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Storm Response Meeting

September 22, 2023

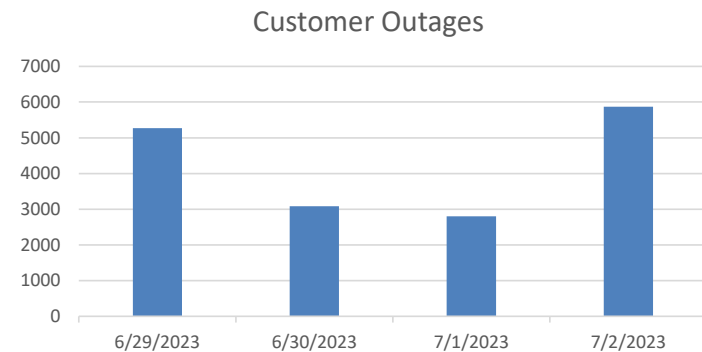


June 29, 2023 Storm Event Statistics

- June 29 to July 2 saw significant weather throughout Indiana, although it was less impactful in NIPSCO's service territory than in other areas of the state
- **Customer Outages**
 - Total customer outages: 5,270
 - Daily Average Restoration Time = 125 minutes
 - Total outage events: 81
 - Note: 2,524 customer outages on 2 outage events were due to third party vehicle damage

June 29 Statistics

CUST OUT	5,270
SAIDI	1.37
SAIFI	0.011
CAIDI	125.38



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June 29, 2023 Storm Preparation and Response

- NIPSCO constantly monitors the weather and has a process in place to notify potentially impacted departments, as well as to notify its customers
- On June 29, the first internal storm notification was distributed at 6:18 AM

➤ Various chances for showers and thunderstorms are expected across the territory throughout the day, some of which will likely be strong to severe with the potential for large hail, damaging wind gusts up to 60-70 mph, and possibly a few isolated tornadoes.

- T-storms possible as early as this morning for the northern and eastern portions of the territory.
- After 2pm – increased likelihood of thunderstorms and impactful weather mainly for the western/southern portions of the territory.

➤ Thunderstorm activity will gradually weaken and become less widespread as the evening progresses, and mostly dry conditions are expected for the overnight period. Total rainfall today: 0.10-0.25" with locally heavier amounts as high as 0.50-0.75", especially in southwestern areas where heavier storms track across the same areas. Winds unrelated to thunderstorms today will be out of the south-southwest at 7-13 mph with gusts to 15-25 mph. Winds will then become variable to southeast at 5-12 mph late evening and overnight.

- The Communications team enacted its external plan the night before the storm
 - At 7:00 PM, a storm preparedness social media post was made
 - Potential messaging was shared internally for review if needed
 - The team prepared to post appropriate social media banners if needed
 - The typical plan to make updates was ready as needed
- These actions were consistent with NIPSCO's storm preparedness plan, both summer and winter

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June 29, 2023 Storm Preparation and Response



- A Mutual Assistance request from Great Lakes Mutual Assistance Group was sent out asking for 350 Distribution Line full-time equivalents (“FTEs”) for Duke Energy Indiana and NIPSCO released 36 FTEs and Com Ed released 147 FTEs to report to Duke.

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March 31st Storm

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- Late on the evening of March 31 and into Saturday, April 1, a high wind/storm event impacted the NIPSCO service territory.
- NIPSCO experienced three confirmed tornados and two probable EF0s tornados.
- 27,700 customers lost power during the event, and NIPSCO replaced over 270 damaged transmission and distribution poles.

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March Storm Response

- 99% of customers were restored by 7:00 AM Monday, April 3, with all remaining customers restored by 7:00 PM Tuesday, April 4.
- All 138 kV and 69 kV transmission lines were returned to service on Thursday, April 7.
- Deployed internal and contractor line crews and forestry crews throughout the service territory
 - At the peak of the response, over 300 resources were deployed in restoration efforts
 - Crews worked 16 hours on and 8 hours off
 - Strong focus on safety during high-risk restoration event



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March Storm Response - Communications

POWER OUTAGES

Check outage status or report a power outage

Whenever and wherever an outage occurs, we're prepared to respond and keep you informed. You can see current outages, report an outage to us or sign up for outage alerts.

