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BOUNDLESS ENERGY™

Summer Preparedness 2024

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BOUNDLESS ENERGYSM

Executive Summary

- Prepared with adequate resources and infrastructure to meet customer needs during Summer 2024
- Taking proactive steps across the organization to prepare for peak load conditions and weather related events
- Multi-tiered communications plan in place to inform customers and communities of severe weather impacts and potential demand response events



Indiana Michigan Power Resource Diversity



Diverse set of Generation Resources and PPAs:

- 2,278 MW Cook Nuclear Plant
- 1,347 MW Rockport Unit 1 Coal Plant
- 22 MW of Hydroelectric Power
- 35 MW of Universal Solar
- 150 MW OVEC ICPA
- 450 MW of Wind Power under PPA;
 - 100 MW from the Fowler Ridge I Wind Farm in Benton County, IN
 - 50 MW from the Fowler Ridge II Wind Farm in Benton County, IN
 - 100 MW from the Wildcat Wind Farm in Madison County, IN
 - 200 MW from Headwaters Wind Farm in Randolph County, IN

87.9%

*Carbon-free System-wide
Generation In 2023*

I&M Demand-Side Resources:

- Energy Efficiency Programs
- ~ 400 MW of Interruptible and Demand Response Load

Summer Energy Outlook

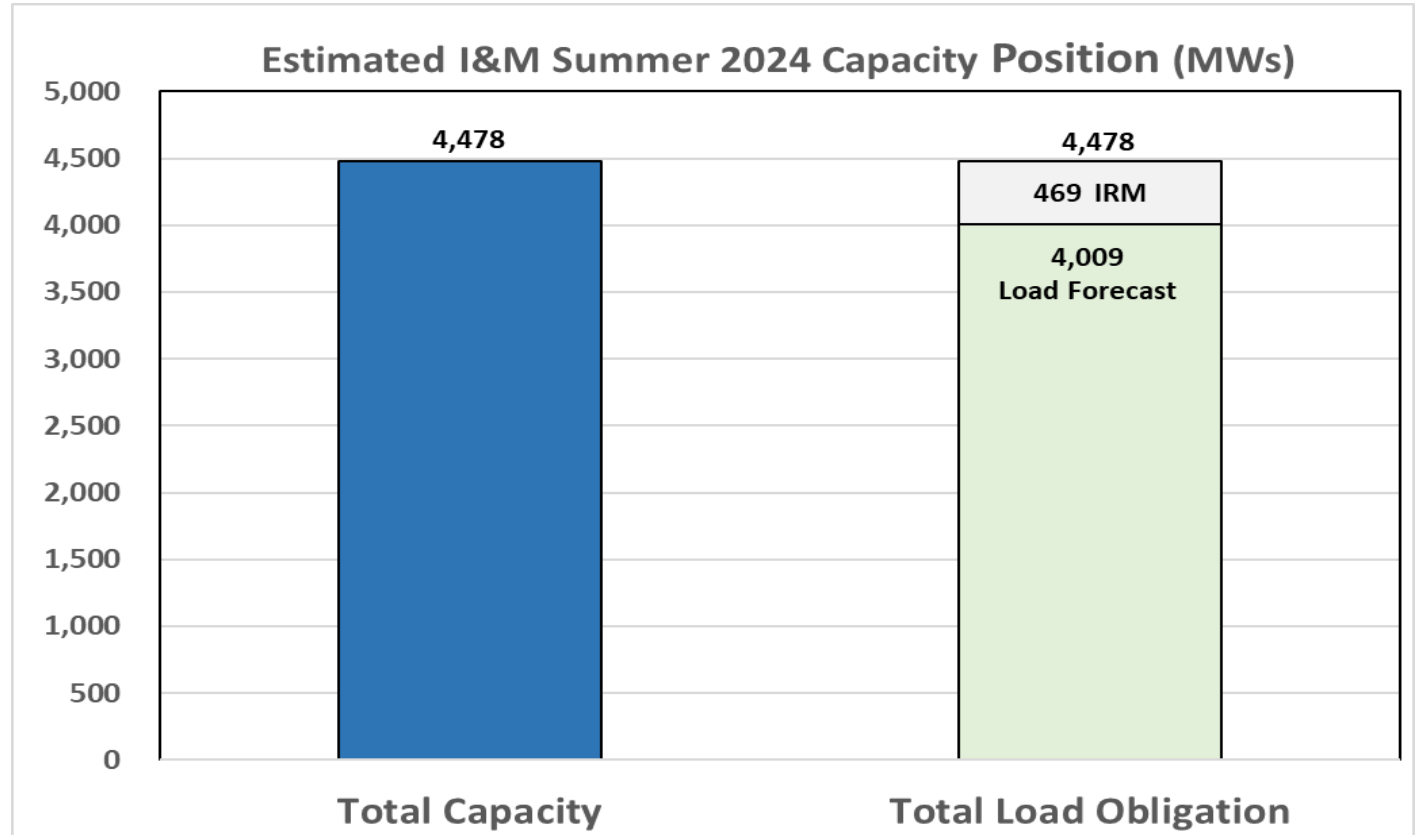
PJM Unforced Capacity (UCAP)

