



Prioritizing Affordable, Safe, Reliable Power for Our Indiana Customers

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Agenda



**Prioritizing
Customer
Affordability**



**Strengthening
Reliability and
Resiliency**



**Enhancing
Communications
and Customer
Experience**

Our Affordability Actions

Prioritizing Affordability

- **Two-Year Electric Rate Stability:** stabilizing electricity bills through 2027
- **Securitization Pilot:** resulting in an estimated **\$53 million** in savings for our customers
- **Cancelling Nearly \$1 Billion in Uneconomical Renewable Projects:** saving residential customers approx. **\$18/month** in avoided costs through 2027
- **Community Energy Improvement Fund:** investing **\$5 million** through the **CenterPoint Energy Foundation** over the next two years to support expanded customer resources and cost-saving programs



Improved Engagement through Community Connect Program: bringing year-round, **face-to-face dialogue into the community** making it easier for customers to ask questions and get assistance



Enhanced Customer Communications: continuing more customer emails, social media, news releases, and events providing updates **where customers are with the information they need**



Electric and Gas Investments

Ensure Safety, Reliability & Compliance

Investments across generation and electric & gas infrastructure

Generation



AB Brown Generation | \$284M (2022-2025)
460 MW Gas-fired Generation
(2 x 230 MW combustion turbines)



Environmental Compliance | \$282M (2016-2025)
CCR Ash Pond Closure(s); ELG Controls



Posey Solar Facility | \$386M (2023-2025)
191 MW Utility-scale Solar

Electric & Gas Infrastructure



TDSIC Program
Electric | \$633M (2017-2025)



