

# Indiana Utility Regulatory Commission 2025 Summer Reliability Forum



May 20, 2025

**aes** Indiana



# AES Indiana Team

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Brandi Davis-Handy  
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Harding Street



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Director, System  
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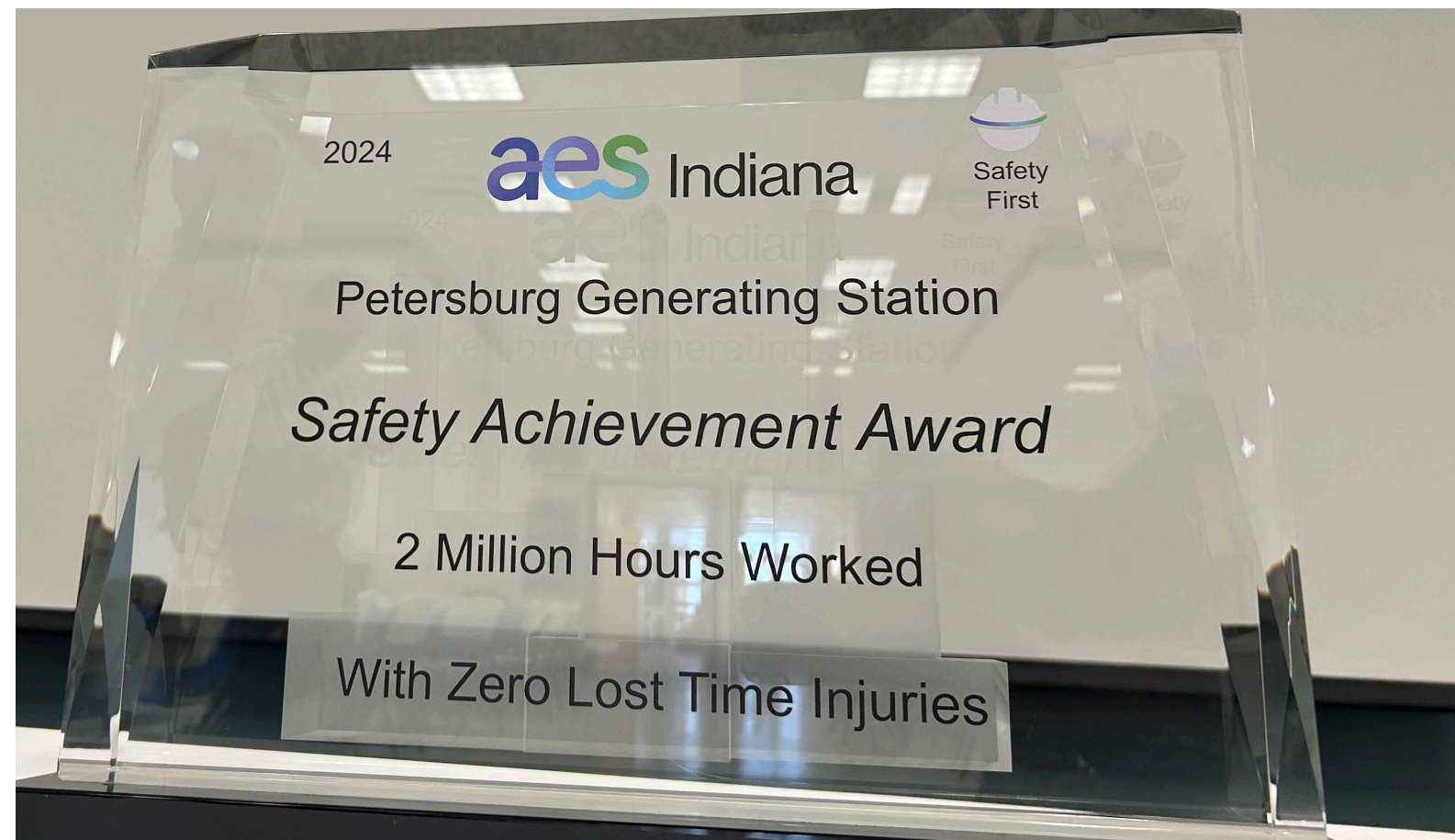
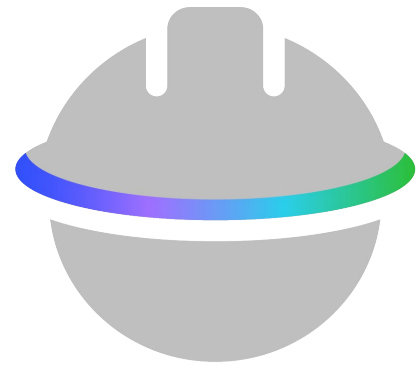


Angie Wyatt  
Senior Director,  
Customer Operations



# Safety First

3



Our Petersburg Generating Station recently celebrated a milestone safety achievement; more than 2 million hours worked with zero lost time injuries.

**aes** Indiana



# Reliability in storms

April 2, 2025

Full storm restoration was completed in 72 hours:

- Line of severe storms brought heavy rain and 80+ MPH wind gusts
- Approximately 87,000 customers impacted
- 62 broken poles
- 22,089 customers avoided outages due to 24 recloser lockouts
- 17,377 customers avoided outage due to 19 successful FLISR restorations







