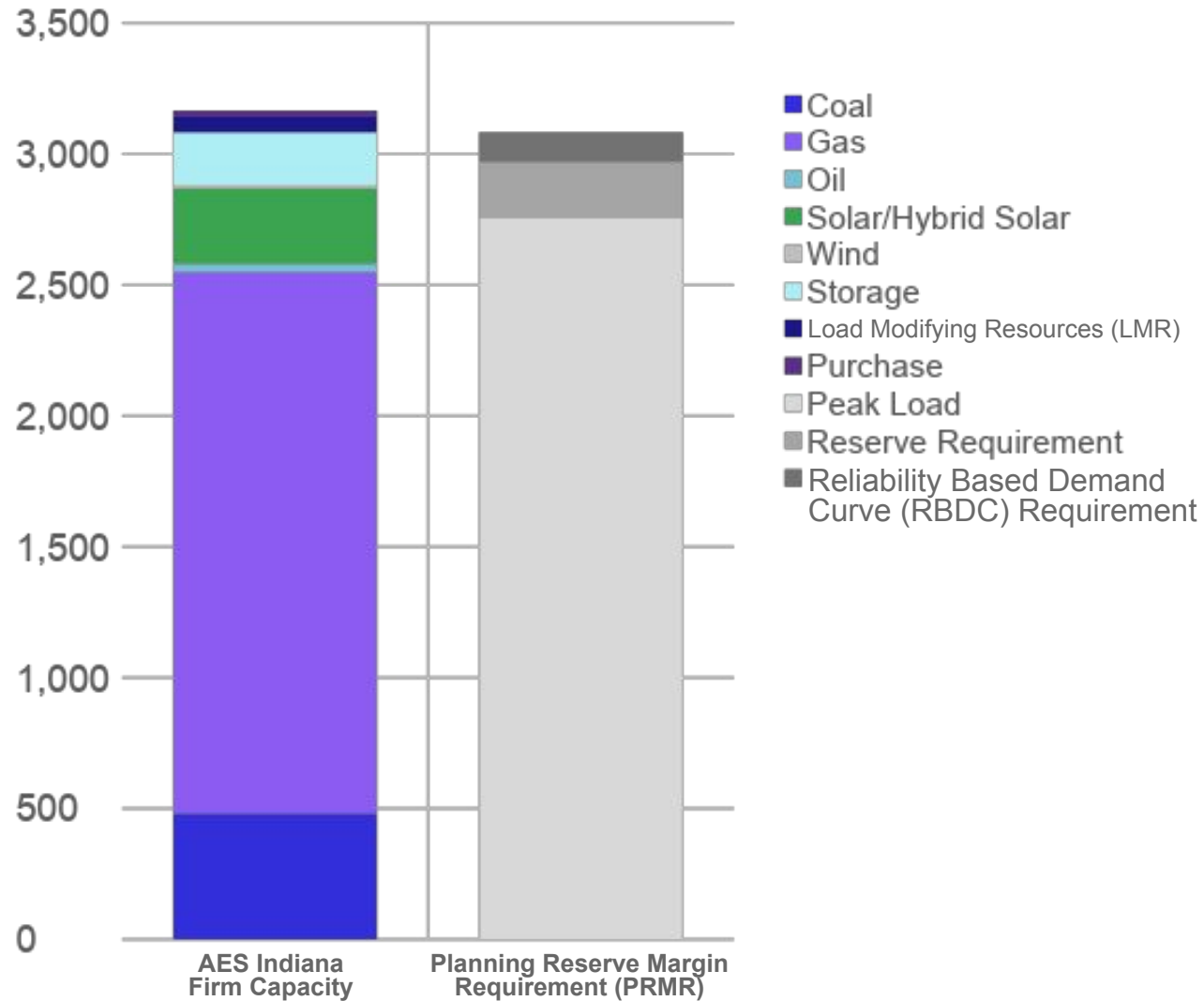


## RESOURCE ADEQUACY

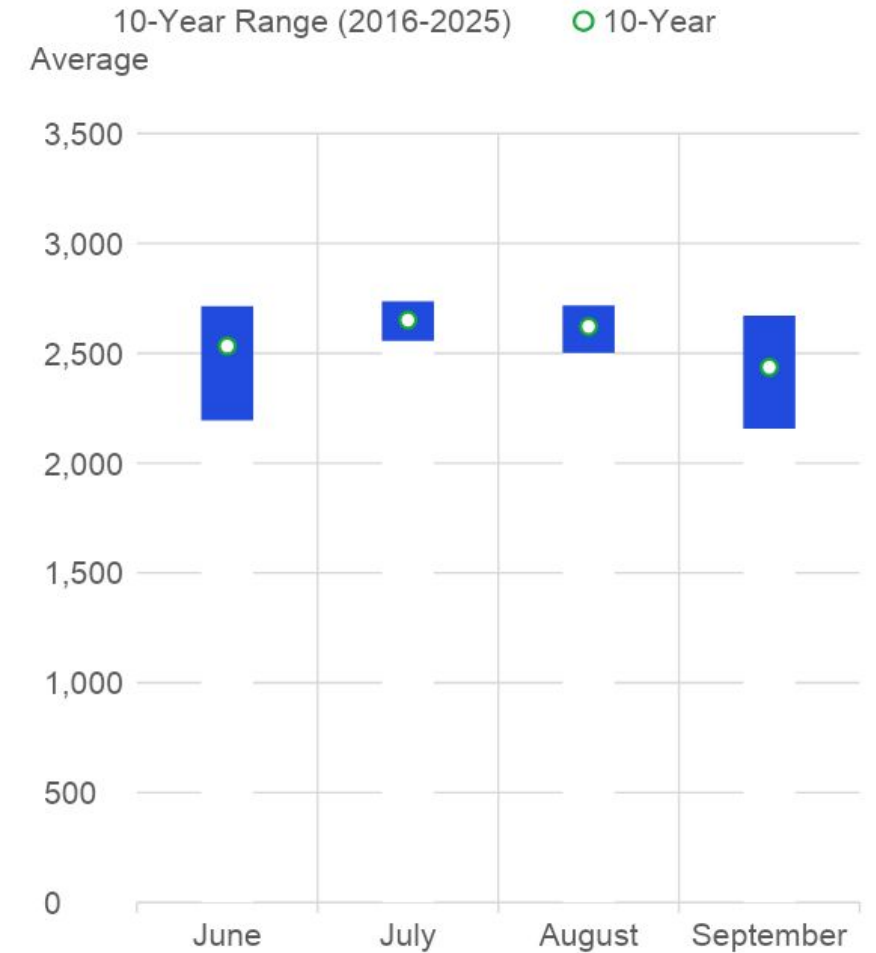
We plan for the  
summer peak



## AES Indiana Summer Firm Capacity Position



## AES Indiana System Peak Load





## MISO UPDATE

We are not reacting;  
we are operating within  
an established system





## MISO Seasonal Construct Design

- **Implementation of sloped demand curve in capacity auction** contributed to higher clearing prices for this Planning Year, and leads to final Planning Reserve Margin/needed capacity being only known after auction clearing.
- **Resource Adequacy Hours metric that focuses on 65 hours per season** increases volatility of accreditation values seasonally and from year-to-year.
- **Significant changes coming to the Construct in Summer 2028** with introduction of Direct Loss of Load (DLOL) Accreditation, focusing on resources by class, and Planning Reserve Margin Allocation methods.

