



April 29, 2014

# ***SUMMER RELIABILITY PRESENTATION***

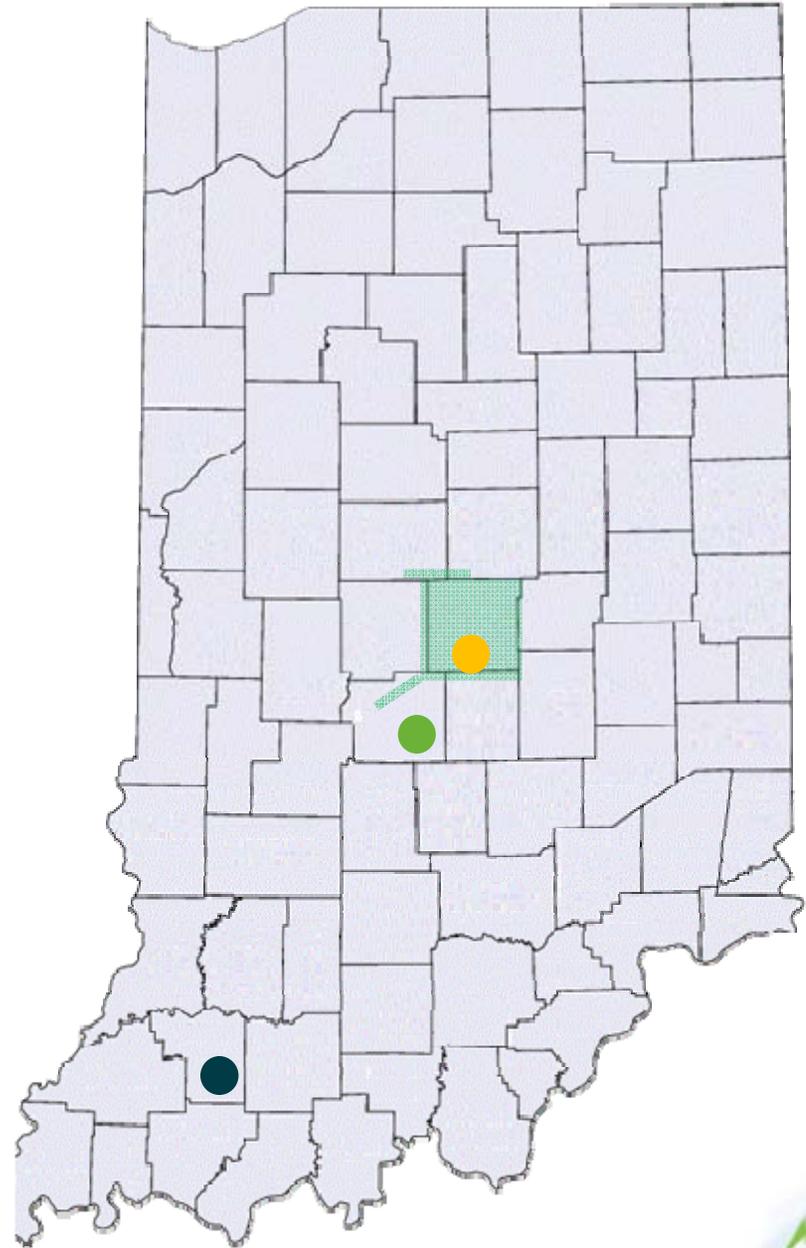


## PROFILE

- 470,000 customers\*
  - 1,400 employees\*
  - 528 sq. miles territory
  - 144 substations
- 
- **Harding Street Station & Georgetown Station - 1,252 MW\*\***
  - **Eagle Valley Generating Station 263 MW\*\***
  - **Petersburg Generating Station - 1,760 MW\*\***

