



IURC Investigative Inquiry on Affordability

March 24, 2026

Stan Pinegar, *President*

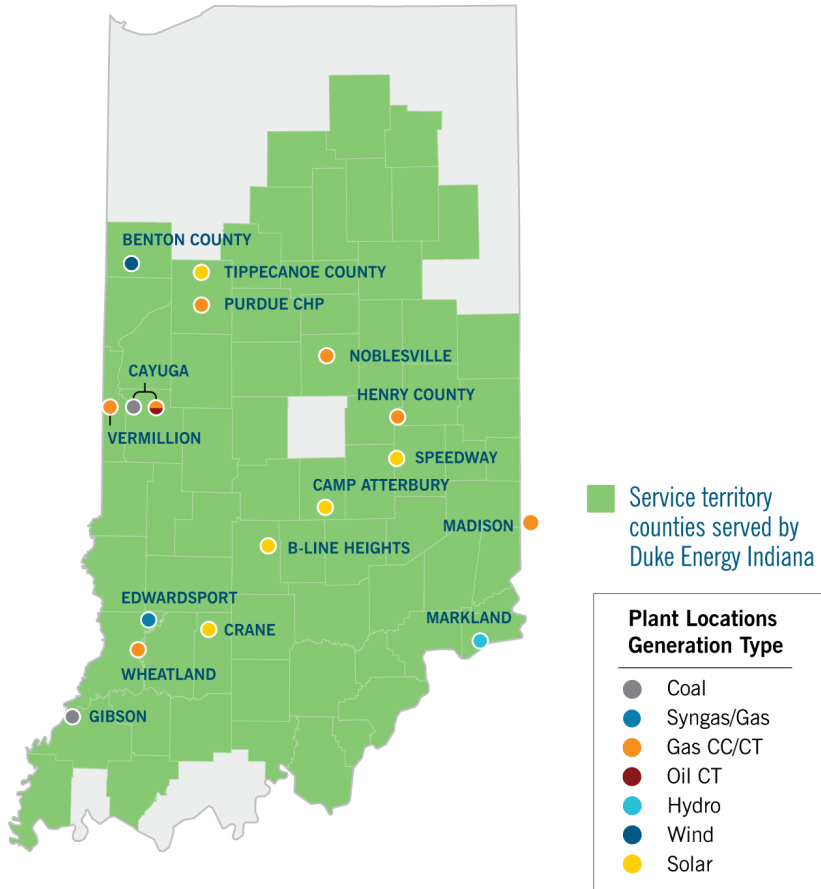
Jacob Colley, *Director Customer Regulatory Planning*

Erin Schneider, *Managing Director Economic Development*

Justin Sufan, *Vice President Rates & Regulatory Strategy*



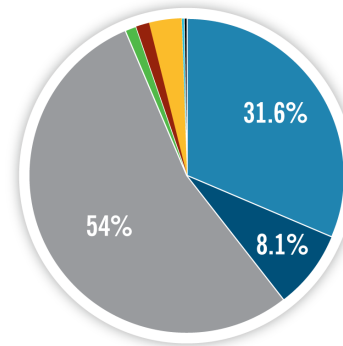
Duke Energy Indiana at a Glance



- Largest electric utility in Indiana
- 928,000 customers
- Service in 69 of 92 counties
- 37,300 miles of transmission and distribution lines
- 6,800 megawatts at 12 large power generation sites
- 2,500 Employees in Indiana

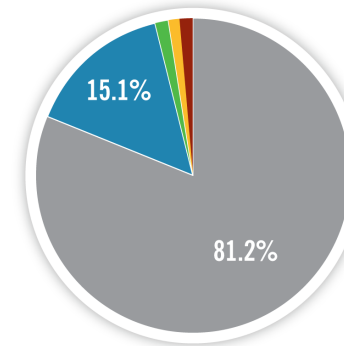
2025
Capacity Mix by Resource (MW)

■ 1.1% ■ 3.4% ■ 1.4% ■ 0.2% ■ 0.1%



2025
Energy Mix by Resource (MWh)

■ 1.2% ■ 1.3% ■ 1.2%



■ Coal ■ Hydro ■ Gas ■ IGCC ■ Oil ■ Battery ■ Solar ■ Wind

Note: Energy mix is shown as percent of total megawatt-hours (“MWh”) generation from Duke Energy Indiana portfolio resources. Capacity mix is shown as percent of total installed capacity. IGCC is reflected as coal in the energy mix. 2025 numbers are preliminary estimates.