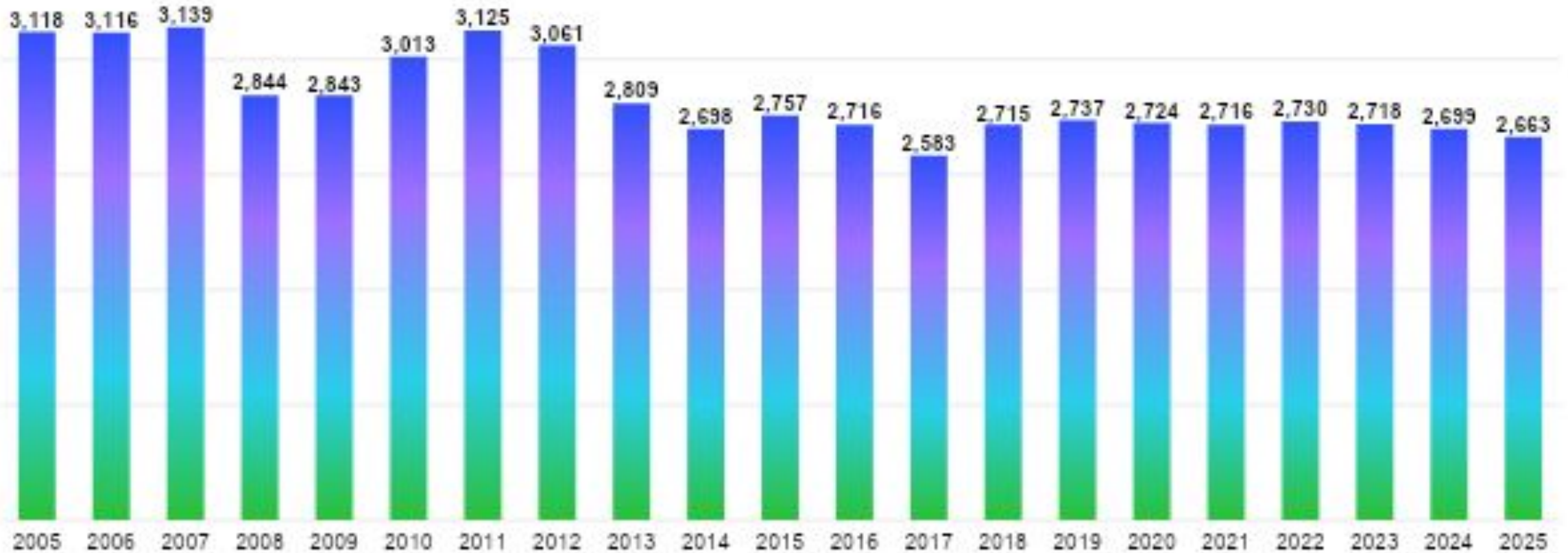


## SUMMER PEAK

Growth is being managed without increasing peak strain

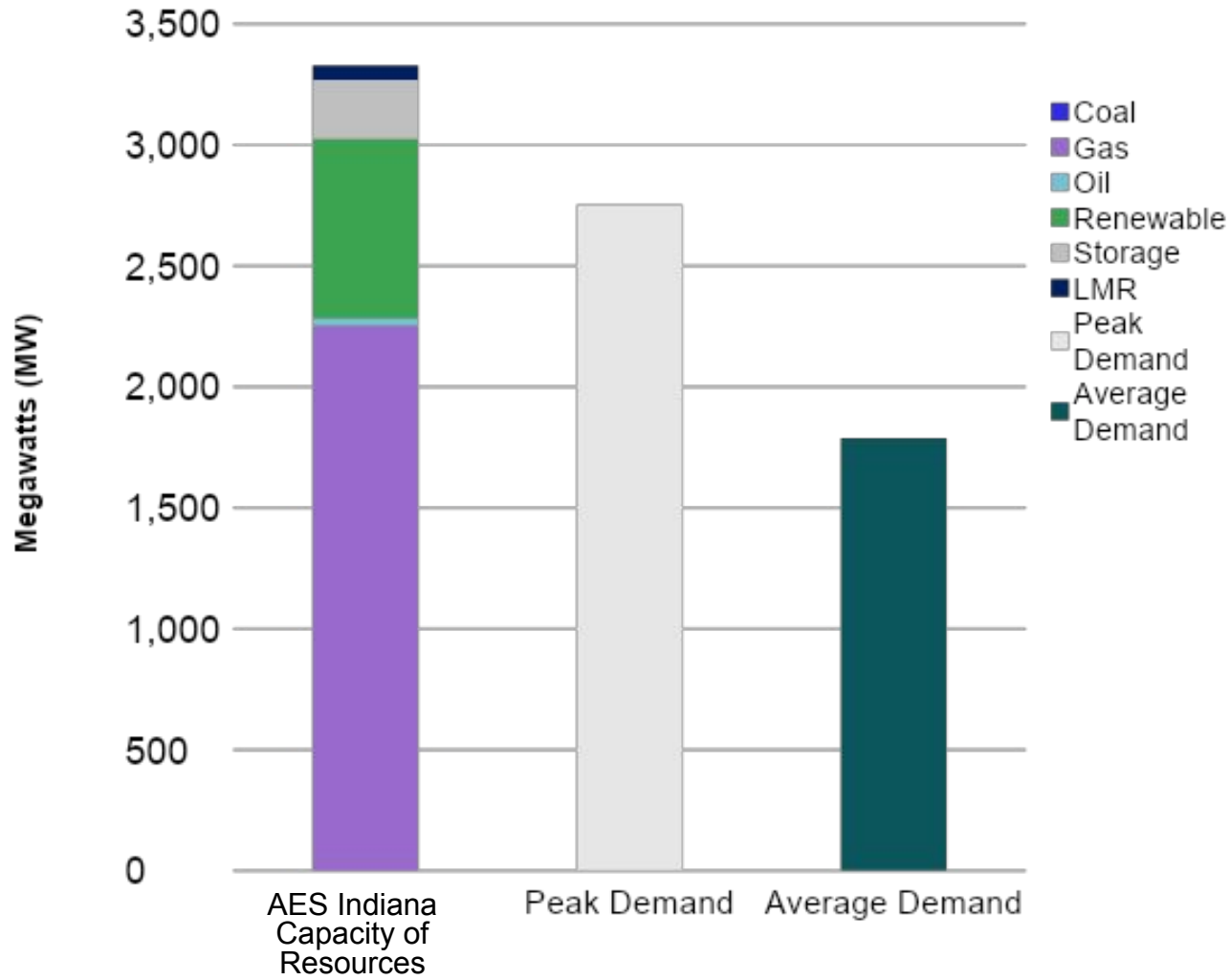


## AES Indiana Summer Peak Load (MW) 2005 - 2025



Demand response, energy efficiency, and changing customer base post-2008 have **stabilized peaks in the 2,700-2,800 MW range**