I&M has sufficient capacity to meet its load obligations for Summer 2024.

Description	2024 Capacity (MW)
Fossil and Nuclear	4,003
Demand Response	393
Intermittent (Wind, Solar, Hydro)	83
Total Capacity	4,478

Projected Peak Load (MWs)				
May-24	Jun-24	Jul-24	Aug-24	Sep-24
3,135	3,606	3,981	3,844	3,300

Note: I&M’s average summer peak for 2021-2023 is 3,944MW; the highest summer peak was 4,011MW in 2021.



PJM-2024 Watch List

- I&M does not anticipate RTO changes that will impact the ability to meet 2024 summer load obligations.
- Ongoing conversations with PJM related to future load increases and impacts associated with Transmission and Generation capacity.
- Monitoring activities in PJM related to:
 - Implementation of recent capacity market changes and impacts on existing and future resources
 - Implementation of interconnection queue reforms for new generation resources and redevelopment of existing sites
 - Integration of Distributed Energy Resources into capacity, energy, and ancillary service markets

Summer 2024 Preparation: Non-nuclear Generation

Rockport:

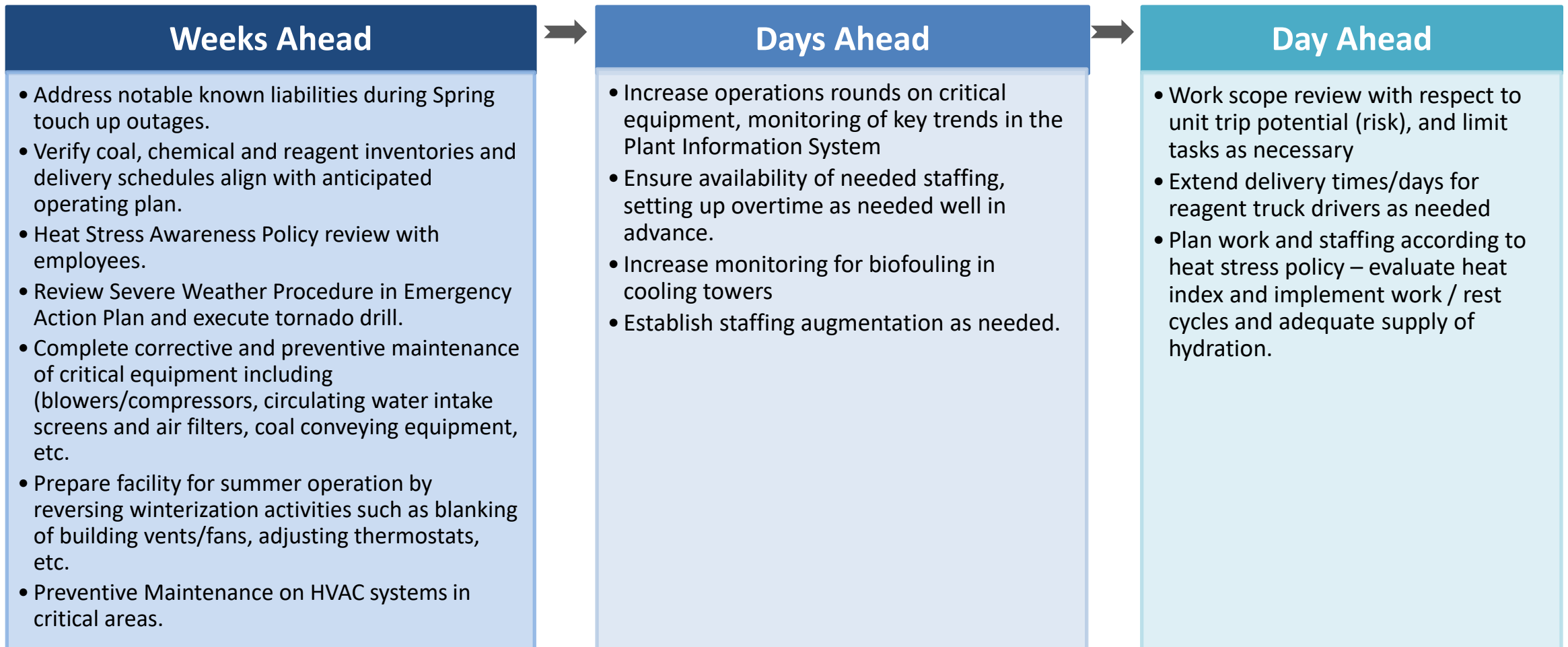
- Unit 1 Spring outage on schedule for early June completion.
- Low pressure turbine rotor replacement will remove the 40 MW curtailment.
- Fuel, reagent, material availability and deliveries are meeting expectations.