Gas | \$365M (2016-2025)
Transmission & Distribution Modernization

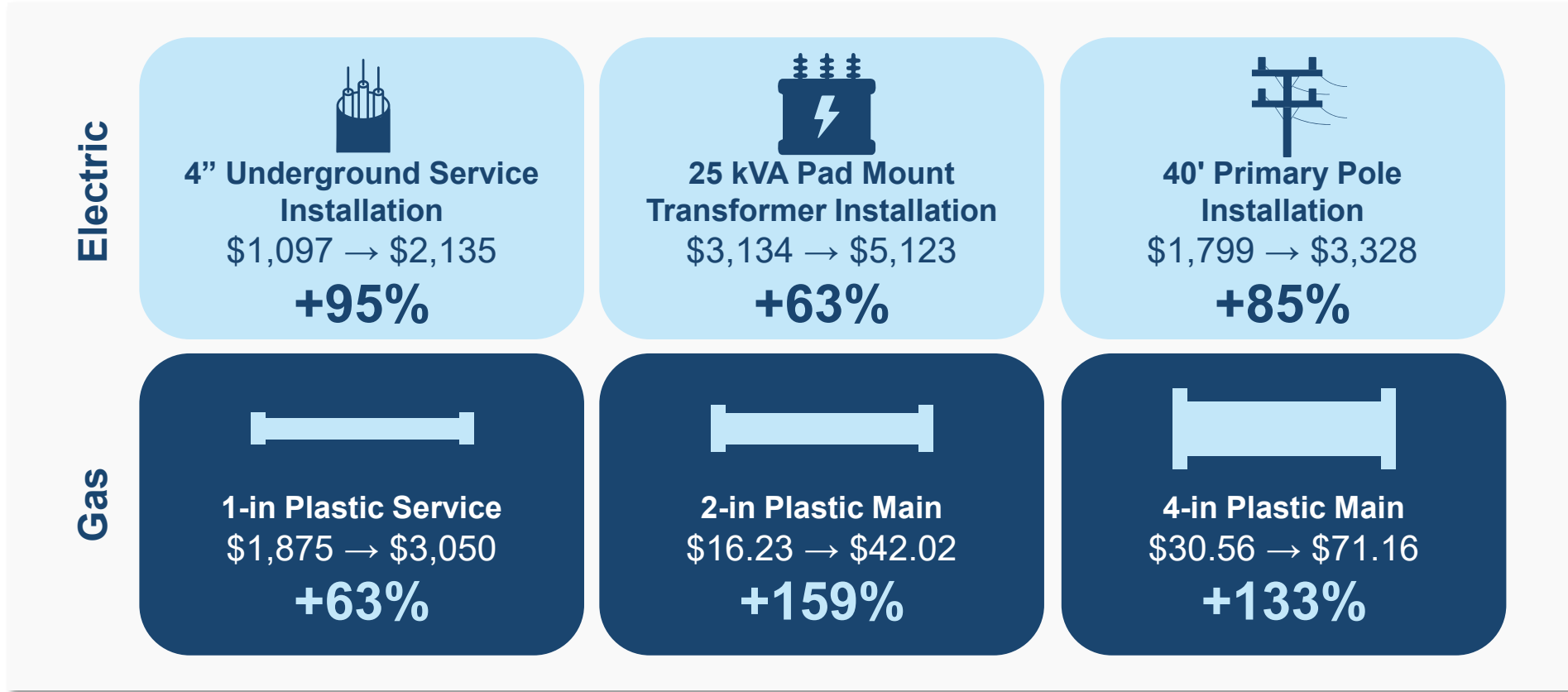


Gas Compliance | \$1,382M (2016-2025)
Bare Steel and Cast-Iron Replacement;
Distribution, Transmission, and Storage
System Improvements



Electric and Gas Cost Comparison

Over the last decade (2015 - 2025)



Key drivers of cost increases

-  Labor cost escalation
-  Material inflation
-  Contractor availability
-  Supply chain pressures



Electric Investments Deliver Measurable Reliability Improvements

TDSIC Investments

Measurable Reliability Improvement



\$633M

Electric infrastructure investment



20,000+

Transmission & distribution structures modernized



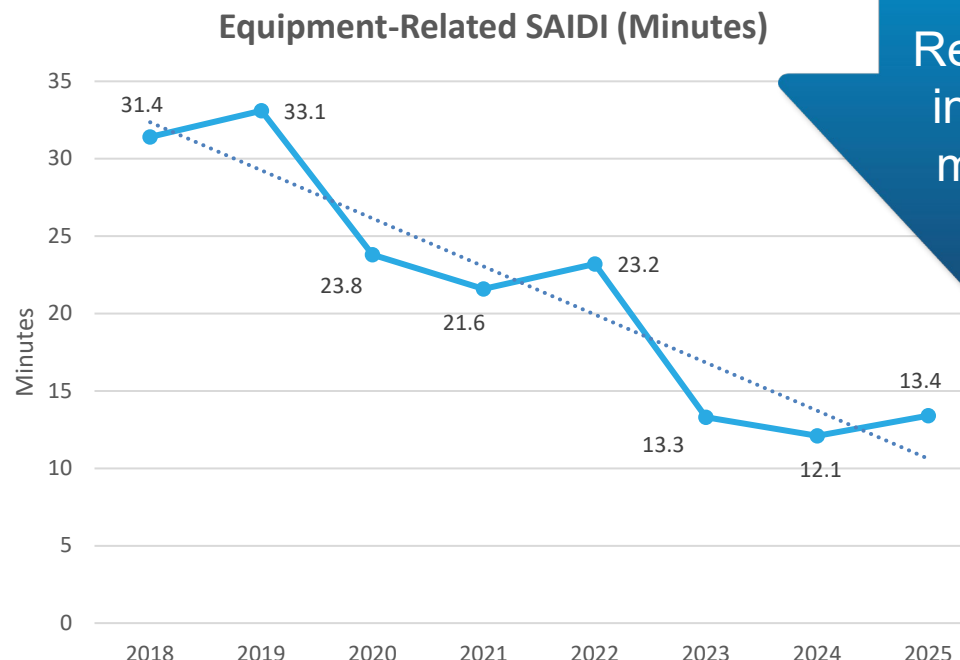
135 Miles

Transmission lines rebuilt
(69kV & 138kV)