## AES Indiana July Energy Capability



LMR: Load Modifying Resource

## July-August Energy Position

**AES Indiana is pursuing additional energy hedges in the summer**

AES Indiana will evaluate energy hedges as appropriate, taking into account fleet health, weather, and market prices in accordance with approved hedging protocols ahead of the delivery month

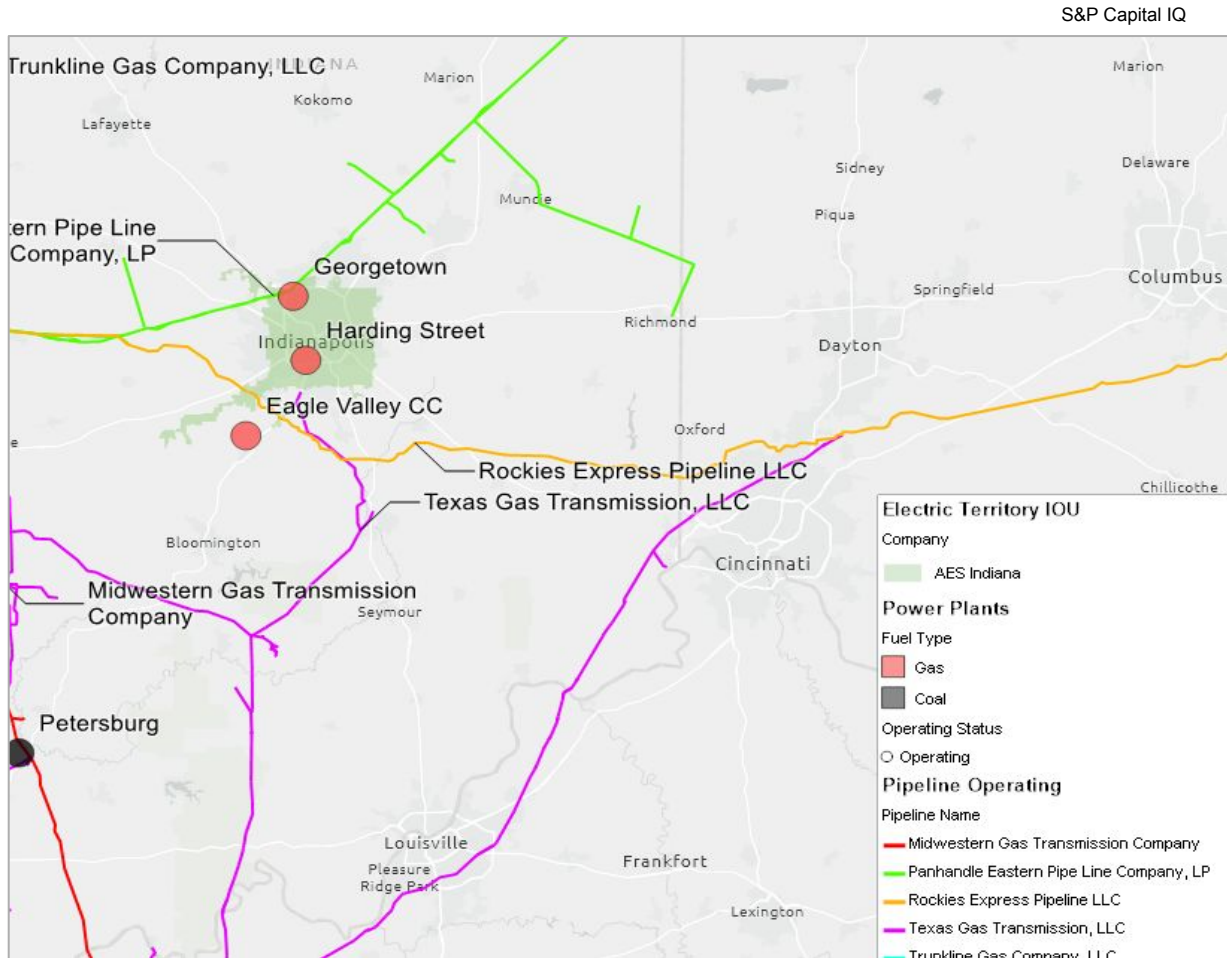


## FUEL TRANSPORTATION

Ensuring reliable  
and efficient  
operations



## Firm natural gas transportation and fuel supply include needed flexibility to ensure **reliable and efficient operations**



## Eagle Valley has firm transportation

- 100% firm transportation via Texas Gas contracts – can be utilized at other AES Indiana facilities
- Natural gas hedge purchases include firm delivery and allow flexibility for firm transportation to serve other AES Indiana assets
- Pipeline capacity provides hourly flexibility and remainder of firm needs

## Harding Street and Georgetown have firm transportation from Citizens Gas

- Firm transportation is enough to cover a peak day for all gas-only units, and provides hourly flexibility to meet peak hour needs
- On site inventory for dual fuel units – four day burn equivalent
- Firm transportation + onsite oil inventory = 100% capacity