\*approximate numbers

\*\*nameplate capacity





## *OVERVIEW*

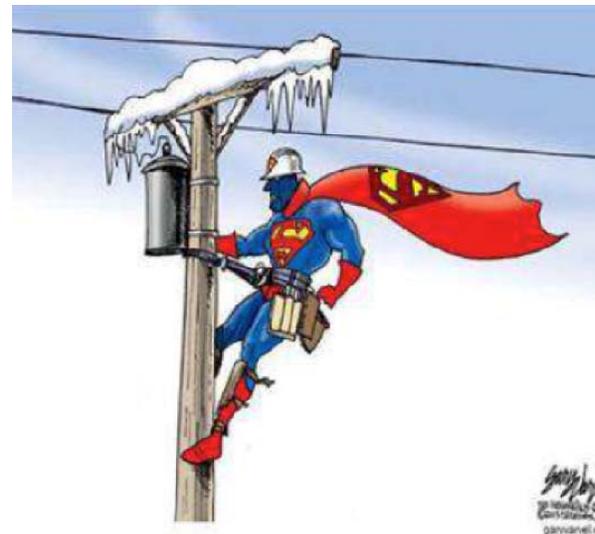
- IPL's Mission
- 2014 Summer Reliability
- Discussion of Industry Questions





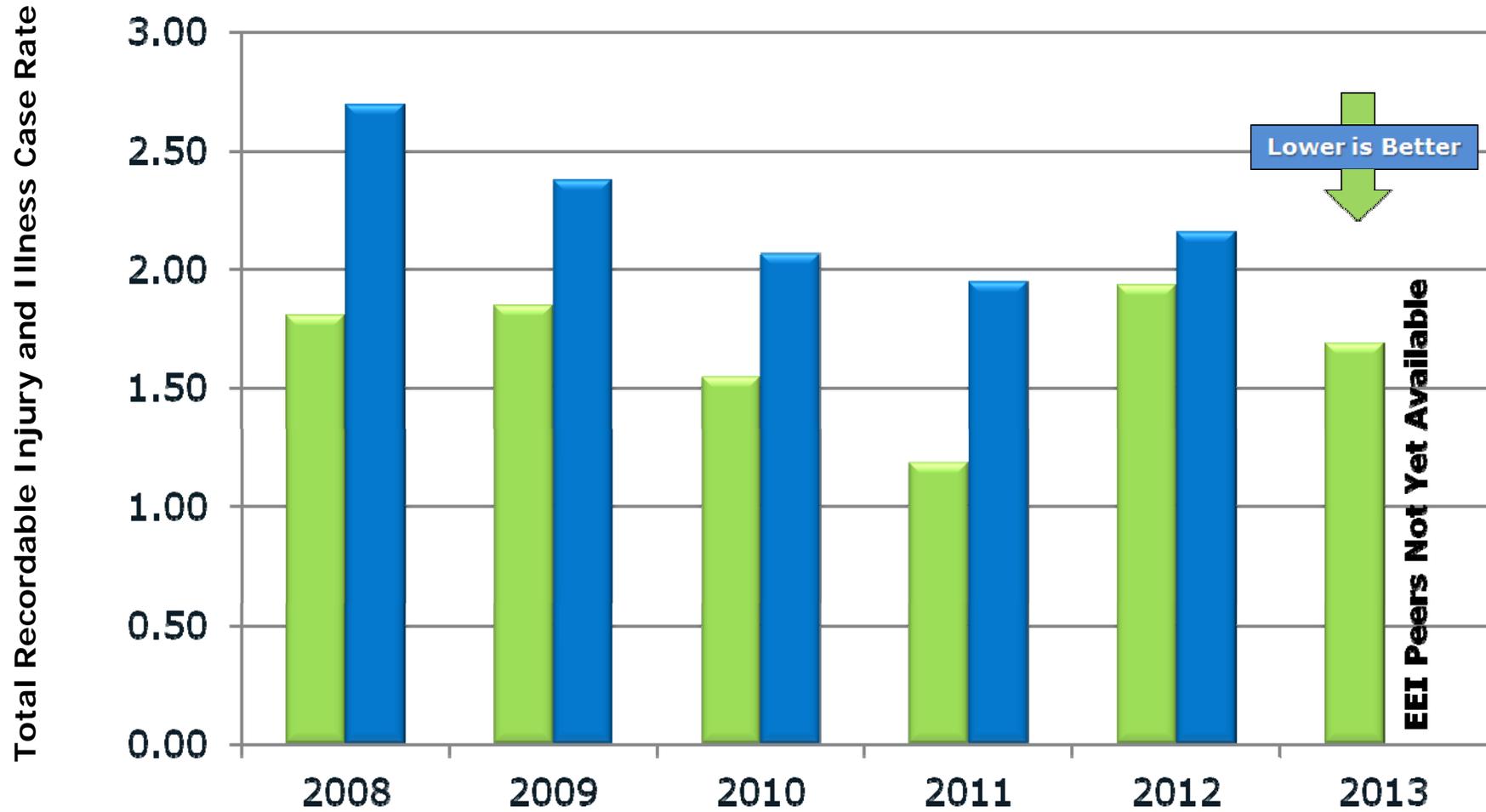
## *IPL'S MISSION*

Improving lives by providing safe, reliable, and affordable energy solutions in the communities we serve.