Other Generation Resources:

- Solar, wind, and hydro are expected to be available for summer season.
- Generation needs in excess of I&M's available capacity will be met through market purchases.



Generation: Proactive Management of Extreme Weather (Summer Peaking)



Summer 2024 Preparation: Nuclear Generation



Distribution Summer Weather Preparation and Response

Annual Preparedness

- Regular meetings with Regional Mutual Assistance Group (RMAG) to review issues
- I&M Incident Command System (ICS) is regularly updated with back-ups to ensure coverage
- Two “mock events” completed in 2023 to test storm response
 - November 7 “event” included participants from the IURC and MPSC
- Two events planned for 2024; first one set for June 18
 - Will extend an invite to Commission Staff to participate

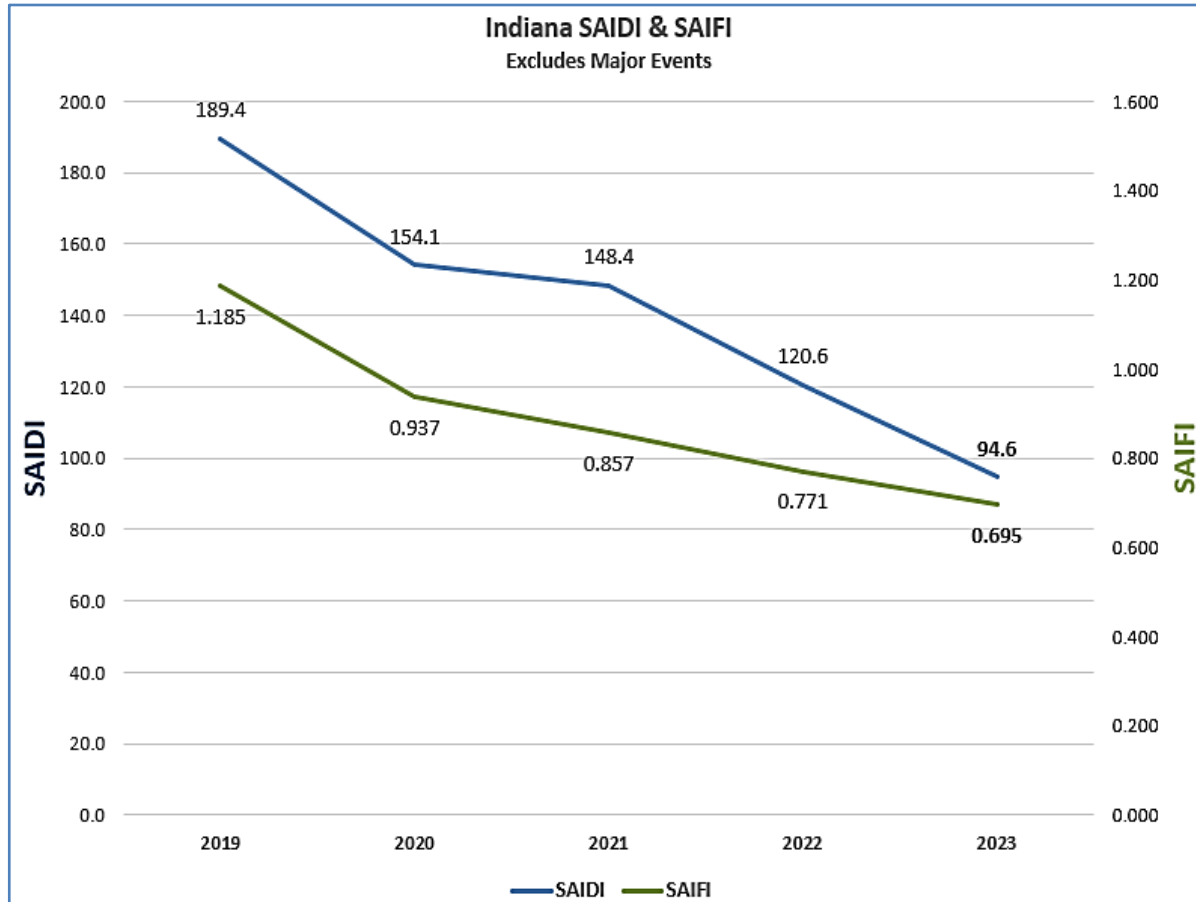
Days Ahead

- AEP Meteorology alerts I&M about upcoming severe weather
- AEP Mutual Assistance schedules a meeting to review
- I&M Leadership reviews forecast
- Crews are put on alert
- AEP Mutual Assistance is contacted with projected needs
