



2026 Summer Reliability Forum

May 19, 2026



CenterPoint Energy Indiana Team



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President,
Indiana



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Vice President,
Regulatory Services



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Director,
Power Supply Services

Our Commitment to Our Customers

In everything we do, we are laser focused on what matters most to our customers



**Prioritizing customer
affordability**



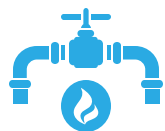
**Strengthening reliability
and grid resiliency**



**Enhancing communications
and customer service**

CenterPoint Energy Indiana Service Territories

Indiana Natural Gas Distribution

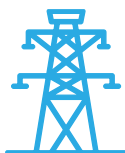


More than

785,000

Natural gas metered customers

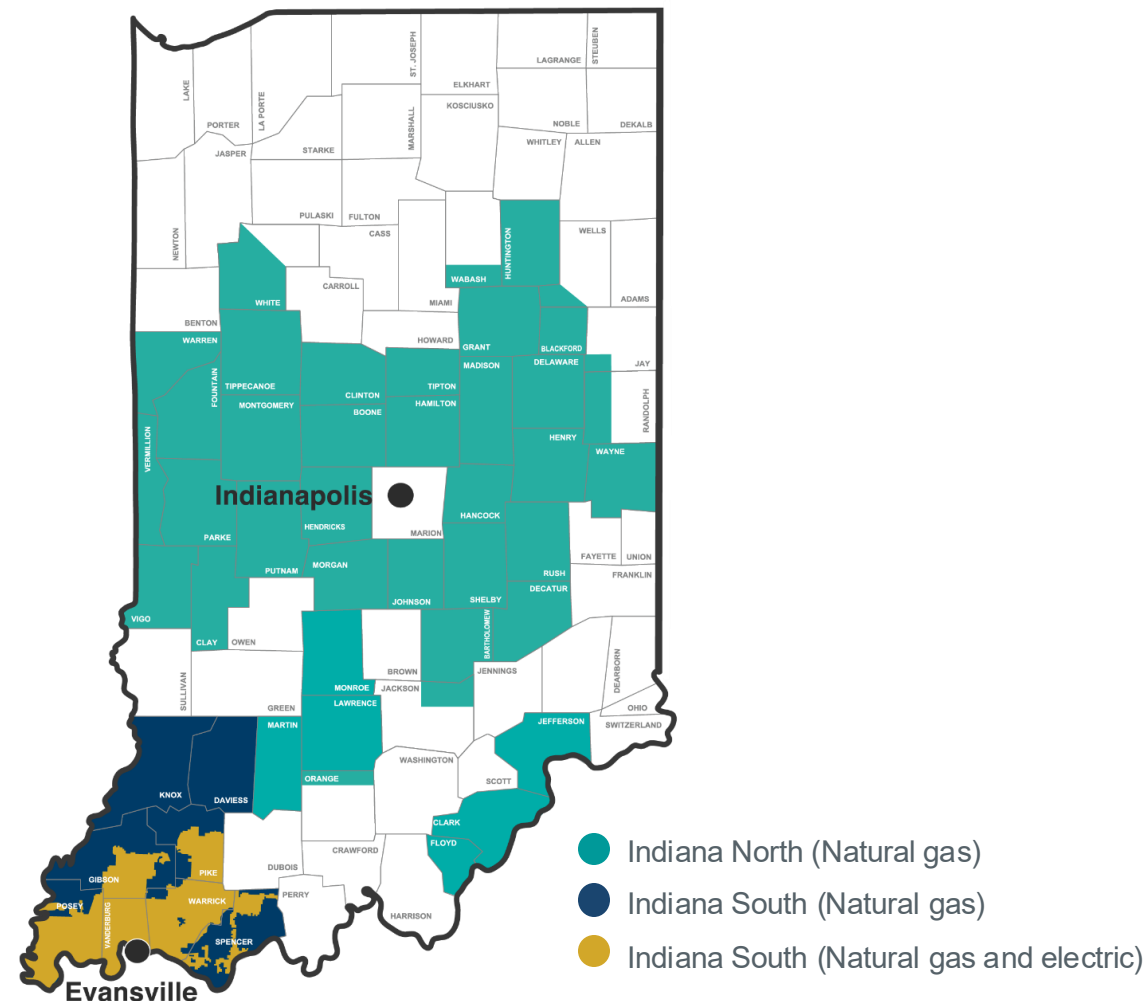
Indiana Electric Transmission & Distribution and Power Generation



More than

154,000

Electric metered customers



Agenda

- 01** Reliability and Resiliency
- 02** Capacity
- 03** Major Event Response
- 04** Customer and Community Focus

Reliability and Resiliency



Maintenance and Planning Ensures Customer Reliability

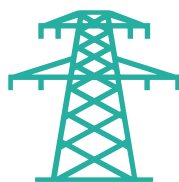
Generation

- Year-round preventive and predictive programs
- Proactively monitoring equipment trends
- Maintenance outages completed by the end of May
- Coal and gas supplies secured and contracted