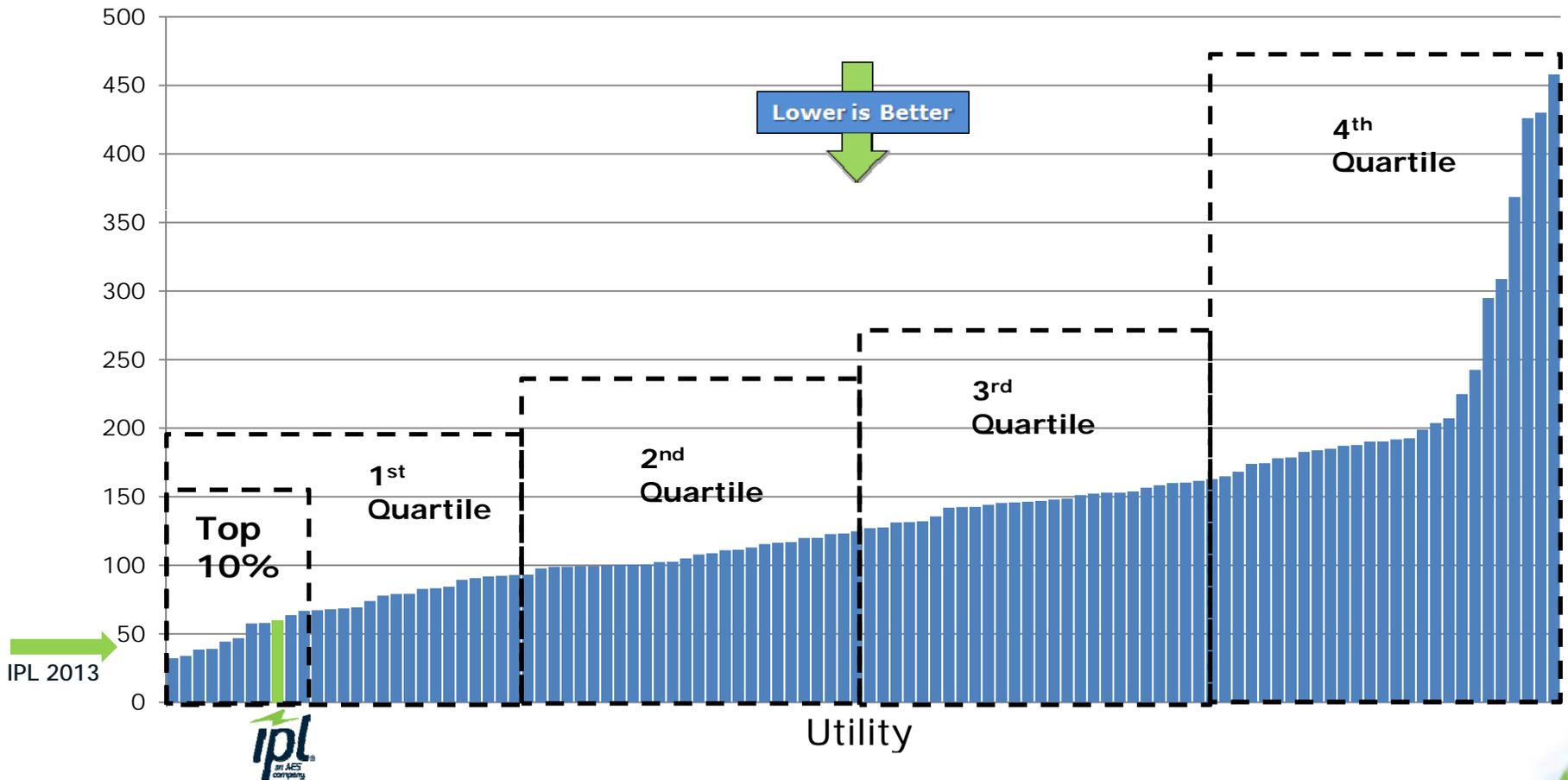


# SAFETY IS OUR FIRST VALUE





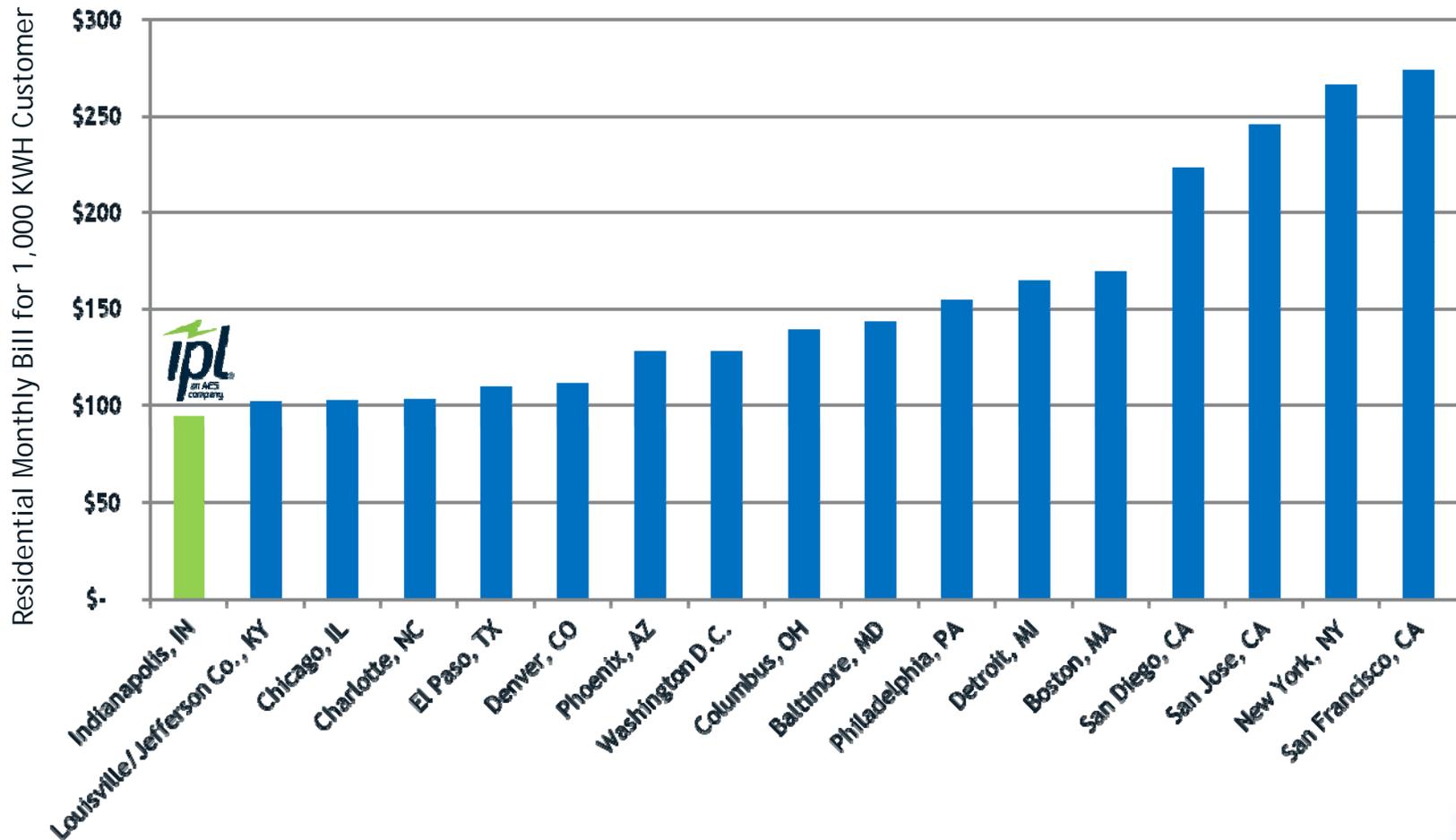
# SERVICE RELIABILITY RANKED IN THE TOP 10% NATIONALLY



Source: Results Based on SAIDI from 2012 (most recent) IEEE Benchmarking Data (Excluding MED)