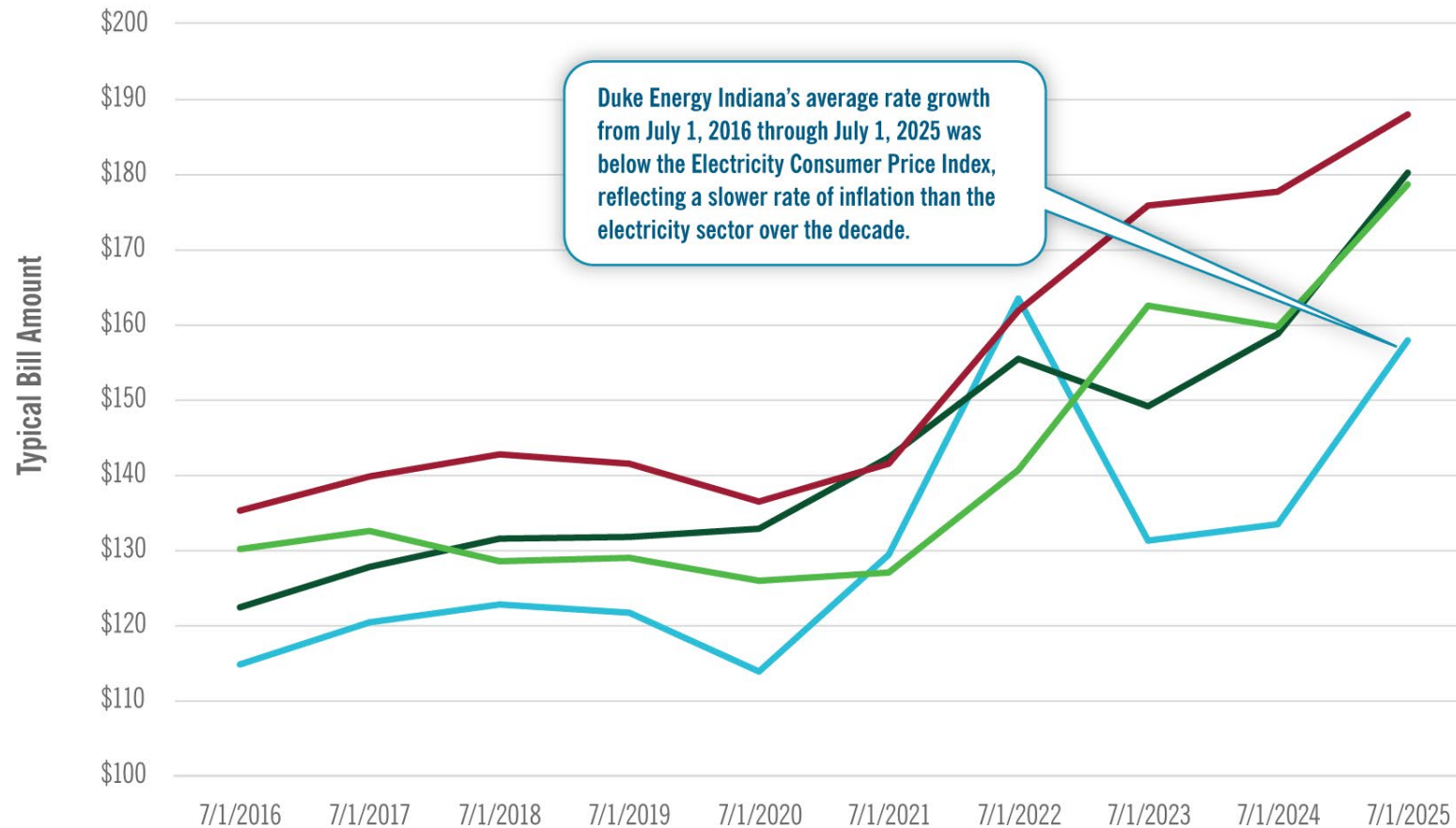
Duke Energy Indiana Affordability Steps



Duke Energy Indiana - a Low-Cost Energy Provider

Typical 1,000 kWh Usage Residential Bill (Excluding Sales Tax)

EEl Typical Bill For Rates In Effect July 1, 2016 through July 1, 2025*



*July 2025 is most recent comparison data available.



Typical bill
July 1, 2025

\$158

Average bill
in 2025

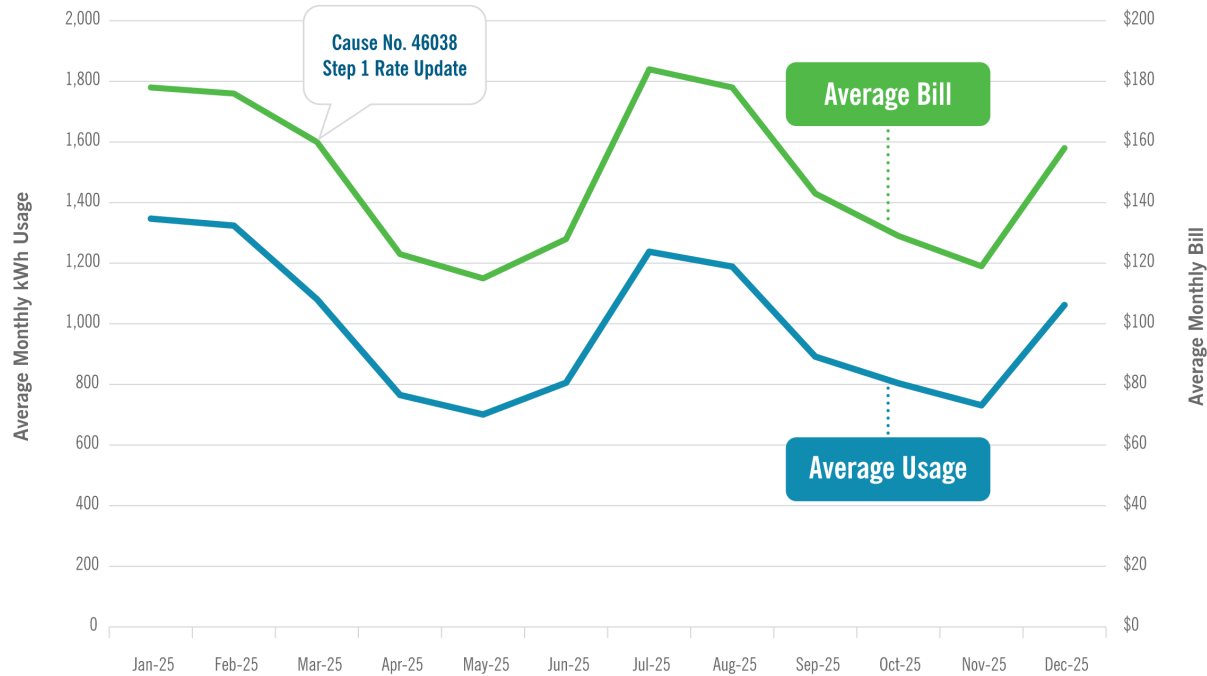
\$149

Excluding Sales Tax

- US Average
- ENC Average
- Indiana Average
- Duke Energy Indiana

Impact of Usage

Duke Energy Indiana
2025 Average Monthly Residential Usage and Bill Amounts



Between November and December 2025, average residential usage increased approximately 45%, resulting in a 33% increase in average residential bills; the entire increase is attributable to weather-driven usage.

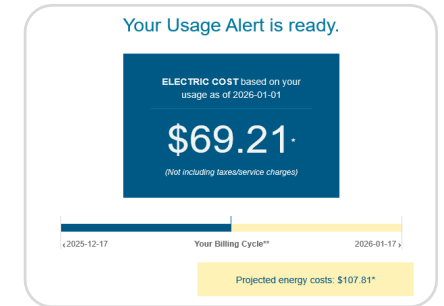
Customer Communication Campaigns



The colder it is outside, the harder your heating system works to keep your home comfortable. Take advantage of our programs, tips and guidance to help you boost your home's energy efficiency and discover potential savings. spr.ly/6010hBwRj.



