

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 (IURC) focuses on key points to help provide safe, reliable energy and an excellent customer experience.

INFRASTRUCTURE AND RELIABILITY



I&M is systematically **prioritizing infrastructure improvements**, building upon the success of past projects that have substantially improved reliability.

- 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

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, 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.

CUSTOMER INFORMATION SYSTEM



Modern technology will provide **new 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.

PREVIOUS INVESTMENTS

Over the 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:

- **I&M 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.**

DERECHO COMPARISON

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

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.



Learn more at www.IndianaMichiganPower.com/PoweringOurFuture-IN