567 Miles

Distribution conductor installed
(381 overhead & 186 underground)



57%

Reduction
in SAIDI
minutes

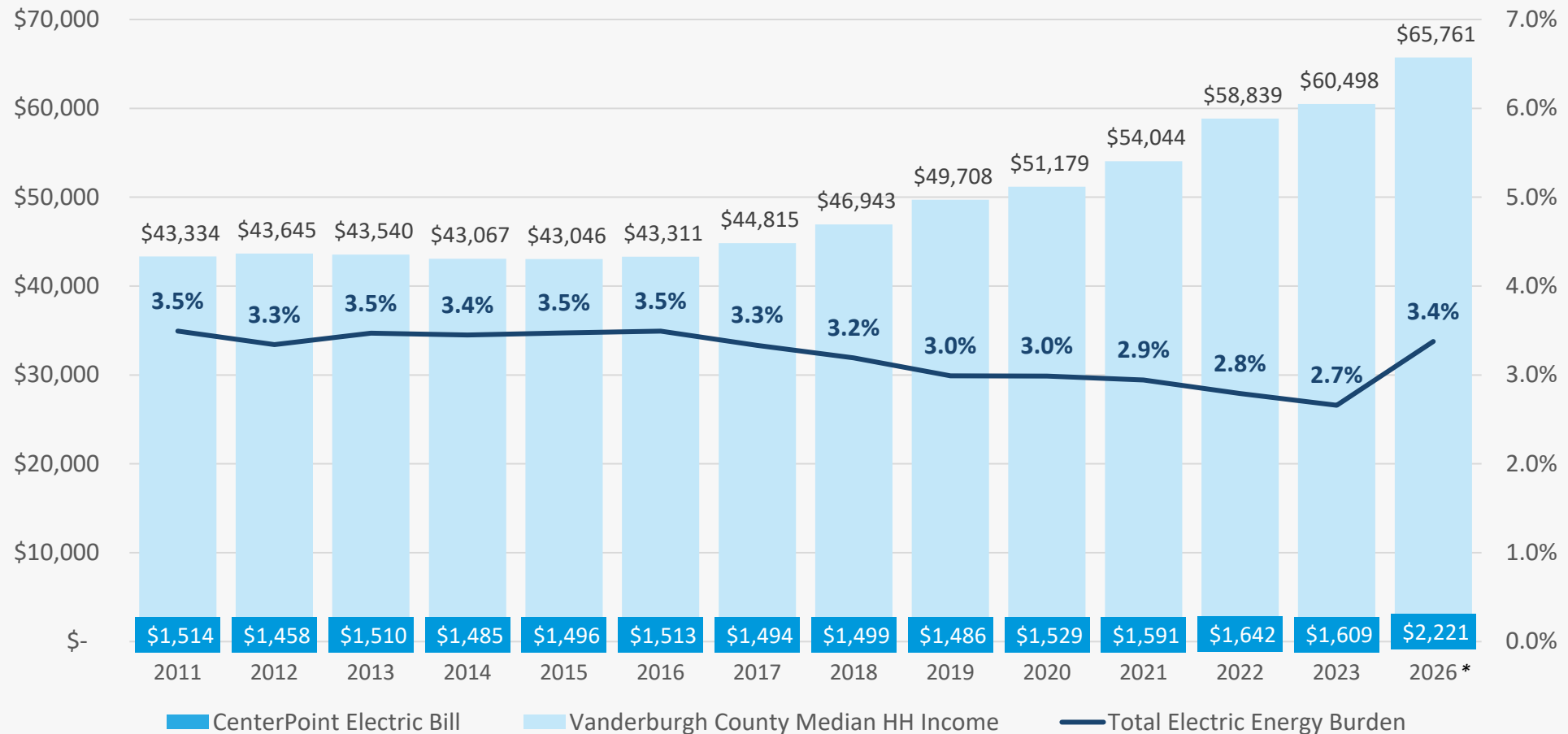
SAIDI (System Average Interruption Duration Index) calculated consistent with IEEE 1366 methodology; excludes Major Event Days (MEDs), momentary interruptions, and planned outages.