528  
square miles



530,000  
customers



3,981  
MW of Generation



Lakefield PPA (MN) – 200 MW

Hardy Hills – 195 MW

Hoosier Wind – 100 MW

Harding Street Generation – 1,006 MW

Georgetown – 158 MW

REP Projects – 96 MW

Eagle Valley Gas – 689 MW

Petersburg Generation  
– 1,072 MW  
Pike County Energy Storage  
– 200 MW BESS

Petersburg Energy Center  
– 250 MW solar + 45 MW BESS

Crossvine  
– 85 MW solar + 85 MW BESS



Solar

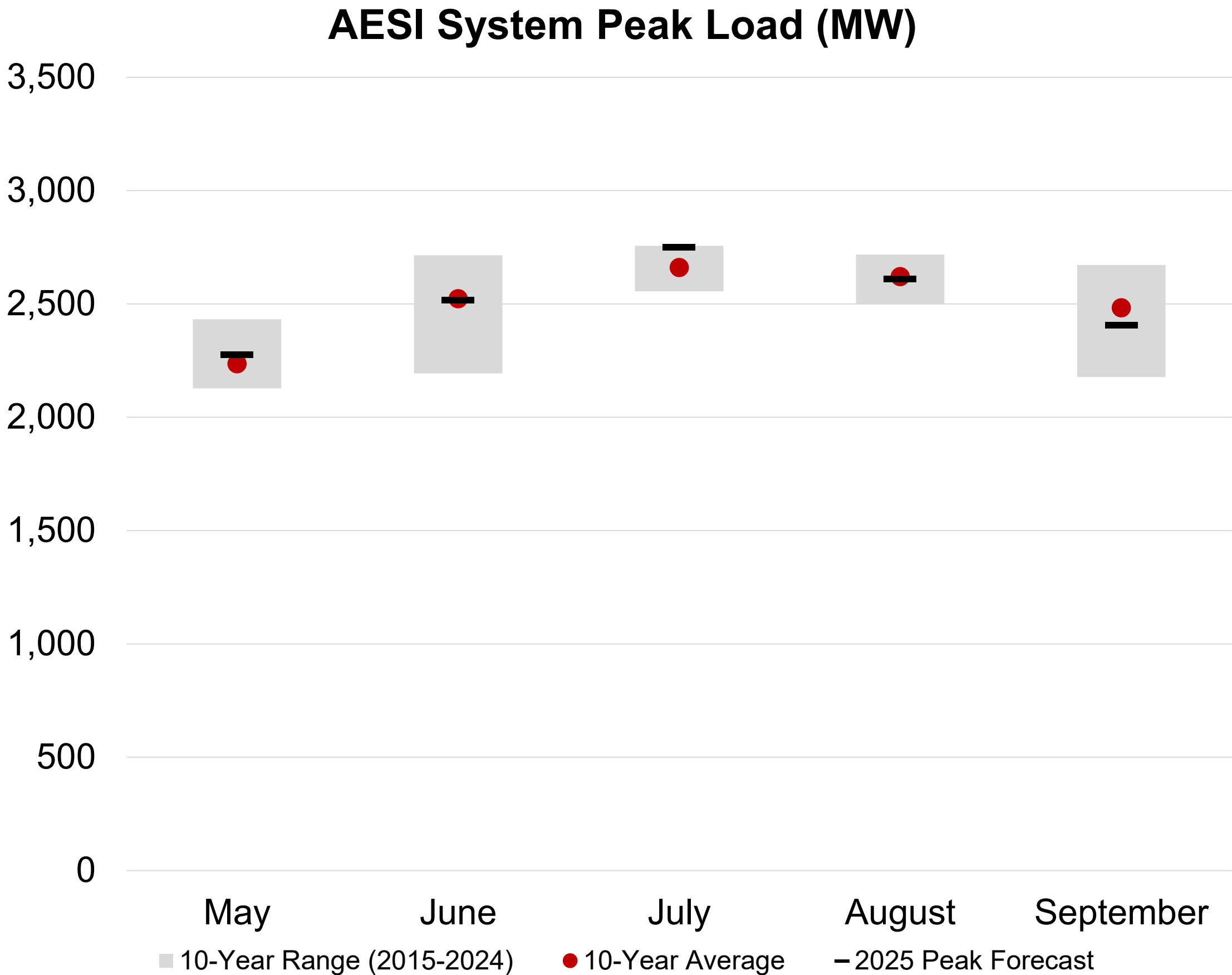
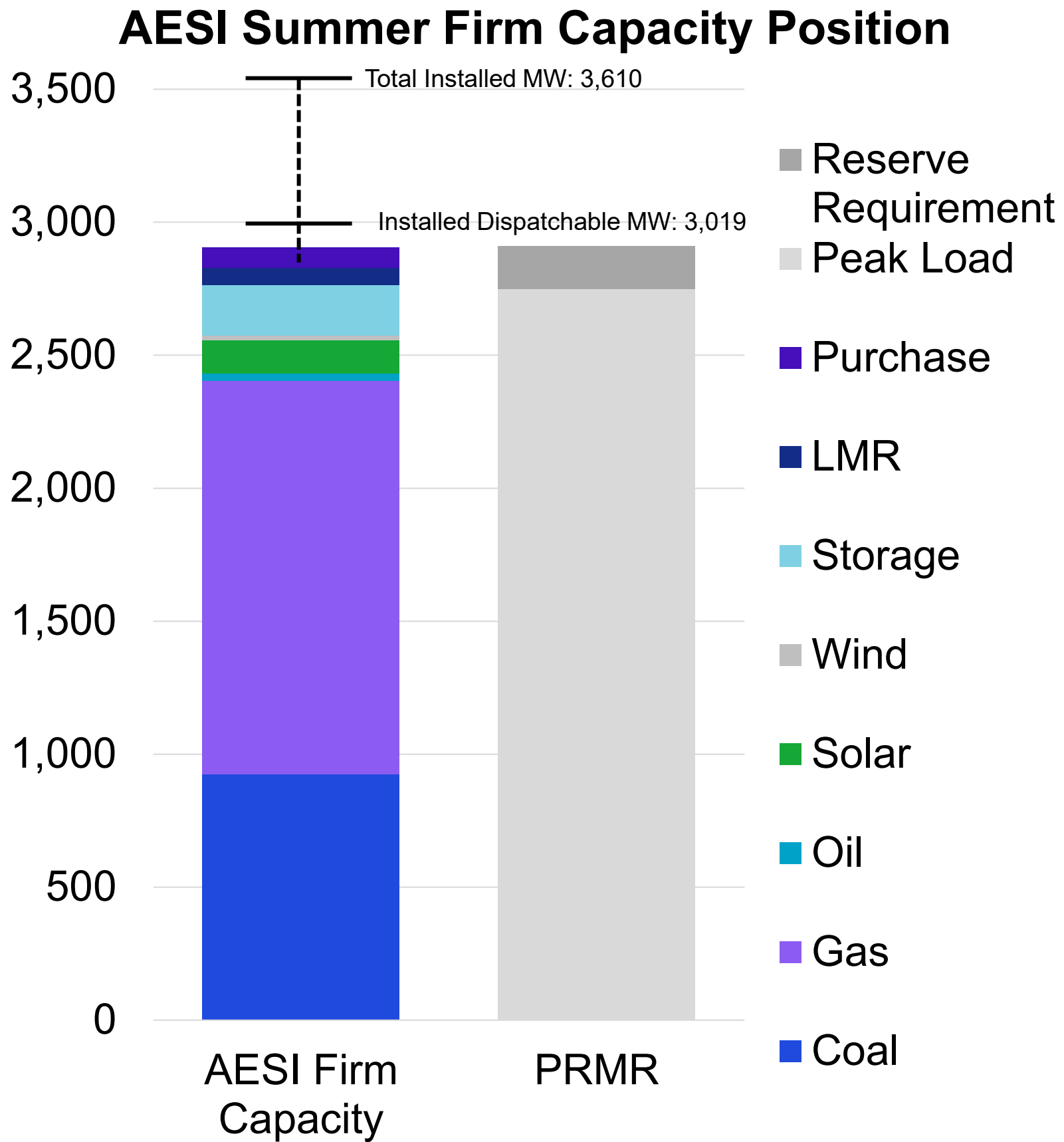