Current power outages

Find your location to see outage status, cause and estimated restoration time.

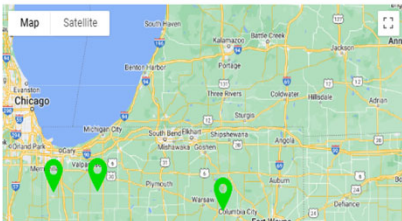
- ✓ This map is updated every 10 minutes
- ✓ You can view reported power outages in your area by searching for your city or zip code, selecting a pin on the map, or by clicking a city on the table

OUTAGES

- Power Outages ^
- Storm Center
- Report a Power Outage
- Report a Street Light Outage
- Prepare for an Outage
- How We Restore Power
- Service Line Damage
- Generator Safety
- Report an Outage
- Gas Outages

Search Location

Search Location Search



Customer Outages

City	Total Affected
Show All Cities	
EARL PARK	1
MUNSTER	1
SYRACUSE	1
VALPARAISO	1
Total NIPSCO Customers Affected	4

- Provided frequent information updates to customer service representatives to be able to inform customers of efforts
- Updated web banner and provided social media updates
- In hardest hit areas, NIPSCO deployed Emergency Response trailer with Communications experts onsite

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March Storm Response – Mutual Aid and Supply Chain

- NIPSCO generated a mutual assistance request and received support from contract crews based in Michigan
- NIPSCO worked with suppliers from four states to ship material to make repairs
 - Direct sourced (98) 65 foot and taller poles from Illinois, Georgia, and Wisconsin.
 - 172 poles were sourced through NIPSCO's normal supply chain
 - Direct sourced (100) 138kV insulators directly from the vendor in North Carolina who manufactured them and shipped them via batches to meet the Company's needs.
- Leveraged industry trade organizations to overcome some supply chain challenges



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Appendix

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What challenges did your utility face in the storm restoration process? Did you have concerns with staffing or supply chain limitations?

- Regarding the June 29 storm, because NIPSCO was minimally impacted, the Company did not face any supply chain or staffing issues.

How did you communicate with customers before, during, and after the storms?

- NIPSCO has a storm communications plan, which includes internal and external updates, specifically locational ETRs for customers as soon as available
- Web banners and social media posts are prepared and posted as needed
- Updates are communicated internally and externally as needed
- Particular focus is placed on keeping customer service representatives to allow them to effectively communicate with customers

Were there any gaps in your outage/storm restoration process that you recognized/will address going forward?

- NIPSCO holds an After-Action Review (AAR) for each major storm event to identify areas of improvement
 - Primary area for continuous improvement is focused on rising technology to help with more accurate estimated time of restoration
 - Training up for damage assessors

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When weather reports indicate your service territory may be affected by incoming storms, what work is done proactively to prepare with your team and your contractors?

- NIPSCO follows meteorology reports daily
- As impending weather gets closer, the band of potential impact is narrowed
- NIPSCO communicates internally to potentially impacted departments and holds storm preparedness calls as needed
- Staffing needs are considered, and staff are “held” as needed or put on notice of potential activity
- As discussed previously, proactive customer outreach is undertaken via a variety of methods, including social media
- Call Center employees are updated and provided with appropriate information to handle customer contacts

How was mutual aid between utilities a factor in your storm restoration efforts?

- Proactive engagement for Mutual Aid
 - Resources are not released until NIPSCO knows how its service territory will be impacted (this is standard in the industry)
 - NIPSCO did provide resources to Duke during the June 29 storm event

Do you have any feedback on the outage reporting requirements found in Indiana Administrative Code 170 IAC 4-1-23?

- NIPSCO has defined processes and procedures that are aligned with current Commission reporting requirements
- The kinds of events that need to be reported remain appropriate
- And the types of information reported and interval for reporting are reasonable

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