Electric Energy Burden Is Currently Below 2011 Levels



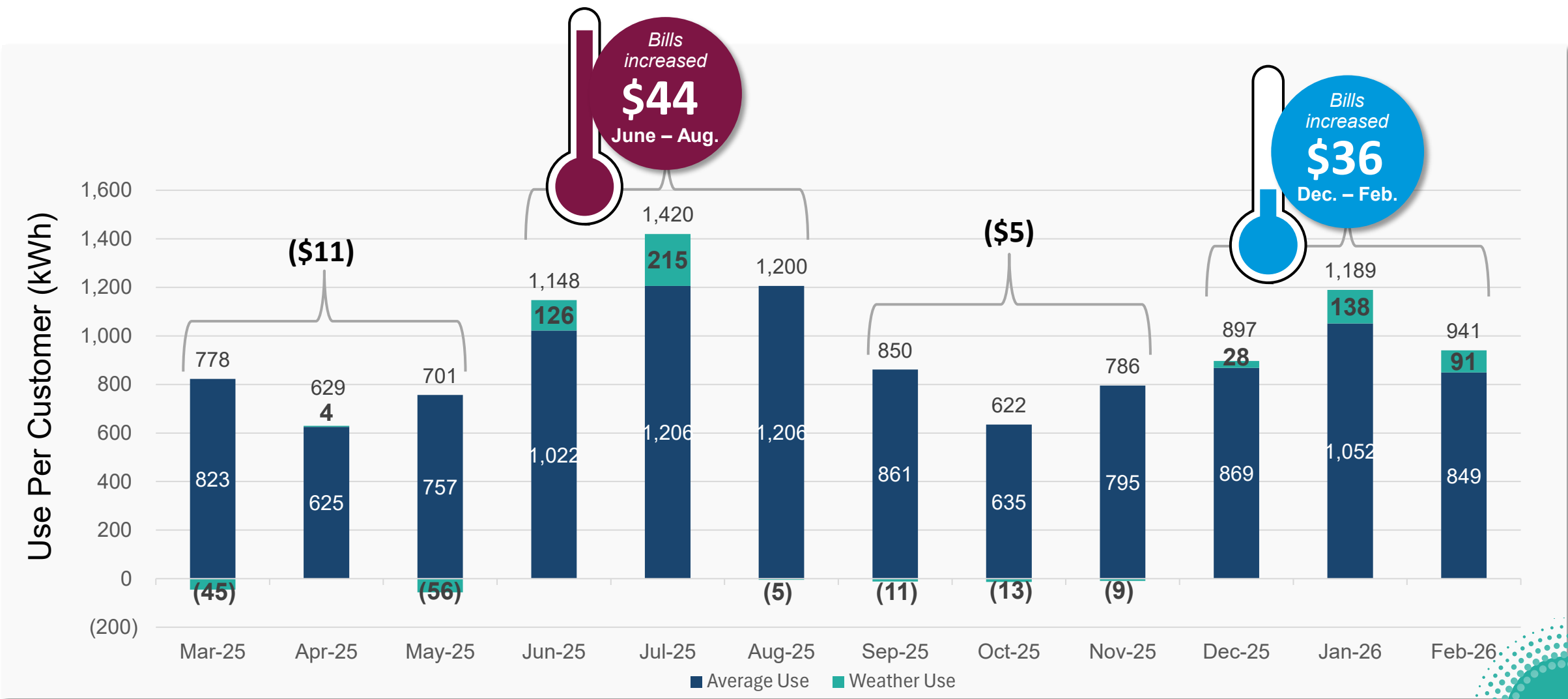
Since CenterPoint Energy Indiana South's last rate case was implemented in 2011, the percentage of Vanderburgh County median household income that is used to pay for electricity has **declined**.