## Petersburg has sufficient contracted and on-site coal inventory through outage



## POWER GENERATION

Outage planning is deliberate and aligned to reliability needs





## POWER GENERATION

# Planned and summer preparation outages

- Scheduled with our Commercial Operations, Resource Planning Team and MISO to limit a shortage of capacity.
- Targeting end of May for completion of normal scheduled outages
- Petersburg Unit 3 conversion to natural gas scheduled to be complete prior to Unit 4 coming offline by end of June 2026
- Address potential reliability issues
- Clean and repair all heat exchangers

# POWER GENERATION in extreme weather conditions

## 2 MONTHS OUT

- Complete summer prep outages
- Review extreme weather policies, plans and procedures
- Inspect lightning arresters
- Verify tornado shelters
- Verify weather warning notification system
- Place transformer fans in manual on
- Stage air movers where necessary

## 1 WEEK OUT

- Review status of equipment and lineups
- Review applicable Emergency Action Plans
- Verify weather radios in control rooms work
- Monitor weather

## 2 DAYS OUT

- Verify cooler cleanliness
- Verify cooling systems are operating correctly
- Test siren system
- Monitor weather

## 1 DAY OUT

- Schedule additional staffing for emergency response in extreme weather events
- Last minute check of cooling systems
- Monitor weather
- In the event of hot weather, start necessary air movers



## New NPDES permit timeline

*(National Pollutant Discharge Elimination System)*

- HSS – Permit renewal issued November of 2023, Effective January 2024
- Petersburg – Permit renewed 2025
- Eagle Valley – Permit renewed 2023, no thermal impacts



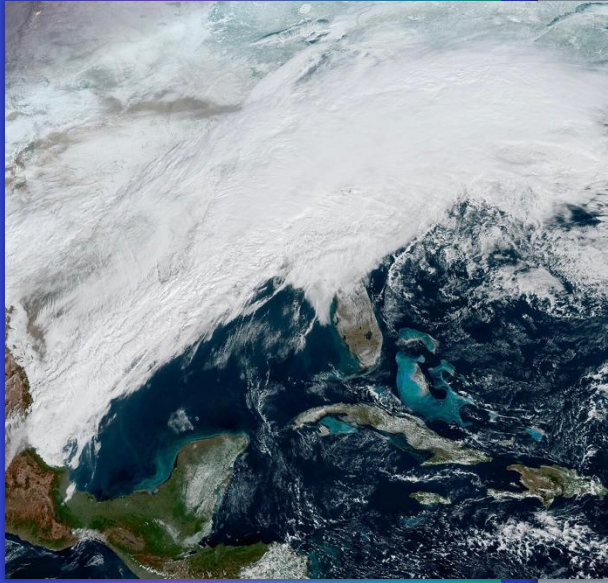
## HSS impacts

- New thermal discharge limits
- Some impacts experienced in April due to low river flow
- Currently forecasting minimal impacts May-August



## Petersburg impacts

- Permit renewed 2025
- No impacts to availability anticipated



## WINTER STORM FERN

- Multi-day event affecting Central Indiana
- extreme cold temps, wind chill down to -20F
- Snow totals near 11 inches

## Lessons learned

- Impact to all parts of the business
- Generation preparation
- T&D preparation
- Participated in City of Indianapolis Press Conference
- Coordinated with City officials
- Monitored communication from MISO
- Responded to all outages as quickly as possible



## SUMMER WEATHER

Preparation is  
proactive and  
systematic



# T&D OPERATIONS in extreme weather conditions

## 7+ DAYS OUT

- Constantly monitoring Weather at least seven days out, using National Weather Service (“NWS”) and Private Weather Services
- Monitoring NWS Storm Prediction Center Convection Forecasts for next seven days

## 7-3 DAYS OUT

- Internal daily discussions on operations & staffing
- Transmission Operations reviews maintenance outages that can be recalled, return lines & equipment to service
- Supply Chain checks critical materials levels for common storm restoration material
- Notify contractors to hold their crews

## 2 DAYS OUT

- Continuing monitoring weather forecast for changes
- Activate On-Call Storm Team
- Begin daily storm status calls

## 1 DAY OUT

- Transmission Operations would declare Conservative Operations (depending on the areas affected, MISO may also declare Conservative Operations for portions of the MISO footprint)
- Schedule additional staffing around the clock for outage response
- Activate and resource our Emergency Operations Center



| Safety is always first.