Mid-Month Usage/Bill Alerts
Over **600,000** monthly to residential customers

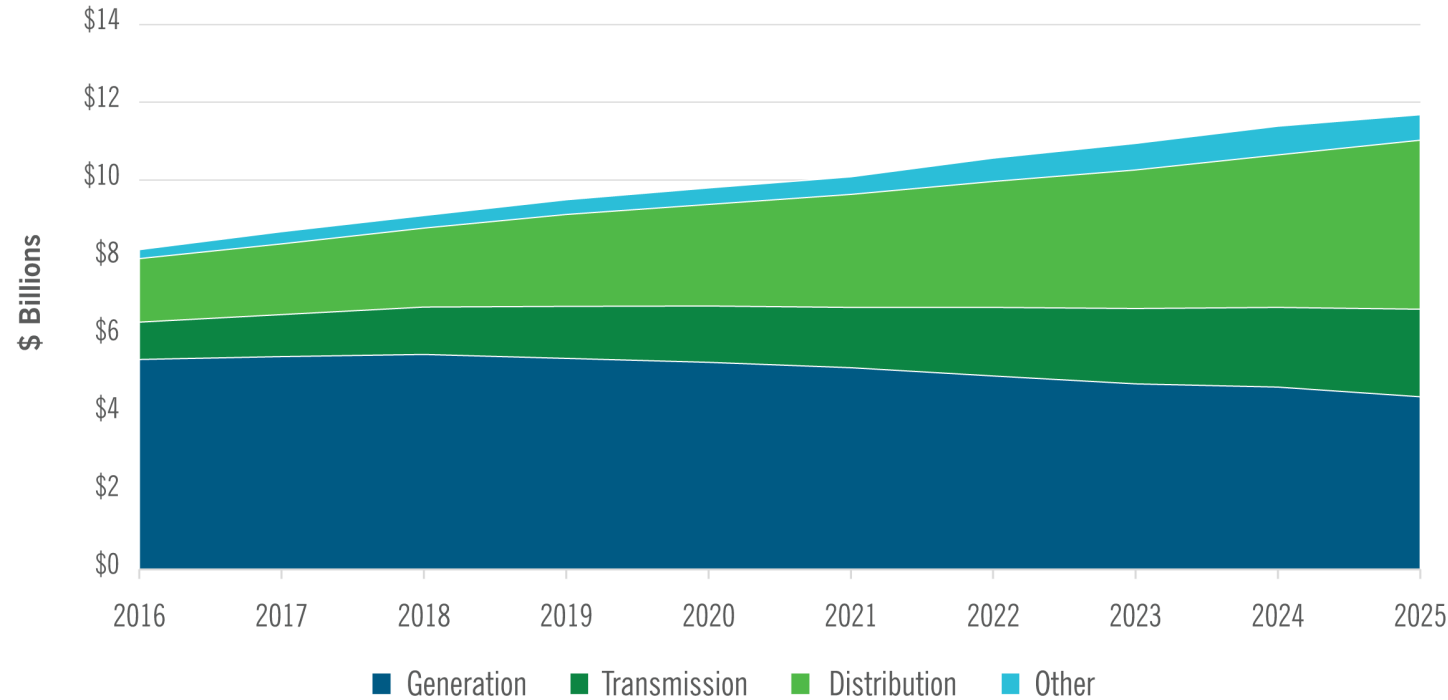


Home Energy Report
Over **400,000** monthly to residential customers

Out of Norm Alerts
Helps customers diagnose energy issues in their homes

Historical Major Cost Drivers

Duke Energy Indiana Net Plant In Service



All of these investments have ensured we can meet customer expectations and provided value helping us balance the five pillars of affordability, reliability, resilience, stability, and environmental sustainability.

Major Capital Projects over last 10 years

Generation

- Maintenance & Reliability
- Environmental
- Small scale additions

T&D

- TDSIC
- Customer Expansion - substation and line projects
- Customer Outage Restoration

Other

- Customer Connect Billing / Information Technology System

Affordability Steps

Mitigating the Impact of High Winter Fuel Costs

- Lessen residential customer bill impact by \$4.35 monthly from July to September by spreading out cost recovery

Re-evaluating and investing in coal plants

- Re-evaluate the optimal lives for Gibson Station coal units and make near-term investments in them

Balancing Utility Investment with Opportunities for Power Purchases

- Speedway Solar and Energy Storage PPAs

TDSIC Efficiencies

- 10-30% cost savings through competitive bidding strategy
- 1,000 additional pole replacements with same budget through proactive planning

Cayuga Energy Complex

- Additional 471 MW in 2030
- Cayuga CWIP saves customers over \$900 M
- Coal Unit Feasibility Study



Operating Efficiencies

Affordability Steps

O&M Expense Containment

- We have kept our day-to-day operating and maintenance costs flat since 2020 (non-fuel)

Proactive Supply Chain Management

- Leveraging Duke Energy scale, strategic sourcing delivers long-term value

Multi-Year Rate Plan

- More gradual, consistent rate changes over time
- Performance Incentive Mechanisms focused on both affordability and reliability, top issues valued by our customers

Material Cost
Increases since
2020

> 25%



- Distribution Crossarms
- Distribution Pole
- Transmission Monopole

> 50%



- Distribution conductor
- Transmission conductor
- Distribution Insulators
- Transmission Insulators

> 100%



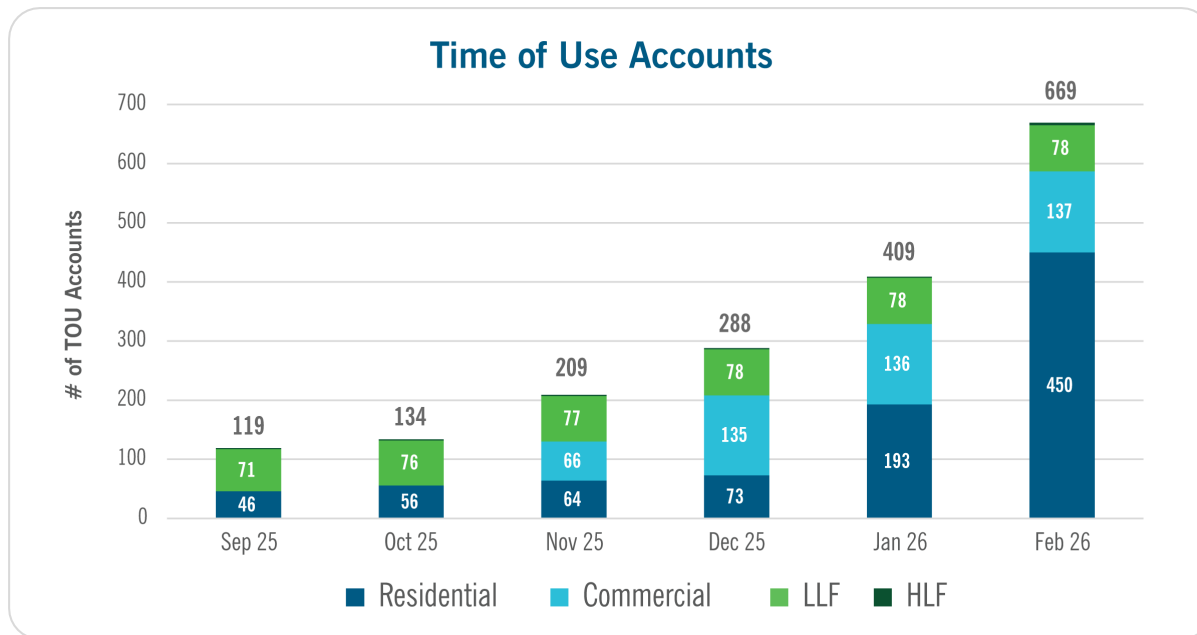
- Transmission Crossarms
- Distribution Transformers
- Voltage Regulators