# *IPL RESIDENTIAL RATES ARE THE LOWEST AMONG LARGE CITIES*



Source: 2013 Residential Bill Comparison of 20 Largest U.S. Cities With Investor-Owned Utilities | 2013 KB Parrish Report



## *EFFICIENCY AND RELIABILITY CONTINUE TO BE A FOCUS*



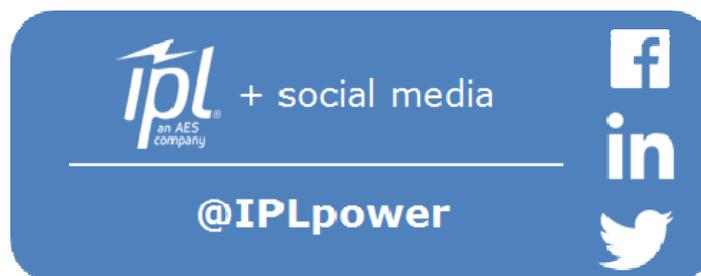
AES Board of Directors visit Indianapolis in October 2013

- Service company reduces costs and leverages best practices for many of IPL's shared services
- Asset management team improves performance and reduces risk



# IPL CONTINUES TO ENHANCE THE CUSTOMER EXPERIENCE

- Social media
- New bill design
- Outbound outage restoration calls
- Web enhancements and broadened mobile functionality



Recent Posts by Others

See All

**Richard Zelmer**  
Big kudos to the crews last night. Thanks for getting us bac...  
👍 1 🗨️ 2 • January 27 at 9:52am

**Mark E Mitchell**  
Thanks to all the dedicated men and women who work in t...  
👍 1 • January 13 at 2:28pm

**Katie 'Hopkins' Awwad**  
Thank you for all your hard work these last couple COLD da...  
👍 1 • January 7 at 1:06pm

**Loraine White**  
Thank you everyone who is working hard in this cold weath...  
👍 1 • January 6 at 6:23pm

**Michael T. Murphy**  
@ Your IPL teams that are working in this weather are the...  
👍 2 🗨️ 2 • January 6 at 4:46pm



## *CUSTOMERS AWARD IPL WITH HIGH RANKINGS*

### Residential Customers:

Metrix Matrix research shows 90% satisfaction in 2013

### Business Customers:

J.D. Power 2014 Electric Utility Business Customer Satisfaction Study: IPL ranks highest among Midwest Midsize Brands for the second consecutive year\*





# *WE INVEST IN OUR COMMUNITIES*





## *IPL SUPPORTS EMERGING TECHNOLOGIES*



1<sup>st</sup> in the Midwest in solar capacity\*

\* **Approximately** 100 MW of solar contracts, if completed. Approved by IURC under Rate REP