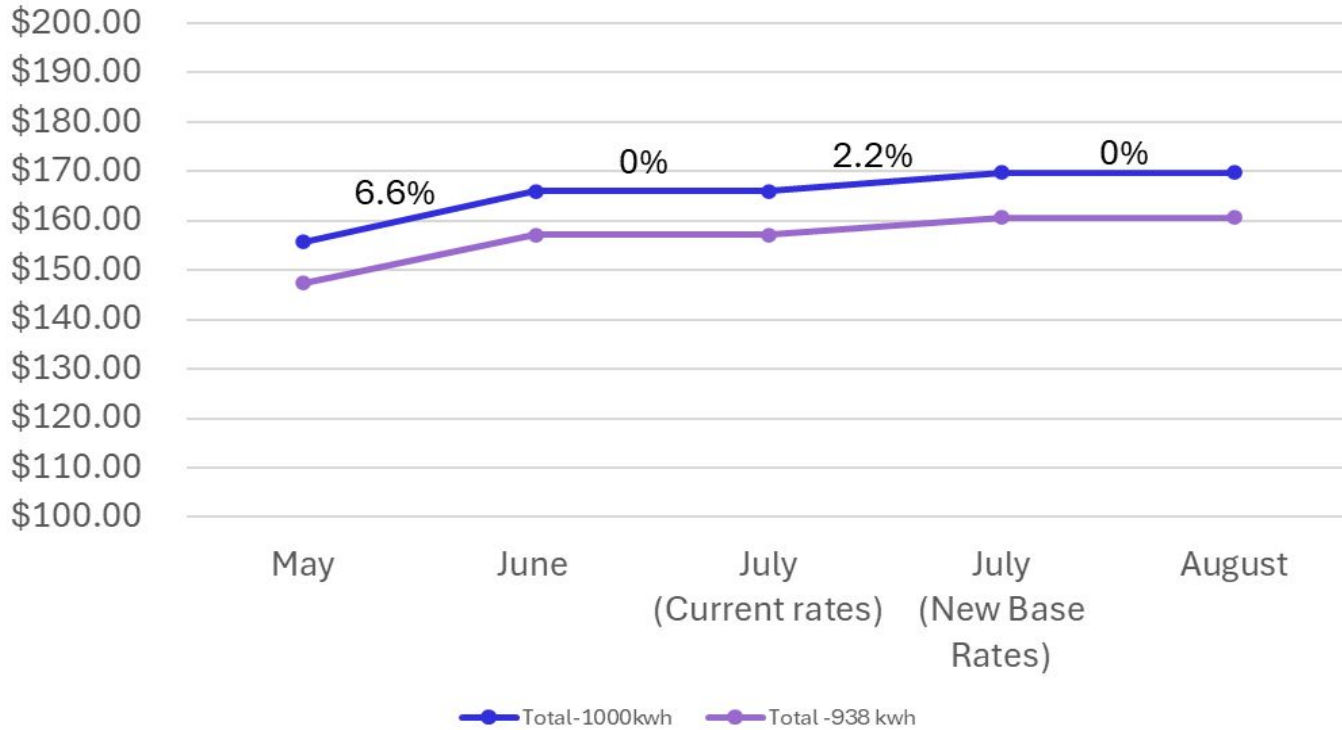


## CUSTOMER BILLING

Bill impacts are driven by known, transparent factors



## Forecast of Total Monthly Residential Bills

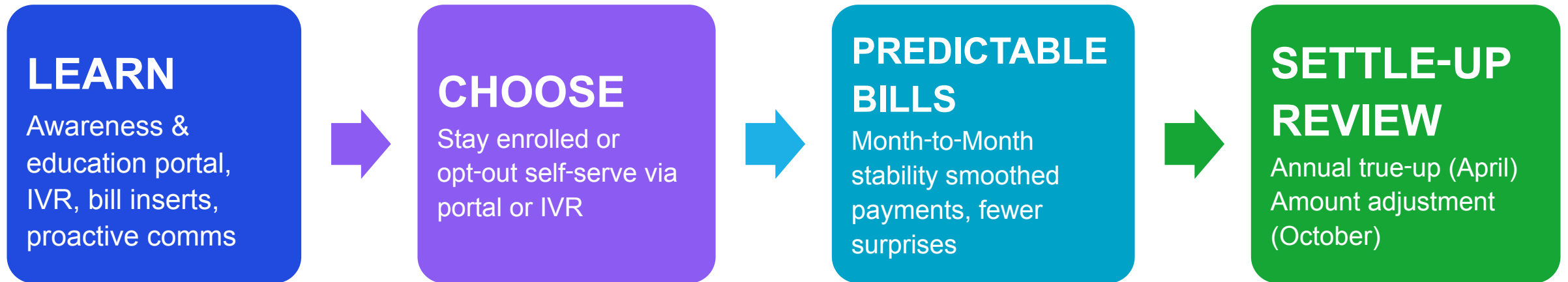


## Customer bill trends and rate drivers

- June Increase:**
  - FAC rates due to higher cost of fuel and purchase power
  - CAP/OSS rates due to reconciliation of past under collection vs projections
- July Increase:** Planned implementation of base rate increase, if approved