Thermal



Wind

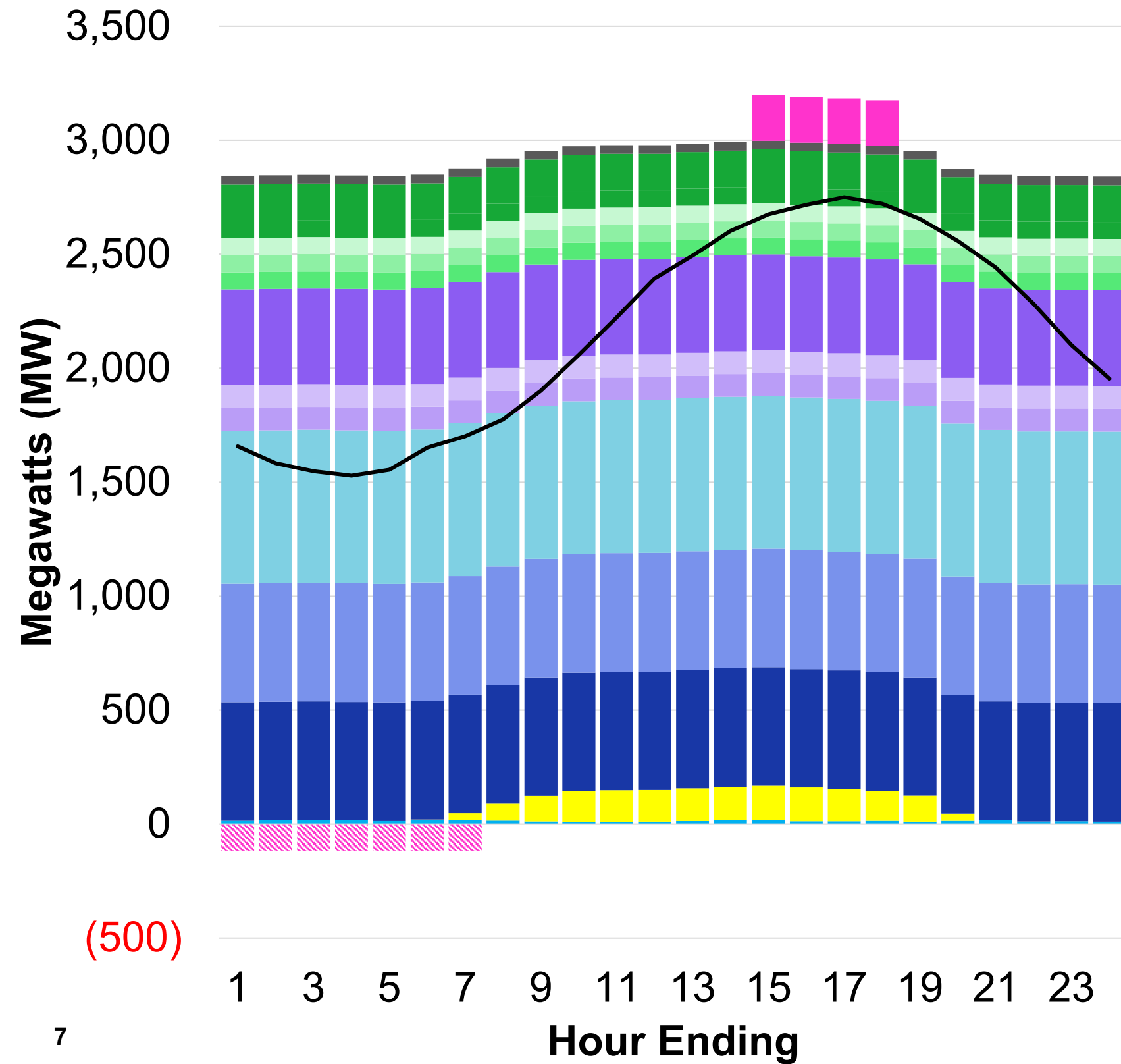
# Summer load and supply summary



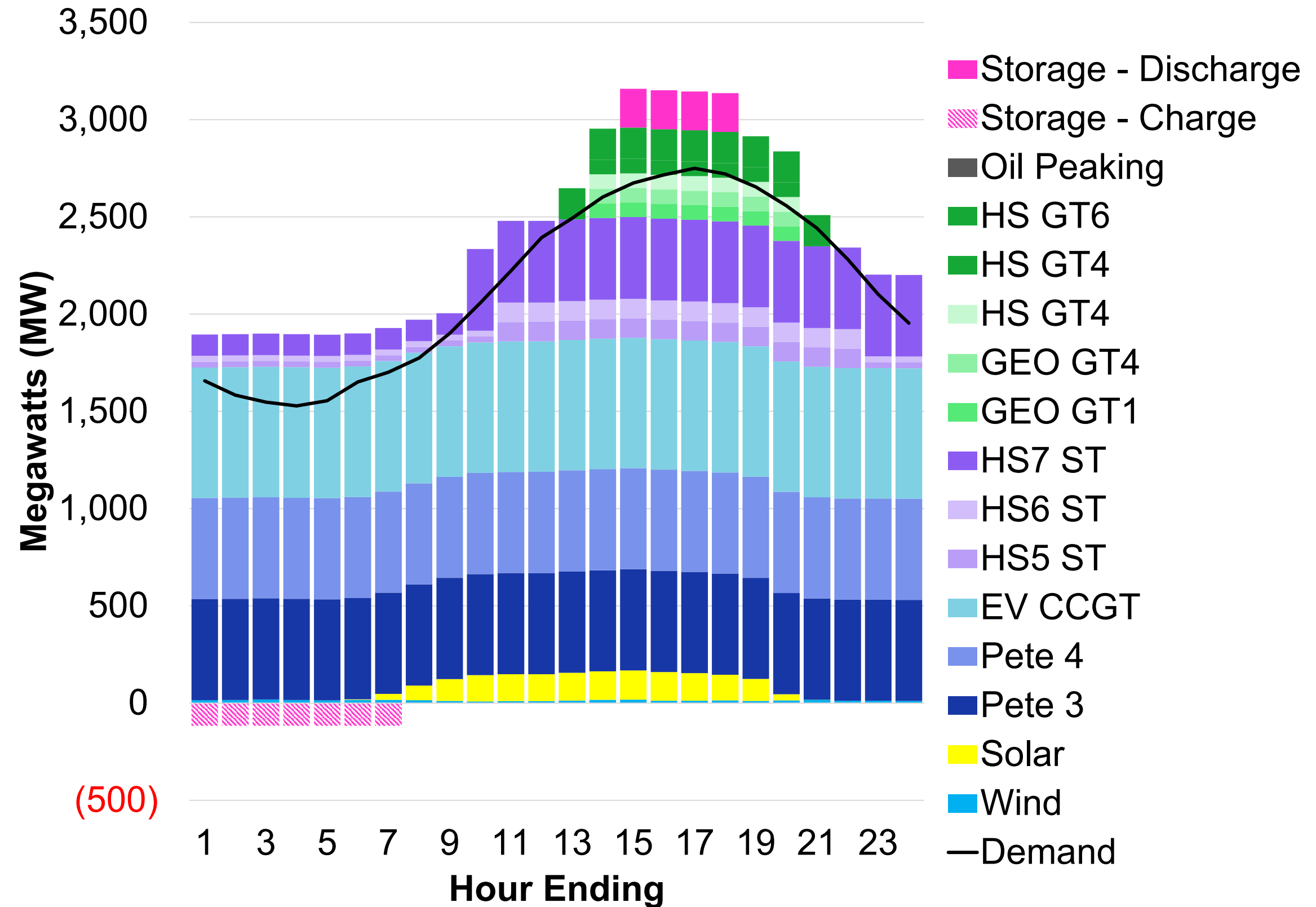
# Typical Summer Peak Day

Illustrative AES Indiana Peak Day (2,750 MW Peak in HE 17)