* 2026 Median household income estimated



SW Indiana Extreme Weather Also Drove Electric Bills Higher



Providing Options to Customers

Enhanced customer solutions and sources of financial assistance

- Targeted outreach offering tailored payment solutions
- Enhanced Levelized Billing Program
- Customer Assistance Fund
- Home improvement rebates and discounts
- Neighborhood Weatherization Program
- TimeWise Pilot

Customer Assistance Fund



Applying is easy!



Visit CenterPointEnergy.com/CAF for application details, income-eligibility requirements and more!

We understand that managing your household budget and energy bills can sometimes be a challenge. With the **Customer Assistance Fund (CAF)**, supported by CenterPoint Energy*, eligible customers can receive financial assistance to help manage their energy bills.


For more information about the Customer Assistance Fund please visit CenterPointEnergy.com/CAF.

*Share the Warmth, Inc. d/b/a Customer Assistance Fund is an independent, 501(c)(3) nonprofit corporation supported in part by voluntary contributions from CenterPoint Energy's shareholders, employees and customers.




Assistance is here for you

Don't wait until you receive a disconnection notice. Contact us right away for assistance.



Financial assistance programs

Energy Assistance Program (EAP)
Get help with your heating costs if your household income is at or below the State Median Income. Contact your local Community Action Agency to apply.

Benefit: Financial assistance for eligible customers during the heating season.

How: Oct. 1 through April 20.

Discount Program (USP)
Receive a discount of 15-32% on your natural gas bill from October through May. You're automatically qualified for EAP.

Benefit: Lower bills for eligible customers during the heating season.

Customer Assistance Fund (CAF)
Helps eligible homeowners and renters receive financial assistance for energy bills.

Benefit: Financial assistance for your energy bills during the summer and winter months (if available).

Payment options
(SMS)

Extension
Extension on your due date to avoid late fees and returns to normal on your next bill.

Payment arrangement
Split your bill into smaller payments over time. You must pay the full amount AND your current monthly bill by the due date to keep the arrangement active.

Payment plan
If you're having trouble paying your bill, call us for help. You may receive a 2-month grace period on late fees, automatic enrollment in Budget Billing (consistent monthly payments) or a personalized 4-month payment plan.

Energy efficiency assistance

Home Energy Assessment (open to all households)
Homeowners can get a free energy assessment with on-site spot upgrades including weatherstripping, aerators, pipe insulation, a smart thermostat and more. You'll receive a personalized home energy report with an action plan for additional no-cost energy-saving efforts.

What you get: Free assessment and upgrades that may help lower your energy bills.


Neighborhood Weatherization Program (designed for households that qualify for extra assistance)
Income-qualified homeowners and renters receive everything in the Home Energy Assessment, plus additional benefits like insulation, furnace tune-ups and other improvements at no extra charge.

Who qualifies: Households with income at or below 200% of the federal poverty level or those already receiving SNAP, LIHEAP, WIC, Welfare, Section 8 or other Emergency Assistance Program benefits.

What you get: Free assessment and immediate upgrades, PLUS major improvements like insulation and a furnace tune-up at no cost.




Scan the QR code or visit CenterPointEnergy.com/Assistance to learn more about our assistance programs.



To our Indiana neighbors:

We're continuing to be proactive and transparent about a change to your electric bill. This month, CenterPoint Energy implemented the final phase of our 2023 approved rate case. This is the first series of base rate adjustments we've brought forward since 2009. Beginning in March, the average residential customer using 799 kWh per month will see an increase of approximately \$6.86. We know that's not easy news, especially for families already managing tight budgets.