Smart Usage Option

Affordability Steps

Promoting Time of Use Rates

- New offering for all customer classes
- Customer savings opportunities



By shifting typical household chores to off peak hours, a typical residential customer can save monthly:

\$4.28 or 3%

by shifting dishwasher and laundry chores

\$6.43 or 4%

by shifting water heater duty

The savings increase to 5% and 7% when moving these same chores to the discount hours.

*On-peak hours: 5 PM – 9 PM and (6 AM – 8 AM winter only)
Discount hours: 12 AM - 4 AM
Off-peak hours: All other hours*

Assistance for Low-Income Customers

Affordability Steps

Share the Light Funding

- Average of \$565,000 annually over 5 years
- Supporting on average 1,900 customers with \$300 annually in bill assistance

Low-income Community Events

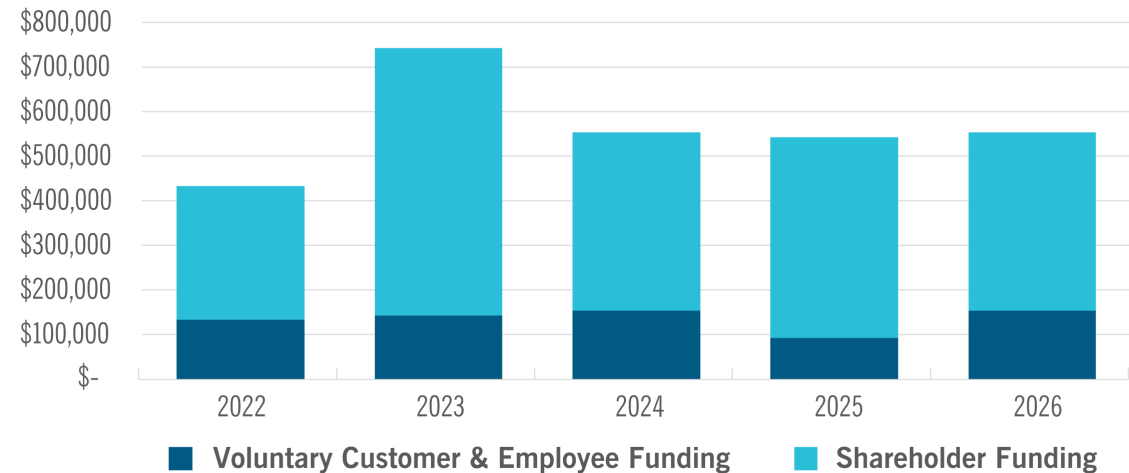
- Continuing events ranging from stocking food pantries, supporting school backpack programs, to holiday dinners at community centers
- Customer care representatives available to connect customers to assistance

HEA 1002 Affordability Provisions

- Levelized billing
- Summer Disconnect Relief
- Low-Income assistance funding increase to \$2.8 million annually in 2027