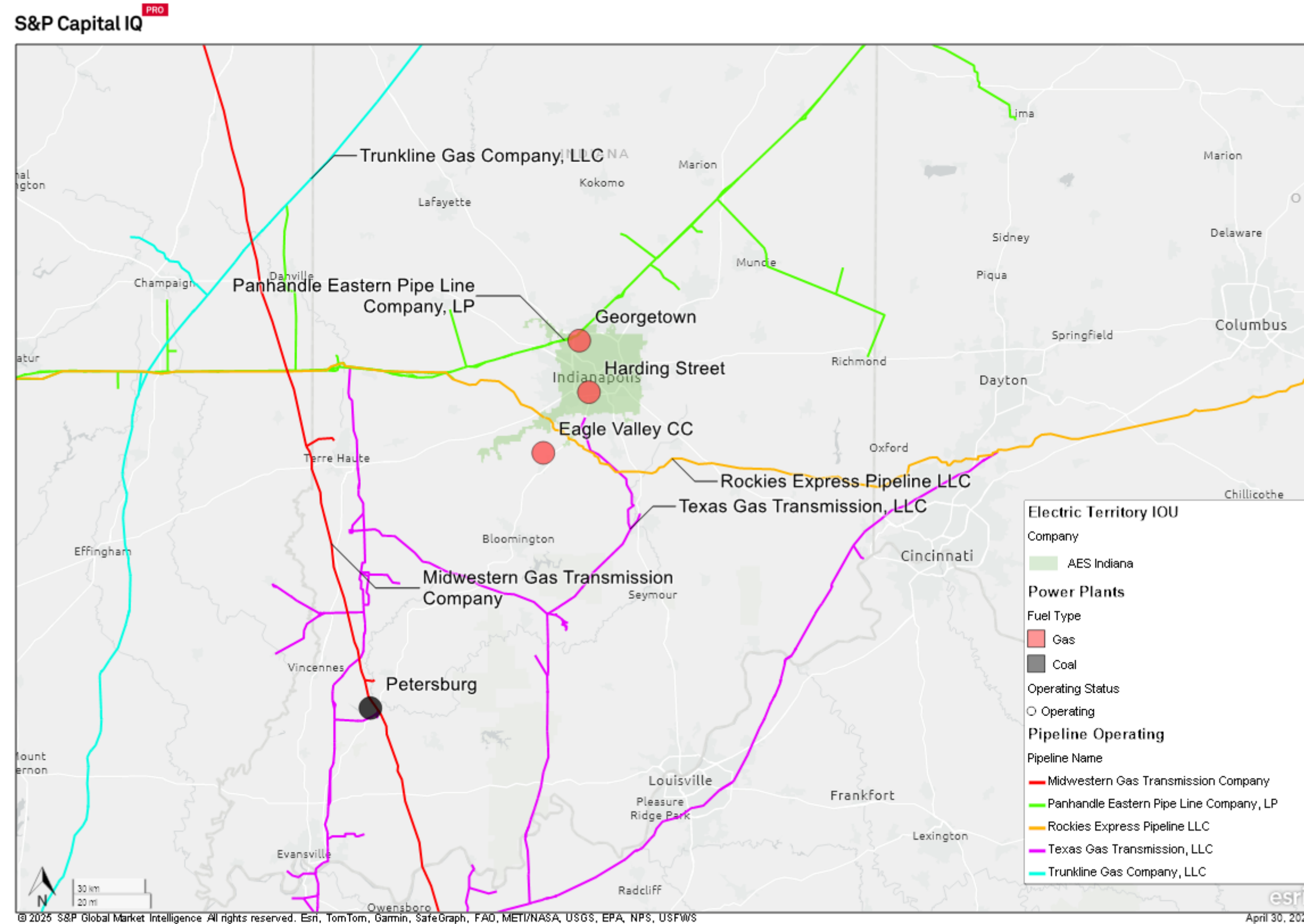
## Resources Offered to MISO (MW)