	May	June	July (Current Rates)	July (New Base Rates)	August
<b>Residential 1000 kWh</b>	\$ 155.67	\$ 166.04	\$ 166.04	\$ 169.78	\$ 169.78
<b>Residential Avg 938 kWh</b>	\$ 147.44	\$ 157.16	\$ 157.16	\$ 160.67	\$ 160.67

## Levelized Billing is available for **everyone**



*LIHEAP-eligible customers are automatically enrolled and have the ability to opt out*

Communications to LIHEAP-eligible customers occurred on March 31  
Communications to all AES Indiana customers is on track to occur by June 1

# Communications

## WHAT WE'VE DONE

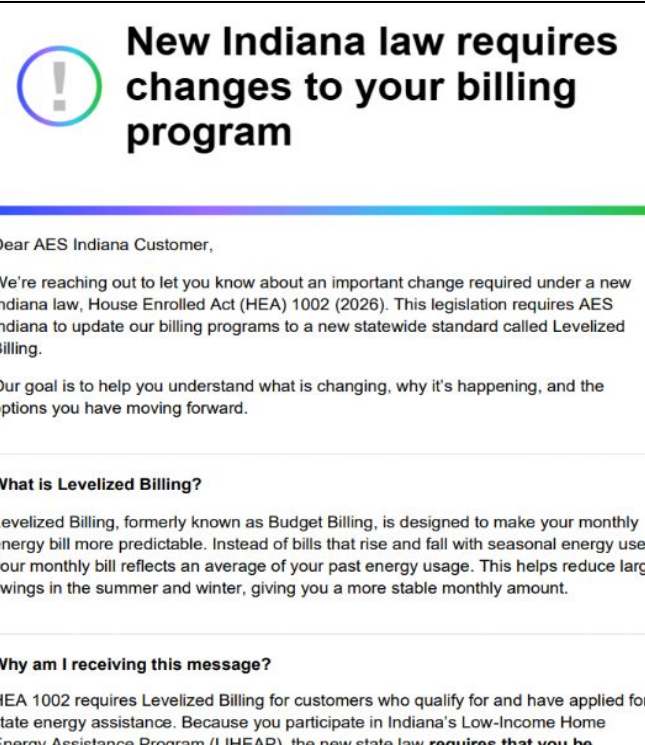
Exceeded April 1 communication requirements with the following deliverables:

- Two LIHEAP customer emails
- LIHEAP customer mailer
- Dedicated Levelized Billing webpage
- Talking points for CSRs
- Bill insert in May bills to all residential customers

## WHAT'S NEXT

Upcoming phases:

- Budget Billing customer communications
- LIHEAP customer reminders with added Winter Moratorium lens



**New Indiana law requires changes to your billing program**

Dear AES Indiana Customer,

We're reaching out to let you know about an important change required under a new Indiana law, House Enrolled Act (HEA) 1002 (2026). This legislation requires AES Indiana to update our billing programs to a new statewide standard called Levelized Billing.

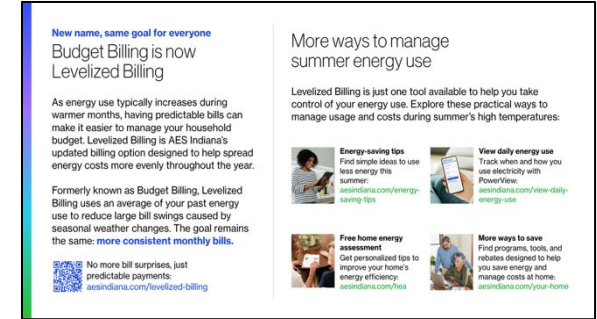
Our goal is to help you understand what is changing, why it's happening, and the options you have moving forward.

**What is Levelized Billing?**

Levelized Billing, formerly known as Budget Billing, is designed to make your monthly energy bill more predictable. Instead of bills that rise and fall with seasonal energy use, your monthly bill reflects an average of your past energy usage. This helps reduce large swings in the summer and winter, giving you a more stable monthly amount.

**Why am I receiving this message?**

HEA 1002 requires Levelized Billing for customers who qualify for and have applied for state energy assistance. Because you participate in Indiana's Low-Income Home Energy Assistance Program (LIHEAP), the new state law requires that you be



**New name, same goal for everyone**  
Budget Billing is now Levelized Billing

As energy use typically increases during warmer months, having predictable bills can make it easier to manage your household budget. Levelized Billing is AES Indiana's updated billing option designed to help spread energy costs more evenly throughout the year.