Indiana Share the Light Fund Contributions



Customer Bill Transparency

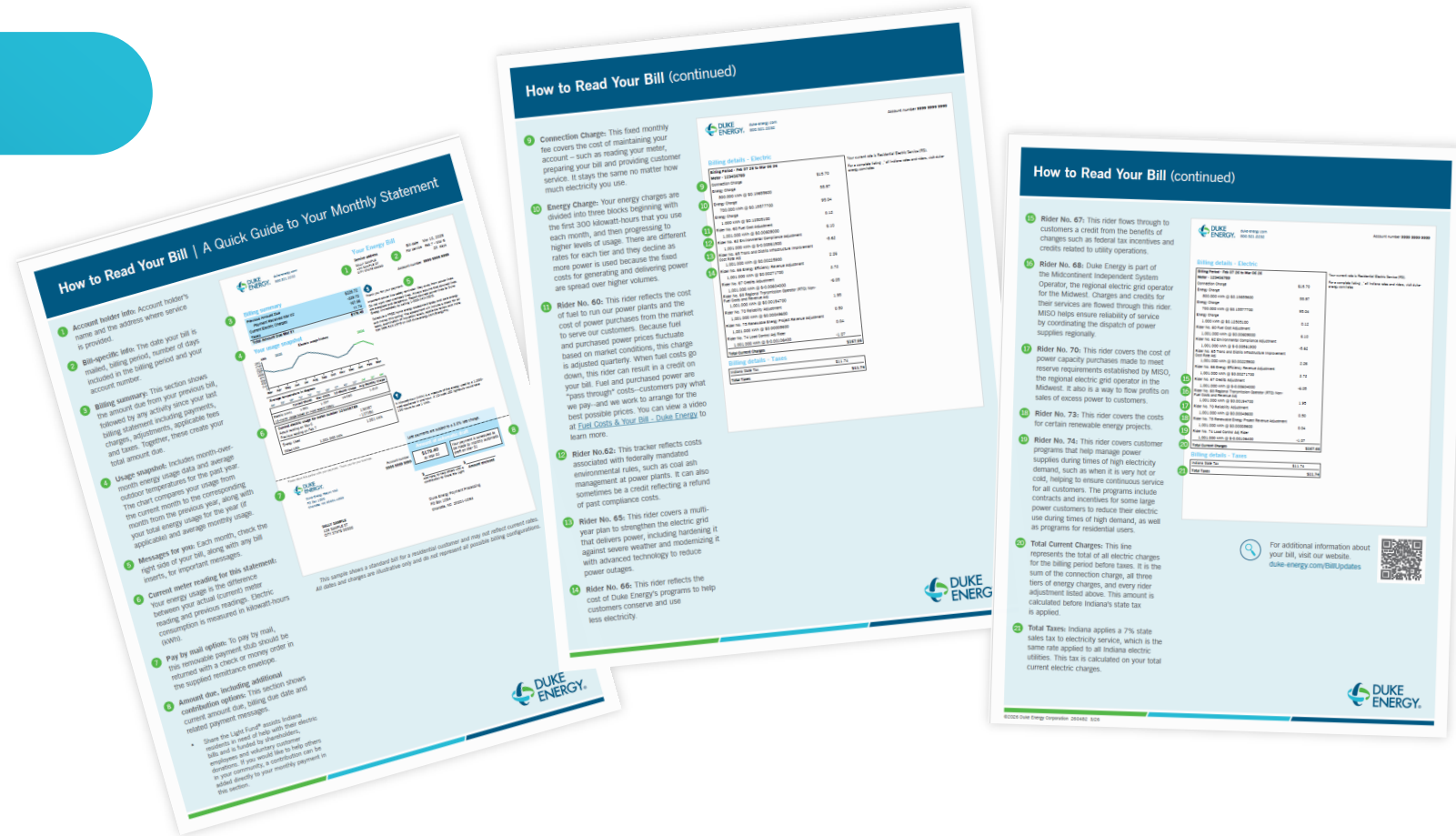
Affordability Steps

Updated website bill explainer

- Includes explanation of detailed list of charges, including riders and taxes

Customer-oriented video

- Convenient short-form video explaining how to read the bill – coming soon



<https://www.duke-energy.com/home/billing/reading-your-bill>

Planning for Growth Responsibly

Affordability Steps

Protecting customers from risks of large load customers

- Deposits
- Minimum Bills
- Long Term Contracts
- Exit Fees

Large load customers pay their fair share

- Direct costs to interconnect
- Fair share of networked transmission and generation costs
- Downward pressure on rates



Load growth increases affordability of all customer rate classes by spreading fixed costs (such as poles/wires/power plants) over more load.

Economic Development

- Manufacturing focused
- 21,000 jobs created over last five years
- \$19.2 B capital invested in communities over last five years



Duke Energy Indiana Affordability Steps



Keeping Costs as Low as Possible

- Mitigating the impact of high winter fuel costs
- Re-evaluating and investing in coal plants
- Balancing generation ownership and purchased power
- Providing T&D reliability benefits cost effectively
- Holding non-fuel O&M flat
- Enterprise-wide supply chain savings



Empowering our Customers

- Transparent bill explainers
- Promoting Time of Use rates
- Share the Light customer assistance
- Low-income community events



Planning for Growth Responsibly

- Protecting customers from risks of large load customers
- Ensuring large load customers pay their fair share
- Manufacturing-focused economic development with community benefits



All while, providing the reliability our customers expect and deserve

APPENDIX



Customer Options

Baseline Customer Offerings

Standard programs and offerings to all customers, regardless of income or eligibility status, to support everyday account and energy management



Time of Use Rate (TOU)

450 Residential customers enrolled since option became available in September of 2025



Payment Arrangements

Over 17,000 new payment arrangements granted in 2026



Mid-Month Usage/Bill Alerts

Over 600,000 customers receive alerts each month to help plan



Budget / Levelized Billing Programs

Over 75,000 customers enrolled



Pick Your Due Date

Since 2023, over 81,000 customers have selected their preferred due date



Fixed Bill

More than 55,000 customers are signed up, with a re-enrollment rate of 98%



Power Manager

Over 90,000 Residential customers enrolled



Home Energy Report

400,000 customers enrolled. New out of norm alerts to help customers diagnose issues in the home



Home Energy House Call

Since 2023, more than 12,000 audits have been conducted in person, virtually, by phone, and online

Type of Offerings: ● Bill Management ● Energy Efficiency & Weatherization

Energy Efficiency/Demand Response Offerings

3 million MWh
saved for energy
efficiency

500 MW
summer capacity contribution
for demand response



The Hendrick's County Senior Center is projected to save 14.7% or \$2,800 on their annual electric bill through adjustments to heating and cooling settings recommend by the Company's energy efficiency program, Business Energy Saver.

Actual Customer Savings trend

Sept. - \$1536

When suggested changes kicked in

Oct. - \$1142
Nov. - \$929
Dec. - \$921

Customer Testimonial:

"By reducing our utility expenses, we can stretch our resources further and ensure that more older adults in Hendricks County receive the care and support they deserve."

Low-Income Customer Options

Targeted programs available to customers who meet defined income eligibility requirements, offering additional support or assistance

Community Support Events

63 in-person community engagement events since 2024



Dedicated Agency Support

The customer care team works with over 475 agencies in Indiana to provide low-income customers bill pay assistance

Health & Safety Home Improvement

Duke Energy has funded \$600,000 since 2022 to help income qualified customers address H&S concerns. As a result, 171 customers have moved out of deferral status



LIHEAP Utility Assistance

\$9.7M in assistance to eligible customers



Share the Light Fund

Since 2022, provided more than \$2 million in bill pay assistance, helping over 9,500 households in Indiana

Automatic IP Enrollment

Over 27,000 customers have received a post moratorium agreement since establishing the agreement in 2023



Discounted Deposit

Since 2023 over 9,000 customers received discounted deposits



Weatherization

Over 1,100 homes have been weatherized since 2020



Payment Navigator

Over 5,000 targeted discussions with past due customers ensuring education of available resources



Moratorium (Seasonal & Temperature)

Over 24,000 customers protected by seasonal and temperature moratoriums in FY 2026



Neighborhood Energy Saver

- ✓ Focused on low-income neighborhoods
- ✓ Free home assessment and installation of energy savings measures
- ✓ 5,500 homes have been served since 2021

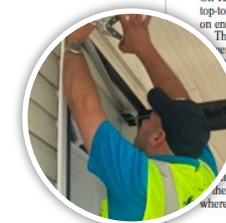


Customer Testimonial:

"I'm here to tell you everyone should take advantage. It's absolutely free and they don't try to sell you anything. They are very professional and polite."

West Terre Haute

- ✓ 600 customers
- ✓ 70 smart thermostats
- ✓ 300 low-flow showerheads
- ✓ 700 low-flow aerators
- ✓ 3,500 LED lightbulbs
- ✓ 500 cases of air filters
- ✓ 450 weather-stripped doors
- ✓ **Plus** sealed air ducts and installed insulation



SAVING ON ENERGY COSTS



Tribune-Star/Joseph C. Garza

Homeowner Eve Friedman-Dekro watches as Jim Morton of Duke Energy scans her heating and cooling system in her family's basement during an in-home energy assessment Tuesday in Friedman-Dekro's home.