Transmission

- Ensure maximum redundancy



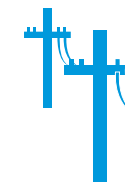
Substation

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



Distribution

- Inspect capacitor banks
- Ensure maximum redundancy



Commitment to Better Customer Reliability

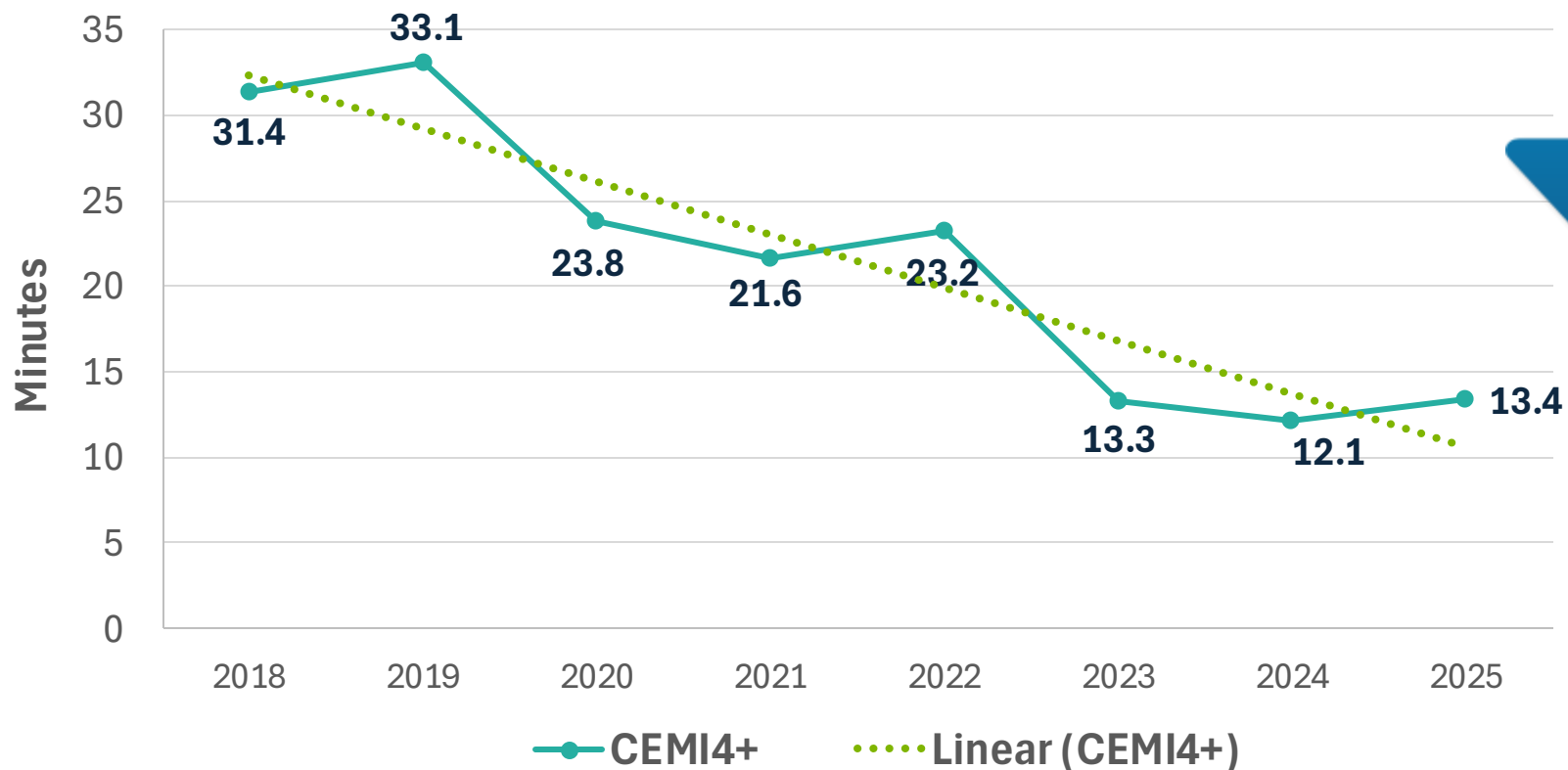


- 10-year cycle wood pole inspection program
- CEMI program with remediation efforts
- Targeted circuit improvements
- 5-year vegetation management cycle
- Distribution automation program
- Proactive upgrading of aging underground cable

