

POWERING OUR FUTURE

I&M is working every day to improve our service. The **Powering Our Future** plan recently filed with the Indiana Utility Regulatory Commission focuses on key points to help provide safe, reliable energy and an excellent customer experience.



Infrastructure and Reliability



New Payment Option - PowerPay



Customer Information System



Cook Nuclear Plant



An **AEP** Company



INFRASTRUCTURE AND RELIABILITY

I&M is systematically prioritizing infrastructure replacements and improvements

- Replacing more than 2,800 aging poles
- Replacing 240 miles of wire
- Increasing use of smart technology that detects outages and automatically restores service
- Trimming trees along more than 5,000 miles of power lines
- Improving, adding or acquiring land for 15 substations

INFRASTRUCTURE IMPROVEMENTS BY COMMUNITY

NORTHEAST INDIANA

- Rebuilding 69 miles of power lines
- Replacing 939 poles
- Trimming trees along 1,721 miles of power lines
- Improving three substations and acquiring land for two new ones

NORTH CENTRAL INDIANA

- Rebuilding 88 miles of power lines
- Replacing 785 poles
- Trimming trees along 1,135 miles of power lines
- Building two new substations and improving a third

EAST CENTRAL INDIANA

- Rebuilding 83 miles of power lines
- Replacing 1,081 poles
- Trimming trees along 2,214 miles of power lines
- Improvements and replacements for seven substations

PREVIOUS INVESTMENTS

Over the past five years I&M has **significantly enhanced reliability**. Due to investments in infrastructure, tree trimming practices and smart technology, **customers are experiencing a substantial decrease in outages**.

From 2018 to 2022:

- **Customers have experienced a 31% reduction in the time without service.**
- **Controlling tree growth has led to a 30% decrease in tree-related outage minutes.**

Continuing to invest in infrastructure and reliability will help I&M take the next step in delivering safe, reliable power to our customers.

STORM COMPARISON

In both 2012 and 2022, derechos with extreme wind speeds impacted the Fort Wayne area. The many **reliability investments** made during the decade between these historic storms helped reduce the impact of severe weather on our customers.

YEAR	2012	2022
WIND PEAK	91 MPH	98 MPH
CUSTOMERS OUT	>100,000	<41,000
RESTORATION	8 DAYS	4 DAYS



NEW PAYMENT OPTION - POWERPAY

A voluntary payment option that allows customers to pre-pay their electric bills, much like pre-paid cell phones. **PowerPay offers customers a choice** of when and how to pay their electric bills, providing the opportunity to make payments that are more in line with their cash flow.

The program is voluntary, and customers who prefer standard monthly billing do not have to change how they pay their bills.



COOK NUCLEAR PLANT

Cook Nuclear Plant produces carbon-free energy and accounted for more than 70% of all power generated by I&M in 2022. As we look to the future of energy, a thorough study to determine whether to apply for a 20-year extension of the Cook Nuclear Plant licenses will help I&M plan for the best mix of **safe, reliable and carbon-free energy** to supply our customers. The current licenses expire in 2034 and 2037, respectively.



CUSTOMER INFORMATION SYSTEM

Modern technology will provide new, **innovative service options** to customers. The new system will be able to message customers about anticipated or planned power outages, send notifications that promote ways to save money on their bill and offer possible payment plans.

RATE IMPACT AND SERVICE CHARGE

I&M is requesting new rates equal to a 6.8% overall revenue increase for the investments in the **Powering Our Future** plan, as well as a change to the residential customer service charge to more accurately reflect the true costs of being connected to the system. The service charge is included in – **and not in addition to** – the proposed new rates.