We also want you to know that we're committed to keeping your rates stable through 2027, and we estimate that this initial increase will be reduced to approximately \$4.50 per month by mid-year following a related bill adjustment. This rate case supported more than a decade of critical investments across southwestern Indiana improving reliability. Work from 2024 to 2025 reduced how often outages happen by nearly 10% and cut the length of outages 14%.



Community Connects
We'd love to talk with you in person. Throughout the next several months, we're hosting Community Connect events at locations across the region—designed to make it easy for you to meet with our local team, ask questions about your bill and connect with payment assistance programs and resources that may be available to you.

[Find an event near you](#)

Repair and Care
Our Repair & Care program launched in 2022 as part of our \$5 million Energy Improvement Fund. Opening, the program has received more than 850 applications and already completed essential repairs for nearly 40 households across the region at no cost.

Like water heater replacements, furnace and roof improvements, we're helping families use less energy and money for the long haul.

[Check your eligibility](#)

HOME Repair & Care

TimeWise works
TimeWise works is another new tool that provides participating customers with a new way to manage their energy costs by allowing them to make informed decisions. This pricing option is designed to help customers save money by using energy during lower-cost periods.


Apply
TimeWise works is ideal for customers who: have flexible schedules and can adjust when they use major appliances; prefer to shift energy consumption away from peak hours (7 p.m. during the summer months of June and July); and want to take an active role in managing their energy costs. Share your feedback to help us share their customer experience with you.

Home Energy Audit
Available to all electric and combination (electric and gas) customers, a Home Energy Audit gives you a personalized look at where your home is losing energy you didn't even know about and where you could be saving money.

As a CenterPoint Energy customer, we're committed to being here for you just as your utility, but as a partner in this community.

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[CenterPoint Energy](#) | Energy for what matters most. Smart Metering, Summer Cycler or Smart Cycle are not available in all areas.



Join TimeWise – a new way to save on your electric bill

We're excited to introduce **TimeWise**, a pilot program* that gives you more control over your energy costs. We have been listening and heard you; that is why we're looking for 500 customers to help us test a new time-of-use rate structure.

[Claim your spot today](#)




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[CenterPoint Energy](#) | Energy for what matters most. Smart Metering, Summer Cycler or Smart Cycle are not available in all areas.



Bill Transparency Improvements

Redesigned Bill

- ✓ Added bill detail for transparency in 2025
- ✓ Added descriptions of each new line item
- ✓ Added additional education tools online

Additional Support

Customers can speak with our customer service representatives or request a full, more-detailed breakdown of charges for additional help understanding their bill.

Bill Detail (Electric and Gas Combo Current Bill)

Current electric charges

Rate: IN S Elec Residential Standard Service

Meter Number Days in Billing Period
00000000 33

Billing Period	Current Reading	- Previous Reading	= KWH Used	x Meter Multiplier	= KWH Billed
10/03/25 - 11/04/25	57734 A	57011 A	723	1	723

Customer Facilities Charge	\$11.00
Variable Base Charges	108.06
Fuel Charges	41.47
Adjustments	15.89
State Sales Tax	12.35

Electric subtotal \$188.77

Current gas charges

Rate: RES 110_IN S 110 Residential Service

Meter Number Days in Billing Period
00000000000000 33

Billing Period	Current Reading	- Previous Reading	= CCF Used	x Meter Multiplier	x Pressure Factor
10/03/25 - 11/04/25	4671 A	4653 A	18	1	1

18 x 1.06220 (Therm Conversion) = Therms Used of 19.12 THM

Distribution and Service Charges	\$30.78
Gas Cost Charge	8.97
State Sales Tax	2.78