TDSIC Improvements Drive Performance

Annual SAIDI Minutes from Equipment Failure

IEEE 1366-2022



57%
Reduction
in SAIDI
minutes

Capacity



Generation Transition Adds New Gas and Balanced Generation

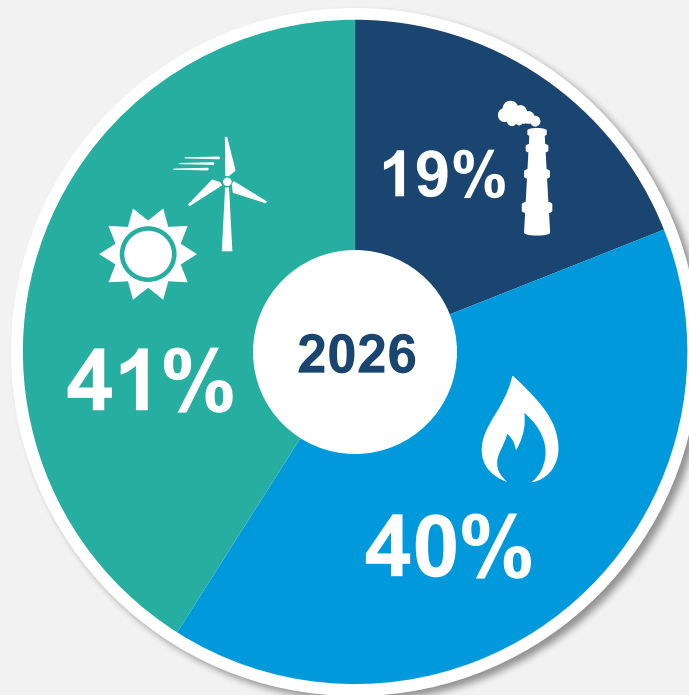
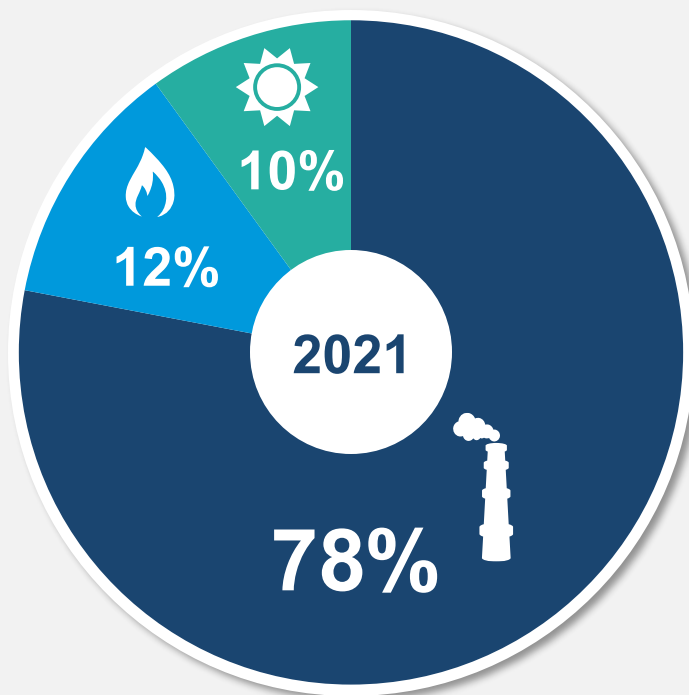
CEI South Generation Mix