- ICS Logistics and Planning sections prepare to mobilize resources
- Stage crews if eminent threat is probable

Event Response

- ICS begins managing restoration efforts
- Begin hazard assessment and damage assessment as a first response
- Utilize AMI and other grid technologies to confirm outages and provide intelligence
- Operations initiates active restoration based on Planning data
- Customers are updated via social media and mobile alert application
- **High heat weather adjustments:**
 - Prioritize cooling stations
 - Pairing Servicicers (safety and service)

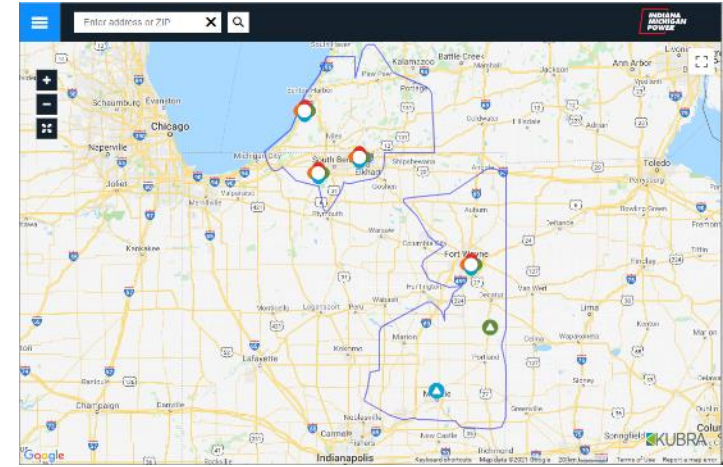
Summer 2024 Preparation: Improving Reliability & Resiliency



- 50% SAIDI improvement in 5 years
- Ongoing Investments in the Grid
 - Vegetation control & Asset Renewal
 - “Round 2” of active 4 year cycle
 - Actively replacing aging facilities
 - Modernization and Automation
 - AMI complete in 2024 (1/3 remaining)
 - Provides great insight into pattern and location of outages
 - Confirms if power is interrupted and when it is restored
 - Used to inform customers in real time
 - DACR grows from 11% to 15% of Indiana customers in 2024