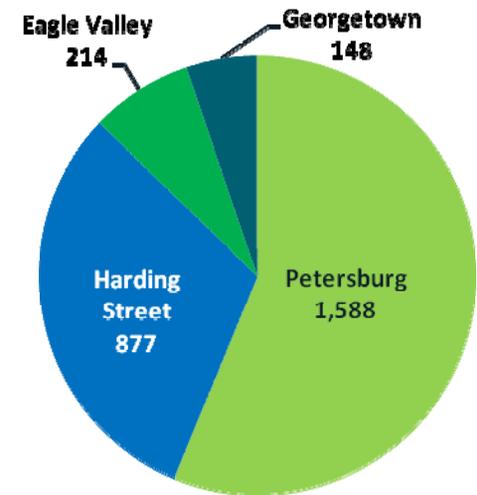
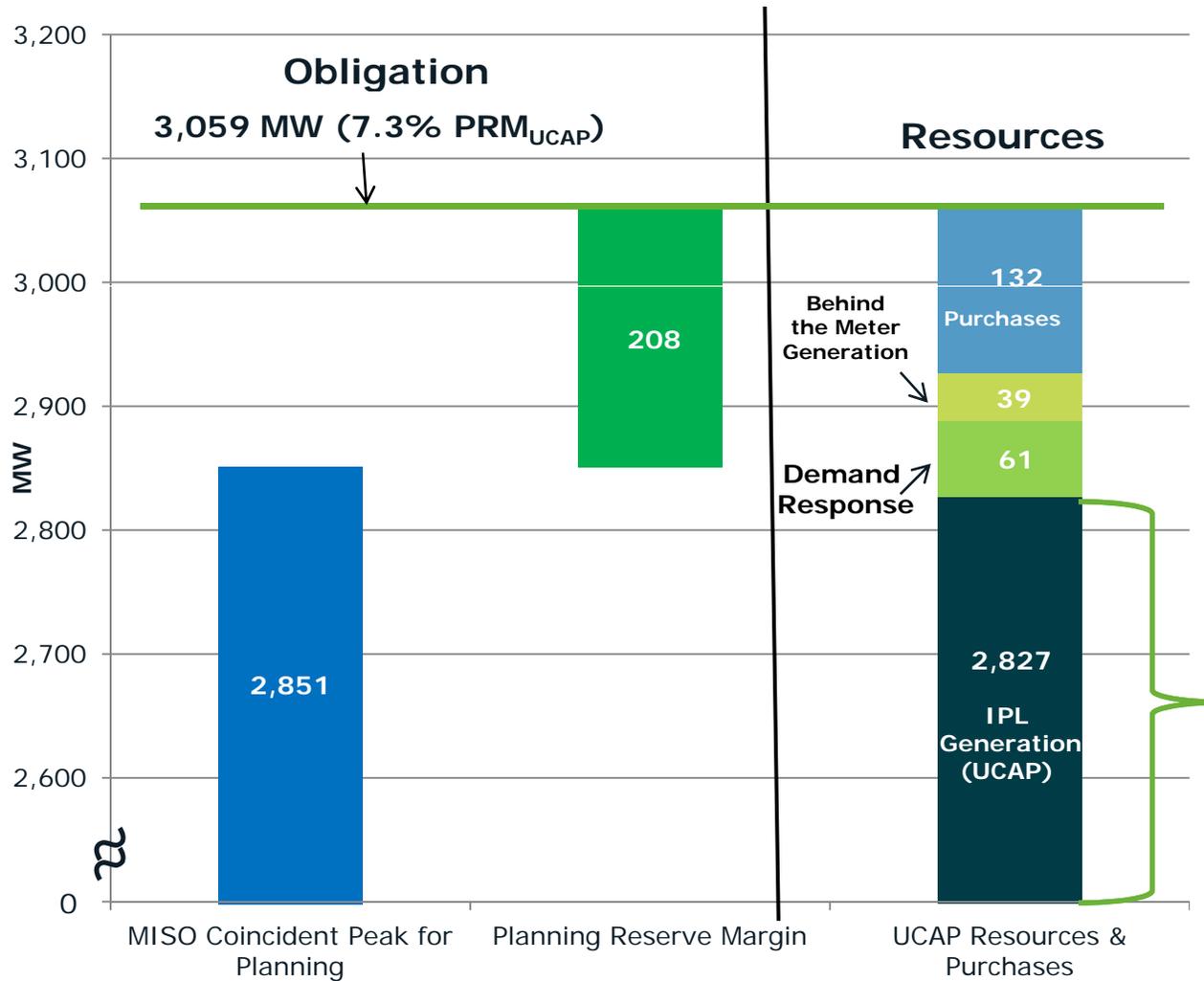
BlueIndy Electric Vehicle Car Sharing Program