Coal Units
1,032 MW

Gas Peaking Units
160 MW

Renewables
138 MW



Coal Units
302 MW

Gas Peaking Units
620 MW

Renewables¹
649 MW

¹ Galesburg Wind PPA – 147 MW Targeting COD Sept. 1, 2026

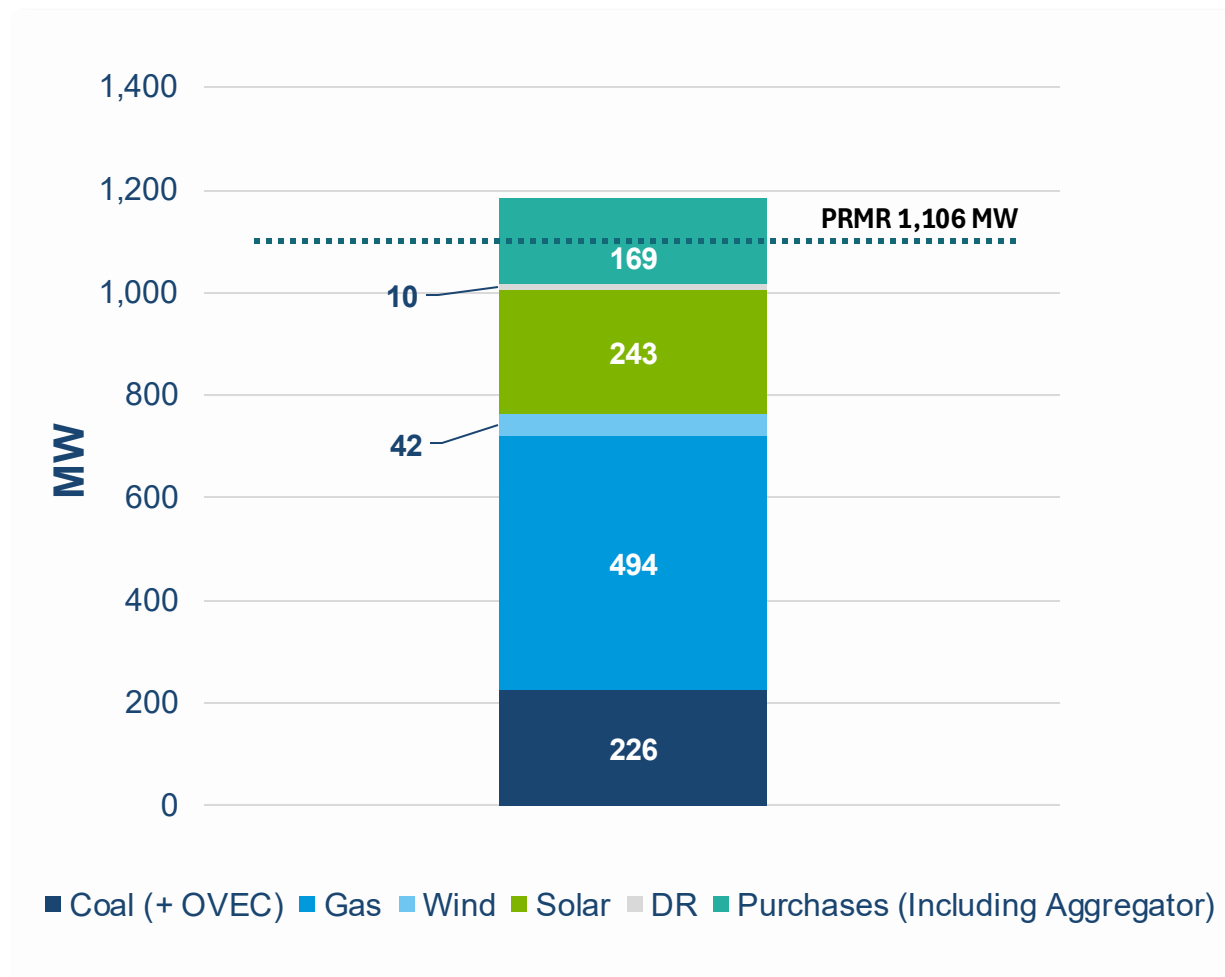
CEI South – Summer 2026/27 Accredited Capacity

Key Takeaways

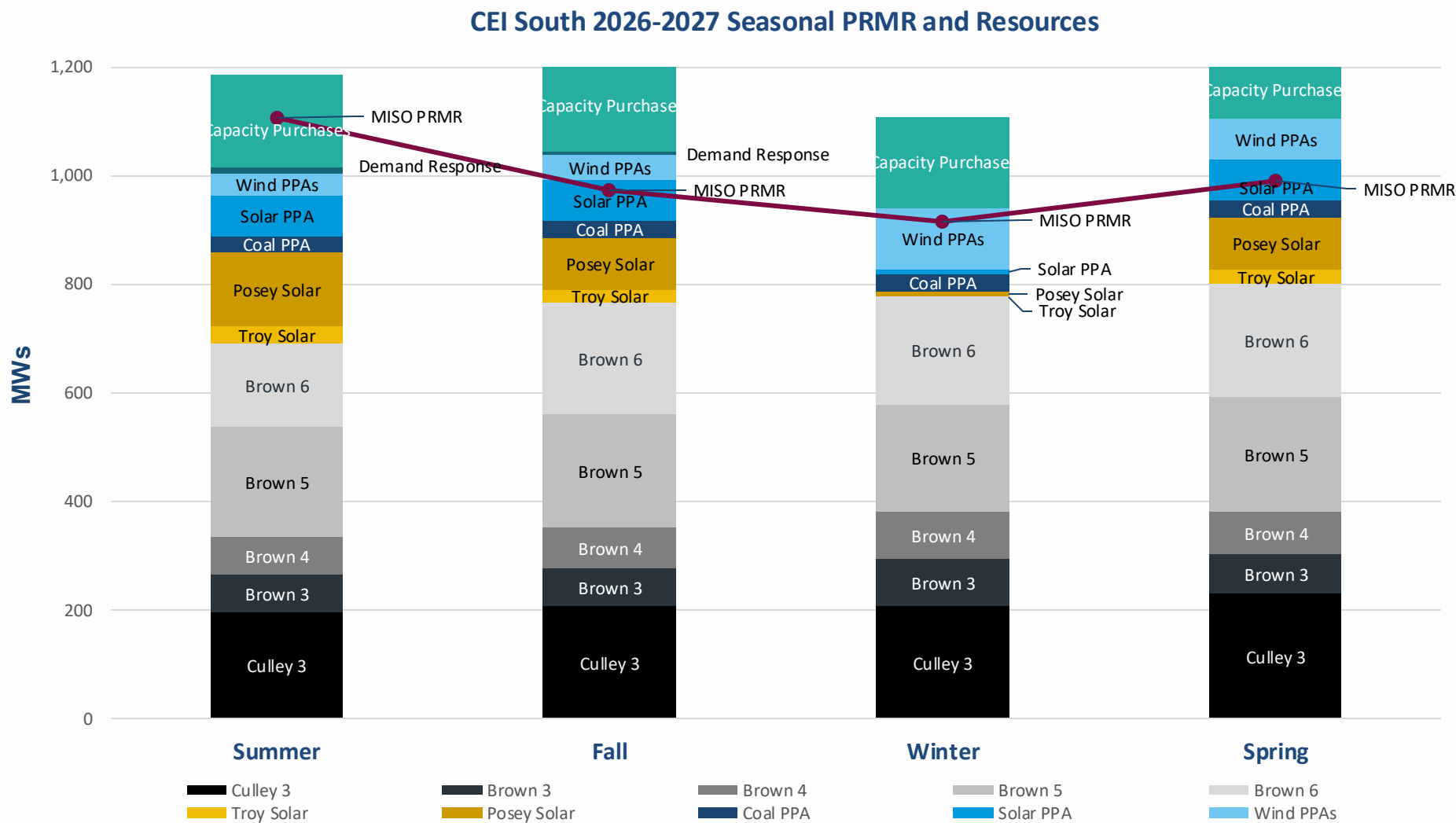
- ✓ Accredited summer capacity: **1,184 MW**
- ✓ MISO summer PRMR: **1,106 MW**
- ✓ ~7% Capacity surplus
- ✓ **Diversified resource mix exceeds summer capacity needs**