Gas subtotal \$42.53

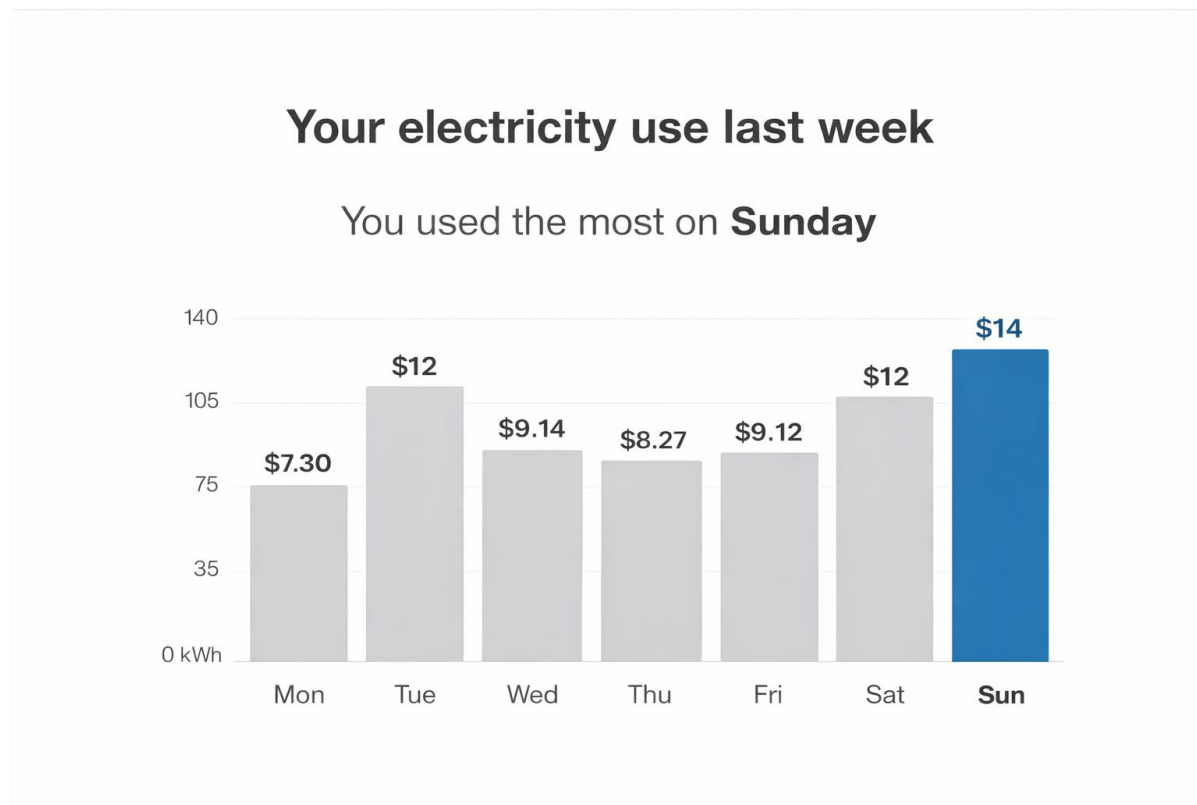
Total Current Charges \$231.30



Actions Enhancing Customer Experience

Coming in 2026

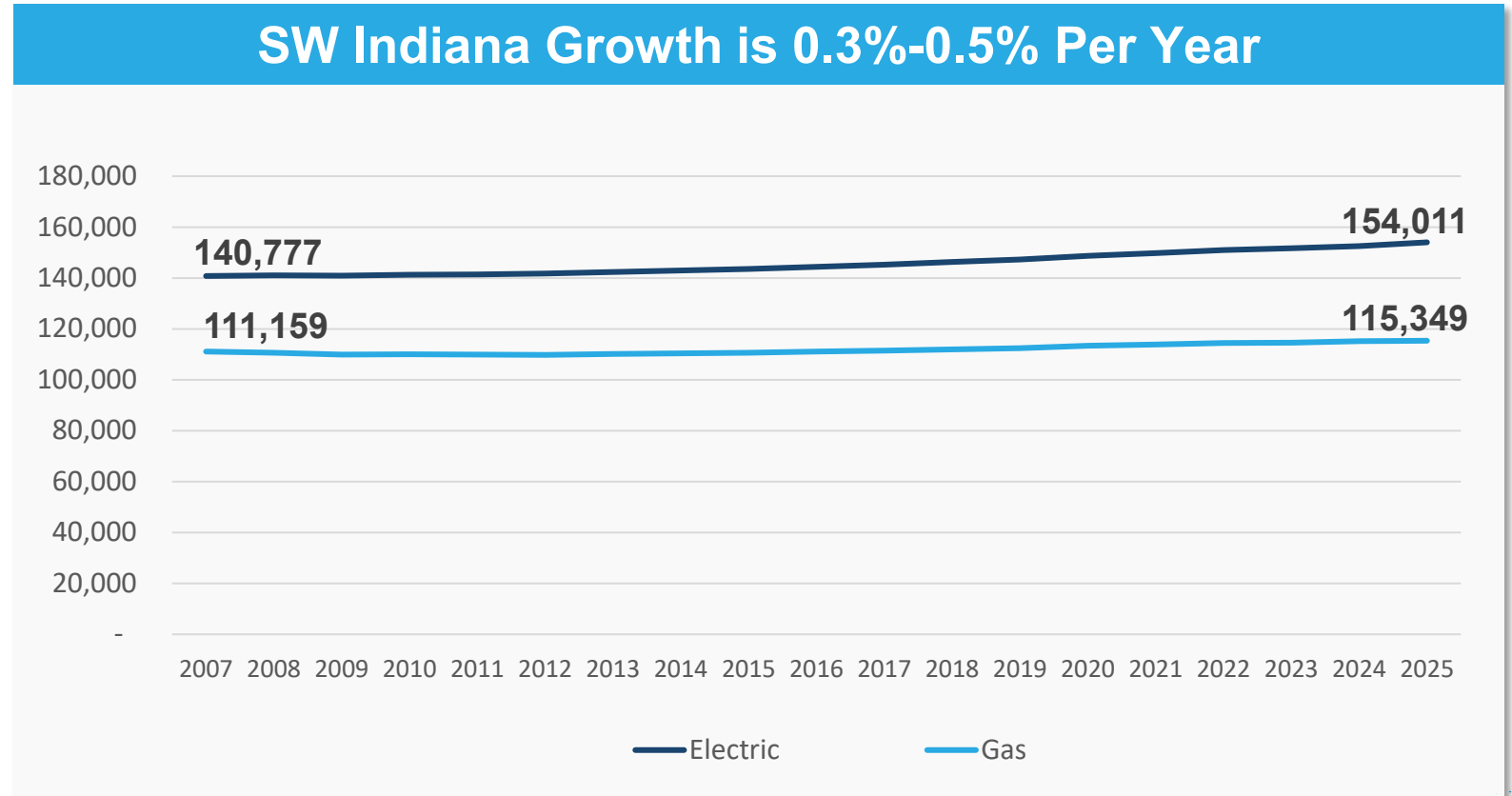
- 
Launch New Bill Tool, a weekly consumption email with projected bill amount, empowering customers to adjust usage patterns to lower bills
- 
Levelized Bill for LIHEAP Customers (HEA 1002) and enhanced payment solutions for all customers
- 
Customizable Due Dates, allowing customers to select their own draft dates
- 
Gas Regulatory Plans will help SW Indiana affordability



Actions Supporting SW Indiana Growth

Supporting Economic Development

- Strengthening Regional Partnerships**
 Driving collaboration with the regional and local economic development organizations to attract large customers and jobs into the region
- Load Growth**
 Prioritizing affordability with potential to reduce residential bills with new large load customers



In Summary...



CenterPoint is
focused on
affordability.



We are holding
electric rates
stable through 2027
while focusing on
reliability.



We are listening to our
customers in our
communities.



We are enhancing
customer tools.