## Estimated Dispatch/Clearing (MW)



# 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 for summer.



# MISO Seasonal Capacity Construct

## Construct design

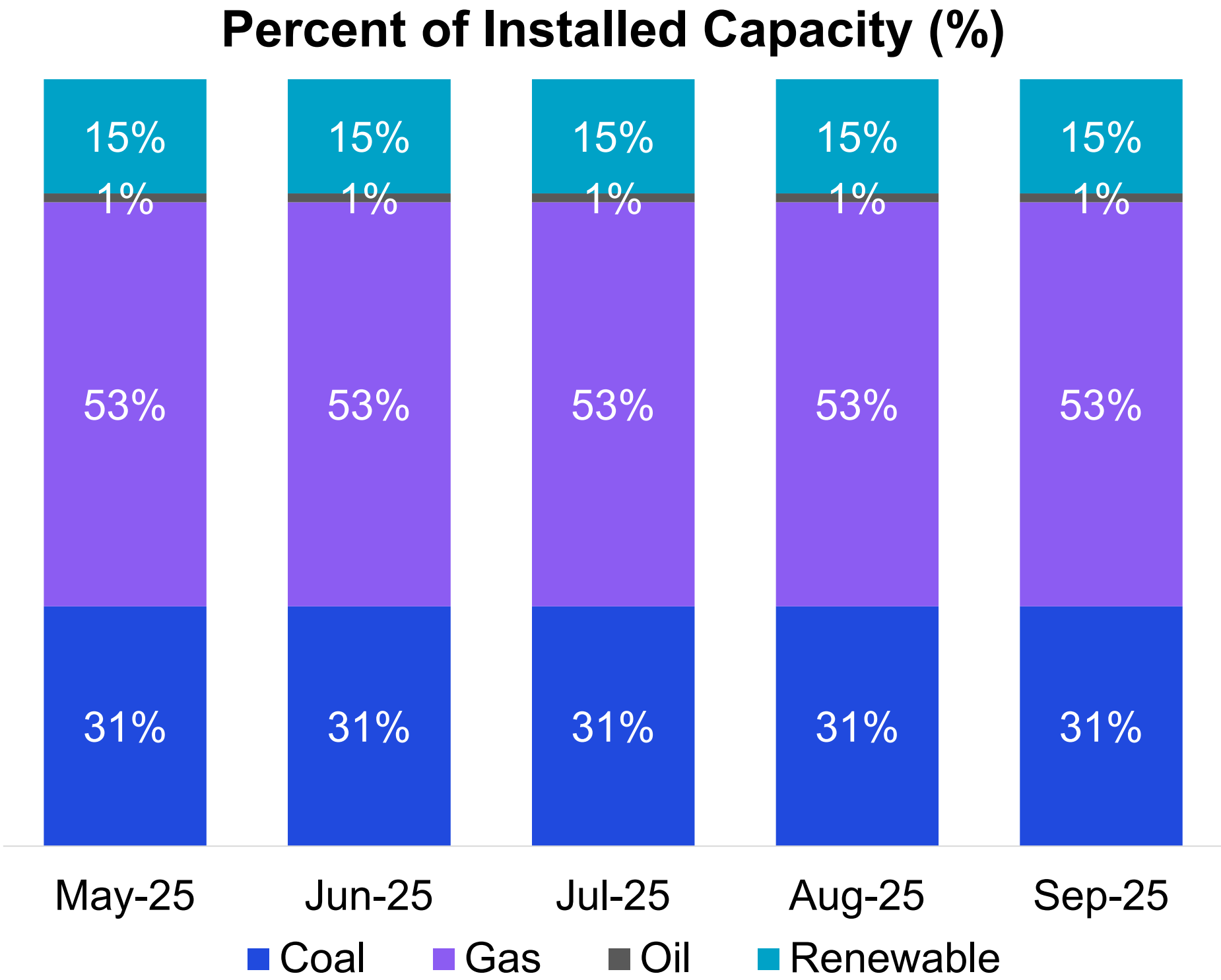
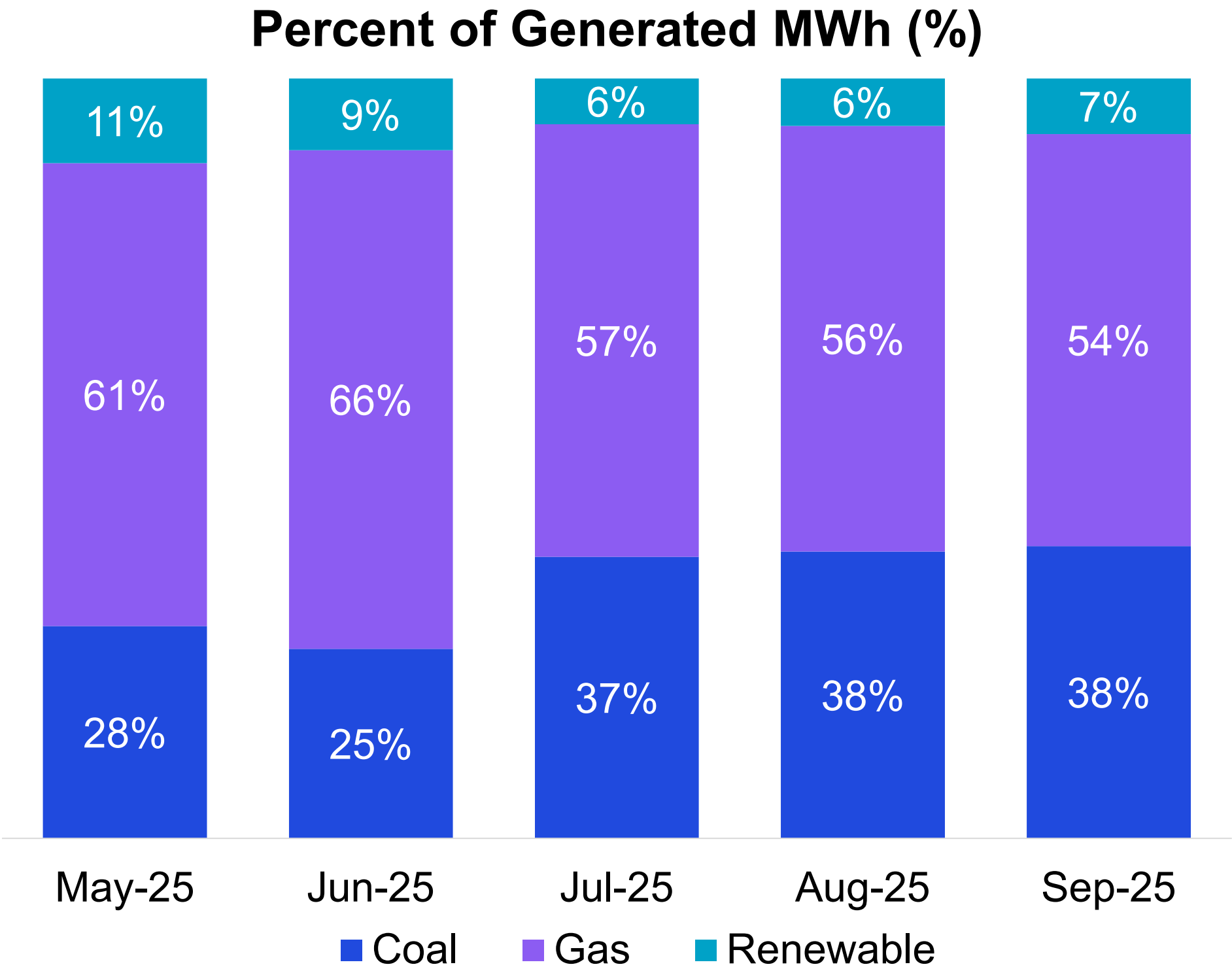
- Resource Adequacy Hours metric that focuses on 65 hours per season increases volatility of accreditation values seasonally and from year-to-year
- Significant changes coming to the Construct in Summer 2028 with introduction of Direct Loss of Load (DLOL) Accreditation
- Implementation of sloped demand curve in capacity auction contributed to higher clearing prices

## Construct implementation

- Planned outages to support reliability that last longer than 31 days in a season are penalized, and outages may have a more dramatic impact on future accreditation
  - This system encourages outages to be placed between two seasons so that neither season has outages above 31 days



# Diversified Fleet will Provide Reliability and Price Stabilization for Customers in Summer 2025





# Power Generation

## Planned and Summer Preparation Outages

- Scheduled with our Commercial Operations & Resource Planning Team and MISO to limit a shortage of capacity.
- Target 6/22 for completion of all spring outages
- Address potential reliability issues
- Ensure heat exchangers are working well
- Check all AC and ventilation systems





# Power Generation

## Cooling/Permit limitations



**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
- Largest impacts seen October-November
- Currently forecasting minimal impacts May-August
- Thermal limits are currently stayed as we negotiate with IDEM



**Petersburg impacts**

- Permit renewed 2025
- No impacts to availability anticipated



# Power Generation

## Proactive preparation for extreme weather conditions

Safety is always first

### 2 months out

- Complete summer prep outages
- Review extreme weather policies, plans and procedures
- Inspect lightning arresters
- Verify tornado shelters are in acceptable condition
- 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



# T&D Operations

## Proactive preparation for extreme weather conditions

Safety is always first

### 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



# T&D Operations

## TDSIC Reliability

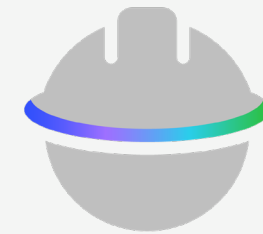


How has TDSIC (and similar types of activities) impacted electric service reliability and resilience?