Methodology & Inclusions:

- Coal includes OVEC ownership
- Capacity purchases include Aggregator program
- Demand Response reflects Smart Cycler
- Behind-the-meter resources (5 MW) are excluded from accredited capacity per MISO rules.



CEI South – 2026/27 Accredited Capacity



Major Event Response



CenterPoint[®]
Energy

Major Events/Storms: Operational Response Framework

Communications with RTO

- Proactive coordination with MISO before and during the event
- Alignment on system conditions, alerts, and operating posture

Public Appeals

- CEIS coordinated customer conservation messaging
- Provided clear, consistent communications across channels

Operations and Staffing

- Incident Management Team activation
- Coordinated staffing with System Operations and Field Operations

Performance and Compliance

- Compliance checklists executed
- Internal conservation plan implemented
- Formalized staffing plans followed

Lessons Learned and Improvements

- Post-event review completed
- Minor process updates identified
- Actions incorporated into future storm response planning

Emergency Event Communications: Before, During and After Storms

Preparedness and communication across all phases

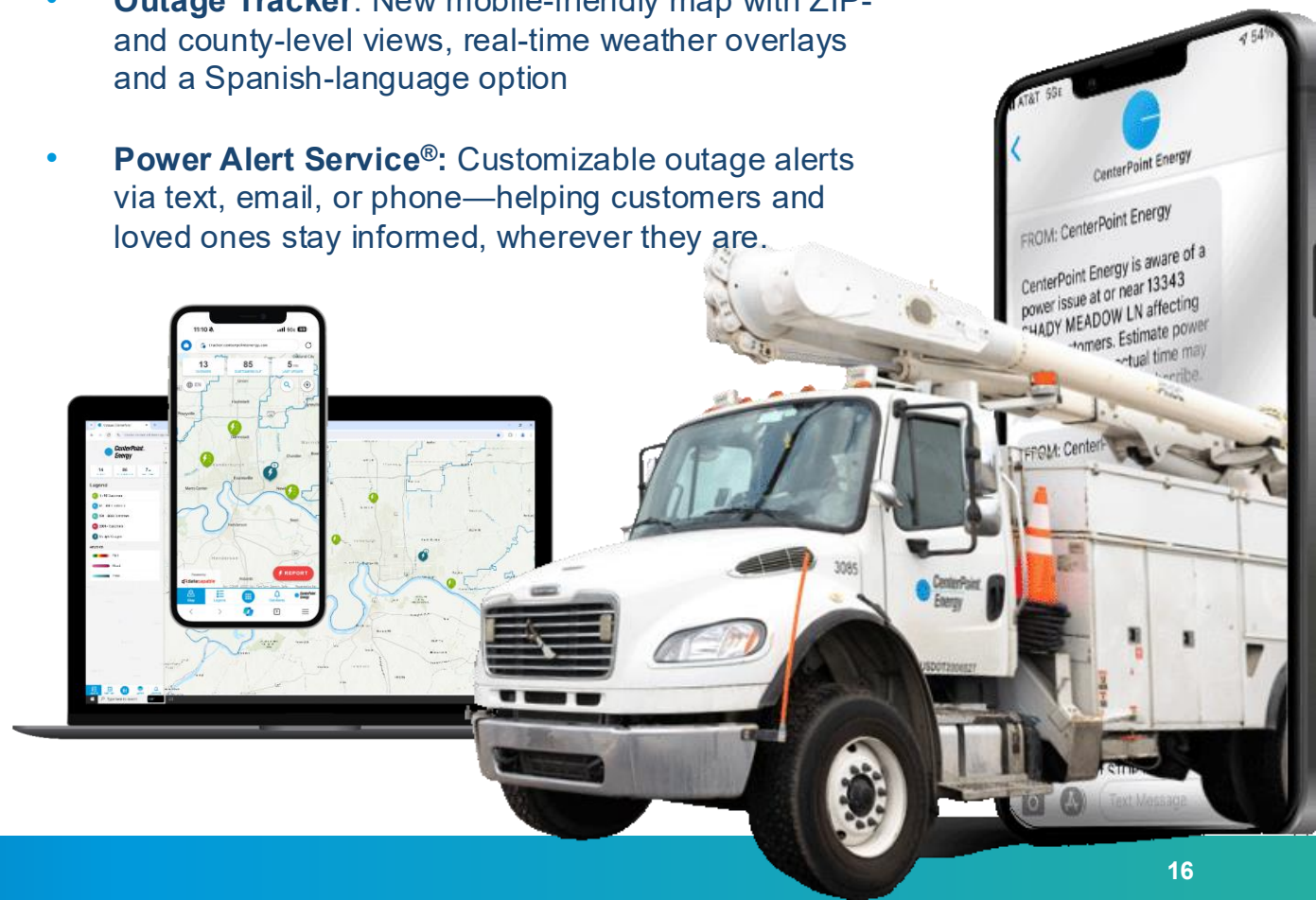
- Proactive messaging ahead of forecasted weather events
- Frequent updates through email, social media, media briefings and stakeholder calls
- Coordination with emergency management agencies, elected officials and critical facilities