Duke Energy, Terre Haute, promote free, in-home energy assessments

BY SUE LOUGHLIN
TRIBUNE-STAR

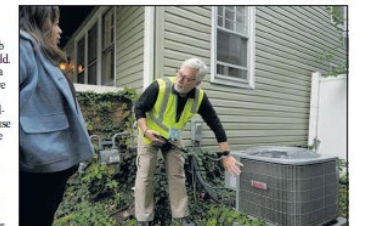
Eve Friedman-Dekro and Brennan Neeb own a home that is more than 100 years old. On Tuesday, a Duke Energy specialist did a top-to-bottom assessment to help them save on energy costs.

The couple, who live in Terre Haute, volunteered for the utility's Home Energy House program, which provides free, in-home assessments for Duke customers.

Morton, a program energy adviser, in room to room, inspecting and using tools to determine steps the in take to help lower their energy

included caulking around windows needed, cleaning coils in the air conditioning system, using glass block windows in the basement and sealing the basement where gaps exist.

Turn to ENERGY, A5



Tribune-Star/Joseph C. Garza

Jim Morton, right, an energy adviser with Duke Energy, offers suggestions to home owner Eve Friedman-Dekro on how she and her family can increase efficiency for their home during an in-home energy assessment on Tuesday.

Duke Energy Foundation



\$17 Million
over Five Years

Shareholder-funded

Focused on vibrant economies, local resiliency, and community opportunity

Grants to local non-profits service territory-wide

Community driven funding

Power of Giving Employee Matching and Volunteer Rewards

Examples of recent grants:



Ivy Tech Foundation Lafayette
Machine Tool Technology
(Workforce Development)



Indiana Economic
Development Foundation
(Affordable Childcare)



Emergency Management Agencies,
Fire and Police Departments
(Natural Disaster Preparedness)



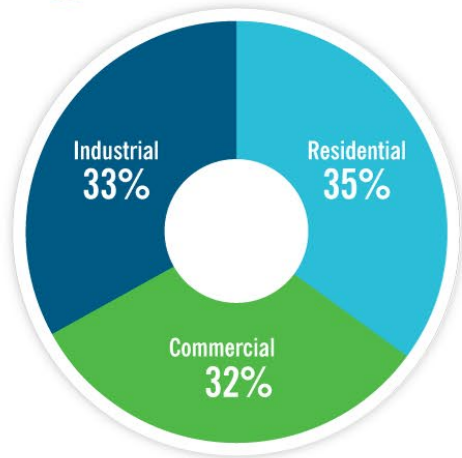
Load Growth

Load growth increases affordability of all customer rate classes by spreading fixed costs (such as poles/wires/power plants) over more load.

27k GWh delivered to more than 920k Indiana customers (2025)



Sales Mix

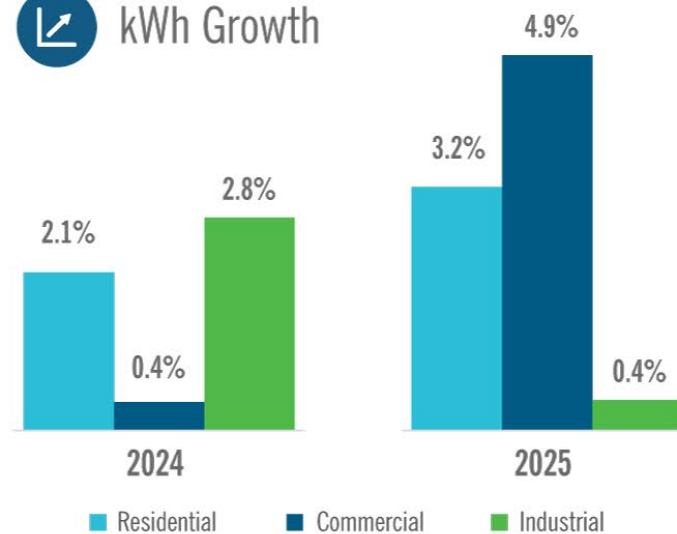


Commercial includes street lighting and other public authorities

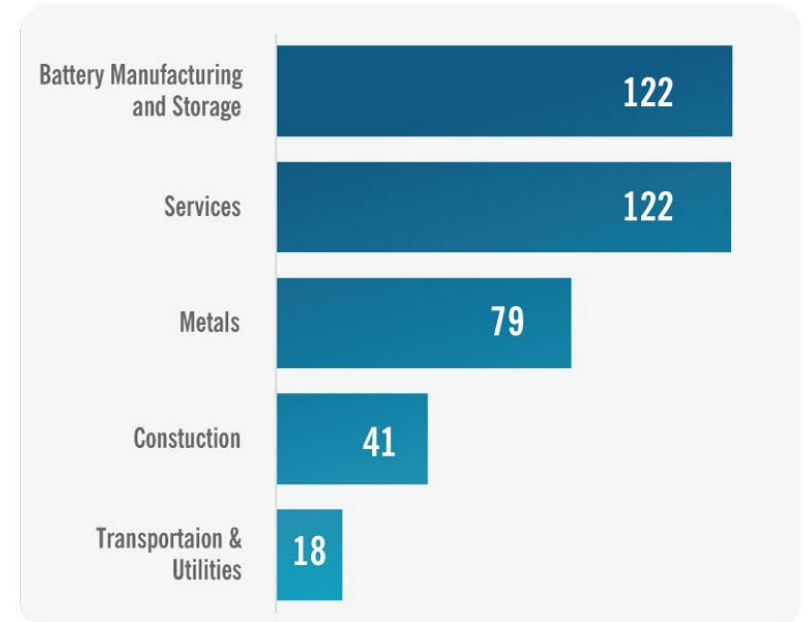
+28k Customers Added in the past two years