Summer 2024 Preparation: Customer and Community Engagement

- **I&M conducts pre, during and post event communications with communities, customers and stakeholders**
 - Relationship and coordination with Emergency Management Agencies (EMAs) throughout the year
 - Formal process utilizing weather triggers for proactive customer communications
 - Utilize multiple channels to get information out during an event:
 - Social Media/One Voice-provides current “picture” of recovery
 - Mobile Alerts-provides estimated restoration time updates
 - I&M Website – provides geographical outage information
 - Direct contact with critical customers, government officials and agencies
 - Media updates
- **I&M educates our customers in the summer and throughout the year on programs that can assist them**
 - Demand response programs for residential and business customers
 - Payment assistance programs and payment plans
 - Energy efficiency programs for residential and businesses, including income-qualified weatherization





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Customer Engagement Examples

WEATHER-READY TIPS

Energy-saving Tips

Excessive heat and forecast for much of Indiana / Michigan. Scorching temperatures pose a serious health risk for older adults, children, and people with chronic conditions. Strong storms can cause power outages by excessive heat.

We know you depend on us seriously. While we have our highly trained team safely restore your power, you can get your home ready for the next storm.

Stay Connected

Get the Mobile App
Report outages, plan for the I&M mobile app.

Receive Alerts/Updates
Make sure your contact information is up to date for outage alerts and email updates.

OUTAGE UPDATE

The high winds and thunderstorms that barreled through the I&M service territory last night left the tell-tale signs of its path, including downed trees and power lines. The storms knocked out power to more than 11,600 customers. Wind speeds of 68 mph in Fort Wayne and 67 mph in Muncie caused downed wires and over 70 broken poles in just those two districts. In Harlan, a small town north of Fort Wayne, there was an unconfirmed tornado touchdown.

We know you depend on us for power and we take that responsibility very seriously. Our highly trained team is *Powering the Next Response*.



More than 190 I&M line workers, assessors, forestry crews, logistic teams and support personnel are working 16-hour shifts to get your lights on as quickly and as safely as they can. To help the I&M team, mutual assistance workers are on their way. High winds are expected throughout the day and may cause power restoration delays. For the safety of our crews, bucket truck lifts cannot operate in winds over 35 mph.

For outage information, including photos of storm damage and restoration updates, follow us on [Facebook](#), [Instagram](#) and [Twitter](#).


Assessing Damage

After a major storm hits, our crews quickly begin to assess the damage. Assessing the impact of the storm takes time, but it's an important part of our process to get the power back on as safely and quickly as possible.

facebook

Indiana Michigan Power
Jun 07, 2022 ·

#TipTuesday Set the fan on your central air conditioner to "on" rather than "auto." This will circulate air continuously, keeping the temperature in your home more consistent, plus help dehumidify the air.




TIP #10
POWERING THE NEXT ENERGY-SAVING IDEA

244K likes · 13.8K comments · 62.6K shares

facebook

Indiana Michigan Power
Mar 08, 2022 ·

#TipTuesday Use ceiling fans to help circulate air throughout the house. A ceiling fan should run clockwise during the winter and counter-clockwise in the summer.



TIP #53
POWERING THE NEXT ENERGY-SAVING IDEA

244K likes · 13.8K comments · 62.6K shares

WEATHER-READY



AT&T Wi-Fi 6:04 PM 35%

I&M Alerts

Today 3:00 PM

I&M Peak Energy Use Event Today 4-6pm. IM Power Rewards pays you to save energy during events. Turn off lights. Turn up AC temp. More tips [ElectricIdeas.com/I9](#)

Today 6:00 PM

I&M Peak Energy Use Event is Over. Email with your bill credit total coming soon. Thanks for saving energy. Get tips to [ElectricIdeas.com/Tips](#)

Logistics; People and Materials

- **Staffing Considerations**

- I&M has ongoing recruiting activities for all front-line positions
- Outreach to local schools and other organizations to promote utility careers
- Structured training programs and facilities in-house to onboard new employees into the organization
- Actively working on job placement opportunities for Rockport employees after plant retirement

- **Employees by Age Category**

T D or G	54 and under	55-58 years	59-62 years	63-65 years	66+ years	Total
G	801	110	124	57	32	1124
D	491	47	45	23	15	621
T	93	7	13	4	1	118
Total	1385	164	182	84	48	1863

- **Material Planning**

- Longer lead items are addressed via five-year planning forecast
- Engaging with suppliers for committed quantities
- Power of AEP: supplier engagement, volume, price and delivery



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Questions

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