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

Keeping Customers Informed: Critical Customer

- **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 and loved ones stay informed, wherever they are.





Customer and Community Focus




Focusing on Customer Affordability

- **Focus on large load wins**
 - Could lower existing customer bills by more than \$250 million
- **Keep our commitment to keeping rates stable through 2027**
- **Community Connects continue in 2026**
 - Expanded the program to meet customers where they are
 - On track to complete more than **30 events in 2026**
- **Launched Walk-in Payment Site Pilot May 6**
 - Staffed payment site downtown Evansville on Wednesdays
 - Planning to add walk in payment option Monday - Friday

Now open!

Customer Connect Center

Our new pilot is now open to provide you with face-to-face assistance.



One-on-one consultations

Talk with an agent in-person from **8:30 a.m. - 4:30 p.m. every Wednesday.**

- Walk through your bill with an expert
- Get answers about your account on the spot
- Make a payment in person (**No cash accepted.**)

Location

CenterPoint Energy Plaza
211 NW Riverside Drive
Evansville, IN 47708

Check-in

Visitors should check in at the front desk upon arrival. No appointment needed.

[CenterPointEnergy.com/CommunityConnect](https://www.CenterPointEnergy.com/CommunityConnect)

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Enhanced Customer Tools: Coming in 2026

- ➔ **Launch New Bill Tool**, a weekly consumption email with projected bill amount, empowering customers to adjust usage patterns to lower bills
- ➔ **Customizable Due Dates**, allowing customers to select their own draft dates
- ➔ **Gas Regulatory Plans** will help SW Indiana affordability
- ➔ Indiana bill research underway to drive **improved customer bill** experience

Your electricity use last week

You used the most on **Sunday**



Current Bill Trends

- Bills are expected to remain relatively flat through July
- As of May 2026, CEI South customer bills:
 - \$183 with average usage of 799 kWh
 - \$226 for those that use 1,000 kWh
- Bills are driven by weather and usage

CenterPoint Energy
CUSTOMER NAME: 000000000-0
ACCOUNT NUMBER: 000000000-0
AUTOPAY DATE: May 18, 2026
DATE MAILED: Apr 30, 2026
AMOUNT DUE: \$ 103.40

SERVICE ADDRESS: 123 Street, Evansville, IN 47712-4658

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

ACCOUNT SUMMARY
Previous Amount Due \$ 129.98
Payment Apr 16, 2026 -129.98
Current Charges (Details on page 2) +103.40
DO NOT PAY - Total Amount Due to be Drafted \$ 103.40
* The amount due after May 18, 2026 is \$ 106.50, which includes a late charge of \$ 3.10.

CenterPoint Energy
CUSTOMER NAME: 000000000-0
ACCOUNT NUMBER: 000000000-0
AUTOPAY DATE: May 18, 2026
DATE MAILED: Apr 30, 2026
AMOUNT DUE: \$ 103.40