# *2014 SUMMER RELIABILITY*

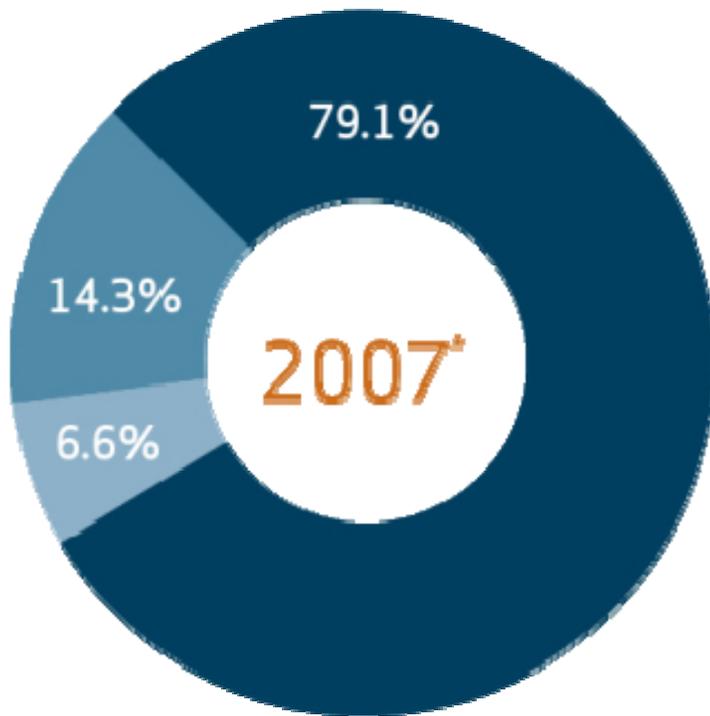


# IPL IS PREPARED TO MEET THE RELIABILITY NEEDS OF CUSTOMERS

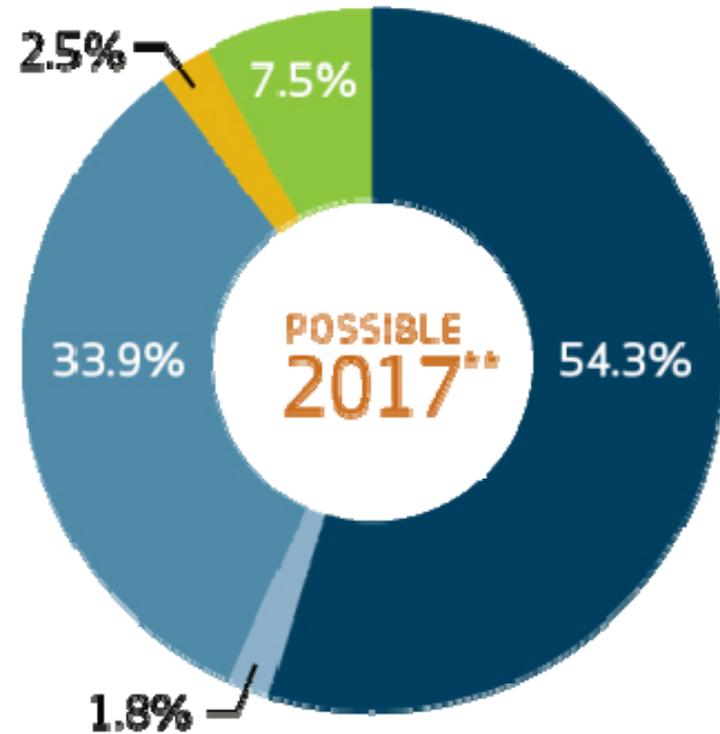




# OUR GENERATION PORTFOLIO IS EVOLVING



- Coal
- Natural Gas
- Oil



- Wind
- Solar

\*Resources based on maximum summer rated capacity  
\*\*Includes long-term PPAs & anticipated Rate REP contracts; plans subject to Commission approval