### FLISR

#### Fault Location, Isolation Service Restoration

- Turned on December 12, 2023
- 71 successful FLISR restoration events since Go-Live
- 60,495 customers have avoided an extended outage to date from FLISR
- 151 recloser lockouts have prevented 150,146 customer outages in 2025



Improves safety  
due to less hands-  
on field response



Enables targeted  
troubleshooting and more  
efficient manual restoration



Reduces field  
patrolling time



Reduces the number of  
customer outages



# T&D Operations

## Vegetation management

### Issues

- Contract labor issues
- 42% of tree related outages due to branch failures
- 94% of all tree-related outages due to non-hazardous trees
- Ash trees continue to be an issue (continued decay with no access to mitigate)

### Initiatives

- Increased non-storm vegetation management spending to \$25 million approved in rate case
- Targeted circuit trim based on time since last trim and impact on SAIFI/SAIDI (data analytics approach)
- Hazard Tree program to mitigate trees outside the trim zone (up to 45' from conductor) utilizing ISA Tree Risk Assessment Qualified Inspectors to identify
- Increase overhang clearance from 15' to removing all overhang of species with weak branching structure

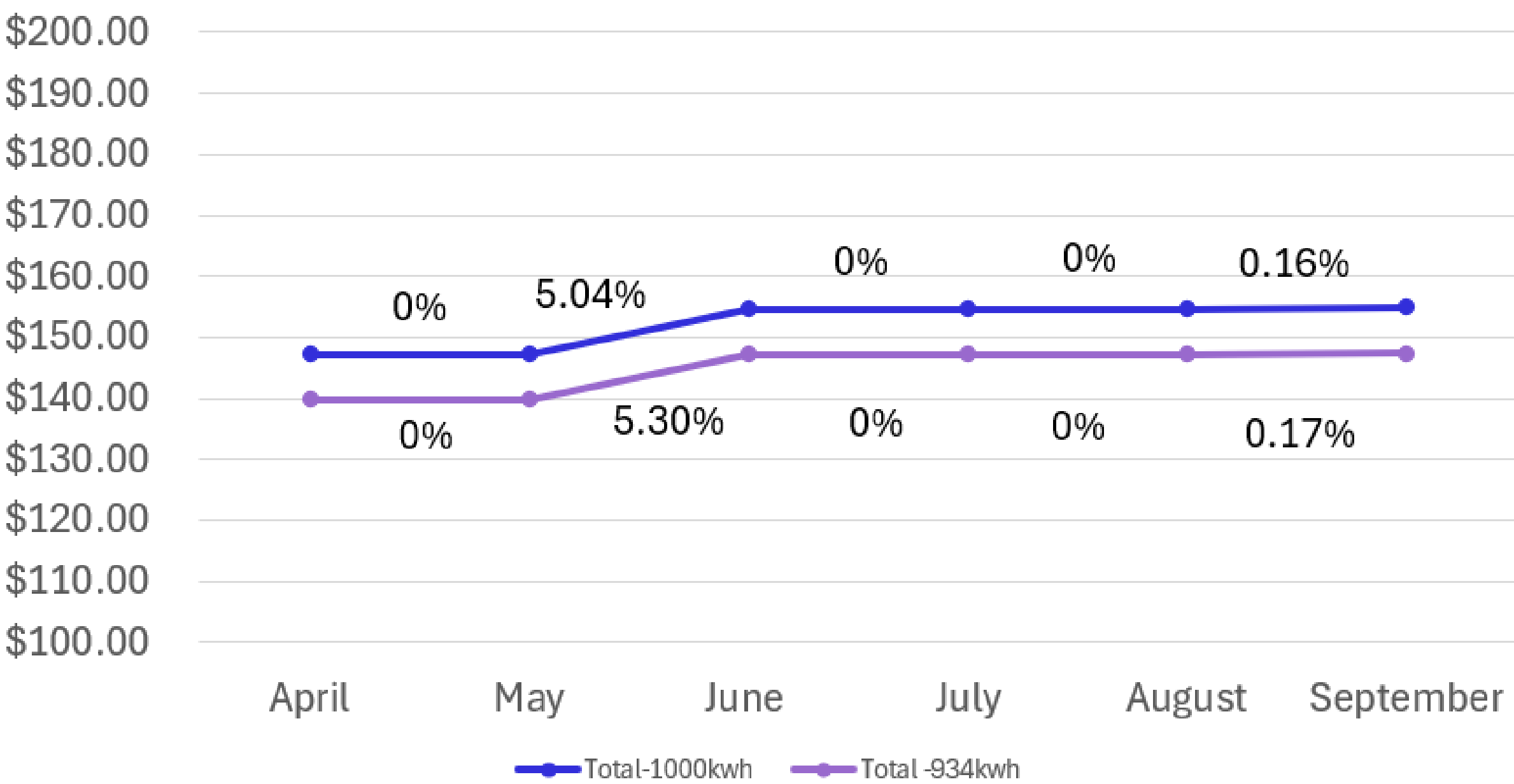




# Summer 2024-2025

## Customer bill trends

Forecast of Total Monthly Residential Bills



### Customer Rate Drivers:

- June: Increase in FAC rates due to higher cost of fuel and CAP/OSS rates to reflect under collection on projections.
- September: Increase in FAC due to shift fuel prices for shoulder season.

	April	May	June	July	August	September
Residential- 1000 kWh	\$ 147.28	\$ 147.28	\$ 154.70	\$ 154.70	\$ 154.70	\$ 154.94
Residential Avg- 934 kWh	\$ 139.77	\$ 139.77	\$ 147.18	\$ 147.18	\$ 147.18	\$ 147.43



# Supporting customers with balances as we resume disconnects for non-pay

- As of the end of April, 83,988 accounts have receivable balances that are 31+ days in age (includes Installment Plan and Budget Billing Plan accounts)
- Currently 34,033 accounts (approx. 7% of active accounts) have an Installment Plans (baseline monthly average: 20,000)
- Direct outreach to past-due customers began in December to promote Installment Plans
- Dunning processes resumed week of March 17th with first non-pay disconnections taking place week of April 14th