SERVICE ADDRESS: 123 Street, Evansville, IN 47712-4658

DEFINITIONS
Distribution and Service Charges - This costs to deliver natural gas to your home or business, including the customer facilities charge that is billed each month regardless of consumption.
Gas Cost Charge - Portion of the bill which reflects how much CenterPoint Energy Indiana North and CenterPoint Energy Indiana South paid for the natural gas used in your home or business. This cost is passed on to you.
Demand - Charge for some larger customers based on their highest usage within a defined period. The billing demand for gas is stated in therms.
CCF (100 Cubic Feet) - Gas consumption is measured by your meter in hundreds of cubic feet.
Therm (THM) - The volume of gas in CCF multiplied by the therm conversion factor.
Therm Conversion Factor - The heat content of the gas used to convert the measured gas consumption from CCF to therms.
Pressure Factor - Factor used to calculate consumption on meters in which delivery pressure is higher than standard pressure and a pressure compensation instrument is not used.
Miscellaneous Charges - Examples for miscellaneous charges may include but are not limited to deposits, reconnect charges, etc.
Disclaimer - Programs and services are operated under the brand CenterPoint Energy by Indiana Gas Company, Inc. (IGA) CenterPoint Energy Indiana North, Southern Indiana Gas and Electric Company (SIG) CenterPoint Energy Indiana South in their respective service territories.
RES 110 - Residential Sales Service, RES 210 - Residential Sales Service, RES 211 - Limited Gas Lighting Sales Service, COM 120 - General Sales Service, COM 125 - School/Government Transportation Service, COM 129 - Natural Gas Vehicle Service, COM 220 - General Sales Service, COM 225 - School/Government Transportation Service, COM 229 - Natural Gas Vehicle Service, COM 240 - Interchange Sales Service.
For a more detailed description of each of the terms used on your bill, please visit CenterPointEnergy.com/definitions or call Customer Service at 800-227-1376.

How to pay your bill
Online: Visit CenterPointEnergy.com/paybill to 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.

0002767 01 AV 0.59 1

CUSTOMER: 123 STREET EVANSVILLE, IN 47712-4658

0190233730711 0599001

000001

CenterPoint Energy
CUSTOMER NAME: 000000000-0
ACCOUNT NUMBER: 000000000-0
AUTOPAY DATE: May 18, 2026
DATE MAILED: Apr 30, 2026
AMOUNT DUE: \$ 103.40

SERVICE ADDRESS: 123 Street, Evansville, IN 47712-4658

Current electric charges
Rate: IN S Elec Residential Standard Service
Meter Number: 500000000
Days in Billing Period: 33

Billing Period
03/28/26 - 04/28/26
Current Reading: 35180 A
Previous Reading: 34972 A
KWH Used: 208
Meter Multiplier: 1
KWH Billed: 208

Customer Facilities Charge
Variable Base Charge: 33.05
Fuel Charges: 9.54
Adjustments: 3.87
Smart Cycle Rewards: -2.50
State Sales Tax: 3.50
Electric subtotal: \$53.46

Current gas charges
Rate: RES 110_IN S 110 Residential Service
Meter Number: 500000000000
Days in Billing Period: 33

Billing Period
03/28/26 - 04/28/26
Current Reading: 5767 A
Previous Reading: 5749 A
CCF Used: 19
Meter Multiplier: 1
Pressure Factor: 1
19 x 1.03750 (Therm Conversion) = Therms Used of 19.713 THM

Distribution and Service Charges
Gas Cost Charge: \$38.35
Gas Cost Charge: 8.32
State Sales Tax: 8.32
Gas subtotal: \$49.94
Total Current Charges: \$ 103.40

Current Electric Charges - May include five components (reviewed and approved by the Indiana Utility Regulatory Commission).
Customer Facilities Charge - Monthly fixed charge.
Variable Base Charge - Monthly charges based on electric energy (kWh) consumed.
Fuel Charges - Includes Base Fuel and Fuel Adjustment Clause.
Adjustments - Applicable adjustments by rate schedule.
Riders - Applicable riders by rate schedule.
Demand - Rates for applicable rate schedules based on their highest usage with a defined billing period, stated in kilowatts (kW) or kilovolt-amperes (kVA).
Energy - Total amount of electricity used within the defined billing period, stated in kWh.
kWh (kilowatt-hour) - Measure of electric energy consumption.
Multiplier - Used to calculate kWh consumption on high usage meters.
Miscellaneous Charges - may include but are not limited to late fees, reconnect charges, etc.

Mail payments to CenterPoint Energy, PO Box 2006, Houston, TX 77252-2006

Has your AutoPay bank account changed?
To update your bank account information, please sign and date this form and return it with this month's payment, using one of your new checks. Money orders do not qualify for enrollment or updating. Your next bill will be automatically deducted from the account listed on your check. For more information or to update your banking information electronically, go to CenterPointEnergy.com/autopay.
I authorize CenterPoint Energy to automatically deduct from the checking account shown on my enclosed check all future payments for my CenterPoint Energy bills. I will notify CenterPoint Energy if I decide to cancel my use of AutoPay. CenterPoint Energy also has the right to discontinue my AutoPay enrollment. Once enrolled, I understand that any past due balances will be drafted from my account three days after my application is processed.

Account holder's signature _____ Date _____

Providing Options to Customers

Enhanced customer solutions and sources of financial assistance

- Targeted outreach offering tailored payment solutions
- Community Energy Improvement Fund
- Low Income Assistance
- Enhanced Levelized Billing Program
- TimeWise Pilot
- Township Trustee Assistance and 211 Referral
- Home improvement rebates and discounts
- Neighborhood Weatherization Program

CenterPoint Energy

To our Indiana neighbors:

We're continuing to be proactive and transparent about a change to your electric bill. This month, CenterPoint Energy implemented the final phase of our 2023 approved rate case. This is the first series of base rate adjustments we've brought forward since 2009. Beginning in March, the average residential customer using 799 kWh per month will see an increase of approximately \$0.86. We know that's not easy news, especially for families already managing tight budgets.