kWh Growth



The top five industry groups drove **~380k GWh** of load growth in 2025

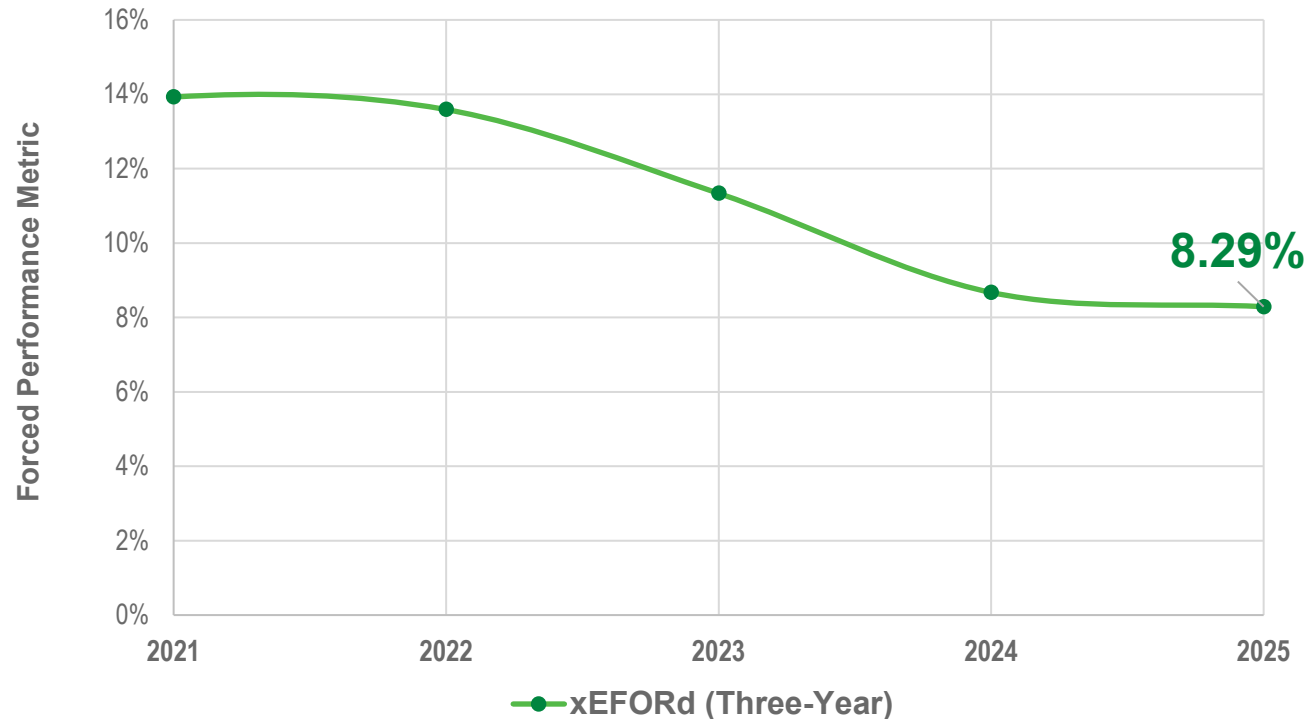




Reliability Metrics

Generation Reliability Improvement

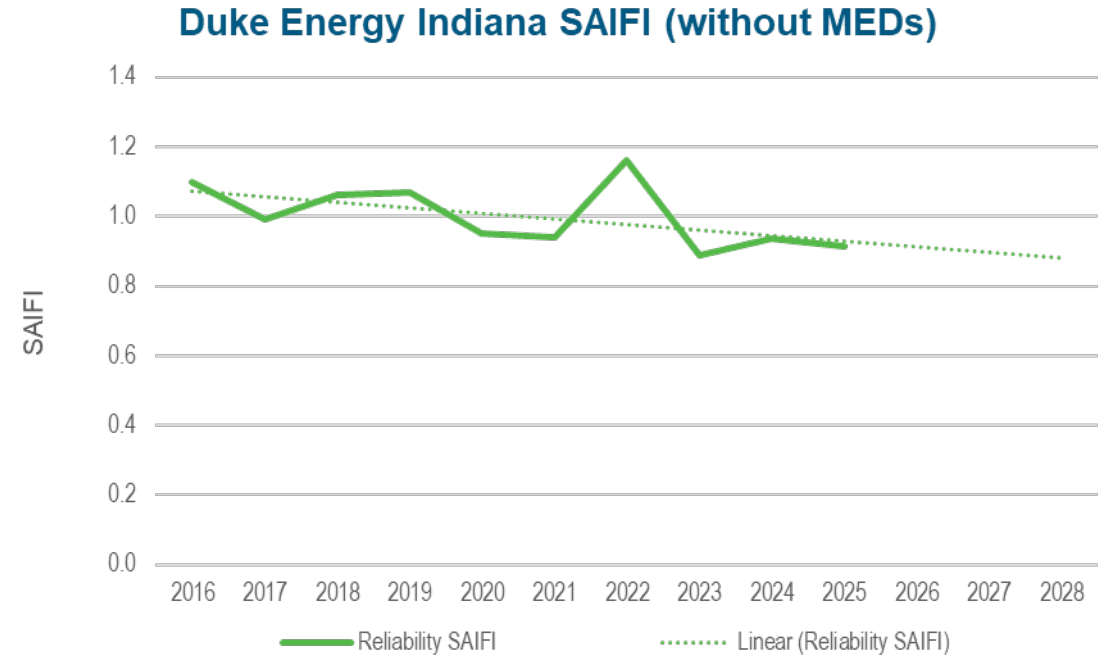
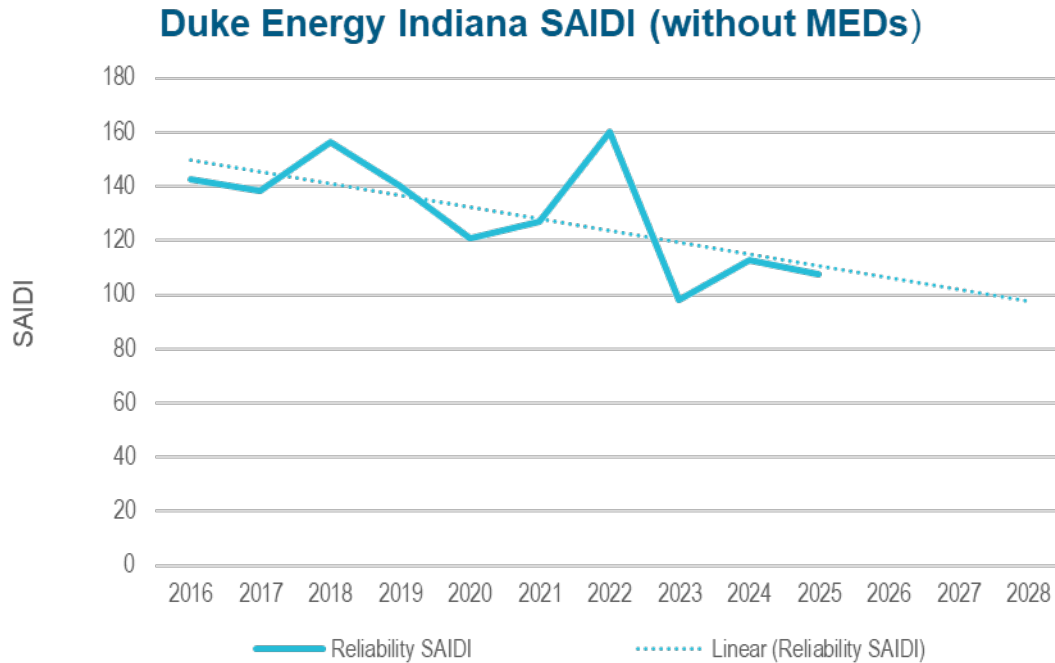
Duke Energy Indiana Rolling Average for Forced Generation Outages since 2020