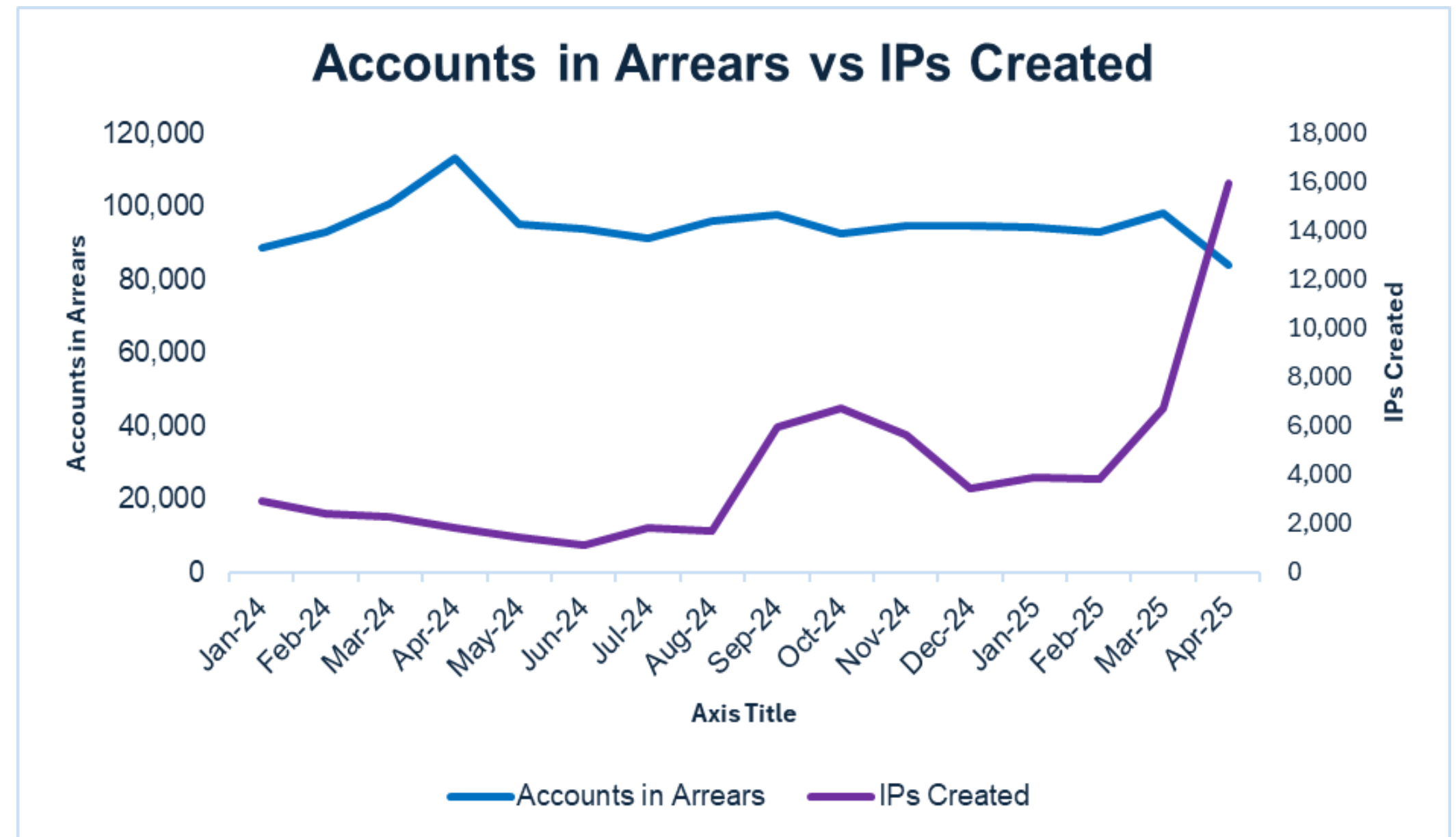
## Baseline Arrears

(20-Month Avg. Before Billing System Go-Live)

**17.4% | 82,390 Accounts/Mo.**

## April 2025 Arrears

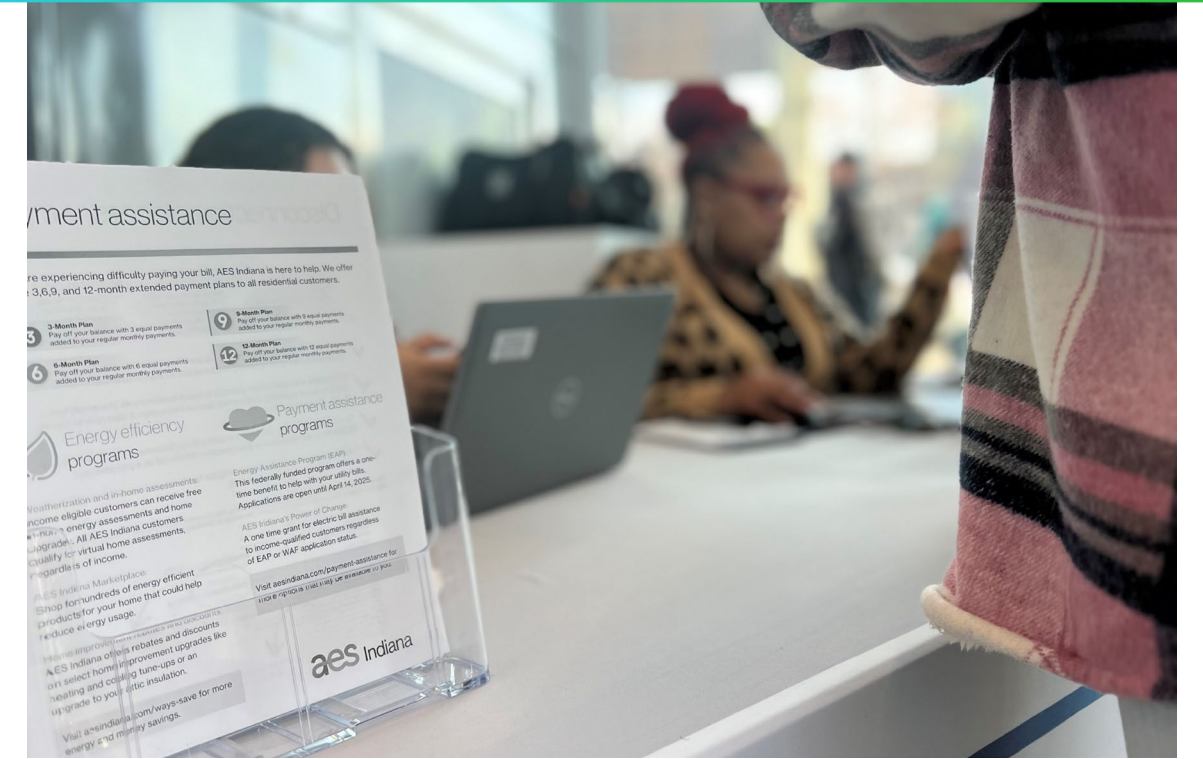
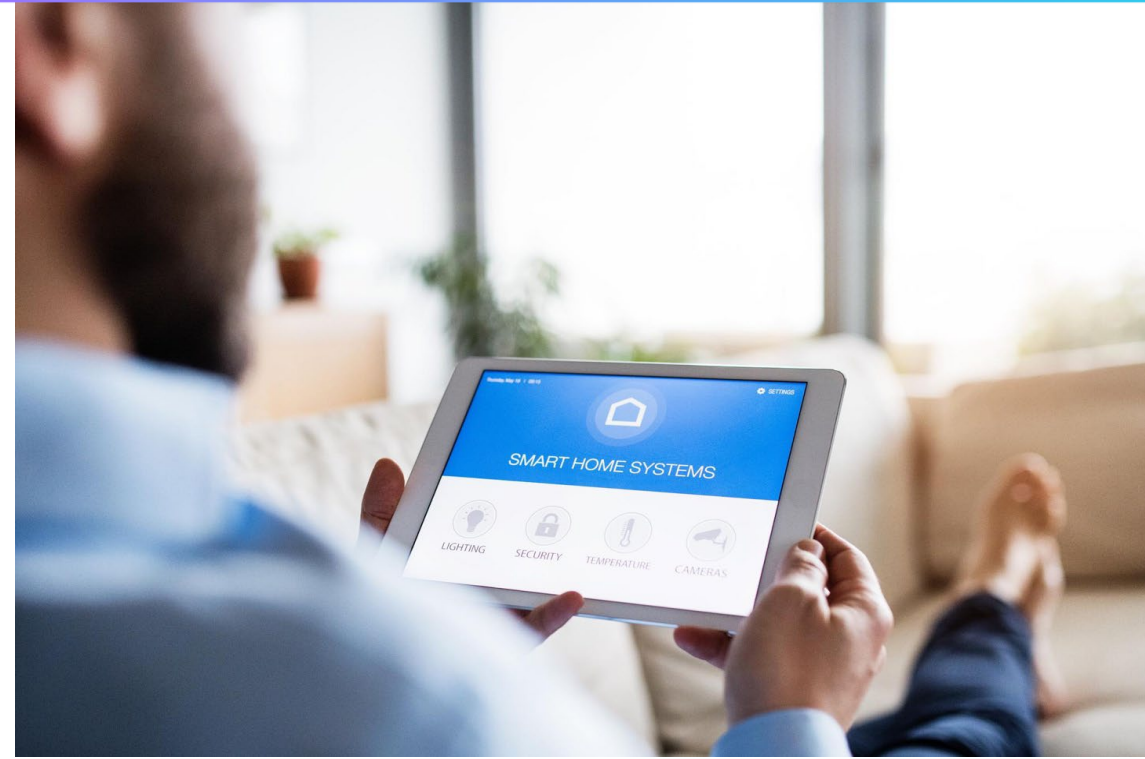
**17.3% | 83,988 Accounts**