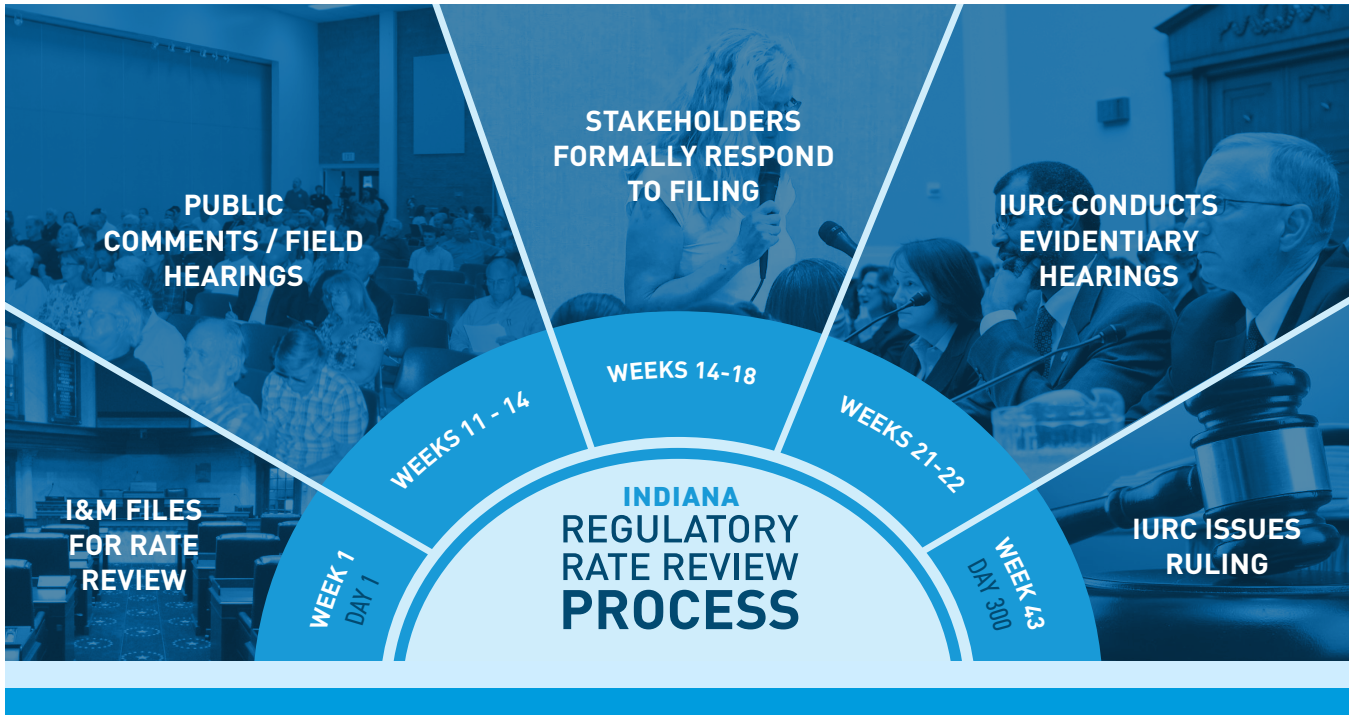
RESIDENTIAL RATE COMPARISON

Residential customers would see a 9.1% total increase, phased in through two steps in mid-2024 and early 2025.

1,000 kWh	CURRENT	PROPOSED
BILL	\$162.16/mo.	\$176.99/mo.



Customers can learn more about **Powering Our Future** and the rate review process at www.IndianaMichiganPower.com/PoweringOurFuture-IN



An energy company regulatory rate review uses a **300-day** open process that allows the public, customers and organizations to submit testimony and declare support or opposition to all or part of a proposal.

These proposals are **necessary for utilities to fund needed projects**, as regulated utility earnings are capped and rates can only be changed by the regulatory commission.

Your rate is made up of the cost of providing the energy to your home and includes the cost of generation, poles, wires, personnel and capital projects, such as environmental control technologies, and new equipment to ensure the **reliable delivery of power** to you.

This overall cost of service is then divided up based upon the number of customers served and then applied to the amount

of energy you utilize in your home or business to determine the cost to you as seen on your monthly billing statement.

Consumer organizations, customer groups and others affected may seek “intervenor” status, allowing them to be a party in the case.

The five-member Indiana Utility Regulatory Commission (IURC) **hears the evidence and makes decisions** based on the evidence presented. By law, the bipartisan IURC is an advocate for neither the public nor the utilities and is required to ensure utilities provide reliable service at reasonable rates.

Another state government agency, the Indiana Office of Utility Consumer Counselor (OUCC), represents customers and the public. The OUCC advocates for customers, while the IURC is impartial.