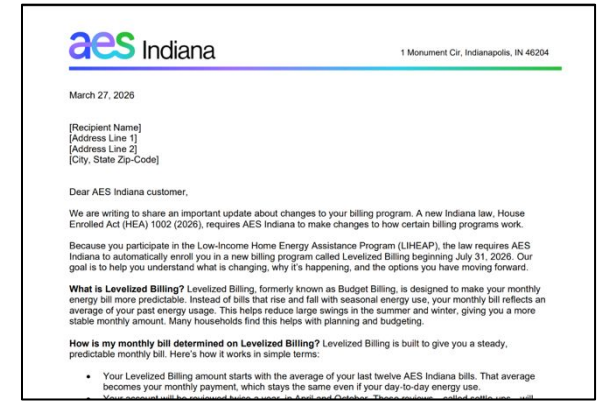
Formerly known as Budget Billing, Levelized Billing uses an average of your past energy use to reduce large bill swings caused by seasonal weather changes. The goal remains the same: **more consistent monthly bills.**

**Energy-saving tips**  
Find simple ideas to use less energy this summer.  
[aesindiana.com/energy-saving-tips](https://aesindiana.com/energy-saving-tips)

**View daily energy use**  
Track when and how you use electricity with PowerView.  
[aesindiana.com/view-daily-energy-use](https://aesindiana.com/view-daily-energy-use)

**Free home energy assessment**  
Get personalized tips to improve your home's energy efficiency.  
[aesindiana.com/nea](https://aesindiana.com/nea)

**More ways to save**  
Find programs, tools, and rebates designed to help you save energy and manage costs at home.  
[aesindiana.com/your-home](https://aesindiana.com/your-home)



**aes Indiana** 1 Monument Cir, Indianapolis, IN 46204

March 27, 2026

[Recipient Name]  
[Address Line 1]  
[Address Line 2]  
[City, State Zip-Code]

Dear AES Indiana customer,

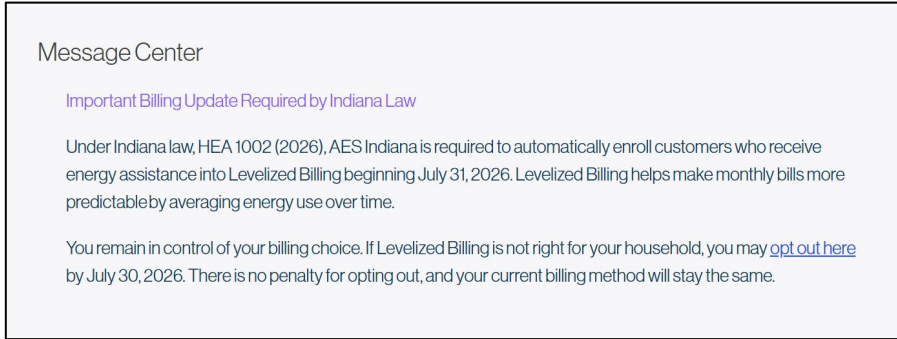
We are writing to share an important update about changes to your billing program. A new Indiana law, House Enrolled Act (HEA) 1002 (2026), requires AES Indiana to make changes to how certain billing programs work.

Because you participate in the Low-Income Home Energy Assistance Program (LIHEAP), the law requires AES Indiana to automatically enroll you in a new billing program called Levelized Billing beginning July 31, 2026. Our goal is to help you understand what is changing, why it's happening, and the options you have moving forward.

**What is Levelized Billing?** Levelized Billing, formerly known as Budget Billing, is designed to make your monthly energy bill more predictable. Instead of bills that rise and fall with seasonal energy use, your monthly bill reflects an average of your past energy usage. This helps reduce large swings in the summer and winter, giving you a more stable monthly amount. Many households find this helps with planning and budgeting.

**How is my monthly bill determined on Levelized Billing?** Levelized Billing is built to give you a steady, predictable monthly bill. Here's how it works in simple terms:

- Your Levelized Billing amount starts with the average of your last twelve AES Indiana bills. That average becomes your monthly payment, which stays the same even if your day-to-day energy use varies.



Message Center

[Important Billing Update Required by Indiana Law](#)

Under Indiana law, HEA 1002 (2026), AES Indiana is required to automatically enroll customers who receive energy assistance into Levelized Billing beginning July 31, 2026. Levelized Billing helps make monthly bills more predictable by averaging energy use over time.

You remain in control of your billing choice. If Levelized Billing is not right for your household, you may [opt out here](#) by July 30, 2026. There is no penalty for opting out, and your current billing method will stay the same.



## Summer protections

- LIHEAP (Voluntary Moratorium extension)
- Power of Change (\$1M contribution over next 2 years)
- Payment Extensions
- Waiving late fees
- Waiving remote reconnection charge
- **In addition to AES Indiana's existing extreme-heat customer protections** HEA 1002 requires additional heat protections for LIHEAP customers.
  - AES Indiana will comply immediately through a manual process, with automation to follow via integration with National Weather Service forecast data.



**Powering what matters to you.**