# Supporting our customers

Today and well into the future



## Billing and payment assistance

- Budget Billing
- Preferred Bill dates
- Power of Change
- Payment Extensions
- 3, 6, 9, and 12-month payment plans available to all customers

## Energy Efficiency

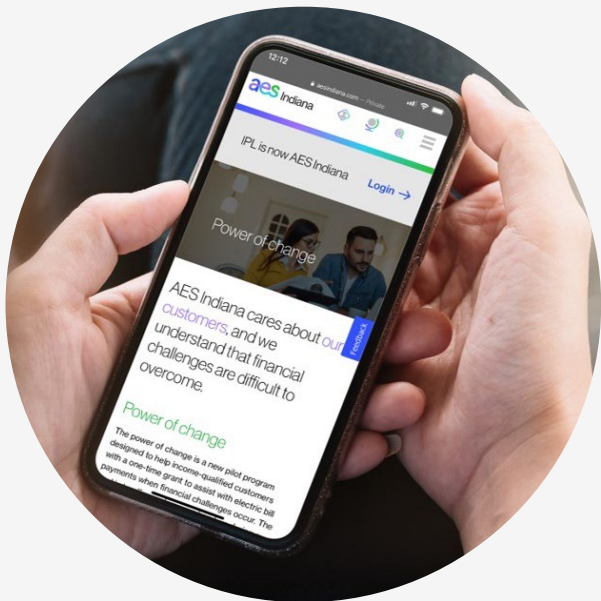
- Home energy assessments & Income Qualified Weatherization
- Multifamily direct install
- Energy Efficiency Kits
- CoolCents
- Marketplace and Efficient Products

## Customer service support


- Online chat support
- Greater protection for customers with Medical Alerts
- Elimination of disconnections on Fridays, weekends and certain holidays
- Waived late fees once every 12 months
- Community Office Hours



# Communicating with our customers



- Social Media
- Direct Email and Mail
- Interactive Voice Response
- Bill Inserts and Messages
- Newsletter
- Press Release

 **AES Indiana** @AESIndiana · 4h

Don't forget - we'll be at Frederick Douglass Park Community Center tomorrow! 📍

Stop by our Community Office Hours to connect with our team, get answers to your questions, and learn about programs and resources available to support you.



## Community Office Hours

Saturday, May 10 | 12 p.m. - 4 p.m.  
Frederick Douglass Park Community Center  
1616 E. 25<sup>th</sup> St. Indianapolis, 46205


Saturday, May 17 | 11 a.m. - 3 p.m.  
Municipal Gardens Family Center  
1831 Lafayette Rd., Indianapolis 46222



**2024 Community Impact Report** now available

At AES Indiana, we believe that real impact starts with community. That's why we're committed to investing in the places we call home - supporting local businesses, empowering future leaders, and creating a more sustainable future.


We're excited to share our 2024 Community Impact Report, showcasing how we're powering iconic moments by empowering communities, amplifying impact, and driving sustainable growth.

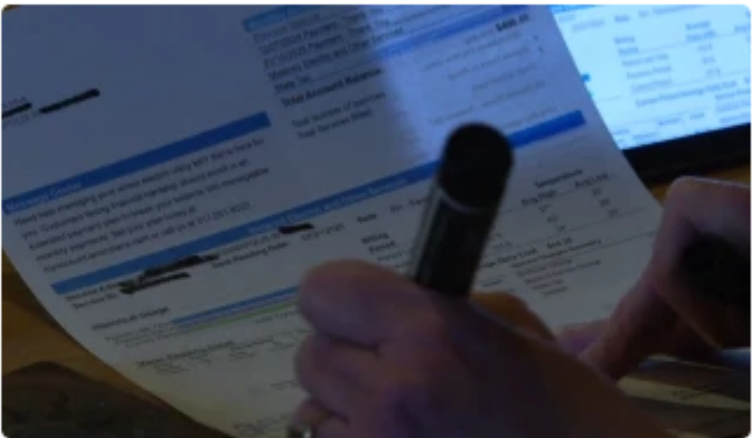
 Explore how we're making a difference across Central Indiana and check out the full the report now on our website at [aesindiana.com](https://aesindiana.com).

### Keep your account current to avoid disconnection

Keeping your account current helps avoid the risk of service disconnection. If you're having trouble paying your bill, we offer flexible payment plans in 3, 6, 9, and 12-month increments to fit your needs.

Whether you need a short-term extension or a longer-term arrangement, we're here to help you stay connected.

 Visit [aesindiana.com/payment-assistance](https://aesindiana.com/payment-assistance) or call **317-261-8222** to explore your options and set up a plan that works for you.



INDIANAPOLIS LOCAL NEWS

## AES Indiana to host community office hours to prepare for summer energy needs

WRTV Staff 11:19 AM, May 07, 2025



### Hotter days are coming. Be prepared, stay cool, and save.

Dear AES Indiana customer,

Summer is on the way and so are warmer temperatures and with them, the potential for higher energy bills. As air conditioners work harder to keep your home cool, electricity usage increases, even if you don't adjust your thermostat.

AES Indiana is here to help you take control of your energy use and your bill. Click the link below to learn more about how extreme temperatures can impact your electric usage and what you can do to stay in control.

[Understanding Usage](#)

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RESOURCES

## AES Indiana will host sessions on lowering summer utility bills

Residents will be able to speak to a home auditor about making their homes more efficient.

 by **Emily Hopkins**  
May 7, 2025

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# Q&A