# *DISCUSSION OF INDUSTRY QUESTIONS*



## *INDIANA UTILITIES ARE ENGAGED IN THE GOVERNOR'S ENERGY PLAN*

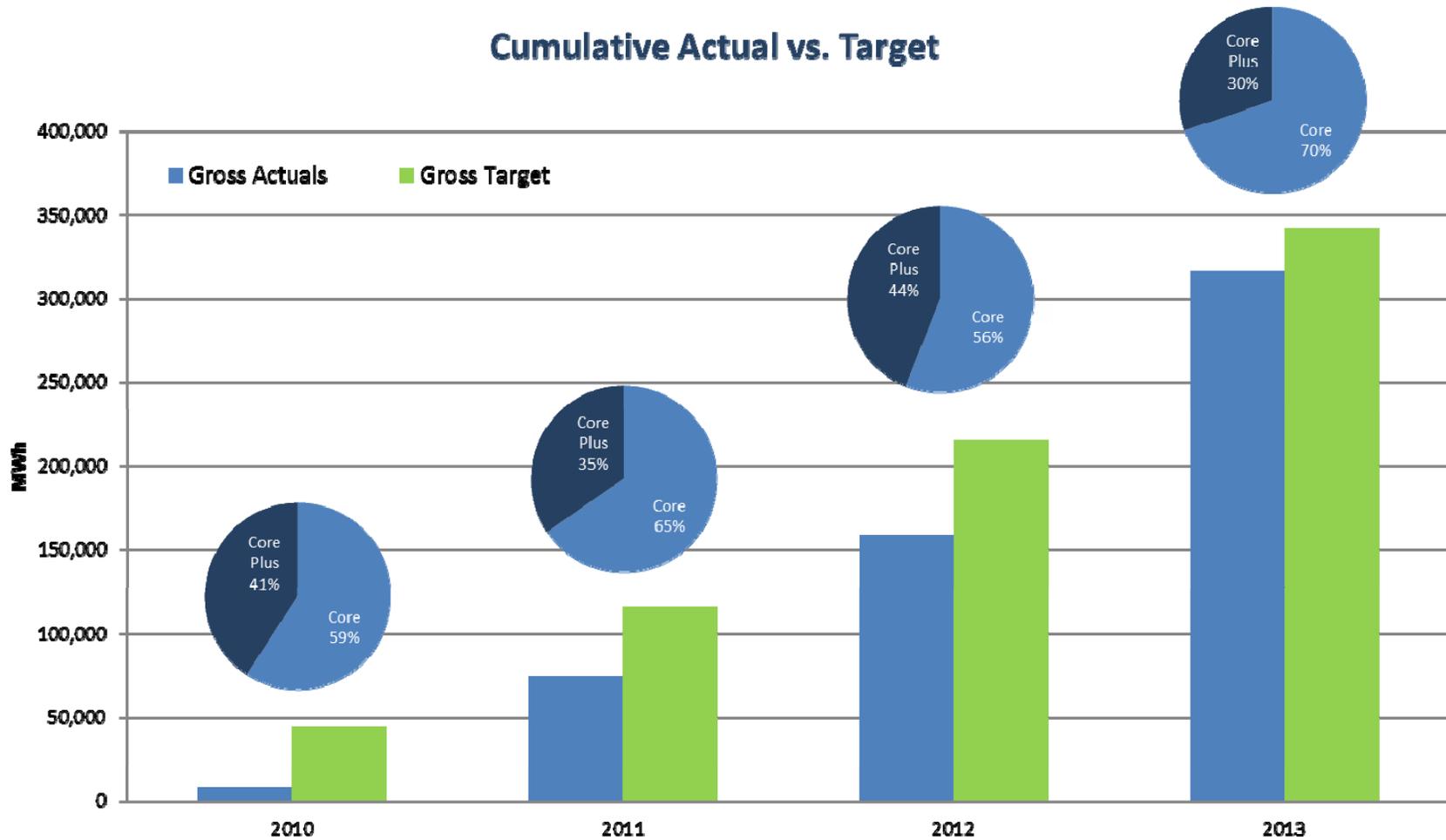
- Work in progress
- IEA supports an inclusive plan
- Indiana's current regulatory structure serves customers well





# IPL WILL CONTINUE TO OFFER A BROAD PORTFOLIO OF DSM PROGRAMS

### Cumulative Actual vs. Target





## *AES HAS RECENT EXPERIENCE IN THE RESTRUCTURED RETAIL MARKET IN OHIO*

Restructuring comes with risks/costs:

- Confusion and difficult products for customers to understand
- Retired generation is not being replaced in Ohio
- Utilities attempting to sell generating assets
- State regulator has less oversight
- Significant costs associated with billing changes



## *ELECTRICITY RATE INCREASES*

The State Utility Forecasting Group (SUFEG) is predicting electricity rate increases in Indiana during the next decade.

### SUFEG COST DRIVERS:

- Environmental compliance
- Resources required to meet future demand
- Additions/modifications to extend power plant life

### IPL:

- Environmental Controls (MATS)
- Eagle Valley CCGT\*
- Unit refueling to natural gas\*

\*pending approval



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