We also want you to know that we're committed to keeping your rates stable through 2027, and we estimate that this initial increase will be reduced to approximately \$4.50 per month by mid-year following a related bill adjustment. This rate case supported more than a decade of critical investments across southwestern Indiana improving reliability. **Work from 2024 to 2026 reduced how often outages happen by nearly 10% and cut the length of outages 14%.**

Community Connects

We'd love to talk with you in person. Throughout the next several months, we're hosting Community Connect events at locations across the region — designed to make it easy for you to meet with our local team, ask questions about your bill and connect with payment assistance programs and resources that may be available to you.

Find an event near you

Care

Our program launched our \$5 million improvement Fund program has applications and essential rebates across replacements, improvements, energy and

HOME Repair & Care

Assistance is here for you
Don't wait until you receive a disconnection notice. Contact us right away for assistance.

Financial assistance programs

Energy Assistance Program (EAP)
Get help with your heating costs if your household income is at or below 60% of the State Median Income. Contact us at 800-227-1376 for more information.

Universal Service Program (USP)
Receive a monthly discount of 15-32% on your natural gas bill from December through May. You're automatically enrolled when you qualify for EAP.

Customer Assistance Fund (CAF)
Designed for families who may not qualify for public assistance but need help managing energy bills.

Special payment options (no applications)

Payment Extension
Get a one-time extension on your due date to avoid late fees. Your due date returns to normal on your next bill.

Payment Arrangement
Split your total bill into smaller payments over time. You must pay both your installment amount AND your current monthly charges by the due dates to keep the arrangement active.

Medical Hardship
If medical expenses are making it hard to pay your bill, call us at 800-227-1376. You may receive a 2-month grace period on late fees, automatic enrollment in Budget Billing (consistent monthly payments) or a personalized 4-month payment plan.

Energy efficiency assistance

Home Energy Assessment
Homeowners can get a free energy assessment with on-the-spot upgrades including weatherstripping, airseals, pipe insulation, a smart thermostat and more. You'll receive a personalized home energy report with an action plan for additional no-cost energy-saving efforts.

What you get: Free assessment and upgrades that may help lower your energy bills.

Neighborhood Weatherization Program
Designed for households that qualify for extra assistance (income-qualified homeowners and renters receive everything in the Home Energy Assessment, plus additional benefits like insulation, furnace tune-ups and other improvements at no extra charge).

Who qualifies: Households with income at or below 200% of the federal poverty level or those already receiving SNAP, LIHEAP, WIC, Welfare, Section 8 or other Emergency Assistance Program benefits.

What you get: Free assessment and immediate upgrades. PLUS major improvements like insulation and a furnace tune-up at no cost.

Ways to help you manage your energy costs:

Seasonal assistance: Our team can help you explore seasonal assistance and subsidized rate options. Visit [centerpoint.com/seasonal](#) or call 1-800-227-1376 to learn what's available.

Smart cycle: Receive a one-time \$75 bill credit, plus an additional \$100 credit from March through November — that's up to \$175 in savings. Smart cycle allows us to briefly cycle your central air conditioner during the summer months to help reduce energy use and receive a one-time \$75 bill credit, plus an additional \$100 credit from March through November — that's up to \$175 in savings. Smart cycle allows us to briefly cycle your central air conditioner during the summer months to help reduce energy use and receive a one-time \$75 bill credit, plus an additional \$100 credit from March through November — that's up to \$175 in savings.

Scan the QR code or visit [CenterPointEnergy.com/Assistance](#) to learn more about our assistance programs.

CenterPoint Energy

Available on the App Store and Google Play

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1111 Louisiana Street | Houston, TX 77002
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CenterPoint Energy

Join TimeWise — a new way to save on your electric bill

We're excited to introduce **TimeWise**, a pilot program* that gives you more control over your energy costs. We have been listening and heard you; that is why we're looking for **500 customers** to help us test a new time-of-use rate structure.

Claim your spot today

How TimeWise works

TimeWise is another new tool that provides participating households with a new way to manage their energy costs by making informed decisions. This pricing option is designed to help customers save money by using energy during lower-cost hours.

CenterPoint Energy

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 pets.

For more storm tips and resources, visit [CenterPointEnergy.com/StormCenter](#) or scan the QR code.

Who should sign up for TimeWise?

- Have flexible appliances
- Are willing to peak hours through the summer
- Want to take control of their energy costs
- Are willing to take a risk on a new pricing option
- Customers who are interested in smart home technology
- Customers who are interested in energy efficiency

CenterPoint Energy

Increase your summer savings with Smart Cycle!

Enroll in our voluntary energy management program to help lower consumption during high demand and SAVE BIG!

\$75 One-time bill credit when you enroll

\$7.50 Earn monthly credits (Electric, Gas, Water, etc.)

\$67.50 Annual bill credit (average per device)

Visit [CenterPointEnergy.com/SmartCycle](#) or scan the QR code to enroll today.

CenterPoint Energy



Q&A