- Outperforming industry averages
- No adverse cold weather-related generation impacts this past winter
- Edwardsport leveraged fuel flexibility operating on both coal and natural gas to support reliability and grid resiliency
- Combustion Turbine fleet is being relied upon more than ever with over 7,500 starts and 75,000 service hours since January 2024

xEFORd = Equivalent Forced Outage Rate - Demand

Grid Reliability Improvement



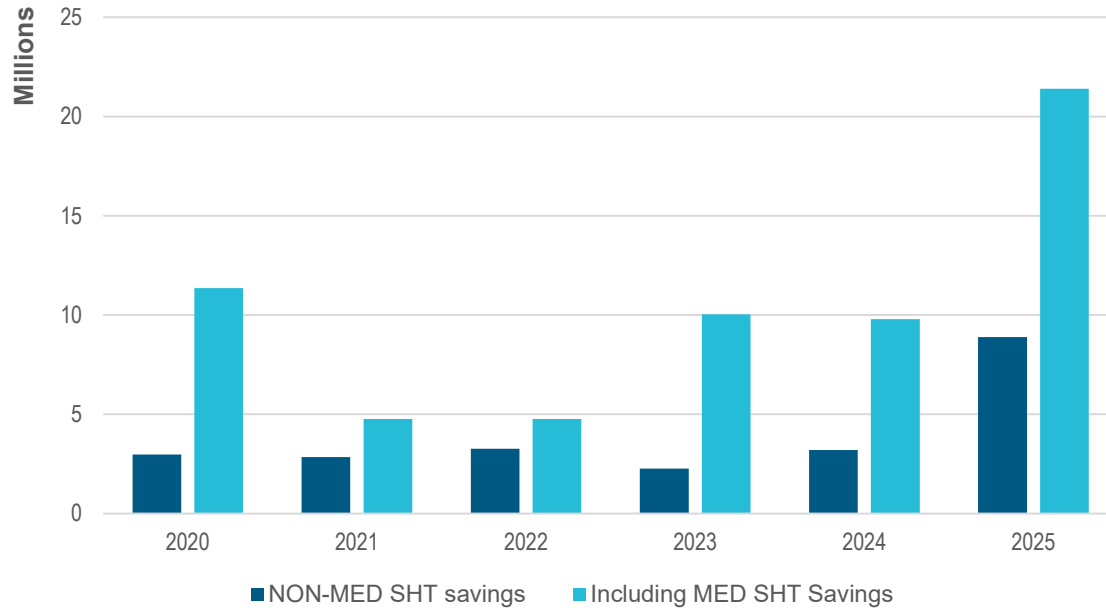
MEDs = Major Event Days
SAIDI = System Average Interruptions Duration Index
SAIFI = System Average Interruptions Frequency Index



Outage frequency and duration are decreasing over time as a result of continued grid investment and vegetation management programs.

Self-Healing Automation

Self-Healing Savings – Customer Outage Minutes Saved



MED – Major Event Days

SHT – Self Healing Teams



45% of Indiana customers are served by self healing and automation.

100,000 Outages Avoided

A smarter grid means fewer outages for Indiana
 In 2025, smart, self-healing technology helped avoid 100,000 customer outages in Indiana, saving more than 350,000 hours of total outage time.



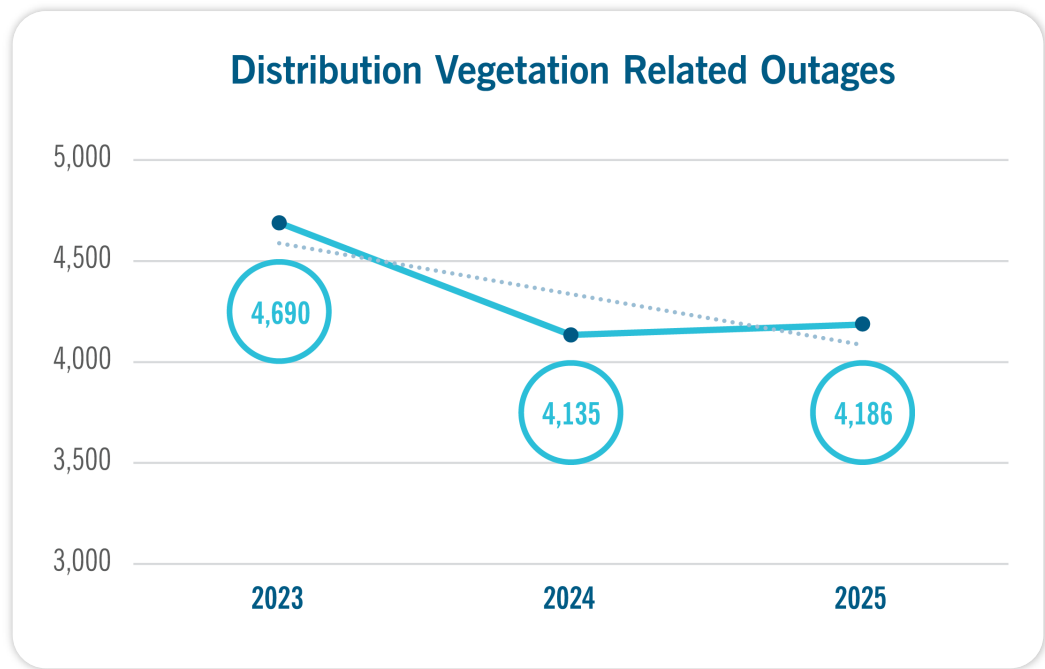
Vegetation Management Reliability Benefits

- Distribution Vegetation Management continues to manage cost while consistently pruning 1/5th system mileage of overhead lines annually.
- Transmission Vegetation Management continues to increase mileage for planned corridor work to provide a sustainable and reliable power grid.

	Distribution Vegetation Miles	Transmission Vegetation Miles
2023	3,338	462
2024	3,221	572
2025	3,306	888
2026 Target	3,248	1,033



Distribution Vegetation Related Outages





BUILDING A SMARTER ENERGY FUTURE®